



## CLAIM FORM FOR MEDICAL / DEPENDENT CARE EXPENSES ~ INSTRUCTIONS

- Complete the Employee / Employer Information requested under Section 2.
- Fully complete all fields in Section 3. **Claim forms with incomplete information will be rejected.** Please list each receipt and itemize each expense. Additional pages may be attached. Receipts with a description of service(s) rendered or an Explanation of Benefits from your insurance provider are required for reimbursement. Credit card receipts or cashed checks are not acceptable documentation.
- Under Section 4, read the Employee Authorization carefully and sign noting your agreement.
- **Keep complete copies of all receipts and forms submitted to EBS for audit purposes.** EBS is not responsible for providing copies to participants.
- Completed claim forms should be faxed or mailed or uploaded to: <https://ebsbenefits.lh1ondemand.com>  
EBS, P.O. Box 11657, Pleasanton, CA 94588 Fax: 925.460.3929
- Be sure to include your employer's name on the form.
- Be sure to note if there has been an address change. There is a circle to check on the claim form to indicate that the address listed is new.
- Attach all receipts to the claim form before sending to EBS. Receipts **MUST** include the following information:
  - Name of the patient (you, your spouse or dependent) unless expense is an OTC purchase;
  - The date the service was provided or the date the item was purchased;
  - The name of the service provider or the merchant;
  - Description of the service or item purchased;
  - A prescription or letter of medical necessity from your health provider if it is an OTC drug or medicine purchase; and
  - The amount/cost of the item or service provided.
- All over-the-counter (OTC) expenses must be accompanied by proper documentation from your health provider. The receipt for OTC expenses must include a description of the product, the date of the purchase, the name of the service provider (drugstore, doctor, etc.) and the amount of the item. Effective January 1, 2011, all OTC drug and medicine expenses must be accompanied by a prescription or letter of medical necessity from your provider to be eligible under your FSA plan.
- Be sure all expenses were incurred during the plan year or period of active plan participation before submitting your claim.
- Verify that your expenses were not previously submitted.
- If your claim is rejected, you will be notified in writing explaining the reason and requesting the necessary information needed to process your claim.

### Top two reasons claims are denied

- Cancelled checks and credit card receipts are provided as proof of an incurred expense / purchase and
- The statement from the provider lists only payments made (does not list a description of the services rendered or does not list the dates of the services / purchases).

**Per the IRS, receipts are required that show both a description of services / purchases and the date of the services /**