

My Account Assistant

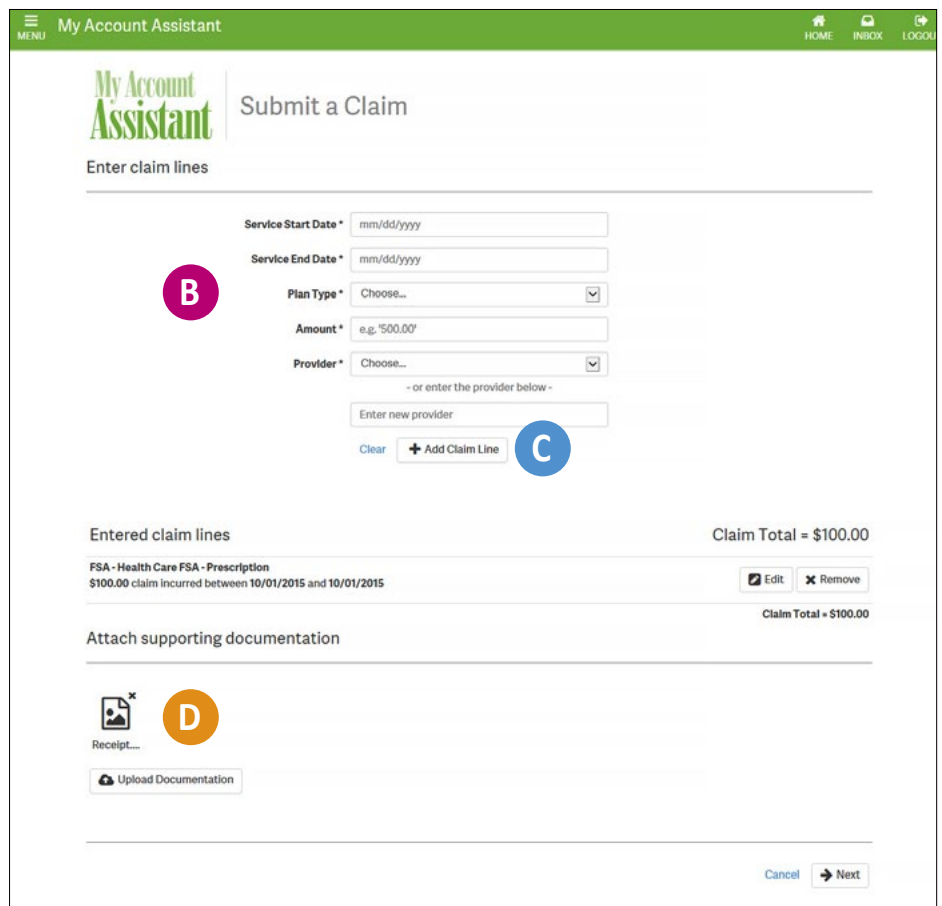
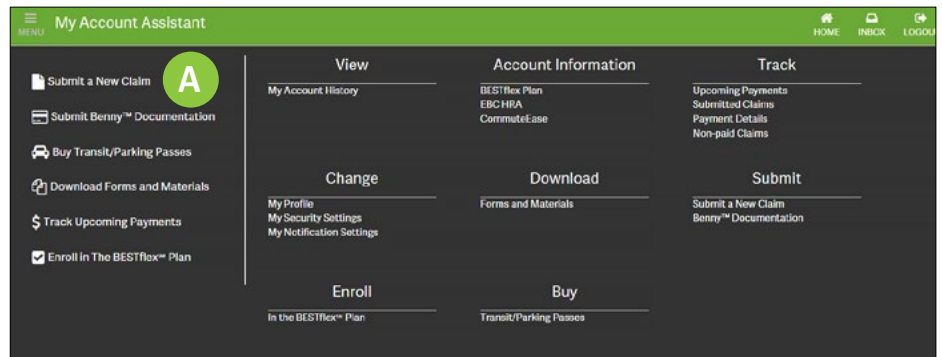
Submit a Claim *Online*

Log In

1. Go to www.ebcflex.com.
2. Click “Log In” at the top of the page and choose “Participants.”
3. Log in to My Account Assistant with your Username and Password. To create an account, click on the “Register” button.

Submit a New Claim

1. Open the menu and select “Submit a New Claim” **A**.
2. Complete the form **B** for an expense.
EBC HRA note: If your insurance carrier submits your claims automatically, HRA will not be listed under Plan Type.
Benefits Card note: Please do not file a claim for an expense you paid for with the Benefits Card.
3. Click “Add Claim Line” **C** when done. Enter as many claim lines as you need.
4. Click “Upload Documentation” **D** to attach a scanned receipt, Explanation of Benefits (EOB), or other document that shows each expense is eligible.
Your files must be less than 10 MB each. Click the “x” to remove a document.
5. Click “Next.”
6. Review your claim lines and supporting documentation for accuracy.
7. Click “Submit” when ready.
8. Accept the Claim Submission Terms & Conditions in the pop-up box to finish.



Questions?

If you have any questions, feel free to contact Participant Services at **800 346 2126**, or email participantservices@ebcflex.com.