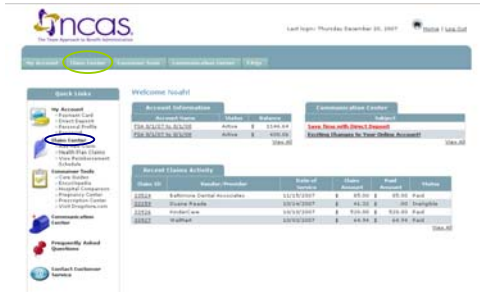


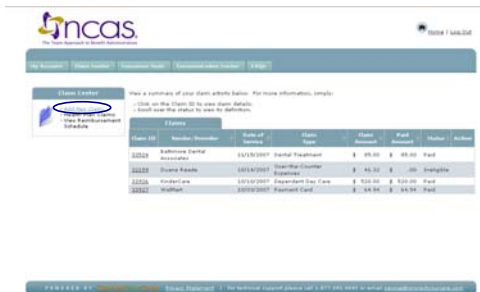
Logging into the Portal and Submitting a Claim Online through ConnectYourCare

This document explains how you submit a request for reimbursement for ConnectYourCare. It is a quick and easy process. If you have any questions during the process, please contact ConnectYourCare's Customer Service Area at (877) 292-4040.

1. Go to www.connectyourcare.com. Click on the **LOGIN** button in the top right corner and enter your username / password combination to log onto the portal. If you have never logged onto the portal, click on **New User Registration** to create your own username and password.
2. **Go to Claim Center.** Once you are logged onto the portal, you will come to the home page. Click on **"Claim Center"** to go to the Claim Center where you will begin the process of adding a new claim.



3. **Add a New Claim.** To submit a new claim, click on **"Add New Claim"** under the Claim Center on the left side of the screen.



4. **Review Claims Process.** The next two screens provide details on how to submit claims and the steps that you need to take. Click on **"Next"** and **"Add a Claim to this Submission"** to continue.



5. **Enter Claims Details.** You are now entering in the details of their claim:
 - a. **Service for.** Pick the name from the drop down menu. If the member's name is not listed, simply click on **"Add A Dependent"** to add additional name.
 - b. **Date of service**
 - c. **Provider or vendor name** (e.g., Dr. Michael Smith, Walgreens, etc.)
 - d. **Claim amount**

- e. **Service Type.** Pick a service type from the drop down menu (e.g., Office visit)
- f. **Description.** This field is optional but allows you to put additional details in the claim.



- 6. **Review Claims Details.** You have the opportunity to review the claims details prior to submission. If all details are correct, click on **“Save Claim”**.



- 7. **Submit the Claim for Review.** You can submit the claim or add another claim at the same time. To submit one claim, click on **“Submit Claim”**. To add another claim, click on **“Add Another Claim to this Submission”**.



- 8. **Verify Claim.** As the final step in the submission process, you must certify that these are qualified expenses and are expenses that have not been reimbursed by another source such as a health plan. To proceed, click on **“Accept”**.



9. **Create Documentation Form.** Once the claim has been submitted, you are prompted to create a claim submission form. To create the form, click on **“Create Claims Submission Form”**.



10. **Submit Documentation to CYC.** Once the claim form has been created, you attach their documentation and can submit the form to ConnectYourCare via fax or mail.



11. **Claims Status.** The status of the claim will remain **“Pending Documents Needed”** until the documentation has been received. Once received, the status will become **“Under Review”**. The claim will be reviewed and approved if a qualified expense and you will receive reimbursement either via check or direct deposit (if you have signed up for direct deposit).

If you need a new claim form, click on **“Print Claim Form”** to create.