



# How to File a Claim For Reimbursement

## Where to Begin:

- Go to [www.connectyourcare.com](http://www.connectyourcare.com)
- Log into your account using the link in the upper right hand corner.
- Sign in with your user name and password.
- If it is your first time visiting the site, choose **New User Registration** to select your user name and password.

**Enter a New Claim:** If you pay for an expense out of pocket, you must enter a claim for reimbursement and submit your itemized receipts. Entering a new claim is easy.

- Log into the CDH Portal and select **Claim Center**.
- Click on **Add New Claim** from the left-hand menu.
- Follow the four easy steps on the screen to enter information about your claim. Continue through the screens until the **Claim Submission Form** displays.
- **Print** the Claims Submission Form to use as your cover sheet, then fax it with your itemized receipts to the number shown on the form. You can also scan the receipts to your computer and email them to the address on the form, or mail them to our claims center through the postal service.



**View Claim Status:** We process most reimbursement requests within 48 hours of receipt and send out reimbursements at least twice a month. Check your enrollment material or with your HR representative for your reimbursement schedule. At any time after your request is sent in, you can return to the Claim Center to see the status of your claim.

- Select **Claim Center** from the Home page. All Claims will be displayed.

You are eligible to be reimbursed by check or direct deposit. For quicker reimbursement, sign up for direct deposit. Enter your direct deposit information into your online account.

## Questions?

ConnectYourCare Customer Service Representatives are available from  
8 AM to 8 PM Monday through Friday at 877-292-4040 or at  
[service@connectyourcare.com](mailto:service@connectyourcare.com)

## Important Information

- You may only submit receipts for services incurred during the plan year or employment period. An expense is incurred when a service is received, not when a bill is paid.
- For eligible expenses covered by insurance, submit your Explanation of Benefits (EOB). For eligible expense not covered by insurance or where an EOB is not available, submit an itemized bill/receipt that includes the date of service, name and address of the provider, a description of the service and the amount charged.
- Credit card receipts or cancelled checks are not considered sufficient documentation.