



CLAIM PROCESS POWERED by *e*status

0
HOURS

1 Participants access account balance and activity on the Flores247 Web Portal at www.flores247.com.


----- **or** -----

24/7 IVR Balance Line: 888.586.3994 -View Account Activity
 Flores Benefits Card required -Download Claim Form

SMS: Sign up for text alerts and you can text "balance" to 888.586.3994 receive your balance -Change PIN or email

Customer Service: 800.532.3327

2 Claim may be submitted to FLORES by fax, mail, online, or via Flores Mobile app




3 CLAIM RECEIVED
by
Flores

4 *e*status
sends email to participant confirming claim receipt.

5 Claim scanned & logged into FSA Direct system

24
HOURS

1 FLORES
reviews & enters claim




2 *e*status
sends email notice advising claim has been entered for payment


3 Claim Approved?

YES

NO



4 Customer Service Letter Issued via email if not approved. If no email is on file, it will be mailed.




5 Participant provides requested information



48
HOURS

6 Reimbursement Issued
Health Care FSA payments released per employer's schedule.
Dependent Care payments released per pay cycle.



7 Check mailed directly to participant or
Direct Deposit issued to participant's personal bank account

8 *e*status
sends email notice with details that reimbursement was issued

9 Account activity report issued with each reimbursement