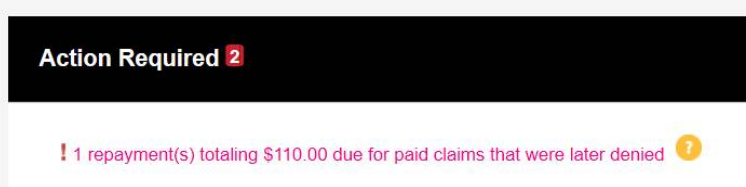


Certain situations may require you to repay isolved Benefit Services for a paid claim that is either an ineligible expense or missing documentation. This can be easily completed on the Online Portal.

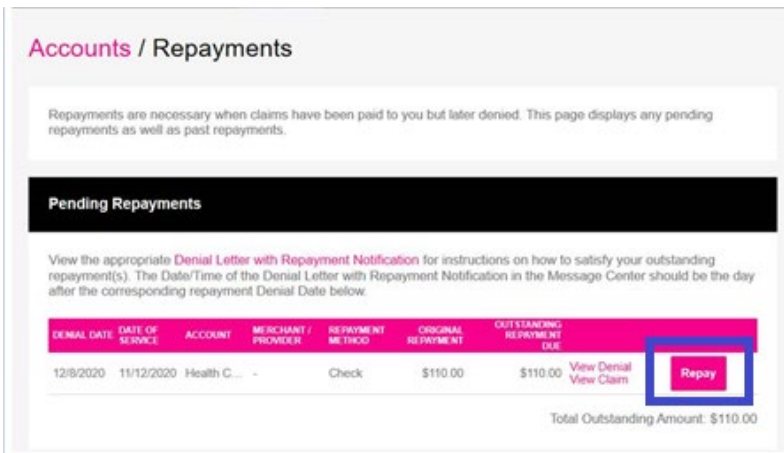
Steps to Make a Repayment

A repayment of a claim is required once the paid claim is denied and marked for repayment. You will be able to repay online.

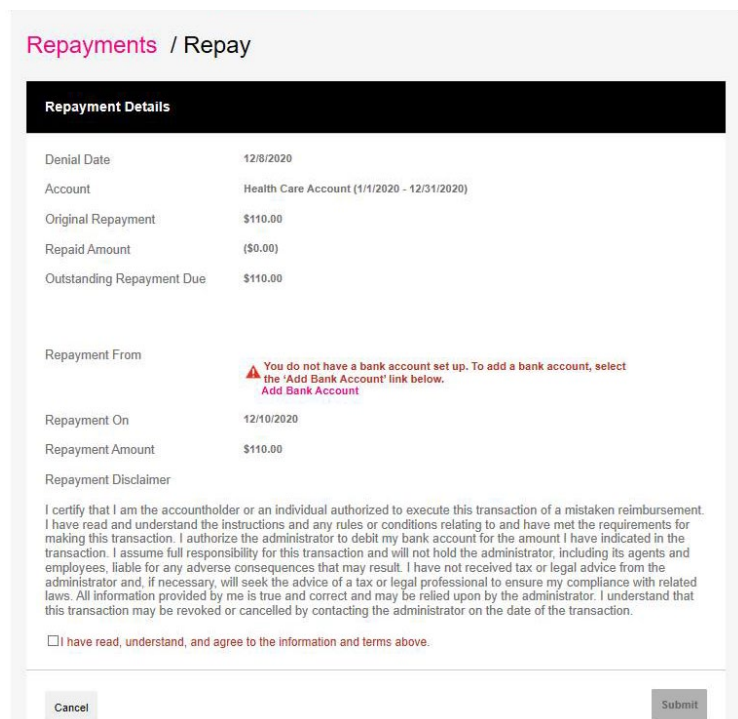
1. Under Action Required, you will see an alert about a repayment. Click on the link to begin the process.



2. View the line item with the denied claim. Click **Repay**.



3. If you have a bank account on file, choose that account. If you do not have a bank account setup, you will be asked to add an account. Once the bank account information is entered, click **Submit**.



4. Once you have successfully created the repayment (submitted repayment amount), you will receive a confirmation message within the online portal.

The Repayment page will also show any **Scheduled Repayments, Repaid Repayments** and **Canceled Repayments**.

Remember, you can now **go mobile** by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.