

FSA and HRA Participant – Review Claim Denials

isolved benefit services provides all Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) participants with an online portal that provides 24/7 access to view and manage account information. One of the many features available online is the capability to file a claim and upload any documentation to accompany the claim.

To file a claim and upload documentation, please follow the below steps:

Login

Username [Forgot Username?](#)

Password [Forgot Password?](#)

Remember Me

[Login](#)

Step 1: Navigate to the [isolved benefit services login page](#).

For security purposes, it is important for you to login to setup your Username and Password. isolved benefit services provides you with a 120-day timeframe to access your account to assist with the security of your account. If you access your account after the 120-day timeframe, you will need to contact isolved benefit services to receive a temporary password.

Step 2: Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.

Step 3: Click on **Accounts** on the top menu and **Account Expenses** from the menu below. Here you can view all of the expenses/claims submitted and the status of each. You can see your total expenses, total paid expenses and total unpaid expenses.

Expenses [View Non-Healthcare](#)

Expense Summary	Total Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$290.00	\$35.00	\$255.00

Total Eligible to Submit: \$0.00

Filter By [Reset Filters](#)

From 1/1/2020

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
- 11/12/2020	Medical	John Doe	-	\$110.00	\$

Payment Details

Date(s) of Service: 11/12/2020 - 11/12/2020
 Requested On: 12/8/2020
 Expense Category: Medical Expenses
 Denied: \$110.00

Claim Number: ABC123201208C0000101
 Account: Health Care Account
 Source: Administrator
 Receipt Status: Received

[Upload Receipt\(s\)](#)

+ 7/1/2020	Medical	John Doe	-	\$180.00	\$
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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.