

HOW TO GUIDE

Repaying an Ineligible Claim



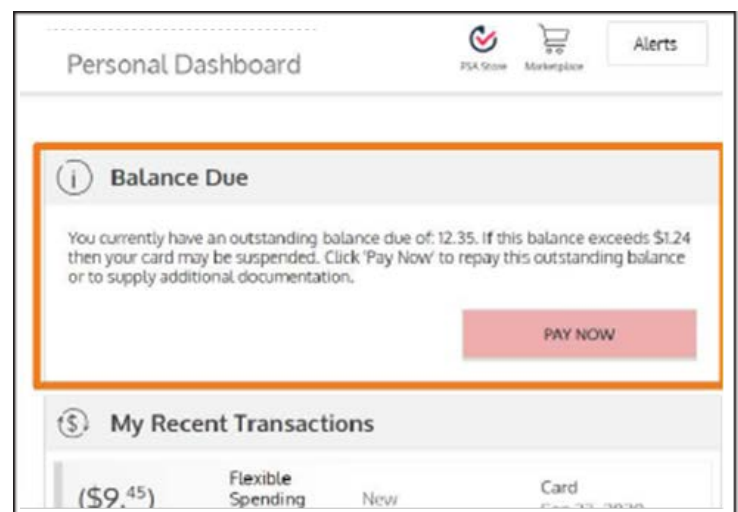
If you must repay the plan for an ineligible claim, please follow the below repayment instructions for both the participant portal and mobile app.

Participant Portal



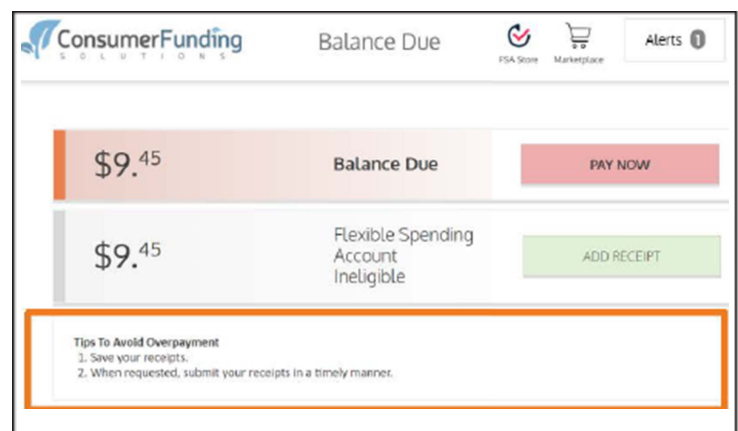
STEP 1

Click on *Pay Now*, located on the right-hand side of your dashboard screen within the box labeled "Balance Due."



STEP 2

On the "Balance Due" page, you will see the amount of the balance due. Click *Pay Now* located to the right of the balance listed.





STEP 3

You have 3 payment options:

1. Pay the balance in full
2. Pay partial amount
3. Or select each transaction individually

Lastly, verify your bank information, check the box authorizing the payment, then click *Submit*.

You may use your previously-provided direct deposit bank account to repay the outstanding amount, or opt to use a different bank account. If a new bank account is entered, you must go through the usual account validation steps if enabled.

Repay Your Overpayment Now

Repayment Amount

☐ Repay full amount \$15.00

☐ Repay partial amount \$ 0.00

☒ Repay individual transactions

☐ \$4.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
☒ \$3.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
☐ \$2.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
☐ \$1.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
☒ \$5.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022

Your Bank Information

Repay from Account Community Bank(****6789) [View or Change Account](#)

I authorize a payment of \$8.00 to be taken from Community Bank to pay my outstanding balance. ☒

CANCEL SUBMIT

Note: You may only store one bank account for both direct deposit claim reimbursement and online payment. Credit cards are not accepted.

FINISHED!

After clicking *Submit*, a confirmation screen will appear.

Note: Your repayment can take up to two business days to process.

Submitted Successfully

Repayment Amount: \$9.45

Your Bank Information

Paid from Account Direct Deposit(****2432)

Your payment request for \$9.45 has processed successfully.

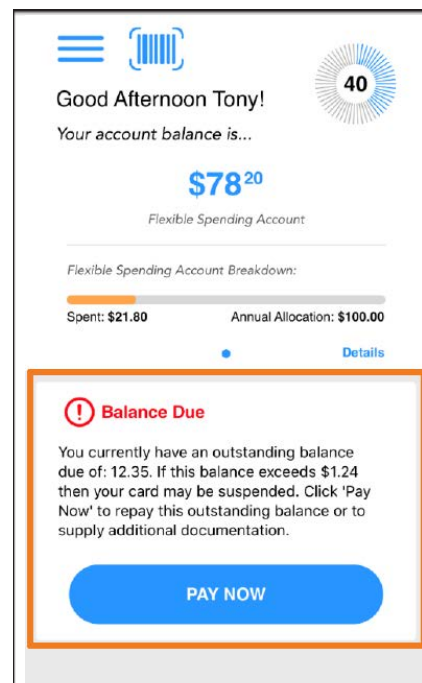
CLOSE



Mobile App

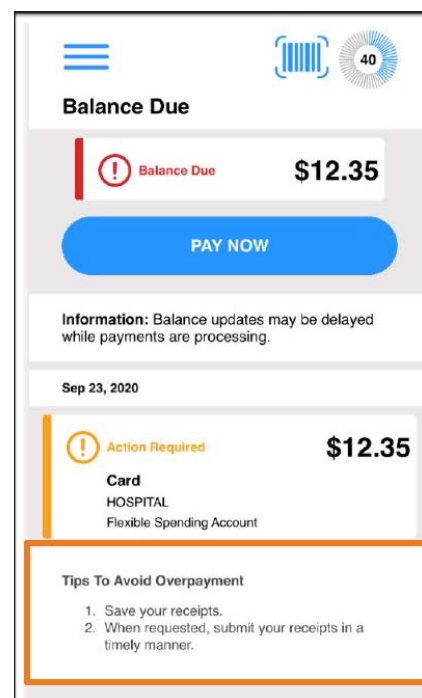
STEP 1

Click on *Pay Now* located below "Balance Due" at the bottom of your screen.



STEP 2

On the "Balance Due" screen, you will see the amount of the balance due. Click *Pay Now* located under the balance listed.





STEP 3

You have 3 payment options:

1. Pay the balance in full
2. Pay partial amount
3. Or select each transaction individually

Lastly, verify your bank information, check the box authorizing the payment, then click *Pay Now*.

You may use your previously-provided direct deposit bank account to repay the outstanding amount, or opt to use a different bank account. If a new bank account is entered, you must go through the usual account validation steps if enabled.

Note: You may only store one bank account for both direct deposit claim reimbursement and online payment. Credit cards are not accepted.

FINISHED!

After clicking the *Pay Now* button, a confirmation screen will appear.

Note: Your repayment can take up to two business days to process.

