

Helpful Hints for Submitting Your Flexible Spending Account and/or Commuter Benefits Claims

Below are some simple “Do’s and Don’ts” to remember when submitting your claims for processing. These simple tips will help ensure that your claims submissions are quickly processed so that you can receive your reimbursement as soon as possible. Additional information can be located under your account logon for the ADP website at <https://www.flexdirect.adp.com/mifsa/>. If you’re a first-time user to the site, you’ll need to register your account to gain access.

- **Do remember to sign and date your claim form before faxing.** Claim forms received without signatures cannot be processed.
- **Don’t include a cover sheet with your fax submission.** Each claim form has a unique barcode that indicates the “start” of a claim. If you need to include additional information with your claim, please attach this information with your receipt page(s).
- **Do remember to fax your itemized purchase receipts or the Explanation of Benefits (EOB) from your insurance provider.** Claims submitted without proper proof of eligibility cannot be processed. Additional information on receipt requirements can be located on the ADP FSA website.
- **Do fax your claims using white paper.** Submitting claims on or copying claims from colored or tinted paper can cause issues with reading your claim, especially on fax submissions, and can delay processing and reimbursement. Note that while some EOBs have shading, they typically do not shade the claims details areas.
- **Don’t highlight items on your receipt or claim.** If you need to emphasize or separate items on receipts, simply draw a circle around the items you are claiming for reimbursement. Using colored highlighter markers can cause issues with reading your claim, especially on fax submissions, and can delay processing and reimbursement.
- **Do submit your claims as soon as you have all the required information.** Waiting to submit your claim could cause you to miss submission deadlines, especially at the end of the benefit year. To determine your employer’s claim submission deadlines, please refer to the 2010 Flexible Spending Account Plan Booklet.
- **Do keep the originals of your claim forms and receipts.** Even if you mail your claims, you should keep the originals and submit copies.
- **Do keep your fax confirmation sheets for claim submissions.** This can serve as “proof” that the claim was submitted and can quickly confirm that all of your pages were successfully transmitted.
- **Don’t resend claims you have already submitted.** During peak periods, you may experience a slight delay in viewing a claim through your online account or receiving your reimbursement. Resubmitting claims may further delay reimbursement.
- **Do monitor your account regularly.** You can easily view all of your account details online, including claims submitted and payments processed, through the ADP website. If you don’t have internet access, you can contact your Participant Solution Center to obtain your account details.

If you have any additional questions, please visit the ADP website at <https://www.flexdirect.adp.com/mifsa/> or contact the State of Michigan Participant Solution Center at 1-800-422-3703 for assistance.