

# Instructions for HRA or FSA Reimbursements

## Acquire copies of your Explanation of Benefits (EOB's):

- 1) Scan your EOBs and save them to your desktop OR
- 2) Register with Highmark to **view all of your EOB's online**

We recommend that employees go directly to [www.highmarkbcbs.com](http://www.highmarkbcbs.com) to view all EOB's. First-time users need to click on 'Register Now'. Enter the employee's personal information (located on their medical ID card). Using a cell phone number you will be able to register in minutes. Re-enter the website and use the log-in information to access your site. Click on 'View Claims' to be able to review and download your EOBs. You will be able to read every EOB that has been created for your entire family. Open the applicable PDFs and save the to your desktop.

## Then navigate to [www.ebcflex.com](http://www.ebcflex.com).

- 1) Online Reimbursements

If this is your first-time, click on "First Time User". Otherwise enter your log-in information. Enter the employee's personal information as you create a username and password. EBC will send 2-3 confirmation e-mails before you are able to log-in. Once you have received the confirmation e-mails, return to the website and "log-in". View the tabs at the top and click on "File A Claim". Use the form to enter your "service date", medical care provider, person cared for and the expense in the box displayed on the screen. The next step is to upload the PDF EOB. You may repeat this process as many times as needed to include all of your EOBs in one transaction. Be prepared to enter or review your checking account information. Once entered, EBC will be able to directly deposit your reimbursement within 3-5 business days. Click 'continue' until you receive a confirmation that you are finished.

- 2) Mobile Reimbursements

If you have an android or iphone you are able to download a free app, "Employee Benefits Corporation" which allows you to process your reimbursements on your mobile phone.

**Questions?** Please contact Human Resources with any additional questions or concerns. We are here to serve you!