

# CLAIMS & REIMBURSEMENT FAQs

## HOW DOES P&A REIMBURSE ME?

The quickest way to receive your money is by direct deposit into your personal checking or savings account. Sign up for direct deposit by logging into your account from our mobile app or log into your account at [hennepin.padmin.com](https://hennepin.padmin.com). If you don't enroll in direct deposit, you will receive reimbursements via check mailed to you at home. Once enrolled in direct deposit, all reimbursements are made through direct deposit until we are otherwise notified.

## WHAT IS THE MAXIMUM AMOUNT I CAN BE REIMBURSED?

Medical, dental, vision expenses will be reimbursed based on the total amount indicated on the claim request. This amount must not exceed your total plan-year election amount.

Dependent care expenses will be reimbursed based on the amount indicated on the claims request up to the total amount in your account (payroll deducted) at the time the claim is received. Total amounts must not exceed your plan-year election amount and must be submitted with appropriate documentation to verify eligibility of expenses.

- Minimum check reimbursement is \$25.00
- Minimum direct deposit reimbursement is .50¢

## WHAT DOCUMENTATION DO I NEED TO SUBMIT IN ORDER TO GET REIMBURSED?

### FOR THE HEALTH FSA:

- Insurance company statement or Explanation of Benefits (EOB)
- Itemized bill from the provider showing date of service, services rendered, provider of service, amount paid and, if applicable, amount covered by insurance
- Prescription claims MUST include the Rx pharmacy receipt with Rx number. Credit card receipts are not acceptable

### FOR THE DEPENDENT CARE ASSISTANCE ACCOUNT:

A claim must include the name, address and taxpayer identification number of the dependent care service provider. In the case of a babysitter, the taxpayer identification number is the babysitter's Social Security Number. If you cannot remit a copy of your bill/contract, your daycare provider can sign your claim form and you upload as your "receipt."

### RECEIVE FASTER REIMBURSEMENTS ENROLL IN DIRECT DEPOSIT!

Enjoy receiving your reimbursement quicker, without the hassle of a check!