

When should I Substantiate a Claim?

Whenever you use your Benny Card and Admin America has requested an itemized receipt for the expense



What information do I need to send to Substantiate my Claim?

An itemized receipt showing the date of service, description of service, and the amount charged for the service

When should I File a Claim?

Whenever the Benny Card is **NOT** used, and you are requesting reimbursement from your account for an eligible expense that has been incurred during the current FSA year



Where can I Substantiate my Claim?


By using the **Message Center** available on your Online Consumer Portal at www.adminamerica.com OR by Using your Mobile App

Please contact us at 770-992-5959 if you need assistance logging into your account

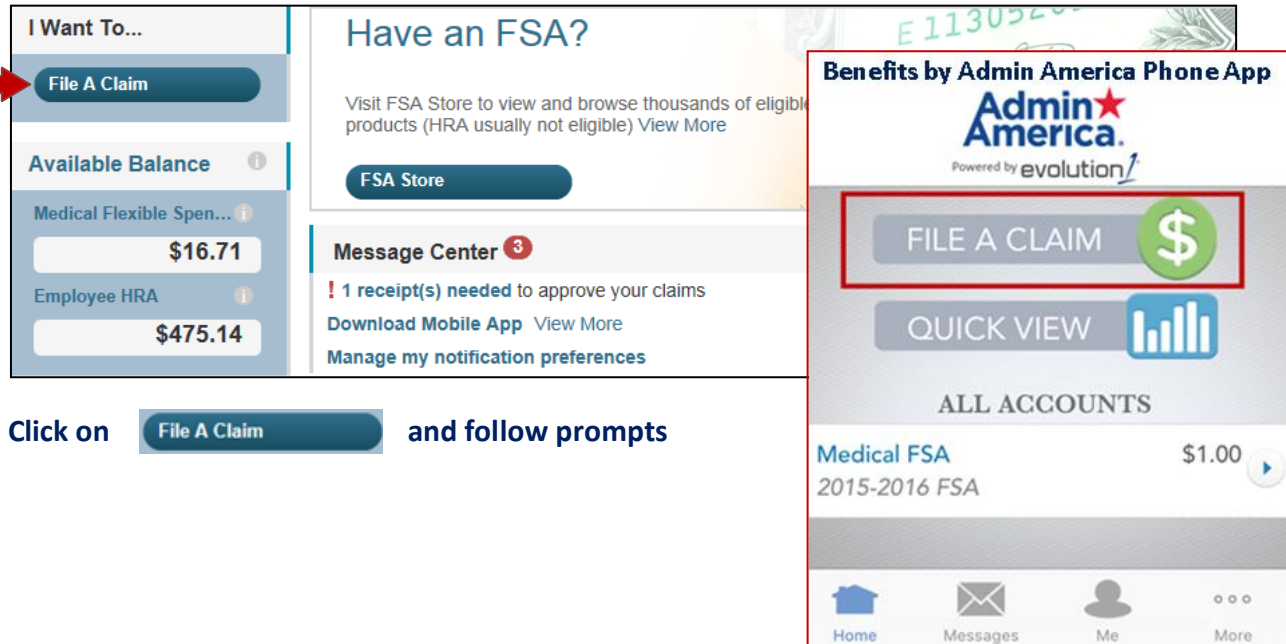
The image displays two screenshots from the Admin America platform. The left screenshot shows the website's 'Have an FSA?' section. A red circle highlights the 'Message Center' link, which has a notification badge with the number '3'. Below it, a red box contains the text '1 receipt(s) needed to approve your claims'. A red arrow points from this notification to the right screenshot. The right screenshot shows the mobile app interface. A red box highlights the 'Messages' icon in the bottom navigation bar, with a red arrow pointing up to it. Another red box highlights the 'FILE A CLAIM' button, which is crossed out with a red 'X'. The app also shows account balances and a 'QUICK VIEW' button.

Click on **receipt(s) needed** and Upload Receipt

Where can I File my Claim?

By using the  available on your Online Consumer Portal at www.adminamerica.com OR by [Using your Mobile App](#)

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The image shows two screenshots. The left screenshot is from the Admin America website's consumer portal. It features a navigation menu on the left with the 'File A Claim' button highlighted by a red arrow. Other menu items include 'Available Balance', 'Medical Flexible Spending', and 'Employee HRA'. The main content area has a 'Have an FSA?' section with an 'FSA Store' button, a 'Message Center' with 3 notifications, and a 'Download Mobile App' button. The right screenshot is from the Admin America mobile app. It shows the 'Benefits by Admin America Phone App' screen with a 'FILE A CLAIM' button (highlighted with a red box) and a 'QUICK VIEW' button. Below these are 'ALL ACCOUNTS' and a 'Medical FSA' account for 2015-2016 with a balance of \$1.00. The bottom navigation bar includes 'Home', 'Messages', 'Me', and 'More'.

Click on  and follow prompts

For further information please contact Admin America at

770 – 992 – 5959 or 800 – 366 – 2961

