

# How to Submit a Claim



**1 FLORES WEB PORTAL:**  
You may scan your claim and upload it to our secure website or complete your claim detail online at [www.flores247.com](http://www.flores247.com).

**2 FLORES MOBILE SMARTPHONE APP:**  
Use your phone's camera to take a picture of your documentation and upload. Download Flores Mobile through Apple Store or Google Play.



**3 MAIL CLAIMS:**  
Claims Processing  
PO Box 31397  
Charlotte, NC 28231  
\*Please keep in mind, certified mail will need to be sent to our physical address at 1218 South Church St Charlotte, NC 28203.

**4 FAX CLAIMS:**  
704.335.0818 or 800.726.9982

## How to upload a claim on [www.flores247.com](http://www.flores247.com)

**Step One:** Log in to [www.flores247.com](http://www.flores247.com) using your Participant ID or Username and password. **Tip:** Your Participant ID will be on any correspondence you have received from Flores.

**Step Two:** Click "File a new Health Care or Dependent Care Flexible Spending Account Claim". Hit Next.

**Step Three:** If you have completed a hard copy claim form and scanned it into your computer, click "Already Completed" to upload your document. If you have not already completed a claim form, fill in your claim detail and hit "Next".

**Step Four:** Click "Choose File" and choose the file on your computer that contains your scanned documentation that is required to process your claim. Repeat until all documents are attached. Click "Submit" to final-ize your claim.

**Tip:** Update your email or subscribe to SMS notifications in the Settings tab to receive email or text updates on your claim!

All receipts for reimbursement must include the following:

- ✓ Date of Service
- ✓ Description of Service
- ✓ Out-of-Pocket Cost
- ✓ Provider Name
- ✓ Patient Name

## Reimbursement for Orthodontia Expenses

Only proof of payment will be required for future claim submissions. Orthodontia will be reimbursable as you pay it, meaning that the payment can only be reimbursed from the plan year in which the payment was made. If you have any questions about reimbursement for Orthodontia you can call an account manager at 800.532.3327.