

Benefit Spending Account

Participant



1. How can I obtain a reimbursement claim form?

By visiting our website at myLuminareHealth.com and logging in, e-mailing us at flexHB@luminarehealth.com or calling us at 877.267.3359.

2. How can I submit a claim for reimbursement?

- Submit online at **YOURURL.com** or by using the Benefit Spending Account mobile app
- Email your paperwork to: flexHB@luminarehealth.com
- Fax your paperwork to 866.514.8287
- Mail your paperwork to:
Benefit Spending Accounts
P.O. Box 2968 Clinton, IA 52733

3. How can I check my account balance?

Access your Benefit Spending Account 24/7 by logging on to **YOURURL.com** or via the mobile app, Benefit Spending Account. You may also contact our customer service team at 877.267.3359 or flexHB@luminarehealth.com.

4. The deduction amount on my pay stub does not match the information in your system.

How can I get this resolved?

Contact our office at 877.267.3359. We will verify the correct amount with your employer.

5. May I request an account statement at any time?

Yes. You can obtain an account statement by logging on to the member portal, **YOURURL.com**. You may also contact our customer service team at 877.267.3359 or flexHB@luminarehealth.com.

6. Are over-the-counter (OTC) drugs covered under my plan?

Yes. You can purchase over-the-counter medications - including feminine hygiene products. There is no need for a prescription. If for any reason your transaction is denied at point of sale, you can manually submit your claim for reimbursement. If you are unsure if your over the counter item is considered an eligible expense, please reach out to the Benefit Spending Account team.

7. Can I submit my credit card receipt or a balance due statement from my provider in lieu of an itemized statement?

The credit card receipt and the balance due statement do not include the necessary information to process a claim. An Explanation of Benefit (EOB) form or itemized statement will be required.