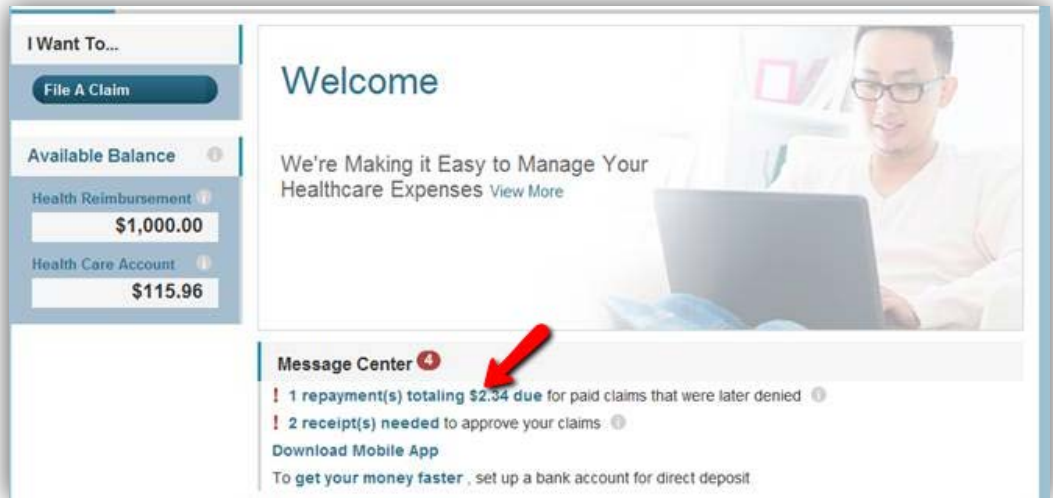


Certain situations may require you to repay Infinisource for a paid claim that is either an ineligible expense or missing documentation. This can be easily completed on the Online Portal.

Steps to Make a Repayment

A repayment of a claim is required once the paid claim is denied and marked for repayment. You will be able to repay online.

1. The message center will indicate repayment is needed. Click on the link to begin the process.



2. View the line item with the denied claim. Click **Repay**.

Repayments

Repayments are necessary when claims have been paid to you but later denied. This page displays any pending repayments as well as past repayments.

Pending Repayments

View the appropriate [Denial Letter with Repayment Notification](#) for instructions on how to satisfy your outstanding repayment(s). The *Create Date* of the Denial Letter with Repayment Notification on the Notification History should be the day after the corresponding repayment *Denial Date* below.

Denial Date	Plan	Repayment Method	Repayments Amount Due	Outstanding Amount	
4/25/2014	Health Care Account 2800A140221D0002101 Debit Card	Check	\$2.34	\$2.34	View Denial Repay

Total Outstanding Repayments: \$2.34

Scheduled Repayments

Denial Date	Plan	Repayment Method	Status	Scheduled to Repay on	Amount Due
No records were found.					

Repayments

Denial Date	Plan	Repayment Method	Status	Repaid on	Amount
No records were found.					

3. If you have a bank account on file, choose that account. If you do not have a bank account setup, you will be asked to add an account. Once the bank account information is entered, click **Repay**.

Repay	
Repayment Details	
Denial Date:	4/25/2014
Plan:	Health Care Account (1/1/2014 - 12/31/2014)
Repayment Amount:	\$2.34
Repaid Amount:	(\$0.00)
Outstanding Amount:	\$2.34
Repayment from Bank Account	
Repayment From:	<div style="color: red;"> <p>! You do not have a bank account setup. To add a bank account, select the 'Add Bank Account' link below.</p> </div> <p>Add Bank Account</p>
Repayment On:	4/29/2014
Repayment Amount:	\$2.34
<div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid gray; padding: 5px 15px; border-radius: 3px;">Repay</div> <div style="text-decoration: underline; color: blue;">Cancel</div> </div>	

Remember, you can now **go mobile** by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.

