

FSA and HRA Participant – Review Claim Denials

Infinisource provides all Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) participants with an online portal that provides 24/7 access to view and manage account information. One of the many features available online is the capability to file a claim and upload any documentation to accompany the claim.

To file a claim and upload documentation, please follow the below steps:

Step 1: Navigate to the [Infinisource login page](#).

Step 2: Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.

Step 3: Click on **Accounts** on the top menu and **Account Summary** from the left menu. Here you can see each of your accounts with any paid, pending or denied claims. Click on the link under “**Denied**” for more details.

PY 2014		Total Payroll Deductions: \$96.15				
Account	Eligible Amount	Submitted Claims	Paid	Pending	Denied	Available Balance
FSA Healthcare	\$2,500.00	\$101.01	\$41.01	\$0.00	\$60.00	\$2,458.99
Election Details	Effective: 1/1/2014		My Contributions to Date: \$2,500.00			
	My Annual Election: \$2,500.00		Estimated Payroll Deductions: \$96.15			
	Company Contribution to-date: \$0.00		Plan Year Balance: \$2,458.99			