

FSA Supporting Documentation

The Right Documents Make Reimbursements Quick and Easy

All requests for reimbursement must be accompanied by the appropriate supporting documentation, as outlined below. Failure to submit acceptable documentation will lead to a delay in the reimbursement process.

Supporting Documentation for Dependent Care FSA Expenses

All dependent care reimbursement requests must include a completed and signed provider certification (noted on the reimbursement form). If you do not have provider certification, complete the reimbursement form and submit an itemized statement from the [dependent care provider](#) that includes:

- Start and end dates of service
- Dependent's name and date of birth
- Itemization of charges
- Provider's name, address, and tax ID or Social Security number
- Credit card receipts, canceled checks, and balance forward statements do not meet the requirements for acceptable documentation.

Fax the authorization form and supporting documentation to: **304-347-3643**

Email the authorization form and supporting documentation to:

customersolutions@healthplan.org.

Upload the request and supporting documentation on the Consumer Portal:

cds.healthplan.org

Questions, call: **304-347-3640**

The maximum reimbursement you may receive is equal to the current account balance in your dependent care FSA. If your reimbursement request is more than your available balance, the remaining amount will be placed in a pending status. The pended amount will be paid when additional funds are posted to your account.