

# Health Reimbursement Arrangement (HRA)

## Your Guide to Filing Claims (for employees enrolled in Kaiser)



When you enroll in the Kaiser medical plan, you are responsible to pay a copay or coinsurance for many services. The good news is that Nutanix provides money that you can use to pay yourself back for those costs: your HRA. You can use your HRA to reimburse Kaiser copay and coinsurance expenses that you have paid out-of-pocket, whether for yourself or for your covered family members.

## Documentation Requirements

The IRS requires validation for all HRA reimbursements. When you submit a receipt or Explanation of Benefits (EOB), the following information must be included on the document:

- > Date of service or purchase
- > Description of service (copay or coinsurance)
- > Provider or merchant name
- > Patient name
- > Your cost

### Where Can I Get My Kaiser EOB?

Go to [kp.org](http://kp.org) or call Kaiser at 1-800-464-4000.

When filing a claim to reimburse a **medical** copay or coinsurance, you may provide an EOB, Demand Bill, or other documentation which includes the above listed details. When filing a **pharmacy (Rx)** claim, the Kaiser receipt you receive which indicates the above details is sufficient.

Please note that a credit card receipt alone is not sufficient information to substantiate an HRA claim.

## Reimbursement Timing

Most claims are processed within two business days after they are received, and payments are sent shortly thereafter.

### Set up Your Online HRA Account



- Go to [www.healthequity.com/wageworks](http://www.healthequity.com/wageworks)
- Click LOG IN/REGISTER
- Select Employee Registration
- Follow the on-screen instructions to enter your contact and bank information
- Set up a username, password and security question

## Questions?

Call 1-877-924-3967 to speak with a HealthEquity representative or open a [People Portal ticket](#).

# How to File a Claim

There are three ways you can file a claim to request reimbursement for eligible health care expenses. You can:

1. File a claim on the HealthEquity [website](#)
2. Use the EZ Receipts mobile app (requires web registration)
3. Submit a paper [claim form](#)

## 1. HealthEquity Website

1.	Log into your account at <a href="http://www.healthequity.com/wageworks">www.healthequity.com/wageworks</a>
2.	Choose <b>Submit Receipt</b> or <b>Claim</b> button on the left
3.	Select <b>Pay Me Back</b>
4.	<p>Enter Claim Item 1: Follow the steps below to enter information about your claim</p> <ul style="list-style-type: none"> <li>• Enter the <b>Provider Name</b> and <b>Service Start Date</b></li> <li>• Click the <b>Service End Date</b> box (you do not need to enter a date)</li> <li>• Determine your type of claim               <ul style="list-style-type: none"> <li>&gt; Medical Expense: Select from the <b>Other Services</b> dropdown menu and choose co-payment (medical, in network) or co-insurance (medical, in network)</li> <li>&gt; Pharmacy (Rx) Expense: Select from the <b>Common Service</b> dropdown and choose Rx (prescription)</li> </ul> </li> <li>• Enter the <b>Amount</b> of the expense</li> <li>• Select a <b>Patient Name</b> from the dropdown menu or add a new patient if not listed</li> <li>• Select the More button if you have multiple claim items on a single receipt that are being submitted together</li> <li>• Select the Next button if you have entered all information for your claim</li> </ul>
5.	<b>Review and Submit Claim:</b> Check the claim information, read the Certification and Authorization and click the <b>Submit Claim</b> button
6.	<p><b>Submit Receipt:</b> Select one of the options below to upload a receipt</p> <ul style="list-style-type: none"> <li>• <b>Submit Receipt Online NOW</b>—recommended for faster payment</li> <li>• <b>Submit Receipt Online LATER</b></li> <li>• <b>Download Claim Form PDF</b>—to print and send by fax or mail</li> </ul>

## 2. EZ Receipts Mobile App

1.	Download the EZ Receipts app from the App Store or Play Store
2.	Log into your account within the app. Requires prior registration at <a href="http://www.healthequity.com/wageworks">www.healthequity.com/wageworks</a>
3.	Select submit receipt or claim
4.	Enter the required claim information
5.	Upload or take a picture of the receipt to be submitted with your claim
6.	Submit Claim

## 3. Paper Claim Form

1.	Download a <b>Healthcare Pay Me Back Claim Form</b> here at <a href="http://www.healthequity.com/wageworks">www.healthequity.com/wageworks</a> or access a fillable form <a href="#">here</a>
2.	Fax or mail your completed form to HealthEquity to the fax number or address listed within the form