



How to File an HRA Claim (Deductible Plan)

Now that you are enrolled in your HRA plan, the most important question you might have is, "How do I get reimbursed?" This form will walk you through the necessary steps to make your reimbursement process as simple as possible.

1. You must have incurred an eligible expense under your HRA plan. This expense does not have to have been paid for, but the date of service must be within the plan year and it must have been applied to your plan deductible.

Usually carriers offer a few options on how to obtain your explanations of benefits (online, paper mail, email, etc.) Contact your carrier by calling the member services number on the back of your insurance card.

2. Submit your claim using the HRA reimbursement claim request form and provide an explanation of benefits from your insurance carrier. Only claims filed using this form will be processed and paid.
3. There are four ways to submit your claims:
 - Submit online! Register at PrimePay.com, request reimbursement and upload your explanation of benefits from your insurance carrier.
 - Email your PrimePay claim form and explanation of benefits to primeflexhra@primepay.com
 - Fax your completed claim form and explanation of benefits to **1-877-632-9472**
 - Or Mail your claim form and explanation of benefits to:
 - PrimeFlex – HRA Claims
 - 1487 Dunwoody Dr.
 - West Chester, PA 19380

The completed form must be submitted with an EOB (explanation of benefits) statement from your insurance carrier.

Claim forms are available in your office from your plan administrator. If you have questions prior to filing a claim, please contact PrimeFlex customer service.

1-877-769-3539