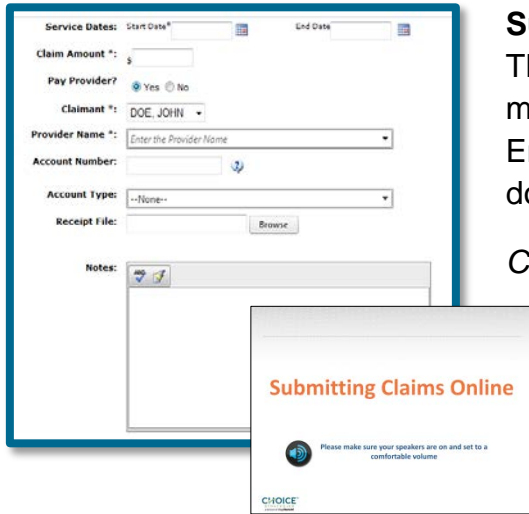


Choice Strategies Claim Submission

Choice Strategies Members have the option to submit a claim for payment or reimbursement, when they are not able to use their Choice Strategies debit card for an eligible expense.

The image shows a screenshot of the online claim submission form. The form includes fields for Service Dates (Start Date and End Date), Claim Amount, Pay Provider? (Yes/No), Claimant (DOE, JOHN), Provider Name (dropdown), Account Number, Account Type (dropdown), and Receipt File (with a Browse button). There is also a Notes section. In the foreground, there is a video thumbnail titled "Submitting Claims Online" with a speaker icon and the text "Please make sure your speakers are on and set to a comfortable volume." The CHOICE logo is visible in the bottom left corner of the video thumbnail.

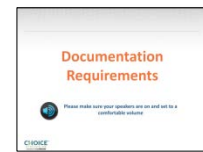
Submitting claims online is quick and easy!

The screenshot to the left shows the information members provide to submit a claim online.

Employees can also upload supporting documentation to each claim.

Choice Strategies provides extensive member resources, FAQs, and audio-visual presentations to help members with questions. For an example, click the link to the left to view our member training video on “Submitting Claims Online”.

Due to IRS regulations and the tax-advantaged status of Choice Strategies plans, members must submit documentation to prove their claim is an eligible expense. Our short “**Documentation Requirements**” training video can be viewed for more details.



*To cut down on requests for documentation, many members choose to enroll in our free and voluntary **Substantiation Service**. Click [here](#) for more details.*

Employees can submit their claim and documentation in the following ways:

- **Online:** www.choice-strategies.com by logging into their online account
- **Mobile App:** available for mobile devices or tablets
- **Fax :** 1-888-415-6471
- **Mail :** Choice Strategies
P.O. Box 2205
South Burlington, VT 05407

**Claim forms are available on our website or if an employee does not have internet access, they can contact Member Services to have a claim form mailed to their home address.*

Employees can be reimbursed for submitted claims via:

- **Direct Deposit / Electric Fund Transfer (EFT)** – Direct Deposit information provided through the employee’s online account
- **Check** – made out and mailed to the employee
- **Check** – made out and mailed to the provider (this option available with online claim submission only)

Average processing time for submitted claims is 2 business days.