

## **How to Make a Repayment**

Certain situations may require you to repay isolved Benefit Services for a paid claim that is either an ineligible expense or missing documentation. This can be easily completed on the Online Portal.

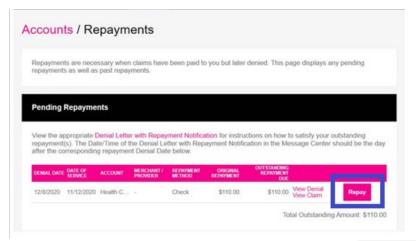
If you have a denied claim that needs to be repaid and it is not repaid prior to the end of the plan year, your employer can list those denied funds as taxable income on your W2.

## Steps to Make a Repayment

A repayment of a claim is required once the paid claim is denied and marked for repayment. You will be able to repay online.

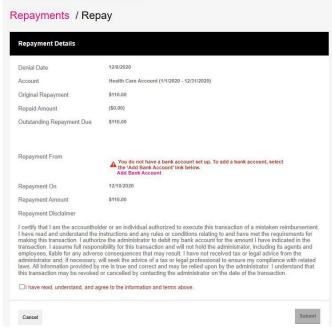
1. Under Action Require, you will see an alert about a repayment. Click on the link to begin the process.





2. View the line item with the denied claim. Click **Repay**.

3. If you have a bank account on file, choose that account. If you do not have a bank account setup, you will be asked to add an account. Once the bank account information is entered, click **Submit**.





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4. Once you have successfully created the repayment (submitted repayment amount), you will receive a confirmation message within the online portal.

The Repayment page will also show any Scheduled Repayments, Repaid Repayments and Canceled Repayments.

Remember, you can now go mobile by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.