



# CLAIM PROCESS POWERED by *e*status

0  
HOURS

**1** Participants access account balance and activity on the Flores247 Web Portal at [www.flores247.com](http://www.flores247.com).

----- **or** -----

**24/7 IVR Balance Line:** 888.586.3994 -View Account Activity  
 Flores Benefits Card required -Download Claim Form

**SMS:** Sign up for text alerts and you can text "balance" to 888.586.3994 receive your balance -Change PIN or email

**Customer Service:** 800.532.3327

**2** Claim may be submitted to FLORES by fax, mail, online, or via Flores Mobile app



**3** CLAIM RECEIVED by **Flores**

**4** *e*status sends email to participant confirming claim receipt.

**5** Claim scanned & logged into FSA Direct system

24  
HOURS

**1** FLORES reviews & enters claim



**2** *e*status sends email notice advising claim has been entered for payment

**3** Claim Approved?

YES

NO



**4** Customer Service Letter Issued via email if not approved. If no email is on file, it will be mailed.



**5** Participant provides requested information



48  
HOURS

**6** Reimbursement Issued

Health Care FSA payments released per employer's schedule.  
 Dependent Care payments released per pay cycle.



**7** Check mailed directly to participant or Direct Deposit issued to participant's personal bank account

**8** *e*status sends email notice with details that reimbursement was issued

**9** Account activity report issued with each reimbursement