How to Upload Your FSA Claim

NCFLEX
State Insurance Plans
NCFLEX.ORG

1. Go to ncflex.padmin.com and log into your account. You are now in the **My Benefits** portal.

2. Hover your mouse over **Member Tools** at the top of the navigation bar. Click **Upload Claim/Documentation**.

3. Click **New Claim**. (Note: If you received a request for additional information for a Convenience Card transaction, select **Debit Card Documentation**. To respond to a claim previously submitted, select **Claim Response**.)

4. Next, choose which account you are requesting reimbursement from. If you have multiple P&A accounts, make sure you select the correct account.

5. Choose your dates of service and click **Continue**.

6. Enter the dollar amount requested for reimbursement.

7. To attach a document, click **Browse files** to upload documents. **In order to successfully upload a document, the document must first be scanned and saved electronically on your computer.* After your documents are attached, click **Continue**.

8. View upload summary. To continue and submit another claim, click **Add Another Claim**. **This option will automatically select the same claim type you have previously chosen. If you want to submit a different claim type you must first complete the current claims upload.*

9. When finished click **Submit Claim**.

10. Read the Authorization Agreement, check the box to agree to the statements and click **Submit**.

11. A confirmation containing a UPV number will be sent to your e-mail address that we have on file. If you have not provided your e-mail address to P&A Group, please write down your UPV number and store it in safe place. You will need this number to track your claim on our website, or when inquiring about a claim to our customer service team.

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