How to Upload Your FSA Claim

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.