



# Flexible Spending Account (FSA)

## Claim Form & Filing Instructions

When filing your claim, you must include copies of complete “third-party” documentation.

Your documentation must include:

- (1) the service date (including the year);
- (2) the name of the service provider;
- (3) the patient’s name;
- (4) a description of the service provided; and,
- (5) your total financial obligation for the service provided.

A statement from your service provider or an Explanation of Benefits (EOB) from your insurance carrier will usually include all of the required information.

The following documentation/receipts are NOT acceptable for reimbursement:

- Canceled Checks are never acceptable or needed. Please do not send them.
- Cash Register receipts for anything **other than over-the-counter** drugs and medicine UNLESS the patient name is indicated on the receipt.
- Credit Card receipts that do not contain the above (5) requirements.

**NOTE:** If your claim is returned because your documentation is incomplete or illegible, simply submit a new claim with complete and legible documentation.

You may send your claims to BASIC pacific using any of the following methods:

**E-MAIL** - E-mail claims to: [customerservice@basicpacific.com](mailto:customerservice@basicpacific.com)

You must send us a scanned copy of your signed claim form and documentation as a single file to the e-mail address above in “PDF” format exclusively. No other format can be accepted. Claims that do not meet these requirements may be returned or delayed. Please be aware that e-mailing information over the Internet may not be secure.

**FAX** - Local - **(916) 303-7083** / Long Distance - **(800) 584-4591**

Please refrain from calling us immediately to confirm receipt of your fax. Faxed claims are not instantly available to our customer service representatives. In most cases, you will be able to view the status of your claims online within 2-business days at [www.basicpacific.com](http://www.basicpacific.com).

**MAIL** - Mail to: **BASIC pacific Claims Processing, P.O. Box 2170, Rocklin, CA 95677**

Please DO NOT mail your claims “signature required” or it could delay your reimbursement up to a week or even more. We cannot be held responsible for mail that is lost or misrouted by the postal service. Mail received “postage due” will be returned.

If you register claims using the online portal, your claims are considered “received” only after BASIC pacific receives your supporting documentation.

Regardless of how you choose to send a claim, please send each claim ONCE ONLY. For example, please do not mail a claim that you have already faxed.

**Keep a copy of your entire claim for your records.**

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*You may make copies of this claim form for future use.*

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