



# 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 -Change PIN or email  
 receive your balance

**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**  YES  
**Claim Approved?**  
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