

0  
HOURS

**1** Participants access account balance & activity through Customer Service at 1-800-532-3327

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Participants access website [www.flores247.com](http://www.flores247.com) -View Account Activity  
-Download Claim Form  
-Change PIN or e-mail

**2** Claim may be submitted to FLORES by fax, mail, online, or via flores e-receipt app

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

**4** *e*status sends e-mail to participant confirming claim receipt.

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

24  
HOURS

**1** FLORES adjudicates & enters claim

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

**3** Claim Approved?

**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  
Medical 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 e-mail notice with details that reimbursement was issued

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