



You talked, We Listened!



OneBridge is excited to announce, that effective March 17, 2023,¹ the following new **Flexible Spending Account (FSA) Claims processing changes** are now in place to provide you with even more account convenience.

¹- These changes will apply to all new claims received on and after this date.

1 Dependent Care Claims Processing

The days of needing to resubmit approved Dependent Care (DCAP) claims based on your account balance at the time are over.

The OneBridge DCAP claims process has been updated to automatically reprocess a partially denied claim once additional funds are available.²

²- If your next plan contribution is less than the remaining unpaid amount of your claim, then the unpaid amount will continue to be reprocessed until the claim is paid in full or your contributions end. You will receive a partial payment notification anytime we process a claim with an unpaid amount.

Go Green!

Avoid the paper clutter. Sign up for e-communication from your portal account by updating your Account Preferences.

2 FSA to HRA automatic Claims Processing

The same great "stacking" feature already available with your OneBridge Benefits Card has now been extended to the traditional claims process.

If you also have a OneBridge administered Funded HRA account, and submit a claim against your FSA account for an amount that is more than your Health FSA account's available balance, OneBridge will now automatically apply the balance of your submitted FSA claim to your HRA account.³

³- An HRA Claim will be created providing the account is Claims Eligible and has a balance greater than zero. In addition to receiving a new HRA Claims processed notification, you will also receive a communication to notify you of the partial payment on your FSA account.

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Interested in learning more?

Our customer care team is only a phone call away and would love to tell you more about these changes!

888-865-1628

