

# How to Submit Claims

**ALERAPAY**  
POWERED BY ALERAEDGE

## Always Save Itemized Receipts.

Receipts can be attached to an expense from the **ALERAPAY** mobile app using the camera on your mobile device!



**SAVE itemized receipts** from every healthcare payment card transaction and each Explanation of Benefits (EOBs) sent from your health/pharmacy/dental insurance plans.

Login to your **ALERAPAY** account through [aleraedge.com](http://aleraedge.com).

**Easily File Claims online at your ALERAPAY account OR on the ALERAPAY app** without the need for a claim form.

- 1-From the home page, or your **ALERAPAY** account or App, select "File a Claim"
- 2-From there, follow the prompts to input provider and payee info and then uploading a receipt (using your cell phone camera), with an option to Add Another (claim).

### Don't want to go paperless?

Designate an envelope or folder to store your documentation. Using this process will help you find documentation, if requested.

- 1-From your **ALERAPAY** account online, select Tools & Support to download the claim form.
- 2-Submit your claim with receipts/EOBs via  
**Email:** [AleraEdgePay@AleraGroup.com](mailto:AleraEdgePay@AleraGroup.com)  
**Fax:** 585-641-7500

## THE DOS AND DON'TS OF RECEIPTS

### Do

- ▶ Send an itemized bill including
  - WHERE–Provider name and address
  - WHEN–Date of service/purchase
  - WHO–Patient name
  - WHAT–Description of service/purchase
  - WHAT \$–Your Cost
- ▶ Send a copy of the Explanation of Benefits (EOB) from the insurance provider.
- ▶ Send documentation on white paper
- ▶ Tape small receipts to a larger, blank piece of paper
- ▶ Make a copy of everything for your personal records

### Don't

- ▶ Submit cancelled checks or credit card receipts
- ▶ Submit balance forward statements
- ▶ Submit bank statements
- ▶ Highlight names/prices/dates on receipts
- ▶ Submit handwritten receipts for prescriptions or over the counter items
- ▶ Submit pre-treatment estimates or estimated insurance statements
- ▶ Submit date expense was paid, except for orthodontia payments