

Your RHCA / HRA

File a Claim for Reimbursement



How to File a Claim

If you need to know what documentation is needed, an explanation with examples can be found on the WageWorks website and the Retirees website at www.fcaretirees.com:

- Access www.wageworks.com or
- Use the enclosed claim form

Notification that your claim is in process does not mean that it is approved/denied.

You must provide authorization for WageWorks to send details about your claims (e.g. denials).

To protect personal information, the status of the claim detail, (e.g. denial, denial reason) is not included on the notification.

To receive claim detail: Log in to your account and view status of claim update your preferences in "PROFILE"

- Click on Preferences
- Check the box 'Detailed Emails' authorization WageWorks to send detailed notifications regarding claims that have been processed
- Check "Account Balances" if you'd also like to receive your balances
- Then save your changes or
- Call WageWorks customer service at 1-877-924-3967

What is the quickest way to receive reimbursement?

To ensure fastest receipt of your reimbursement, reestablish or set up direct deposit by logging in to your account at www.wageworks.com. Then click on REIMBURSEMENT METHOD and select DIRECT DEPOSIT under "Select Reimburse Payments by."

Do You Know Who to Contact?

- Contact Benefit Connect at 888-409-3300 regarding HRA eligibility
- Contact Merrill Lynch for RHCA balances, fund transfers, contributions and distributions, earnings, and to freeze/move funds for premium payment/reimbursements
 - Online: www.benefits.ml.com
 - Call the Merrill Lynch Retirement and Benefits Contact Center: 1-800-483-7283
- Contact WageWorks for claims processing, account activity, details, and to change your email address.
- Online: www.wageworks.com
- Call WageWorks: 1-877-924-3967 Representatives are available Monday through Friday, 8 a.m. - 8 p.m. Eastern