FSA & HRA* Claims Processing Cycle

Normal Processing During Non-peak Times:

BASIC's Process → | Mail/Banking Process →

Business Day 1

Claim Received

Via fax, online secure claim upload, or mail

→

Business Day 2

Claim Processed

- Confirm eligibility
- Verify receipt(s)
- Enter and process claim within the Admin. System

→

Business Day 3

Payment Issued

- Mail check or issue ACH Direct Deposit
- Send email to the participant (if address is on file)

OR

Notification of Nonpayment

Send request for additional information or notification of claim denial

→

Business Day 5+

Payment Received

- Receive check in the mail or funds deposited into the bank account (please note: Credit Unions may take additional time)

Participants need to verify that funds are available in their account before accessing the funds.

BASIC does not control when funds are made available to participants. The Federal Reserve does not guarantee availability of funds in less than 2 business days of receipt. Credit Union regulations are different and may take additional time.

During peak periods of higher volume of claims, the process above may take additional business days