

FLEXIBLE SPENDING CLAIMS REIMBURSEMENT PROCESS

This process applies to either the Health Care Reimbursement or Child/Dependent Care Reimbursement Accounts. These accounts are also known as Flexible Spending Accounts or FSA's.

1) Determine if you have an eligible expense for reimbursement

- **Health Care** – the basic rule for qualifying claims includes any out-of-pocket medical (includes vision) or dental expense that are unreimbursed by any other source and were incurred for a service or product. For more information on eligible expenses, see [IRS Publication 502](#) and the resources listed on the HR-Benefits website under the [Flexible Benefits](#) page.
- **Child/Dependent Care** – eligible expenses includes payments for care provided to your dependents so that you (and your spouse, if married) can work. Care can be for your dependent age 12 and under or a dependent of any age if he or she lives with you and cannot care for himself or herself, such as an elderly parent or disabled child. For more information on eligible expenses, see [IRS Publication 503](#) and the resources listed on the HR-Benefits website under the [Flexible Benefits](#) page

2) Complete a Claim Form – Claim forms can be found at either of the locations below. Be sure to include proof of expense as described on the claim form. Cancelled checks are not sufficient proof of expense.

- ADP Website @ www.flexdirect.adp.com (Login required, see below)
- HR-Employee Benefits website under [Flexible Benefits](#) page

These PDF forms are interactive so that you can fill in the blanks on your computer.

3) Send your claim form to ADP by fax or mail.

The Auditor-Controllers Office no longer handles flexible spending claims and does not maintain your balance information. Balances, FSA expense calculators and other tools, forms and FSA information are available on the [ADP website](#).

FAX: 678-762-5900 or toll free 866-392-4090

Mail: ADP Claims Processing
P.O. Box 1853
Alpharetta, GA 30023-1853

Claims are processed in approximately 3 to 5 working days. You will either be sent a check for reimbursement or a deposit to your bank account if you have selected this option on the ADP website.

Login Required – If you are logging in for the first time, select “Click Here to Register.” When entering your participant ID or SSN is requested, use ‘SBC000’, ‘SBC00’ or ‘SBC0’ combined with your Employee ID to reach 9 digits (for instance: SBC001234). The characters after “SBC” are zeros.