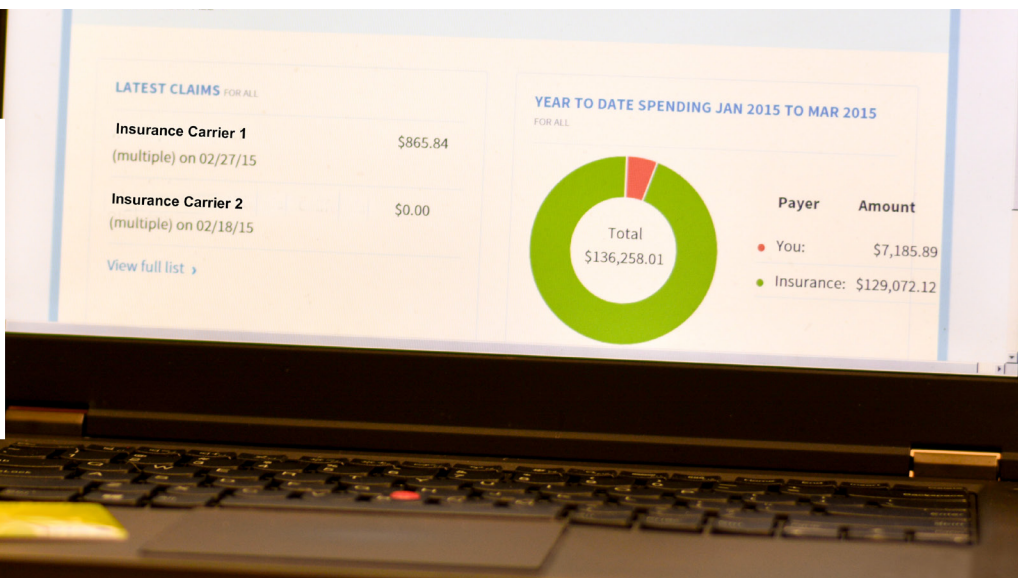# Consumer Claims Sync FAQ

ALL YOUR CLAIMS IN ONE PLACE

What is Consumer Claims Sync?
Claims Sync is a feature that lets you link your insurance carrier accounts to your consumer portal so you can manage all of your eligible expenses directly from your portal Dashboard.

How do I integrate Consumer Claims Sync with my account?
First, you'll want to log in to your consumer portal. Under the Message Center on your portal's homepage, click on the link that says Connect to Consumer Claims Sync. From there, you will be brought to another page that will ask if you want to sync your claim data and how you want to handle claim payment.

After selecting your sync and payment options, click Link my healthcare account and enter the name and location of your carrier. You will then be asked to enter the username and password that you use to log in to the carrier's website. Once you have completed those steps, click the "Link Insurance" button to finish syncing that carrier to your portal.

How do I pay for my synced claims?
After you link a carrier to your consumer portal, you will be alerted each time a new claim becomes available. When you receive an alert, you can decide which payment action to make at that time.

Can I still use my benefits debit card if I use the Claims Sync feature?
Yes! When you pay for a transaction with your debit card, the system will search for a matching expense from the carrier(s) synced to your portal. If, after 29 days, no match has been found, the claim status will be updated to "Required" to indicate that substantiation is needed.

How do I know if the Claims Sync feature is eligible for a particular carrier?
Insurance carriers are continuously being added to the list of carriers eligible for Consumer Claims Sync. If a carrier you submit is not available, you will receive an error message when you click the "Link Insurance" button that indicates the insurance company you entered was not found. If you see this error, it likely means that particular carrier has not yet established a connection with the Claims Sync vendor. Once this connection has been formed and that carrier is added to the list, you will receive an email notification letting you know the carrier is available.

Is there a limit to the number of carriers I can link to my account?
No.

Is there a cost for participating in Consumer Claims Sync?
There is no cost — this feature is completely free to use!