

# How To Submit a Claim on the Navia Participant Portal

In this article you will learn how to...

- How to submit a claim online on the Navia Participant Portal

Submitting claims through the Navia Participant Portal is easy, quick, and the most efficient way to be reimbursed. Claims submitted using our Claim Submission tool are received by Navia right away and notifications are sent to the participant's email throughout the reimbursement process.

## How to submit a claim on the Navia Participant Portal

1. Log into the Navia Participant Portal. The log in button can be found on [the Navia Benefits home page](#) in the upper right-hand corner.



2. After logging into the portal, there are three ways to access the claims processing tool.

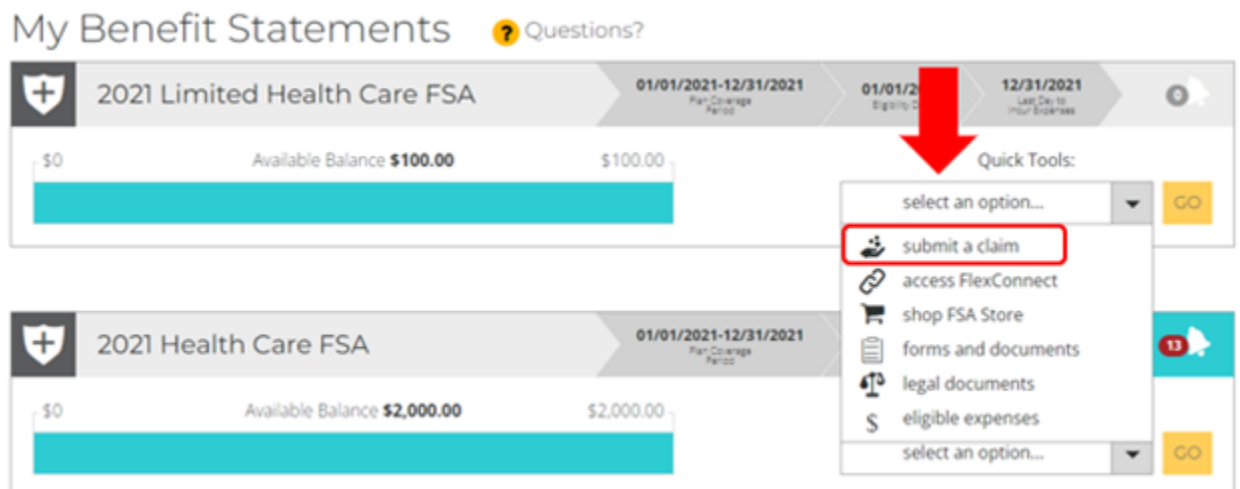
- Clicking “submit a claim” on the home page of their portal:



- Use the "My Tools" drop-down menu and select “submit a claim”:



- Scrolling down to a benefit, click the drop-down menu under “Quick Tools” and selecting “submit a claim”:



3. When linking to the claim submission page, the following box may appear. If it does, choose the option for “claim”. If you change your mind later, the claim submission page is multifunctional and can be used for submitting claims, verifying debit card transactions, and offsetting expenses.

### What documentation is required?

Claim submissions require at least one piece of documentation for a Healthcare Flexible Spending Account (FSA), Day Care FSA, Limited Healthcare FSA, Health Reimbursement Arrangement (HRA), or Wellness benefit. Documentation is not required for a Commuter claim.

Documentation **must** include the date of service, type of service and final patient responsibility, after insurance has paid, where applicable. For Day Care FSA claims, our Day Care Service Form and Claim Form may be used in lieu of documentation when completed properly.

When you have saved copies or photos of the completed form and all other necessary documents, you are ready to start your claim submission! Click “add items to claim” to begin the process.

## 1 Add Items to Claim Questions?



When the New Claim Item screen appears, follow each of these steps.

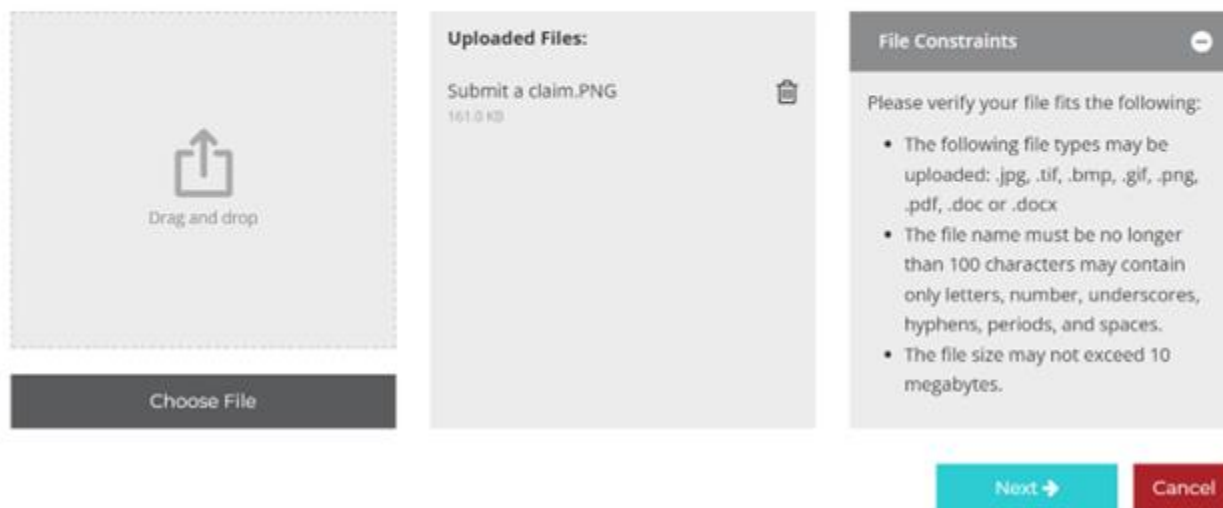
**Step 1:** Upload your completed recurring claim form and any additional documentation needed by clicking “choose file”.

There is no limit on the number of documents can submit per claim. However, the total size of all files uploaded **must be less than 10 megabytes** (MB). The files must be formatted in an accepted file format (.jpg, .tif, .bmp, .gif, .png, .pdf, .doc or .docx), and not contain any special characters the system will not accept in the file name. The file name can contain only letters, numbers, underscores, hyphens, periods, and spaces.

### New Claim Item ×

## 1 Document Upload For all Claim Items

Upload documents for all claim items you wish to submit. Remember, we cannot review your claim without at least one piece of proper documentation. Be sure your documentation shows the date of service, type of service, and final patient responsibility.



**Drag and drop**

**Choose File**

**Uploaded Files:**

Submit a claim.PNG  
161.0 KB

**File Constraints**

Please verify your file fits the following:

- The following file types may be uploaded: .jpg, .tif, .bmp, .gif, .png, .pdf, .doc or .docx
- The file name must be no longer than 100 characters may contain only letters, number, underscores, hyphens, periods, and spaces.
- The file size may not exceed 10 megabytes.

**Next** **Cancel**

Once all documentation has been uploaded, click “Next” to be taken to the Claim Information section.

**Step 2:** Use this screen to enter each claim you'd like to submit. You may submit up to 10 expenses per online claim submission.

Choose your benefit. When you select a benefit, the last day to submit claims and your eligibility date for that benefit will display.

Select a claim type. If you cannot find an exact match, use General Medical.

Enter the provider's name, the name of the person that incurred the expense and the amount being requested for reimbursement. Comments are optional.

## 2 Claim Information

Use your uploaded documents to add information to this claim. You may view other documents you've uploaded using the ← and → arrow

Health Care FSA (1/1/...)

General Healthcare

last day to submit claims for this benefit is 03/31/2023

Benefit eligibility date 01/05/2022

Service Start Date

Service End Date

Provider name

For Whom

Amount

Comments

← Back to Documents

next item

done


Cancel

After all sections have been answered, click “next item” to add another claim to your submission. This action will clear the fields for a new claim.

When you are finished adding claims, click “done”, which will redirect you back to the Claim Submission home page. If “next item” is selected on accident, you can click “cancel” to be brought back to the Claim Submission home page as well.

## 1 Add Items to Claim

Questions?

Claim Items			add item to claim
Service Date	Provider	Amount	Actions
10/20/2021 - 10/20/2021	Navia Benefits	\$560.00	 
10/01/2021 - 10/01/2021	Navia Benefits	\$75.00	 

## 2 Submit Claim

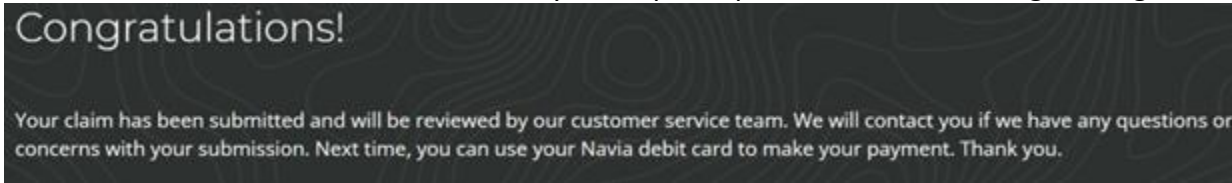
☒ I have read and agree to Navia's [terms and conditions](#)

send claim to Navia

cancel claim request

**Step 3:** Review each line you are claiming. If changes need to be made, or a line needs to be deleted, use the icons under Actions. Check the box to agree to Navia’s terms and conditions, then click the blue button to “send claim to Navia”.

Your claim has been submitted successfully when participant's see the following message.



You will receive email confirmation that your claim was received, another when it’s processed and a final email if/when funds are disbursed to you.