

# Dependent Care Account

## How to File a Claim for Approval

www.FloresHR.com

### Claim Filing Options:

For Fast Processing, claims should be submitted via the portal or FloresHR mobile app.

- **File your claim online:** Log in to your account at <http://accounts.floreshr.com> to submit your claim electronically.
- **Email your claim form:** Send your itemized receipts and completed claim form to [myclaims@floreshr.com](mailto:myclaims@floreshr.com).
- **File your claim via fax or mail:** Claim details may be added to a completed claim form and faxed or mailed with documentation. **Fax:** 321-445-9621 , **Mail:** FloresHR PO Box 1028 Allen Park, MI 48101

### Instructions to fill out this form:

- Complete ALL participant information. Please provide your employer name without abbreviation.
- Use your documentation to complete each section of the form, including the following items:
  - **Provider Name**
  - **Provider Tax ID or SSN**
  - **Service Date(s)**
  - **Dependent Name, Date of Birth, and Relationship to Participant**
  - **Type of Service**
  - **Amount Paid**
  - **Provider Signature is not required, but can replace need for other proof of service**

### Tips For Claim Submission

- Dependent care expenses cannot be paid to anyone who is your child or stepchild under the age of 19 and claimed as a dependent on your tax returns unless they are otherwise qualified.
- A dependent is defined as someone who spends at least 8 hours a day in your home and is one of the following:
  - **A tax dependent child, under the age of 13, for whom you have custody more than half of the year.**
  - **A dependent that is physically or mentally incapable of self care regardless of age.**
- Only submit claims for eligible expenses. Extended overnight camps, kindergarten or higher-grade tuition, non work-related day care or long-term care services are not eligible expenses. The only expenses considered eligible are those that are incurred while you or your spouse are working, looking for work, or attending school full time.

### Tips For Documentation

- Ensure that the documentation is legible.
- Canceled or copies of checks and credit card receipts are not acceptable for submission.
- If multiple pieces of documentation are attached, please circle the dollar amount that is being claimed on each piece of documentation.
- The use of a highlighter will cause highlighted areas to become illegible. Please do not use highlighter on your documentation.

### Tips For Reimbursement

- Reimbursements can be sent directly to your preferred bank account by enrolling in Direct Deposit. You may add your direct deposit information on the participant website, <https://accounts.floreshr.com>.
- Reimbursements are sent via check through standard mail to the home address on file with FloresHR unless you are enrolled in Direct Deposit.
- For fastest processing, please upload your request to our participant portal, <https://accounts.floreshr.com>.
- Once your request is processed and approved, reimbursement will be issued within 1-2 business days.
- You will be notified via email of the status of your claim if we have a valid email address on file. To update your email address, please log in to your account at <https://accounts.floreshr.com>.
- Send only photocopies of your claim form and documentation—keep the originals for your records if submitting via postal mail.

Want faster reimbursement? Skip the form!

Submit your claims using the FloresHR Mobile app or at <https://accounts.floreshr.com>.



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