Dependent Day Care FSA Claim Submission Overview

This guide provides an overview of the claims filing process for Dependent Day Care Flexible Spending Account (FSA) participants.

Claim Submission Options: Claims may be submitted to ConnectYourCare (CYC) through the myCYC mobile app, by accessing their online account at ConnectYourCare.com, or through paper claim via fax or postal service. Per IRS guidelines, participants may only receive reimbursements for services already incurred. An expense is incurred when a service is received, not when a bill is paid.

Documentation Requirements
Participants should ask their Dependent Day Care Providers to complete the Provider Certification section on the Dependent Day Care Account Claim and Provider Documentation Form, or participants can collect an itemized statement from the Care Provider containing the following required information:

- Provider’s Name
- Dependent’s Name
- Service Period
- Payment Amount
- Care Being Provided
Dependent Day Care FSA Claim Submission Overview

Option 1: Submission for Future Reimbursement

Participants may submit a claim for future dates, however, the start date of the care must be in the past. As funds become available in the participant’s Dependent Day Care FSA, the participant will be reimbursed. Reimbursements will be made on a monthly basis, at the end of each month as funds are available in participants’ accounts. These claims may be made by online or by paper form, and provider documentation must accompany the request.

Example

Bob Smith submits a Dependent Day Care FSA claim along with provider documentation (either the provider’s receipt or by the provider completing the Provider Certification section of the form) for eligible care incurred between between June 1 and December 31. At the end of each month (June through December) he will be reimbursed $416.50 (the total amount of the claim divided over the months of reimbursement), assuming he has the funds available in his account.
Dependent Day Care FSA Claim Submission Overview

Option 2: Submission as Services are Incurred

Participants can also submit claims as the services are incurred. If the claim amount is for more than what is available in the account, the participant will be reimbursed up to the amount available in his/her account. Additional reimbursements will be made as funds become available. These claims may be made by online or by paper form, and provider documentation must accompany the request.

Example

Bob Smith submits a Dependent Day Care FSA claim along with provider documentation (either the provider’s receipt or by the provider completing the Provider Certification section of the form) for eligible care incurred between June 1 and June 15. Upon receipt, review, and approval of his claim, CYC will reimburse Bob $200, assuming he has the funds available in his account.
Dependent Day Care FSA Claim Submission Overview

Reimbursement Payment Options

Participants can select from the following options to receive reimbursements:

- **Direct Deposit** - The fastest way to receive payment; see set up steps below
- **Paper Checks** - Sent to member’s address on file
- **Provider Payment** - Members can also request payment be set directly to their provider by selecting the Provider Payment button when entering a claim

Direct Deposit

Setting up direct deposit is the fastest reimbursement option.

- Log in to online account
- Click “Settings & Preferences” from the drop down under the user's name in the upper right hand corner of the home screen
- Click “Bank Accounts,” and select “Add Account”
- Follow screen instructions to enter bank information