

A Summary of ClaimSnap

What is ClaimSnap? It is a mobile app available on iPhone and Android, that allows you to claim your receipts by taking pictures on your phone. You no longer have to fill out an online claim form or mail in your receipts.



Note: All users will need to set up direct deposit on their personal profile in order to have access to ClaimSnap.

Are receipt requirements still the same?

Yes, you still need to send us detailed receipts that have your name, specify what was purchased, the date, total cost of item/service, medical practitioner and DIN# (prescription drugs only).

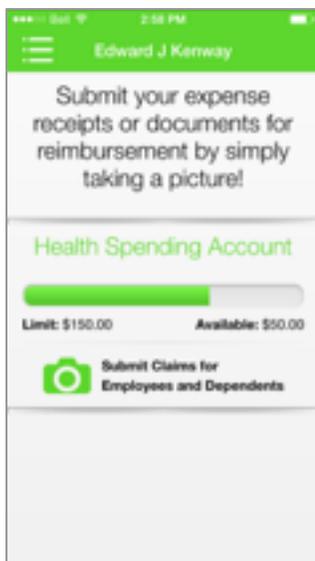
Please note: Till tapes/ Visa slips are not valid receipts as they do not specify what was purchased.

Health Spending Claims

Common mistakes include sending in the till-tapes, instead of the printed receipt by the vendor. This does not give us any information as to who the expense is for and what was purchased.

If your printed receipt is missing something like your name or what the item is going to be used for, you can handwrite this information on the image before submitting it. We will review the claim to see if anything further is needed.

Please also make sure you submit an image of the full receipt as we often get close-ups that cut off requirements like the date, in which case we have to reject the submission.



What to do after you send your images:

You will be notified via email as soon as National HealthClaim has received your images for processing.

After 3-4 business days, login to your online account and click on "Claim Details" in your limit box. Click on the new claim number generated to see if your images were approved or read detailed claim notes as these are your instruction for further action required on your claim.

After your claim has been processed, we will send you another email update that your claim has been processed. Please note you get this email even if the claim was processed at 0.00 payment. Make sure you click on the link inside to see detailed claim notes.

You can call National HealthClaim at (866) 342-5908 or email support@nationalhealthclaim.com to speak to our support team about your claim/account.

