



Claim Reimbursements

Dependent Care FSA expenses must be paid out-of-pocket, then submitted for reimbursement. Reimbursements will only be made once the service has been fully incurred, even if your provider requires advance payment.

To request reimbursement, you can file a claim online at benefit-info.com/iu, through the IU HSA/FSA mobile app, or by submitting an FSA claim form to IU HSA/FSA via email, fax, or mail. All claims for reimbursement must include a copy of your receipt, along with the following information: (1) name and age of the dependent who received care, (2) provider information including name, address, and Tax ID number or Social Security Number, (3) date(s) of service, and (4) amount.

Reimbursements are only made through direct deposit to your checking or savings account; therefore, a Direct Deposit Authorization must be on file. You can submit your bank account information online by logging in to benefit-info.com/iu, or by submitting a Direct Deposit Authorization Form. All claims for reimbursement will be held until your direct deposit authorization has been received.