

SUBMITTING A CLAIM GUIDE

SUBMIT YOUR CLAIM EITHER ONLINE OR MANUALLY

Request a reimbursement from your account online or manually. To submit online follow these steps:

1. You'll need a copy of a receipt or Explanation of Benefits (EOB) from your provider that shows the services rendered. Save this receipt or EOB
2. Go your APA Benefits account at <https://apabenefits.lh1ondemand.com>
 1. If you have never logged in before, your default UserID = your full SSN# and password = last four of your SSN#.



Online Claim Entry Steps

- From the top menu bar select Claims> Claims Entry.
- Benefit type: **Select Type**
- Enter in Service dates and total amounts from EOB's, complete the rest of the claim sections and select **ADD**
- If you have more claims, enter in the additional claim information and select **ADD**. If you are done entering claims in, scroll to the bottom and select **CONTINUE**

Attaching Receipts or EOB(s) for Online Claims

- Select the second radio button and click **CONTINUE**
- Select "Add Attachment" check box and select **ADD**
- Scroll down and select **Add Attachment** hyperlink.
- Choose the Receipt option, browse and attached your EOB's, repeat for as many claims as you entered in and click **SUBMIT**
- Overall progress bar located at the top should now show at 100%

Manual Claims Steps

- Complete form, sign, attach receipts or EOB's and send to APA Benefits
- Email: Claims@apabenefits.com
- Fax: 801-561-5056
- Mail: 8899 S 700 E, Suite 225 Sandy, UT 84070

To access the manual claim form, click on this [hyperlink](#).



CLAIM TIPS

- Payments are made either by check or Direct Deposit. If you want to add/change your Direct Deposit information you can do this through the employee portal. Select the Gear in the top right corner> Direct Deposit
- Check on the status of your claim go to Claims>Claim History
 - Pending Approval= submitted claim waiting for adjudication
 - Additional Information Required = more information needed to process the claim
 - A receipt or EOB statement is required before claim processing can begin.