



## Dependent Care Assistance

### No Receipt or Not Sufficient?

If your provider is unable to provide you with an itemized receipt outlining the services rendered, you may use the "Daycare Provider Receipt Form". Complete this form and have your daycare provider sign it to verify services rendered. When using this form, you do not need to complete a claim form as well.

### Reimbursement Processing

- If you submit your claim via the online portal or mobile app, your claims will be processed within two (2) business days.
- If you submit your claim via fax, email, or mail, please allow 3-5 business days for processing.
- Once your claim has been processed, you will receive a direct deposit, if you have signed up\*, within 2-3 business days. If you did not sign up for direct deposit, you will receive a paper check in the mail. Please allow time for the postal service to deliver your check.

\*You may sign up for direct deposit via the online portal. Simply login and navigate to your profile by clicking your name in the upper right-hand corner. Then, click "Edit" in the reimbursement section.

### Questions?

- Please do not hesitate to reach out to Medcom's Customer Care Center should you have any questions about how to submit your claims or the requirements.

### How to Submit a Manual Claim

If you pay out-of-pocket for your daycare expenses, instead of using the debit card, and wish to submit a claim for reimbursement, follow these easy steps:

- Submit through the online portal at [medcom.wealthcareportal.com](http://medcom.wealthcareportal.com)
  - If you have not already registered an account, you will need to do so first
- Submit through the mobile app by searching "Medcom" in your app store (free!)
  - If you have not already registered an account, you will need to do so first

In either of the above options, always include your child's date of birth or age at the time the services rendered to determine eligibility for your child's expenses. You must always include an itemized receipt with your claim.

Additionally, if your child is school-aged, your receipt must specify the charges are for before and/or after school care. Description with "Tuition" may imply educational expenses and may be denied.

- Submit via fax at (877) 723-0149
- Submit via email at [MedcomReceipts@medcombenefits.com](mailto:MedcomReceipts@medcombenefits.com)
- Mail your claim to Medcom at P.O. Box 10269, Jacksonville, FL 32247-0269

In any of the above three (3) options, you must include a completed claim form that also indicates your child's date of birth or age at the time the services rendered. You must always include an itemized receipt with your claim. You may obtain a claim form from Medcom's website at [www.medcombenefits.com](http://www.medcombenefits.com).

#### Eligible Expenses

- Before and after school custodial care
- Day camps
- Licensed daycare centers

#### Ineligible Expenses

- Medical care
- Food
- Overnight camps
- Day care or babysitting incurred after your work hours
- Day care expenses that have not been actually incurred
- Day care expenses for children 13 or older
- Late fees assessed by the provider for making late payments