

# Ways to Submit Claims



## 1

### UPLOAD CLAIMS:

[www.flores247.com](http://www.flores247.com):

You may scan your claim and upload it to our secure website.



How to upload a claim on [www.flores247.com](http://www.flores247.com)

To get started, click 'Upload Data' on the home page.

**Step One:** Select the Claim Type in the Select Document Type dropdown menu. Click 'Next'.

**Step Two:** If you have already completed a hard copy claim form and scanned it as a PDF or TIF into your computer for this submission, click 'Already Completed'. If you have not already completed and scanned a hard copy claim form, then complete the table with your claim detail and then click 'Next'.

**Step Three:** Click 'Choose File.' Select the file from your computer that you wish to upload. Repeat until all documents are attached. Click 'Submit' to finalize your claim.

## 2

### SMARTPHONE APP:

Use your phone's camera to take a picture of your documentation and upload.

Download through Apple Store or Google Play.



## 3

### MAIL CLAIMS:

Claims Processing

PO Box 31397

Charlotte, NC 28231

\*Please keep in mind, certified mail will need to be sent to our physical address at 1218 South Church St Charlotte, NC 28203.

## 4

### FAX CLAIMS:

704-335-0818 or

800-726-9982

All receipts for reimbursement must include the following

Date of Service	Provider Name
Description of Service	Patient Name
Out-of-Pocket Cost	

### Reimbursement for Orthodontia Expenses

Only proof of payment will be required for future claim submissions. Orthodontia will be reimbursable as you pay it, meaning that the payment can only be reimbursed from the plan year in which the payment was made. If you have any questions about reimbursement for Orthodontia you can call an Account Manager at 800-532-3327.

Need more information?

Please visit our website, [www.flores247.com](http://www.flores247.com), or call an Account Manager at 704-335-8211 or 800-532-3327