



CLAIM SUBMITTAL OPTIONS

There are many ways to submit claims to BBPadmin for FSA, HRA and Commuter Benefit and this sheet will review the secure and non-secure ways to submit claims and let you know of faster ways to get your claim approved. Also included are instructions to link your account(s) to your insurance carrier(s) to auto-substantiate your claims.

NON-SECURE

You can submit claims via fax or regular e-mail. These are both non-secure ways to submit claims. When doing either of these 2 ways your claim can take up to 72 hours to be entered. Also, you must use a proper claim form when submitting via either of these 2 methods – *any claims submitted without a claim form will be denied.*

Fax Number : 630-775-8568

E-mail: claims@bbpadmin.com

Mail: BBPadmin
125 West Orchard Street
Itasca, IL 60143

Links to Claim Forms: [FSA](#) [DCAP](#) [TRANSIT](#) [HRA](#)

SECURE

You have 3 options to submit claims securely to BBP. The first 2 are the fastest way to get your claim approved as you are submitting directly into the system. The last way is the same as above where you need to use a proper claim form when submitting.

Online: Log into your participant portal and click request reimbursement. You login @ <https://www.mywealthcareonline.com/bbp/>

Mobile: Download the Better Business Planning application at the Android or iPhone store. Just go to the store and search Better Business Planning. Then you use the same login as your participant portal. Once in the app you just use the reimbursement request feature.

Helpdesk: Submit your claim through our secure helpdesk @ <https://support.bbp-dac.com/helpdesk/User/Login>
If you do not have an account you just click submit a new ticket or you register for a login. **You must use a Claim Form!**

To receive updates about your account or to be notified when your claim is being paid please make sure you have your e-mail address in the system and then check out that you are registered for that communication. Our system will let you know when your claim is fully submitted and when it will be reimbursed. For faster reimbursement make sure to sign up for direct deposit.

Insurance Carrier Linking Process

Linking your insurance carrier feed to BBP is available for both debit and non-debit card clients. *Please see your employer or call BBP to see if this is an option for your employer.

If you have a debit card: Insurance carrier linkage will be used for auto-substantiating debit card charges. So if you use your benefits card to pay for a bill then the charge will be substantiated using the insurance carrier feed. If you have any manual claims you will have to submit those separately via email, mail or fax or our online portal/mobile app.

If you do not have a debit card: All claims will be processed for manual reimbursement to the participant automatically. As the claim is processed with the insurance carrier and fed over to BBP, the claim will be reimbursed to the participant.

***Please note: Claims will only be automatically substantiated / or automatically processed for service dates moving forward from the date you sign up. Any claims incurred prior to the date you sign up will need to be submitted by the participant.*

In order to get started, you will first need to have an account created with your insurance carrier. After an account is created with your insurance carrier you will need a link from BBP to complete sign-up. The link is specific to your employer. Please contact BBP at support@bbpadmin.com for the link.

SUPPORT

Support Email: support@bbpadmin.com

Phone: 630-773-2337

Fax: 630-775-8568

[Instant Message](#)

[BBPadmin Website](#)

Mobile App – [Apple Store](#) [Google Play](#)

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