



## 3 Easy Steps To Submit Your Claim

### 1. Complete a Claim Form

- ▶ Enter your claim online at our secure website [www.creativebenefits.com](http://www.creativebenefits.com). Print and sign a claim cover sheet OR;
- ▶ Complete our interactive claim form; print and sign.
- ▶ Complete a pre-printed claim form (be sure to write legibly) and sign it.

### 2. Attach Documentation

Attach copies of receipts indicating the nature of services rendered or product purchased, the person for whom services were rendered, the date of service and the amount. You can use your Explanation of Benefits (EOB) statement or your provider's itemized receipt. Keep original receipts for your records.

### 3. Submit to WageWorks, formerly Creative Benefits

Submit your completed and signed claim form and supporting documentation to us via:

- ▶ Scan and e-mail the signed claim form and receipts to: [claims.vista@wageworks.com](mailto:claims.vista@wageworks.com) OR;
- ▶ Fax to: 1-888-295-5757 OR;
- ▶ Mail claims to: WageWorks, Inc.  
PO Box 1928  
Vista, CA 92085-1928

Receipt of faxed claims cannot be verified due to the high volume of claims we receive each day. You can check "real-time" account information online at: [www.creativebenefits.com](http://www.creativebenefits.com) or call our inquiry line at **1-888-295-5656** toll free 24/7. If you do not see your claim processed within one business day, please re-send it to us.

### More Information

If you need specific information about the status of your spending account, you have two options:

- ▶ Log on to [www.creativebenefits.com](http://www.creativebenefits.com). Select the "Your Account" button. If you haven't already registered, you will need to select a user i.d. and password (the first time you access the site).
- ▶ Call the toll-free number 1-888-295-5656 from any touchtone telephone. Through an interactive menu, you can access your account balances, pending claim amounts, claim and payment activity.
- ▶ If you need further assistance, a customer service representative is available during business hours (5:00 a.m. to 5:30 p.m., Monday through Friday, Pacific Time.)

### More Forms

- ▶ Go online at [www.creativebenefits.com](http://www.creativebenefits.com) OR;
- ▶ Request a claim form by email to: [questions.vista@wageworks.com](mailto:questions.vista@wageworks.com) OR;
- ▶ Call WageWorks at 1-888-295-5656 and request a claim form be faxed or mailed to you OR;
- ▶ Contact your Human Resources Department.

**Web:** [www.creativebenefits.com](http://www.creativebenefits.com)  
**Office:** 956 Vale Terrace Dr, Vista, CA 92084  
**Mail:** PO Box 1928 Vista, CA 92085-1928  
**Phone:** 888.295.5656  
**Fax:** 888.295.5757

