

How To Submit  
A Mastercard Claim  
(PrePay)



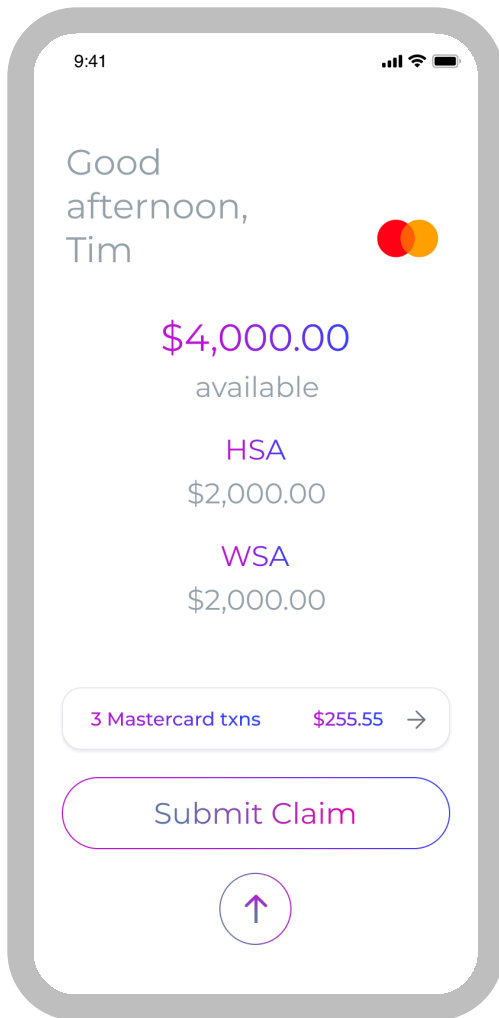
### **Overview**

This document contains instructions on how to submit information for a Mastercard claim through your Aya Care app.

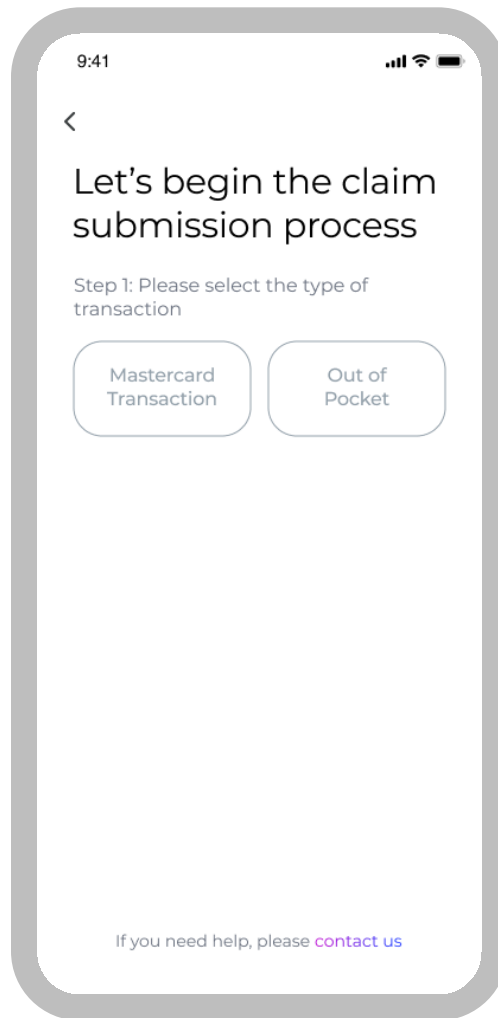
### **Aya Support**

[support@ayacare.com](mailto:support@ayacare.com)

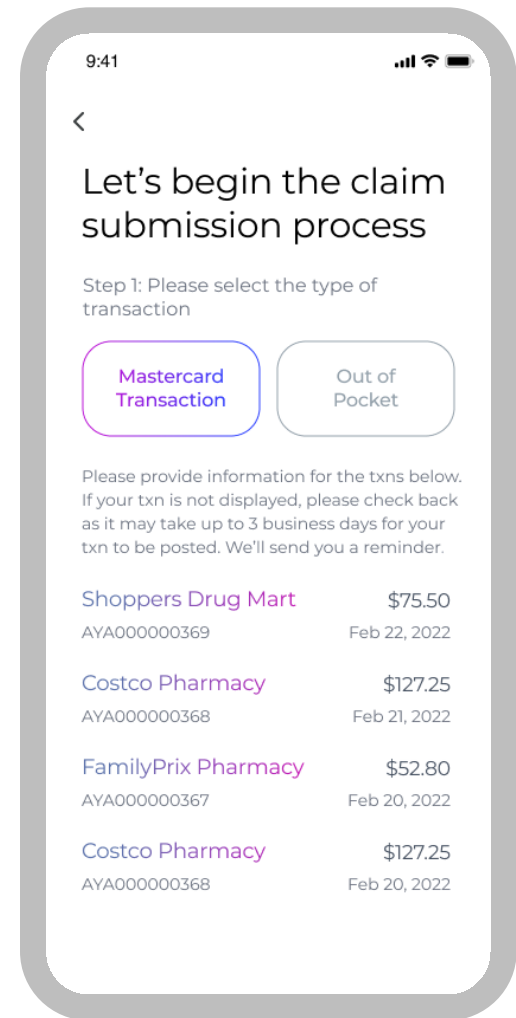
or 1-888-427-6682



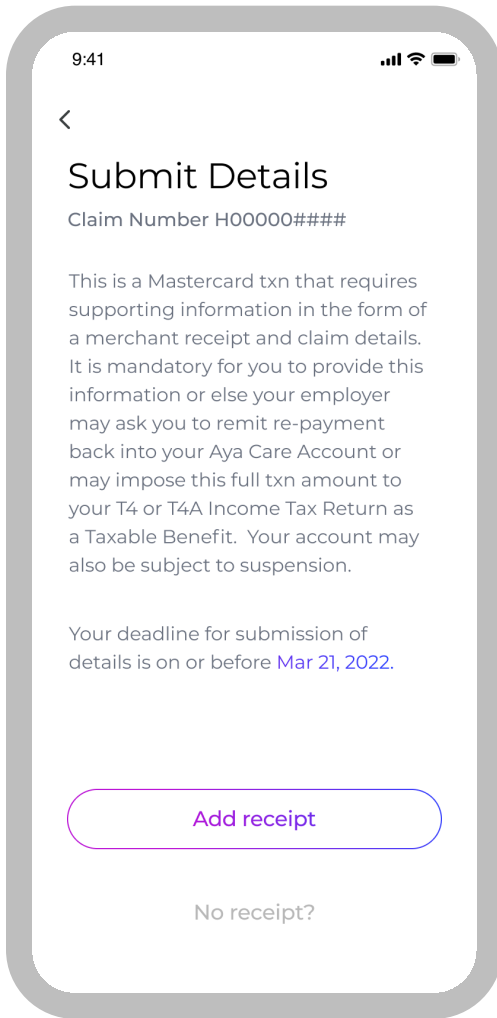
Once logged in, select "Submit Claim" from the home screen



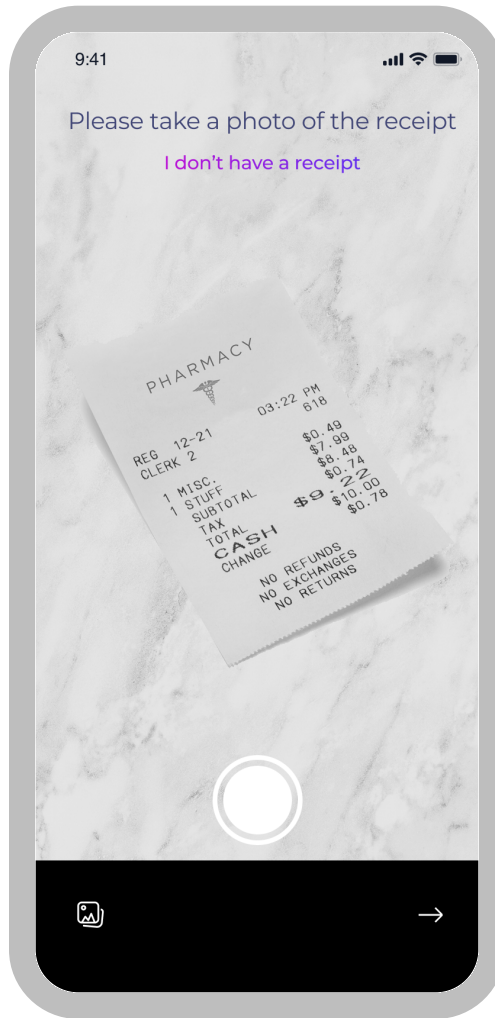
Select the type of transaction "Mastercard Transaction"



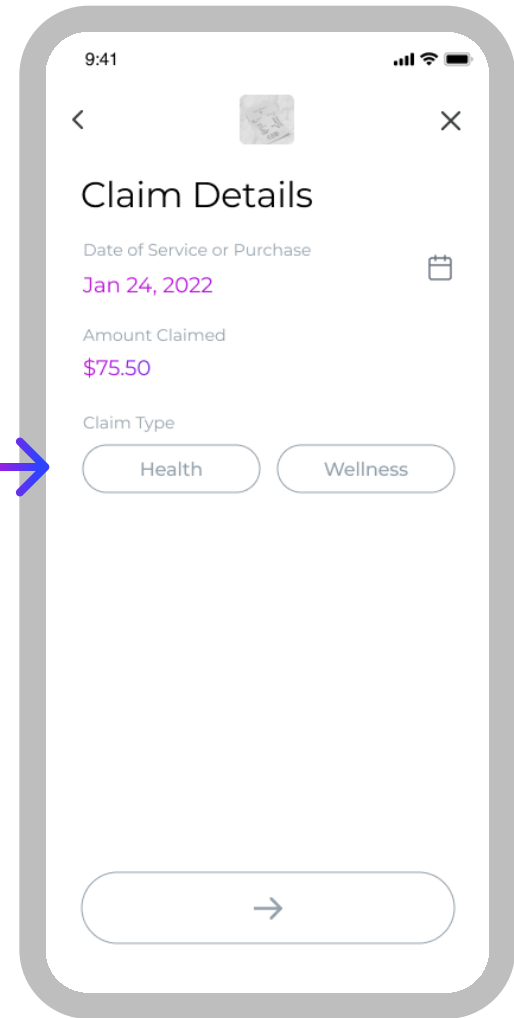
Select which of the Mastercard you want to submit information for



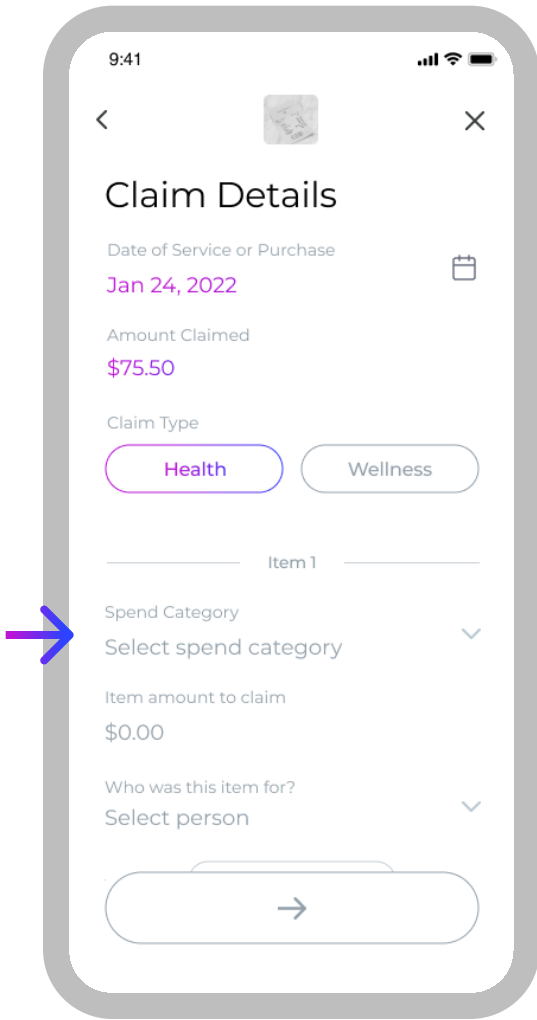
Select "Add receipt" in order to add the transaction receipt



Take a photo of the receipt or select the photo gallery from the left bottom corner



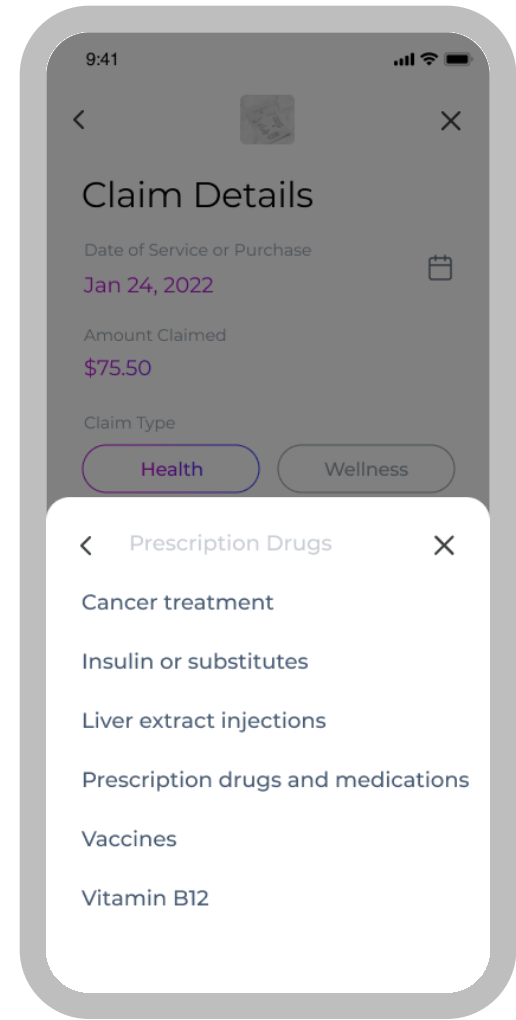
Select whether the transaction was a Health or Wellness one. The date and amount are not editable.



Select the category of the expense



Choose category from the list



Select sub-category

Date of Service or Purchase  
Jan 24, 2022

Amount Claimed  
\$75.50

Claim Type

Health Wellness

Item 1

Spend Category  
Prescription Drugs  
Vaccines

Prescription photo required

Add prescription

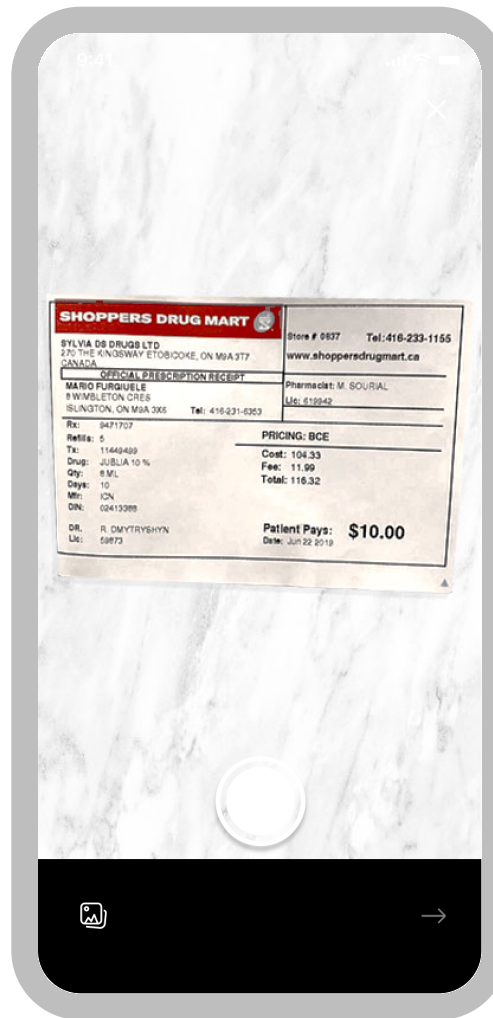
I don't have a prescription

Item amount to claim  
\$0.00

Who was this item for?  
Select person

+ Add Another Item

A few of the categories require prescription photo. Click on "add prescription" in order to submit the prescription photo.



Take a photo of the prescription or select the photo gallery from the left bottom corner

Date of Service or Purchase  
Jan 24, 2022

Amount Claimed  
\$75.50

Claim Type

Health Wellness

Item 1

Spend Category  
Prescription Drugs  
Vaccines

Prescription photo required

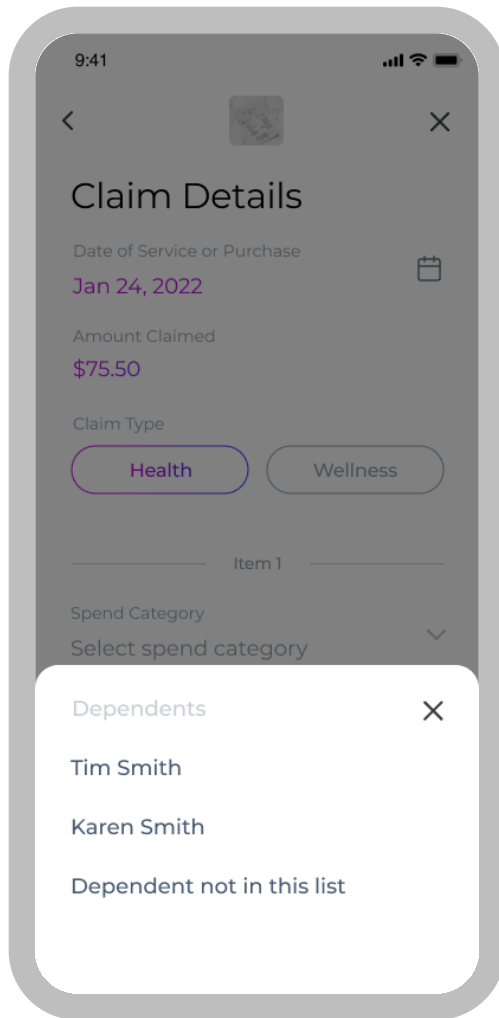
Item amount to claim  
\$0.00

Who was this item for?  
Select person

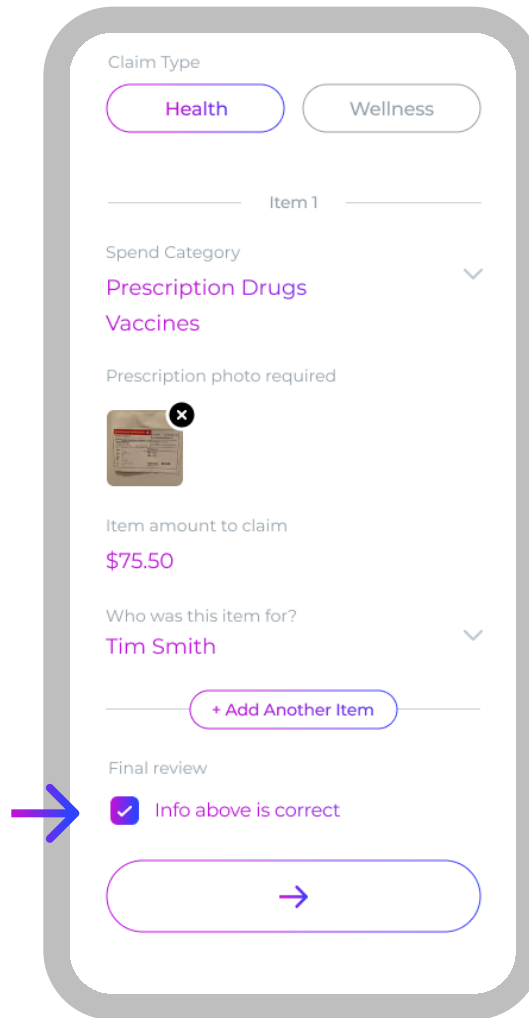
+ Add Another Item

Enter the item cost (the claim can have multiple items). The total cost of the items should match the 'amount you wish to claim' amount.

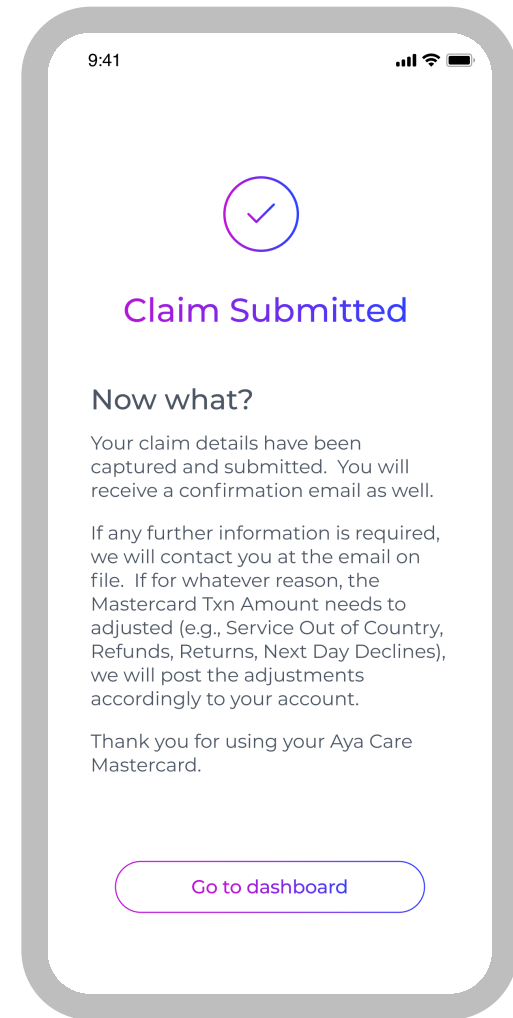
Next, select the person that this item is for.



Select the person that this item is for from the list



If no other items are to be added, have another look at the entered information and when all looks good, select the checkbox confirming the information submitted is correct.



Your claim is submitted at this step. At this point our team reviews your claim and will notify you within 24 hours.