

How To Submit An Out Of Pocket Claim (PostPay)

Welcome to Aya.

The new way

to pay for

health and

wellness.

Get started



Overview

This document contains instructions on how to submit an Out of Pocket claim through your Aya Care app

Aya Support

support@ayacare.com or 1-888-427-6682





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

9:41	·11 今 🔳	9:41		.ıl ≎ ■
<	- 1	<		
Let's begin the cla submission proce	aim ess	Su	Ibmit expense	
Step 1: Please select the type of transaction Mastercard Transaction Out c	f at	1	Transactions made per your plan	
		2	Claims require receipt photo	
		3	Upload prescription receipt photo if necessary	
			Add receipt	
If you need help, please contact	us		No receipt?	

Select the type of transaction "Out of pocket"

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

	9:41	■ ¢ III.
	<	×
	Claim Details	
	Date of Service or Purchase Jan 24, 2022	Ë
	Amount you wish to claim \$0.00	_
l		_
l		_
l		_
l		_
l		_
	$(\rightarrow$	

Enter the transaction date and the amount you wish to claim

Select whether the transaction was a Health or Wellness one





Select the category of the expense

9:41		al †
<		×
Claim D	etails	
Date of Service of Jan 24, 2022		Ë
Amount Claimed		
Claim Type Health	We	llness
Health Categ	Jories	×
Prescription	Drugs	
Dental		
Vision		
Medical Profe	essional Serv	vices
Medical Equi	pment	
Others		

Choose category from the list



Select sub-category



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

SHOPPERS DRUG M	ART
9YL VIA DB DRUGB LTD 275 THE KNOSIWK "ETOBOOKE, ON 1000 000000000000000000000000000000000	Biole # 0837 Tel:416-233-1165 WW.ahoppersdrugmart.ca Interference IdEl897 Paramadati M. SOURAL Us: 51042 Us: 51042 PRICING: BCE Cost: 104.33 Fee: 11.99 Total: 11.632
OR, R. DAYTRYSHYN Lis: Safr3	Patient Pays: \$10.00 Dem: Jun 22 2013
	A. M
	C) high

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



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.



Itoma 1	
Item I	
Spend Category	
Prescription Drugs	Ť
Vaccines	
Prescription photo required	
×	
Item amount to claim	
\$12.75	
Who was this item for?	
Tim Smith	\sim
+ Add Another Item	
Bank information	
Account 4657	>
Final review	
Final review	
Info above is correct	
	$\overline{}$
$(\rightarrow$)

Select the person that this item is for from the list

If no other items are to be added, check the bank account information. If you don't have a bank account added, you can add it here.

Have another look at the entered information and when all looks good, select the checkbox confirming the information submitted is correct. 9:41 ..ll 🌣 🔳 **Claim Submitted** Claim ID: AYA000002494 Now what? You will receive a confirmation email. You will be updated via email and push notification when your claim is adjudicated. You will receive your funds in 24 hours. You are free to submit other claims meanwhile. Go to dashboard

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