How to Pick & Process
Health Plan Out-of-Pocket
How to Pick & Process (Health Plan Out-of-Pocket)

With the Pick & Process feature, you can review claims received from your health plan(s) and tell us how to process them. WageWorks accepts claim information from various health plan administrators; you have the option to pick the process.

1. Go to www.wageworks.com/ge or the Savings Account tab on benefits.ge.com, log into your account.
2. Click “Submit Receipt or Claim.”
4. Have your provider invoice(s) and Explanation of Benefits (EOB) in front of you for reference.

After you review the instructions, click “Next” to be taken to the Pick a Transaction page. This shows the available carrier claims, with the most recent one displayed first. Simply click on the claim that you would like to process.

The next page shows the chosen claim and the options for processing the claim. Click on the button for your processing choice:

a) Health Care Card Receipts
b) Pay My Provider
c) Pay Me Back
Health Care Card Receipt

If the transaction you are looking for is not listed here it is because it has already been verified. Click the Back button to return to the previous page and select another way to have the carrier claim processed.

To connect a carrier claim to a Health Care Card transaction that needs verification, select Health Care Card Receipt as your process. After choosing the applicable carrier claim for processing, you will be presented with a list of the Health Care Card transactions that need receipt verification. Click on the applicable card transaction. Both the chosen carrier claim and Health Care Card transaction will display on the screen. Enter the amount of card transaction you would like to verify, and follow the steps to complete the process.

**When to use...**

When you have received a Card Use Verification. This is when you have paid your provider with your WageWorks Health Care Card but the transaction was not automatically verified as eligible per IRS rules. Your transaction shows as “Need Receipt” in your WageWorks account. After you receive your Explanation of Benefits (EOB) and it reflects the service was processed by your health plan, you can connect the carrier claim to the Card transaction and verify (substantiate) the amount.
Pay My Provider

To use a carrier claim and send payment to your provider, choose Pay My Provider. The selected carrier claim will display at the top of the screen. Enter the amount of the payment. If your claim is eligible for payment from more than one account, you will be able to choose which account to pay from. Verify your provider’s payment information, and follow the steps to complete the process.

When to use...

After you have received an invoice from your provider and have checked that the amount matches your insurance Explanation of Benefits (EOB). You can send the provider payment directly from your account.
Pay Me Back

To use a carrier claim and reimburse yourself, choose Pay Me Back. The selected carrier claim will display at the top of the screen. Enter the amount of the payment. If your claim is eligible for payment from more than one account, you will be able to choose which account to pay from. Follow the steps to complete the process.

When to use...

Use Pay Me Back when you paid your provider using a form of payment other than your WageWorks Health Care Card and your Explanation of Benefits (EOB) reflects the service was processed by your health plan. You can request a reimbursement payment to yourself.

Remember

Once you’ve used a carrier claim for payment or card verification, it is no longer available for processing.

To review and confirm your actions are saved, click on the Claims & Activity link in the gray toolbar. Your claims used in Pick & Process will display along with the current status.