

# Ways to Submit Claims

**1 UPLOAD CLAIMS:**  
[www.flores247.com](http://www.flores247.com):  
 You may scan your claim and upload it to our secure website.



**2 SMARTPHONE APP:**  
 Use your phone's camera to take a picture of your documentation and upload.  
 Download through Apple Store or Google Play.



**3 MAIL CLAIMS:**  
 Claims Processing  
 PO Box 31397  
 Charlotte, NC 28231  
 \*Please keep in mind, certified mail will need to be sent to our physical address at 1218 South Church St Charlotte, NC 28203.

**4 FAX CLAIMS:**  
 704-335-0818 or  
 800-726-9982

How to upload a claim on [www.flores247.com](http://www.flores247.com)

To get started, click 'Upload Data' on the home page.

**Step One:** Select the Claim Type in the Select Document Type dropdown menu. Click 'Next'.

**Step Two:** If you have already completed a hard copy claim form and scanned it as a PDF or TIF into your computer for this submission, click 'Already Completed'. If you have not already completed and scanned a hard copy claim form, then complete the table with your claim detail and then click 'Next'.

**Step Three:** Click 'Choose File.' Select the file from your computer that you wish to upload. Repeat until all documents are attached. Click 'Submit' to finalize your claim.

All receipts for reimbursement must include the following

<b>Date of Service</b>	<b>Provider Name</b>
<b>Description of Service</b>	<b>Patient Name</b>
<b>Out-of-Pocket Cost</b>	

## Reimbursement for Orthodontia Expenses

Only proof of payment will be required for future claim submissions. Orthodontia will be reimbursable as you pay it, meaning that the payment can only be reimbursed from the plan year in which the payment was made. If you have any questions about reimbursement for Orthodontia you can call an Account Manager at 800-532-3327.

Need more information?

Please visit our website, [www.flores247.com](http://www.flores247.com), or call an Account Manager at 704-335-8211 or 800-532-3327