



Welcome
to Aya.
The new way
to pay for
health and
wellness.

Get started

How To Submit
An Out Of Pocket Claim
(PostPay)

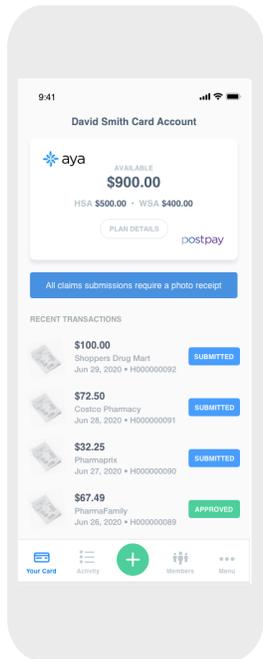


Overview

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

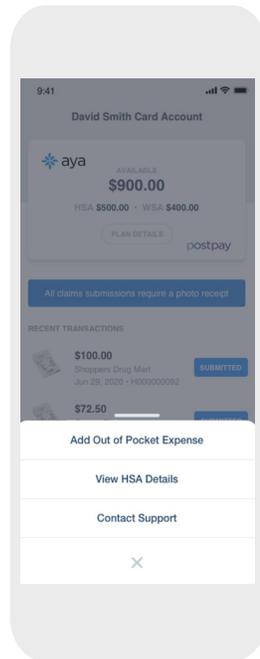
Aya Support

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



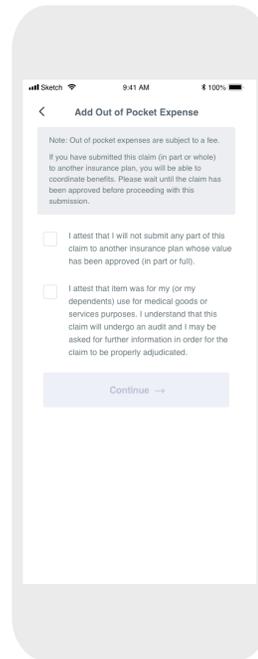
Step 1

Log into your Aya Care mobile app and select the green “+” symbol at the bottom middle of your screen



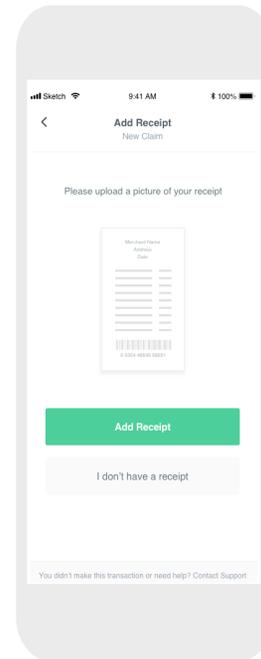
Step 2

Select Out of Pocket Expense



Step 3

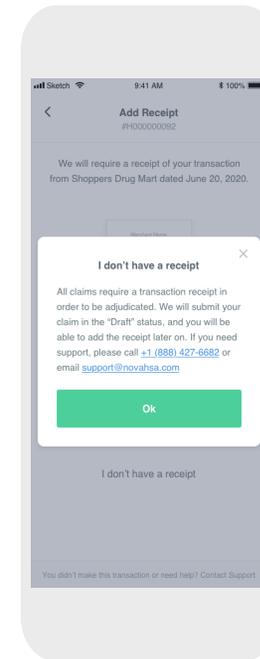
Review the attestations and select continue



Step 4

Upload your receipt of the item you wish to claim

Note : If you do not have a receipt continue to step 7. Your claim will be saved in draft status until an image is uploaded



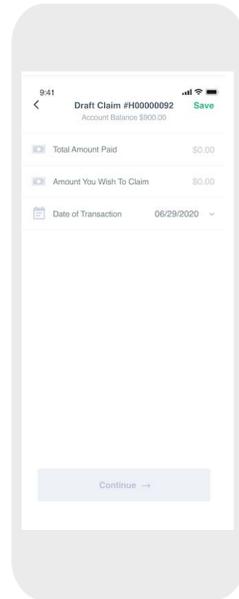
Step 5

Select Add Receipt and choose either Take Photo or Choose Existing



Step 6

Select Image
and press
continue

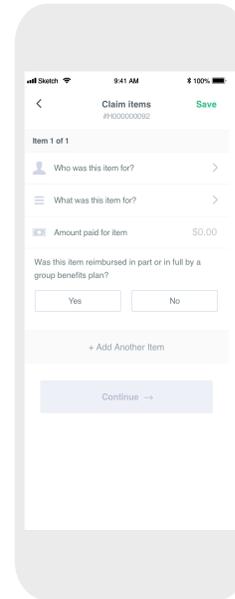


Step 7

Complete the the required
fields:

- Total Amount Paid
- Amount You Wish to Claim
- Date of Transaction

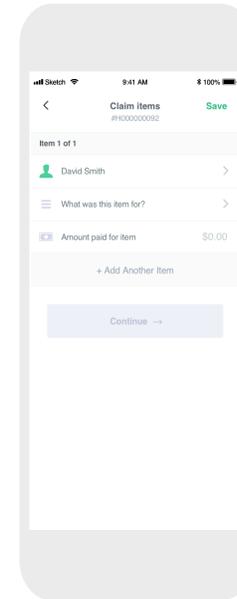
Select Continue



Step 8

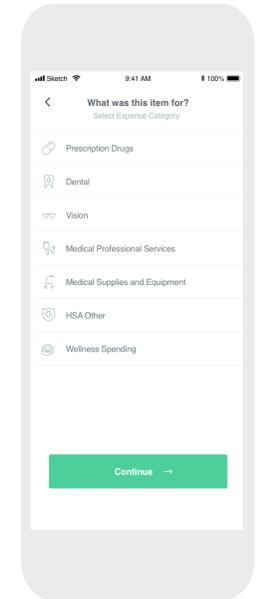
Confirm who
the item being
claimed for
(either yourself
or your
dependent)

Select Continue



Step 9

Select what was
this item for

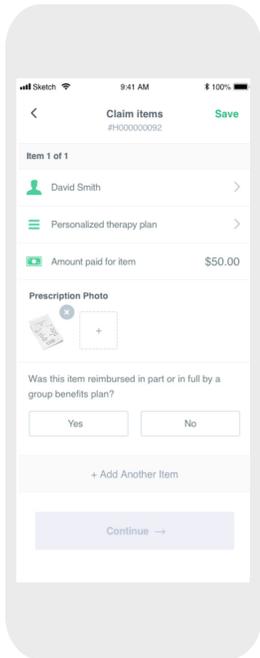


Step 10

Select from one
of the categories
of eligible
expenses

Note

Some items may
include sub
categories



Step 11

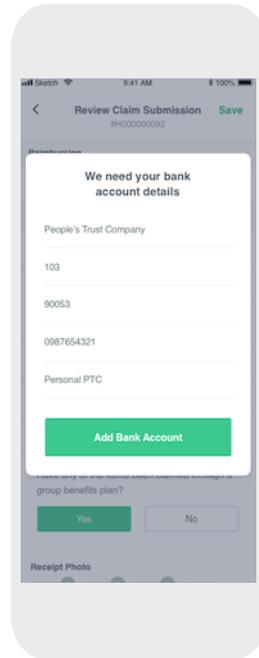
Input the amount paid for item. This should equal the same amount in step 7 "Amount you wish to claim"

If your item requires a prescription please upload the prescription photo in this section as well

Select Continue

Note - You can submit multiple expenses on one claim as long as:

- The expense dates are the same
- The expense is for the same category (i.e. dental)

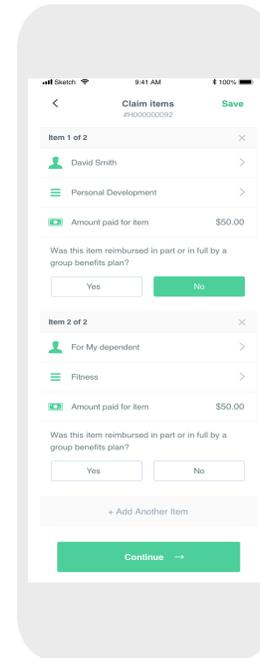


Step 12

Input your banking information:

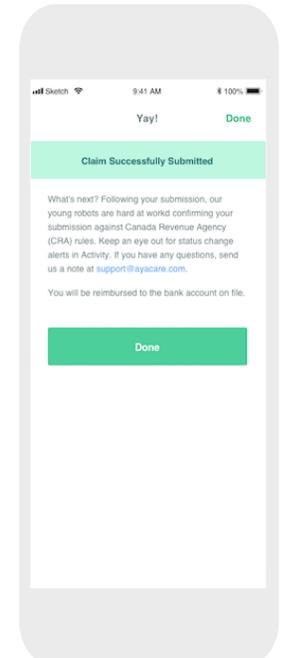
1. Bank name
2. Financial Inst. #
3. Branch Transit #
4. Account #
5. Account nickname

In order to fulfill repayment of the claim submission your banking information is required. If you have already completed this through enrolment you will be redirected to the next screen automatically



Step 13

Review your claim submission and if all the details appear correct, select continue



Step 14

Confirmation that your claim has been submitted. Select done. Once you select done you will be brought back to the main screen. You can see here that the claim has been submitted