

# University of Richmond

Benefit Summary

1/4/2021 - 5/10/2021

**Claims Filing Deadline: 5/20/2021**

## Benefit Summary

University of Richmond will provide Qualified Disaster Relief funds of up to \$1200 for eligible expenses as detailed below. Funds are reimbursed by Flores. Eligible employees are full time employees with a child/children between 0-12 years of age. When both parents are employed by UR, the family will receive a total of \$1200.

### TEMPORARY CHILD CARE

Expenses related to temporary child care for children 0-12 during COVID related school closures.

Examples include:

- in-home care
- day-care center tuition
- tutoring
- distance learning plans
- educational resources : books, videos, learning supplies (excludes furniture, computers, ipads.)
- Private School Tuition

## Reimbursement Process

1

After you incur an eligible expense, obtain a receipt from your service provider. Receipts must be submitted to Flores & Associates to substantiate all reimbursement requests.

**Claims must be incurred by 5/10/2021 and submitted by the filing deadline of 5/20/2021.**

2

Submit the itemized receipt detailing your qualifying expenses, along with a copy of your Claim Form to Flores for processing.

Receipts must include a description of the service, and the date of service.

**File claims via: Upload through [www.flores247.com](http://www.flores247.com), Flores Mobile smartphone app, fax or mail.** When filing on flores247, please choose "Upload Data" and select "File a new claim for QDR"

3

Your claim will be processed and paid on a weekly basis. If we have your e-mail address on file, you will be sent an e-mail notification when we receive your claim and when it is processed. Your reimbursement will be issued through check or direct deposit.

# FAQs

## What does my Qualified Disaster Relief cover?

The QDR account is designed to provide assistance with reasonable and necessary expenses you incur as a result of the COVID-19 pandemic. Your employer will specify the expenses your account will cover. Refer to your plan schematic or policy statement for specific details about what qualifies for reimbursement under your employer's plan.

## I participate in other Flores plans. Will I receive a new login to the Flores247 Participant Web Portal?

No. You will continue to use your existing login information to access the same Flores247 Participant Web Portal at [www.flores247.com](http://www.flores247.com) for easy access to details on all of your Flores plans. If you have forgotten your login information or need your password reset, you can contact our password reset line at 800.840.7684. If you are a new Flores participant, you will receive a Participant ID notice in the mail or email that you will use to create your account for the first time.

## Is there a deadline to submit claims?

Yes. The deadline to submit claims for the University of Richmond QDR benefit is May 20th. All services must be made or rendered on or before 5/10 and all claims must be received by Flores on or before 5/20. Refer to your plan schematic or policy statement to confirm the deadline to file your request for reimbursement.

## How does the claim process work?

If you have added your email address to your account, you will receive a notification when your claim is submitted via the Flores247 Participant Web Portal, Flores Mobile smartphone app, fax, or mail. You will receive additional notifications when your claim is processed and when your check or direct deposit is issued.

## Can I setup direct deposit for my reimbursements?

Yes. Visit the SETTINGS page after you log-in to the Flores247 Participant Web Portal at [www.flores247.com](http://www.flores247.com) to setup or change your direct deposit information. If you have already setup direct deposit for another Flores plan, you do not need to enter your information again. Direct deposit requires a 10 business day pre-note period.

## What should I do if I have questions or need help filing a claim?

We try to make the claims filing process as easy as possible, but if you do have a question you can call 800.532.3327 to speak with a Flores Account Manager, who will be happy to assist you. Monday-Friday from 8:30 a.m. until 5 p.m. EST.