

Make Lively payments easier

Follow these guidelines to save time and make payments easier



Paying with your Lively Benefit Access card

When paying with your Lively Visa® Benefit Access debit card, some expenses may be automatically verified while others may require manual verification in the Lively dashboard.

Auto-verified expenses

Most transactions at a majority* of national retailers and pharmacies will be auto-verified.

- **Pay with debit card**
When you pay for FSA or HRA eligible expenses using your Lively debit card at qualified merchants.*
- **No verification required**
No manual verification required when you pay for eligible expenses at qualified merchants.
- **Finished**
Expenses in this category are automatically verified and approved. There is nothing more you need to do!

*Qualified merchants are IIAS accredited or SIGIS registered. Learn more about qualified merchants [here](#).

Pro tip:

If your card is declined, be sure you are not including anything other than the FSA or HRA eligible items in your transaction (for example, bag fees). Learn more about why your card may decline [here](#).

Manually verified expenses

Most transactions at select merchants or medical provider facilities such as hospitals, dentists, or labs, will require manual verification.

- **Pay with debit card**
Ask for an itemized bill or an Explanation of Benefits (EOB) for your expense, you'll need it later.
- **If verification is required**
Lively will notify you if manual verification is required to substantiate your expense.
- **Upload receipt**
To manually verify your expense, login to your Lively account to upload documentation for your expense.
- **Wait for approval**
You will be notified of approval within 3–5 business days after you upload your receipt.
- **Finished**
If your claim is approved, there is nothing more you need to do!



Paying out-of-pocket

If you pay for an FSA or HRA eligible expense with a personal credit card or in cash, you may reimburse yourself from your FSA by submitting a claim through your Lively dashboard.

- **Pay out-of-pocket**
- **Login to your Lively account to submit claim & upload receipt**
- **Wait for reimbursement approval**
- **Finished**

Submitting a claim? Follow the Rule of 5.

Get your claims approved quickly by submitting documentation with these 5 elements.

1. Patient or dependent name
2. Provider or merchant name
3. Date of service
4. Type of service or product
5. Expense amount

Learn more about the Rule of 5 [here](#).



See what's FSA or HRA eligible

Easily find out what is qualified expense with Lively's [What's Eligible Tool](#).