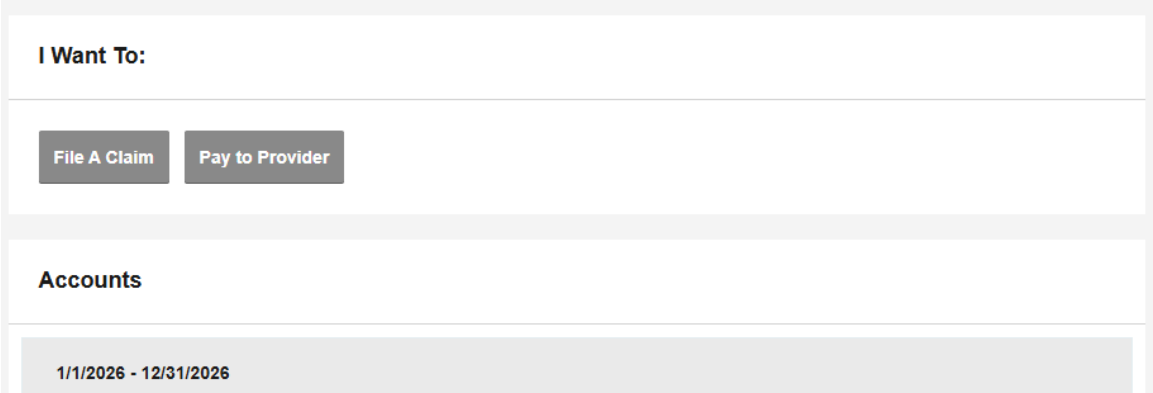
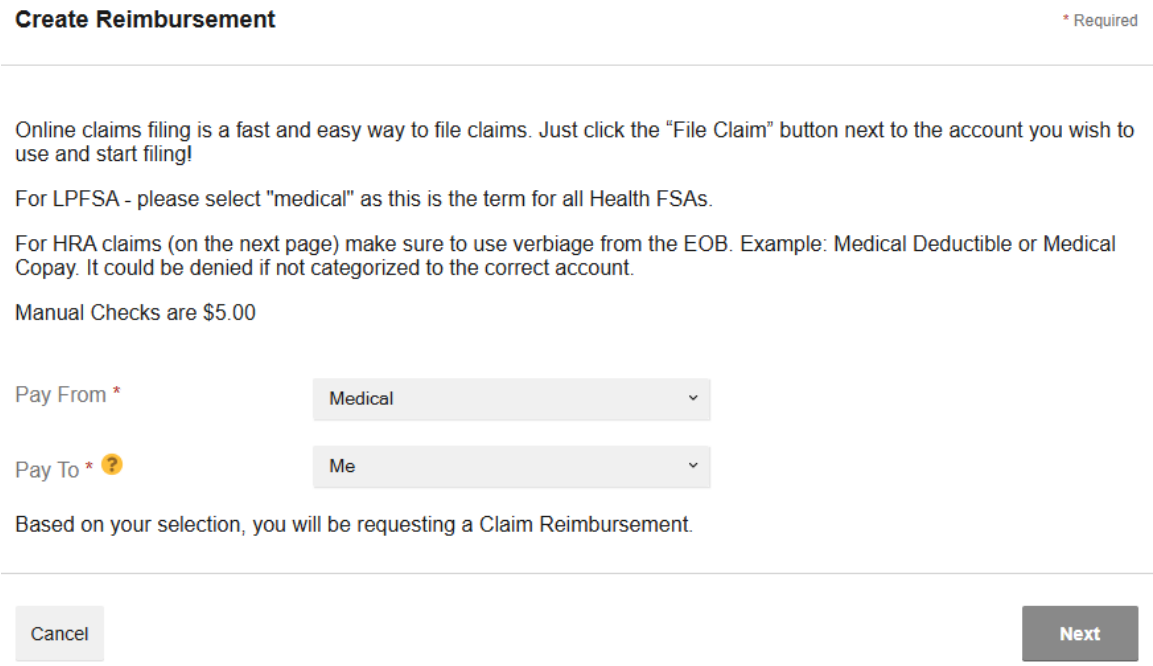
How to file claims through the online portal

1. Navigate to the participant portal at: https://prpppt.lh1ondemand.com/Login



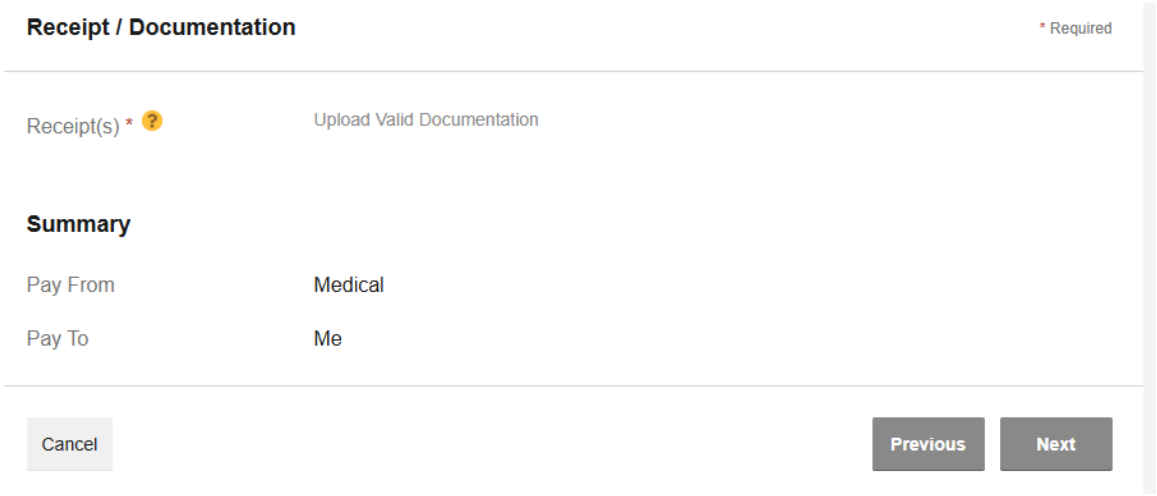
2. Login as an existing user, or select "Get started" under "New user" if you have not registered.
3. Select **File a Claim**.
4. Select **Medical** next to Pay From.
   Select **Me** next to Pay To to reimburse yourself.
   Select **Someone Else** next to Pay To to pay the provider directly (if your plan allows).



5. Upload valid documentation.
   For FSA claims, the documentation must list:
   a. Patient's Name
   b. Provider's Name
   c. Amount of Service
   d. Brief Description of Service

e. Date of Service

For HRA claims, the documentation must include the Explanation of Benefits (EOB) from the insurance carrier. Exception: if the HRA is a 213d HRA, FSA documentation requirements will be accepted.



6. Enter the claim details.

For Category and Type, be as specific as possible.

For HRA plans, specify Medical Deductible/Copay/Coinsurance so the claim is applied to the correct account.

If you are unsure of what your HRA covers, review plan documents under Tools & Support > Documents & Forms > Plan Summaries.

Claim Details * Re

Start Date of Service * 03/01/2026

End Date of Service 3/1/2026

Amount * $ 55.00

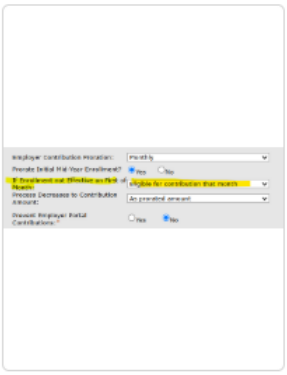
Provider * Dr. Smith

Category * Medical Expenses

Type * Medical Copay

Description Copay for office visit

If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.



View document

Recipient * New Employee / Little Employee

Add Dependent

Did You Drive To Receive This Product/Service?* Yes No

Summary

7. Review the claim details, confirm the terms & conditions and click **Submit**.

Transaction Summary (1)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT		
+ FSA	Me	Medical Copay	$55.00	$55.00	Remove	Update
Total Amount			**$55.00**	**$55.00**		

Claims Terms and Conditions

I have read, understand, and agree to the Terms and Conditions.

Cancel Save for Later Add Another Submit