



FLEXIBLE SPENDING ACCOUNT (FSA) CLAIMS METHODS

Please note:

- **Claim Form(s) and supporting documentation are required for all methods of claim submissions**
- **All claim form(s) and supporting documentation must be complete and legible**
- **Be sure to retain a copy of all documents of your records**
- **Claims submitted later than 10:00 on Tuesdays will be processed in the next payment cycle**

DIRECT MAIL METHOD:

Claim Form(s) and supporting documentation can be mailed to:

**Benefits Administration Department
Support Services Alliance, Inc.
165 Main St.
Oneida, NY 13421**

FAX METHOD:

Fax claim form(s) and supporting documentation along cover page, indicating the date and number of pages along to:

**Attn: Benefits Administration Department
Fax: 315-363-5384**

ONLINE METHOD:

Note: The first time you need to register you'll need to use the following St. Lawrence member number and zip code; once you've registered future log in will require the Username and Password that you've selected.

**SSA Member # 90012
Zip Code 13617**

- 1) Go to www.ssamembers.com
- 2) Select Members Tab on the left side of the screen
- 3) Enter your Username and Password
- 4) Select **FSA Online Claims Submission Link**
- 5) Upload your claim form(s) and supporting documentation (acceptable formats are **PDF, JPG, JPEG, BMP and GIF**)
- 6) Click **Submit Claim**

Questions? Contact our Benefits Administration Department directly at (315) 363 - 6584.