



## What does this mean?

You can receive eligible reimbursements for manually submitted claims through direct deposit right into your bank account!

## Do I need to change how I submit my manual claims?

No! You can continue to submit your manual claims to the Difference Card in 4 easy ways!

- The Difference Card Mobile App: download DC Mobile from your app store. Click Claims in the home menu, and then click Submit a Claim.
- Member Portal on the DifferenceCard.com site (you must be a registered user, or you can set up your profile and then submit)
- Fax to (602) 333-4252 (Don't forget to include your reimbursement form)
- Mail to The Difference Card, PO Box 322 Mt. Kisco, NY 10549 (Don't forget to include your reimbursement form)

## How will I check the status of my manual claim submission?

You can check the status of your claim through the Difference Card Benefit Portal by clicking the MY BENEFIT CARD button after you log into your account at DifferenceCard.com.

Once in the Benefit Portal, click on "My Accounts," then select "Transactions" from the drop-down menu. Here you will see the status of all transactions, including *Approved/Posted*, *Pending/Processed*, *Authorized*, and *Denied*. Click on each transaction to display the Claim and Reimbursement Details.

## How do I sign up for Direct Deposit?

It's very easy! You can change your reimbursement method to Direct Deposit when you login into the Participant Portal on [www.differencecard.com](http://www.differencecard.com).

- 1) Navigate to the Benefit Portal by clicking the MY BENEFIT CARD button.
- 2) Click on the "Claims" tab and select "Reimbursements Preference" from the drop-down menu.
- 3) Under "Reimbursement Preference," toggle to Direct Deposit.
- 4) Enter your banking information and check the box authorizing direct deposit from The Difference Card.
- 5) Click SAVE. Direct deposits will take 24-48 hours to show up in your account after they have been initiated.
- 6) Three micro-transactions will then be issued to your bank account, which must be validated within 48 hours. Log back into your Difference Card account to enter those amounts to complete your account validation. Direct deposits will take 24-48 hours to show up in their account after they have been initiated.

