



Employer FAQ: DKYC Auto eClaims

What is DKYC Auto eClaims?

DKYC Auto eClaims is a service offered by David K. Young Consulting, LLC. It takes the pain out of managing tax-advantaged benefit accounts by automating substantiation and simplifying claim submission for reimbursement.

How does DKYC Auto eClaims help my employee's?

Seamless experience connects health plan activity with CDH account activity.
Empowers participant choice and control over reimbursement to self or provider.
Increased debit card auto-substantiations means fewer pesky documentation requests.

Is there a setup process?

To use DKYC Auto eClaims, your employees will need to connect their health insurance accounts to the portal by providing health plan logins. Once accounts are confirmed, all claims will be available for reimbursement or substantiation.

What does it cost?

This service is \$0.50 per month per participant for employers and employees. We are committed to making it as easy as possible for participants to utilize their CDH accounts and manage their healthcare expenses.

Is DKYC Auto eClaims HIPAA compliant?

Yes! DKYC Auto eClaims is HIPAA Compliant and adheres to all HIPAA guidelines. We conform to the technical safeguards prescribed by the HIPAA Security Standards. These include: access control, audit controls, integrity, authentication and encryption.

Is my employee's personal data secure? We use bank-grade security and encryption to safeguard your employees' information. Critical

data and documents are always encrypted and stored securely. We use the highest-level encryption methods supported on the web. Information is encrypted in transit and at rest.

Which insurance carriers do you work with? We have a substantial list of existing carrier relationships and we are continually adding support for new carriers.

How do employees connect their insurance plans?

Your employees will be directed to create an account, an effortless process thanks to our single sign-on feature, which allows them to use their existing credentials. On the welcome page, they will be invited to "Link a Plan" by entering their carrier and their carrier's website credentials. We'll start pulling data immediately with no more effort on their part.

How will my employees submit claims? Recent expenses will be displayed in a list with the ability to submit payment for self-reimbursement.

Will my employees still need to substantiate challenged debit card transactions?

Rarely. DKYC Auto eClaims substantiates almost all claims automatically with no need for employee action. Since carrier claims feed directly into the system, it is easy to prove that a challenged debit card transaction is indeed a valid reimbursable expense. If necessary, manual substantiations can still be made by uploading a receipt.

How do my employees get help with DKYC Auto eClaims?

Help is available from within DKYC Auto eClaims. Participants can view commonly asked questions or they can email their unique question to our support team.

For more information, please call 210.558.0999