

How to Submit an Online Reimbursement Request

Wellness Wallet and Eyewear

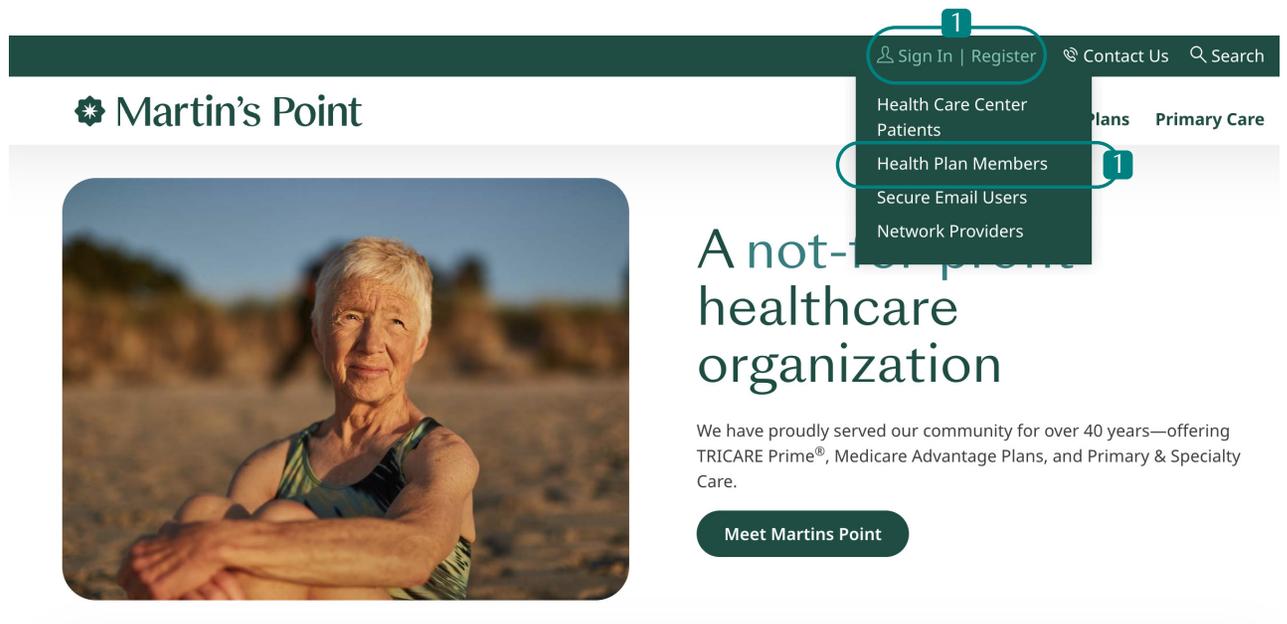
Note: You must have a **Generations Advantage Member Portal** account to submit online reimbursement requests. If you don't yet have a Member Portal account, visit MartinsPoint.org/Account/Register/Member to register.

For fastest processing of online reimbursement requests, we suggest you set up **direct deposit**. For instructions on how to do this, visit MartinsPoint.org/DirectDepositGuide.

1

Visit Sign-In Page

Sign into your **Member Portal account** by clicking on “Sign in” in the upper right-hand corner of any page on the MartinsPoint.org website. Then, choose “**Health Plan Members**.”





Sign In

Username 2

Password

Sign In

[Forgot your Username?](#)

[Forgot your Password?](#)

[Account Management](#)

Health Care Center Patient Portal login at [MyMartinsPoint@](#)

Don't have an account yet?

[Health Plan Member Registration](#)

Trouble logging in?
Please call Member Services:

Generations Advantage

[Provider Admin Registration](#)

To become a local administrator, use the link above. Non-admin users, contact your local administrator for access or call 1-888-732-7364 for assistance.

2

Enter Your Account Information or Register

A sign-in window will appear. Enter your Member Portal Username and Password.

3

Scroll down to see available actions

Click on **Request Reimbursement**.

The screenshot shows the top navigation bar with links for My Account, Contact Us, and Search. Below the header, there are buttons for Plan Documents and Forms. The main content area is titled "Member Tools & Resources" and contains six cards:

- Review Medical Claims**: See claim status, history, patient responsibility, & plan payments.
- Check Authorizations**: Check the status of your prior authorizations & referrals.
- Change PCP**: Update your Primary Care Provider quickly and easily.
- Request an ID Card**: Order a replacement member ID card or print a digital copy.
- Request Reimbursement**: Online submission for Wellness Wallet or eyewear only. (This card is highlighted with a red box and a red number 3.)
- Manage Prescriptions**: Refill prescriptions, track orders & view Rx claims & costs with CVS Caremark.

4

Continue

An orange "alert" window will appear notifying you that you are leaving the Martin's Point website. Click **CONTINUE**.

The screenshot shows an orange alert window with a close button (X) in the top right corner. The text inside the window reads "You are now leaving the Martin's Point website." Below the text is a button labeled "CONTINUE" with a red number 4 next to it.

5

Choose Security Questions and Answers

If this is your first time logging into the reimbursement portal, you'll be asked to choose security questions and answers.

6

Click Reimburse Myself

Scroll down to I Want To: and then click the **Reimburse Myself** button. (This is on the portal Home page.)

The screenshot shows the 'Martin's Point Security Information' page. At the top, there is a logo and the title 'Security Information'. Below this, a text box explains: 'In an effort to keep your information secure, please create an answer to each security question below. You will be asked to correctly answer one of the questions when completing sensitive functions.' A red '6' callout is positioned to the right of this text. The form contains three rows, each with a dropdown menu labeled 'Select a question...' and an adjacent text input field. A 'Cancel' button is located at the bottom left, and a 'Next' button is at the bottom right. At the very bottom of the page, there is a small copyright notice: '© WEX Health Inc. 2004-2026. All rights reserved. Powered by WEX Health'.

The screenshot shows the top navigation bar of the 'Martin's Point' portal. The bar is dark green with white text for the navigation items: 'Home', 'Accounts', 'Tools & Support', and 'Message Center 1'. Below the navigation bar is a grey section titled 'I Want To:'. A red '6' callout is positioned above a dark green button labeled 'Reimburse Myself' which is located within the 'I Want To:' section.

7

Select Reimbursement Details

- » Under Create Reimbursement, in the Pay From drop-down, **select Medical.***
- » In the Pay To drop-down, select **Me**,
- » Hit the **Next** button to continue.

*NOTES: In this section, you will always select “**Medical.**” The information on your uploaded receipt will be used to determine whether you will be reimbursed from your Wellness Wallet balance or your Eyewear balance.

At the beginning of the year, **you may see Available Balances from the current year and the previous year.** Previous-year balances can be used for purchases made in the previous year only (while a plan member). Claims must be submitted within 120 days of the date of purchase.

The screenshot shows a web interface for managing accounts and reimbursements. At the top, there is a navigation bar with 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center 1'. Below the navigation bar, the page title is 'Accounts / Reimburse Myself'. A section titled 'Available Balance' displays two accounts: 'Eyewear-Prime-006-00...' with a balance of '\$150.00' and 'Wellness Wallet-Prim...' with a balance of '\$150.00'. Below this, a 'Create Reimbursement' section is visible, marked as '* Required'. A note states: 'Online claim filing is a fast and easy way to file claims. Just click the "Reimburse Myself" or "Send Payment" button to start filing!'. A form area is highlighted with a red border and a red circle containing the number '7'. This form contains two dropdown menus: 'Pay From *' with 'Medical' selected, and 'Pay To *' with 'Me' selected. Below the dropdowns, a message reads: 'Based on your selection, you will be requesting a Claim Reimbursement.' At the bottom of the form, there are two buttons: 'Cancel' and 'Next'.

Available Balance	
Eyewear-Prime-006-00...	Wellness Wallet-Prim...
\$150.00	\$150.00

Create Reimbursement * Required

Online claim filing is a fast and easy way to file claims. Just click the "Reimburse Myself" or "Send Payment" button to start filing!

Pay From * Medical

Pay To * Me

Based on your selection, you will be requesting a Claim Reimbursement.

Cancel Next

8

Upload Valid Documentation

Under **Receipt/Documentation**, click the **Upload Valid Documentation** link (in blue).

Accounts / Reimburse Myself

Available Balance

Eyewear-Prime-006-00... ⓘ	Wellness Wallet-Prim... ⓘ
\$150.00	\$150.00

Receipt / Documentation

* Required

Receipt(s) * ⓘ

[Upload Valid Documentation](#) 8

Summary

Pay From	Medical
Pay To	Me

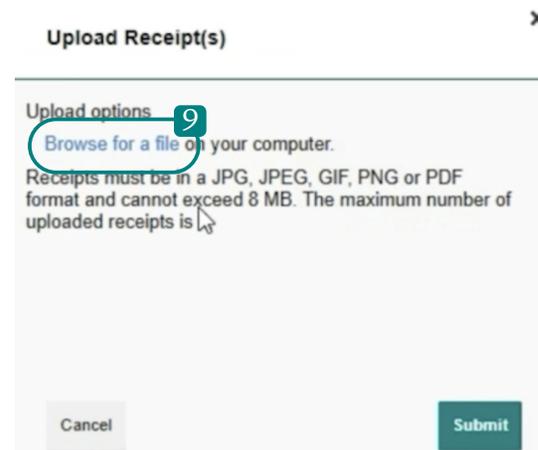
9

Click Browse for a File

When the **Upload Receipt(s)** dialog box pops up, click the **Browse for a File** link (in blue) to upload your receipt. You should have your receipt ready on your computer.

Your file must be either a **PDF, JPG, JPEG, GIF, or PNG** format.

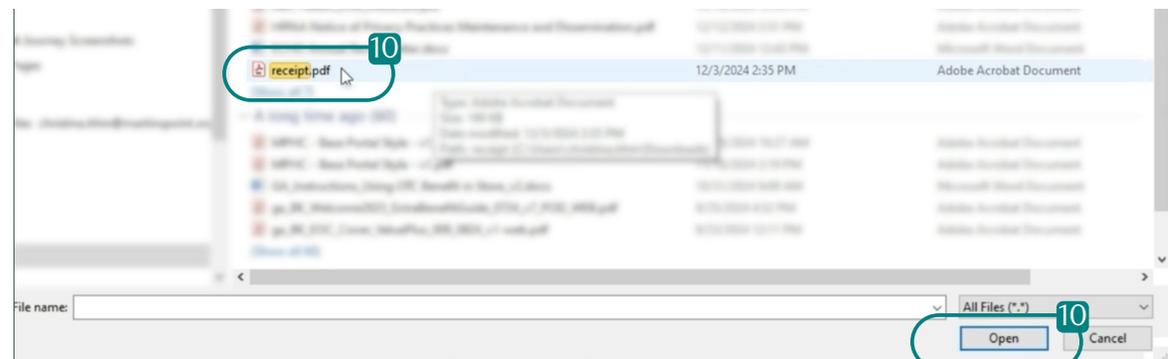
To do this, you may need to scan a paper receipt, take a photo of it, or take a screenshot of your order confirmation email and upload that to a location on your device.



10

Find and Select Your Receipt

Browse to find your receipt file, click on it and hit the **Open** button. Then, click the **Submit** button to upload it, which will close the dialog box.



11

Click Next

Summary

Pay From Medical
Pay To Me



12

Fill Out Claim Details

Fill out the fields under **Claim Details** to provide information related to your reimbursement. Select the **category** and **type** that best describe your item or service.

*** EYEWEAR CLAIMS**
For eyewear claims, select **VISION** as the **category**, and the appropriate item(s) from the drop-down list to ensure you are reimbursed correctly and avoid denials.

Select your name as the recipient.

When you're finished, click **Next**.

Claim Details * Required

Start Date of Service *

End Date of Service

Amount *

Provider *

Category *

Type *

Description

If the category is 'Other', you must provide a description.

Recipient * JOHN SMITH

Summary

Pay From	Medical
Pay To	Me
Documentation Uploaded	Yes

12

Note: "Provider" refers to the entity where you purchased your service or item.

Note: For eyewear claims, select VISION as the category and the appropriate item(s) from the drop-down list.

12

13

Add Another Claim or Submit

Your reimbursement request should now appear under the **Transaction Summary**. If you want to add more reimbursement requests, select **Add Another** and repeat steps 8–12.

When you're ready to submit, under **Claims Terms and Conditions**, click the **checkbox to agree** and hit the **Submit** button.

Then you will see a confirmation that your reimbursement request has been submitted, and a link (in blue) to print it if you wish. If you return to your Home page, your reimbursement request will now appear under **Recent Transactions**.

Accounts / Transaction Summary

Available Balance ⓘ ** Balance reflects claims not yet submitted

Eyewear-Prime-006-00... ⓘ \$150.00 Wellness Wallet-Prim... ⓘ \$150.00

Transaction Summary (2)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT ⓘ		
Wellness Wallet-Prime-006-001	Me	Sport helmet	\$100.00	\$100.00	Remove	Update
Wellness Wallet-Prime-006-001	Me	Gym membership	\$50.00	\$50.00	Remove	Update
Total Amount			\$150.00	\$150.00		

Claims Terms and Conditions

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

Cancel Save for Later Add Another Submit

Receive Reimbursement

Direct Deposit (Fastest option):

If you have direct deposit set up, you will receive your reimbursement deposited in your account within 1-3 business days.

For a step-by-step guide to setting up direct deposit, visit MartinsPoint.org/DirectDepositGuide

Reimbursement Check

If you do not have direct deposit set up, you will receive your reimbursement via mail in 4-6 weeks.

Reimbursement Timelines

★ Direct Deposit

1-3 BUSINESS DAYS

★ Reimbursement Check

4-6 WEEKS