Work flow: chart the methods by which the user is able to resolve a claim issue

UPoint landing page

Reimbursement Accounts link

Messages flyout

Reimbursement Accounts

Claims data tile

Recent Activity

HRA /HSA / DCSA / Etc

Claims data tile

Recent Activity

Needs Action > 1?

Y

N

Claims Overview

Needs Action Claim 1
.
.
.
Needs Action Claim *x*

Claim Details

[Needs Action Claim *x*]

NSF?

Y

Data entry error?

Documentation error?

Submit Claim: Step 1
[select Account]

Submit Claim: Step 3
[document upload]

Submit Claim: Step 2
[claim details]