

# Tips on how to avoid reimbursement delays

Here are some tips from a Passport agency on how you can avoid delays to get reimbursed faster.

## Provide clear, detailed receipts



The **detailed** receipt or invoice\* must include provider name and address, date, amount, and service/item details.

\*Transaction receipts and credit card statements are not accepted.

## Fill out the POS form correctly



Make sure **all fields on the POS form** are filled out correctly, including names, service dates, amounts, claim total amount, and required handwritten signatures.

Watch this video: [Filing a Claim](#) | Use this guide: [POS Invoice Form](#)

## Include a clear copy of POS form and receipts/invoices



- Submit a **clear copy** of your POS Form and all related receipts/invoices. Check for correctness and completeness.
- **Every expense** must have the right paperwork to support it. Make sure your **receipts match** the amounts listed on your POS Form.

## Check if the expense can be reimbursed



- Always check the **Passport guidelines** before making purchases.
- If you are **not sure**, contact your Passport agency first.
- Some items or services are **not eligible** for reimbursement.

## Use MyDirectPlan or eCLAIM for faster processing



Send your claims through e-platforms (**MyDirectPlan** or **eCLAIM**) to reduce mistakes and get reimbursed faster.

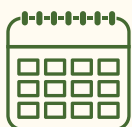
[Click here](#) to compare eCLAIM and MyDirectPlan

## Avoid duplicate submissions



- **Keep a copy** of everything you send.
- Submit your invoice **one time** using **one method** to avoid delays in processing and/or audit to claims. If your payment has not been received within 15 business days, contact your local Passport agency **before** resubmitting your invoice.

## Submit claims regularly



- Send in claims **as you spend the money**, or at least once a month.
- This helps prevent backlogs and delays at the end of the year.

**Need help?** Reach out to [your Passport agency](#)—we're here to support you!