# NORTHEASTERN UNIVERSITY
## EBPA REIMBURSEMENT ACCOUNTS

### How to Contact EBPA Customer Service
Call our Toll Free Customer Service Number located on your EBPA Benefits Card. Customer Service is available M-F 8:00 am until 7:00 pm Eastern Time.

Contact us at [www.ebpabenefits.com](http://www.ebpabenefits.com) or you can email us at reimbursementaccount@ebpabenefits.com with your inquiry for EBPA’s Reimbursement Customer Service Department.

### How to Access EBPA’s Reimbursement Account Information Network
You can access Northeastern University’s Reimbursement Accounts through EBPA’s website: [www.ebpabenefits.com](http://www.ebpabenefits.com)

- Click on: **Member Access, Sign In**
- Enter your employer name: **Northeastern University**
- Select the account you wish to access
- First Time Users will need to create an account on the **EBPA WealthCare Portal**
- Click on **Register (upper right hand corner)**

**You will only register and create an account one time.**

Enter:
- Your Social Security Number (Employee ID)
- Registration ID: Click drop down, Select **card number** and enter card number

Purchases with your EBPA Benefits Card can be processed using a signature or a PIN. If you are prompted to enter a PIN and you do not have it, ask the merchant to process the transaction so that you may sign for your purchase.

You can access your PIN on the **EBPA WealthCare Portal**.

Under debit card tab, click on **Debit Card** and click on **Card Status**

There will be a View Pin link next to each card number.

**EBPA’s Reimbursement Account Information Network page will allow you to:**
- Log in to access your personal Reimbursement Accounts
- Print forms and worksheets
- View contact information and email our Customer Service Department
- Review and print general FSA and EBPA Benefits Card information

### How to Submit Claims & Substantiation
Clubs and Substantiation may be:
- Electronically transmitted through our Secure Document Submission Portal: [https://secure.ebpabenefits.com](https://secure.ebpabenefits.com)
- Submitted online through the FSA claim system
- Mobile App upload
- Mailed to: EBPA Reimbursement Accounts
  
  PO Box 1140
  
  Exeter, NH 03833-1140

- Faxed to: 603-773-4415