HRA Reimbursement Timeline

What to expect after you submit your claim

Below is a sample timeline of our claims reimbursement process, detailing the events from the time you submit your claim until we send you the reimbursement. Need to get your reimbursement even faster? Submit your claim online at www.MyMidAmerica.com. We prioritize online claims submissions, always processing these requests first for the fastest turnaround time possible.

Day 1



- Reimbursement request is received via mail, fax or website
- Request is logged for processing

Day 4



 Reimbursement funds are requested from the investment provider

Day 6



The check file is pulled



Days 1-3

 Claim is approved, keyed into the system and posted



Day 5

 Reimbursement funds are received from investment provider



Day 7

Payment issued via preferred reimbursement method (USPS or direct deposit)



Note: All days above reflect business days.