

# Lifestyle Spending Account Reimbursement Process

Your Lifestyle Spending Account (LSA) benefit allows you to be reimbursed for certain expenses that you incur during the year, as defined in Dartmouth's LSA policy. Sentinel Group is the administrator of our Lifestyle Spending Account Plan. You can submit eligible expenses to Sentinel by following the instructions below. If approved, you will be reimbursed by Sentinel up to your annual LSA benefit maximum, \$250.

## Submitting Your Lifestyle Spending Account Online

Follow these steps to submit your request online:

- 1 Log into your secure account at [www.sentinelgroup.com](http://www.sentinelgroup.com)
- 2 Scroll on the Home page to the "I Want To" section and choose "File A Claim"
- 3 In the "Pay From" dropdown menu, select the Lifestyle Plan option and in the "Pay To" dropdown menu select "Me"
- 4 Click on "Upload Valid Documentation" to provide backup documentation for the expense for which you are looking to be reimbursed. Hit "Next."
- 5 Enter the supporting request information on the Claim Details page and hit "Next"
- 6 Review your Transaction Summary and hit "Submit"
- 7 Review your Transaction Confirmation and print/save a confirmation if you wish!

## Submitting Your Lifestyle Spending Account via Mobile App

Follow these steps to submit your request via our mobile app:

- 1 Download and/or open the Sentinel App
- 2 Click on "File A Claim" under "I Want To"
- 3 Choose the Lifestyle Plan option under "Pick an Account"
- 4 Select "Me" as your Payee
- 5 Enter the supporting request information on the Claim Details page
- 6 Click on "Upload Receipt" and either upload a picture or snap a picture of your supporting documentation on-the-spot
- 7 Click "Submit" to send your request to Sentinel for review

Once approved, Sentinel will issue your direct deposit or check reimbursement (up to the available balance in your account, not to exceed the annual limit of \$250, as defined in the Dartmouth Lifestyle Spending Account Plan). Reimbursements are issued the Friday following the request's approval.

Your payment will be issued in the form of a check mailed to the address on file with Sentinel. You may, however, sign up for direct deposit reimbursement by logging into your online account, hovering over Accounts and choosing Banking. Once your bank account has been added, make your primary reimbursement method Direct Deposit as opposed to Check.

## Need Assistance?

If you would like to speak with a member of the Sentinel Service Center Team, please call 888-762-6088. Our team is available Monday through Friday between 8:00 AM and 7:00 PM (EST). You can also chat with a representative during those same hours by clicking on the "Chat now" option at the bottom right-hand corner of your online account.

### Registering online:

To establish your online account, go to [www.sentinelgroup.com](http://www.sentinelgroup.com). Hover over LOGIN at the top of the page and choose "Tuition & Fitness Accounts" from the dropdown menu.\*

Once on the login page, choose the "Get Started" option under "New User?" Follow the steps to verify your information and to establish your preferred credentials.

### Using our mobile app:

To access Sentinel's mobile app, search in the Apple store for the "Sentinel FSA HSA HRA" app and in the Google Play store for the "Sentinel Reimbursement Accounts" app. Download the app and sign in using the credentials that you established when registering online.

**\*Important Note!** If you are enrolled in the Flexible Spending Account (FSA) plan, your Sentinel web/mobile app credentials for the LSA and FSA will be one in the same.