Medicare Portal FAQs

Why did Monmouth County decide to transition to a paperless reimbursement process?

Monmouth County is always striving to improve our processes. Transitioning to a paperless reimbursement system allows for faster processing and a more organized operation.

I have never used this online tool before. How do I find my username and password?

The Medicare Online Reimbursement Tool is new in 2025 for a reimbursement of the 2024 year. Before completing the form, you will need to register as a new user. During registration, you can create a username and password that will be easy for you to remember.

Why does the portal ask me to confirm "I am human" on the sign in page?

The portal asks you to confirm "I am human" on the sign-in page as an added security measure. By checking the box and completing a simple test, such as matching images, the system helps verify that a human, rather than a bot or hacker, is accessing the tool. This process enhances the security of your account.

I have entered my username and password to sign in. Why do I get an email verification to confirm my identity every time I try to sign in?

Email verification is a security measure designed to protect your information. You will receive an email to confirm your identity every time you try to sign in the system. Please note that this verification email is separate from the email confirming your submission has been received.

I signed into the system and started to fill out the form. However, I did not have my documents ready for upload or did not complete the form. I signed back in later, and the information I already entered is blank. What happened?

Currently, the portal does not save information unless the form is submitted. If you exit the portal before submitting (for example, because your documents were not ready), you will need to re-enter your information, upload your documents, review everything for accuracy, and then submit.

I tried to upload my supporting documentation, but I received an error message saying the file size is too large. What should I do?

The portal allows file uploads of up to 4MB. If your file exceeds this size, please reduce the file size using an online file compression tool or by creating a zip file.

I filled out the form and uploaded my documents, but the form won't submit. Why?

Please ensure all required fields are completed. If any required field, such as the emergency contact or emergency contact email, is left blank, the form will not submit. Double-check that all fields are filled out before submitting.

What if I need to update my information after I submit the form and documents?

Your information will be reviewed for accuracy. If there is any incorrect or missing information, you will be contacted via email. You will be able to log in again to update your information. If you have concerns about incorrect information on the form itself, please email Medicarehelp@co.monmouth.nj.us

I have tried completing the form on my mobile device, but I am having difficulty. What should I do?

The portal is mobile compatible. However, if you are experiencing difficulty completing the form on a mobile device, we recommend you try accessing the portal through a laptop or desktop. Additionally, using the Google Chrome browser may help improve your experience. Please make sure your browser is up to date as well.

I do not have access to a computer or internet enabled device at home. How can I file for my reimbursement?

We recommend asking a family member for assistance. Additionally, internet access is available at your local library.

What should I do if I have more questions?

You can email Medicarehelp@co.monmouth.nj.us or call 732-683-8955 for further assistance.