

My Benefits Accounts App

Your guide to getting started

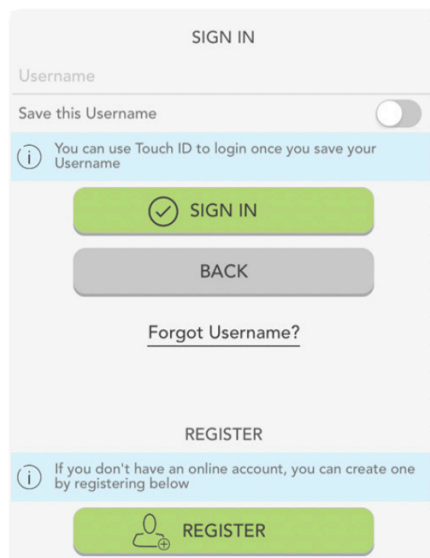
My Benefits Accounts

Managing your benefit account(s) on-the-go is made easy with the My Benefits Accounts application. This powerful, intuitive mobile app gives you access to view your account balances, update your profile, submit a claim, and much more, right from your Apple or Android mobile device. This guide is intended to provide a detailed overview of the My Benefits Accounts application features, so you can be sure you are getting the most out of your benefit account(s).

Getting started

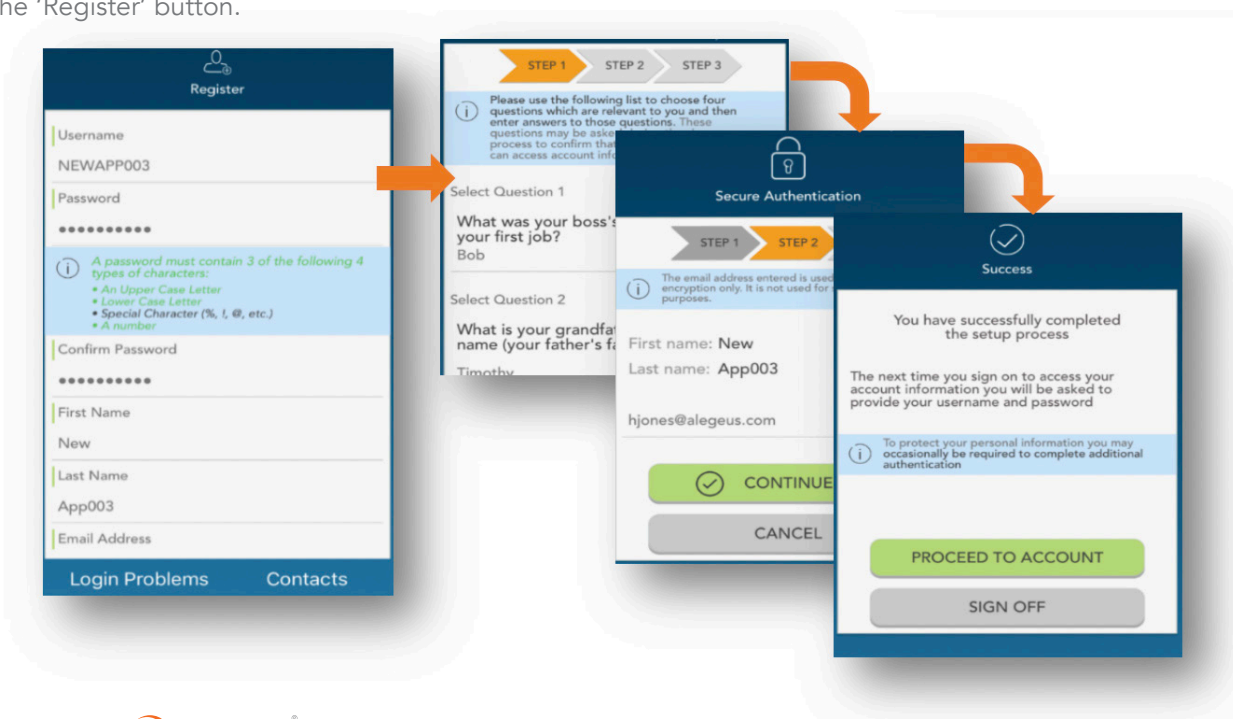
Your login credentials for WealthCare Portal and My Benefits Accounts are the same. After downloading the application, the login screen will provide two options, 'Sign In' or 'Register'.

- If you already have a WealthCare Portal or My Benefits Accounts username, enter it and tap 'Sign In'. You may be asked some security questions, and then you will be prompted to enter your password.
- If needed, you can retrieve a forgotten username from the sign in screen and reset a forgotten password from the password entry screen.
- If this is your first-time logging in to both WealthCare Portal and My Benefits Accounts, you must register before you can access the application.



REGISTRATION

Tap the 'Register' button.



Complete the registration form (above left). Select a username, and create and confirm a password meeting the specifications provided. Your employee ID and employer ID can be obtained from your employer. In lieu of the employer ID, you can also register using your benefit card number, if available.

In the next steps, select and answer four security questions (above middle), verify your name and email address, and complete your registration. These same steps are required when registering on the WealthCare Portal.

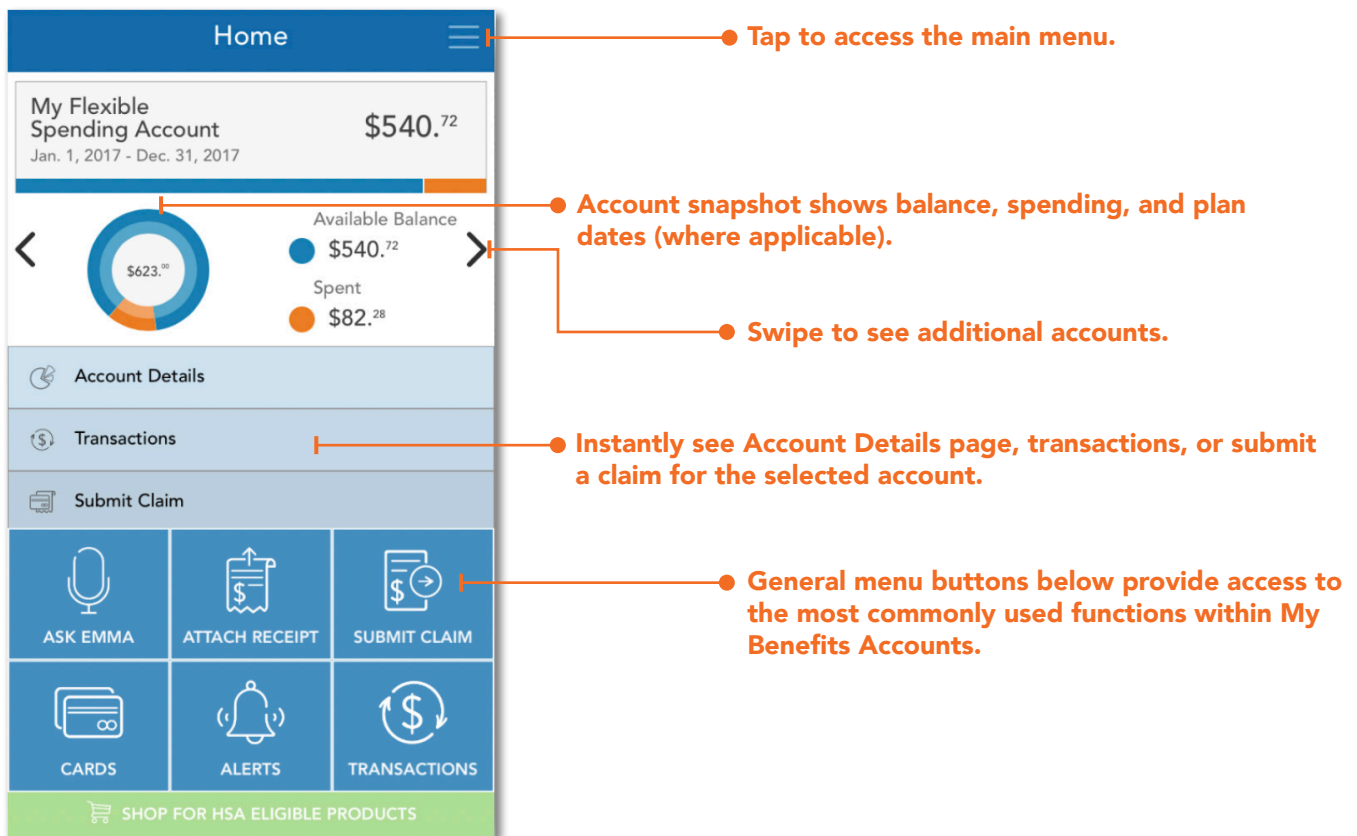
TOUCH AND FACE RECOGNITION ACCESS

If your device uses touch or face recognition access technology (Touch ID and Face ID for Apple devices, or Fingerprint Access for Android devices), you can choose to enable them to access My Benefits Accounts. Simply choose to save your username on the sign in screen, and after signing in, you will be presented with the option to enable touch or face recognition access.

View your touch/face recognition access status and disable it at any time via the 'Settings' screen.

Homepage

Once you are registered and/or logged in, you will see the homepage, with snapshots of each account, including your balances and plan dates. Swipe to view snapshots of additional accounts. Menu buttons at the bottom of the screen allow you to reach the most commonly used pages with a single tap.



- 1. **Attach receipt** – Instantly view all pending claims, and easily attach your receipts using your device camera
- 2. **Submit claim** – Submit a new claim for reimbursement
- 3. **Cards** – View card details, access PIN, mark your card as lost or stolen
- 4. **Alerts** – Access important messages from My Benefits Accounts
- 5. **Transactions** – View all your transactions on one page, including claims, card transactions, and deposits

Submitting a claim

The Add Claim screen allows you to enter and submit a new claim for reimbursement. If you have a receipt to substantiate your claim, you can take a photo of it with your device and attach it to your claim submission.

The screenshot shows the 'Add Claim' screen in a mobile application. At the top, there is a blue header with a back arrow, the text 'Add Claim', and a menu icon. Below the header, the form is organized into several sections. The first section contains two date pickers: 'Service Start Date' set to 'Mar. 8, 2018' and 'Service End Date' set to 'None'. The second section is a toggle for 'Reimburse Provider?' with 'No' selected. The third section contains several fields: 'Claimant' (Elizabeth Sample), 'Reimbursement Method' (Direct Deposit), 'Provider' (Dr. Smith), 'Account Type' (Flexible Benefit), and 'Claim Amount' (\$50.00). There is also a 'Comments' field. At the bottom of the form, there is a section for 'Add Receipt' with a date of 'Mar. 8, 2018' and a plus icon. A green 'PREVIEW' button is located at the very bottom of the screen.

● What date(s) did the services related to this claim take place?

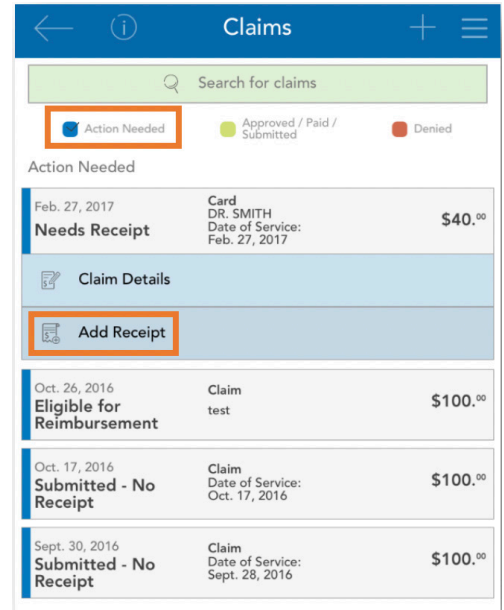
● Request reimbursement for yourself or choose to have funds sent directly to your provider.

● Be sure to click 'Add Receipt' to attach your substantiating documentation for the claim. You can use your device camera to take a photo of your receipt.

Resolving pending transactions

To view a list of transactions requiring your attention, navigate to the Claims page by tapping 'Claims' on the main menu (or the 'Attach Receipt' shortcut button on the homepage), and ensure the 'Action Needed' filter option is selected at the top of the page.

To resolve a pending transaction, tap the transaction and select to add a receipt. As stated previously, you can use your device camera to take a photo of your document(s), and then submit for review.

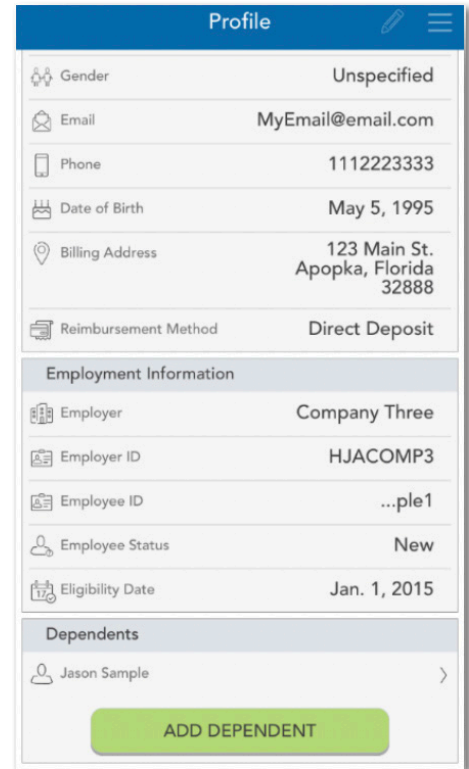


Viewing and updating your profile

Your user profile contains information about you, your employment, and your dependents. It's essential to keep these items up-to-date. To view and update your profile, tap 'Profile' on the main menu. Tap the pencil icon in the upper right corner to edit your email, phone number, address, and preferred reimbursement method.

You can also tap your dependents to similarly review and edit their information or add a new dependent (if applicable).

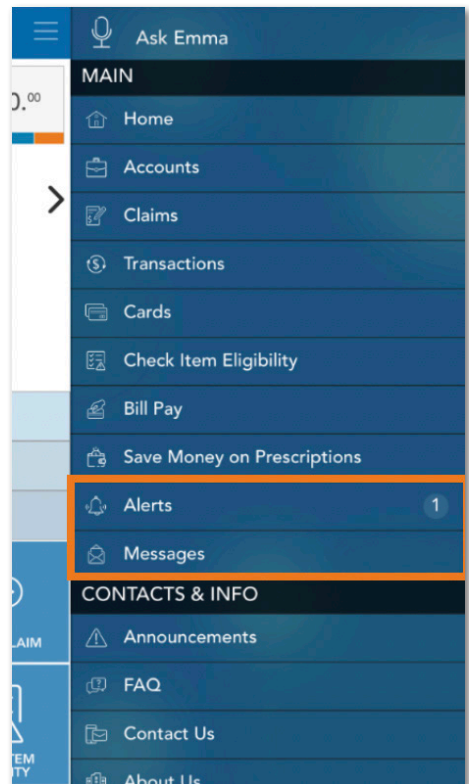
Tap to edit your profile.



Managing alerts and messages

My Benefits Accounts stores two types of communications:

- Alerts are brief, event-triggered notifications sent to you via email or text message to keep you in tune with your account(s). For example:
 - Confirmation that you have been successfully enrolled in a plan.
 - Notification that your address has been updated in the system.
 - Acknowledgement that a submitted manual claim has been received by My Benefits Accounts.
- Messages are important letters generated by My Benefits Accounts to notify you of claims requiring further substantiation, or to provide information on the status of a reimbursement. Typically, these messages will also be mailed or emailed to you with instructions to access additional details by logging in to WealthCare Portal or My Benefits Accounts.



Ask Emma voice response system

You can obtain information about your benefit account(s) by simply 'asking Emma'. Emma intuitively answers basic questions related to transactions, account balances, and more.

Ask questions like:

- What is my balance?
- What are my last five transactions?
- How much can I contribute to my HSA?

Activate Emma by tapping the 'Ask Emma' link at the top of the main menu, or by tapping any screen with four fingers simultaneously (you must be logged into the app). The screen shown to the right appears when Emma is "listening".

