Mobile APP QuickStart Guide

Welcome to your PrimePay Benefit Accounts Mobile App. This one-stop app gives you 24/7 access to view information and manage your Flexible Spending Account (FSA), Health Reimbursement Account (HRA), Commuter Benefits Accounts. It enables you to:

- File a claim online
- Upload receipts
- Scan for eligible expenses
- Scan an EOB to create an automatic claim
- View up-to-the-minute account balances
- Review your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms, and notifications

Your mobile app is designed to be easy to use and convenient.

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HOW DO I ACCESS THE APP?

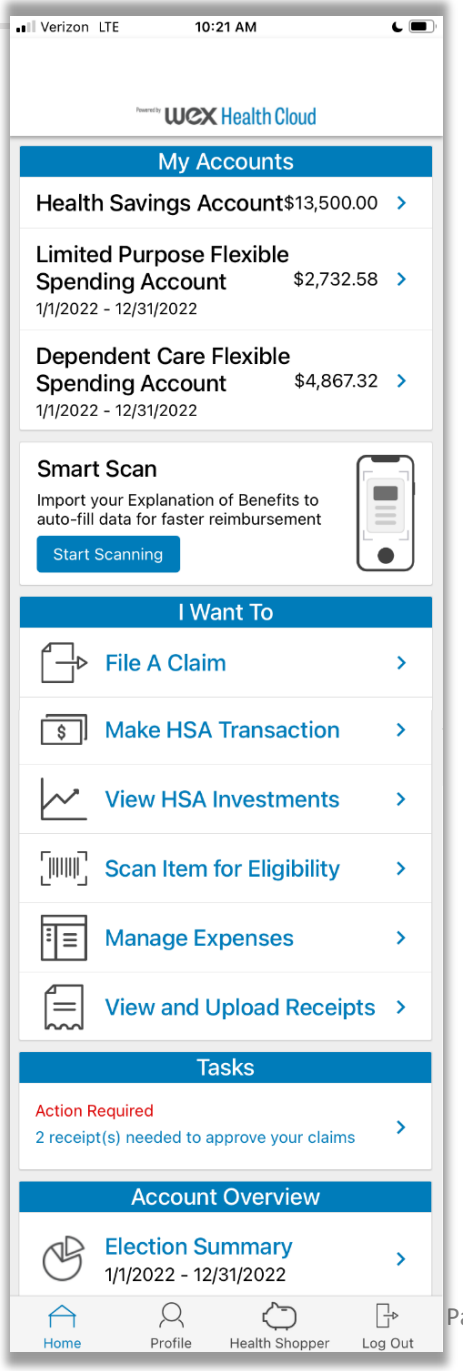
1. Go to the google play or Apple store and search for **PrimePayBenefits**
2. Download the app and tap on the icon to open it.

HOW DO I LOG IN TO THE HOME PAGE?

1. Tap on the app icon.
2. Enter your login ID and password or register as a new user.
3. Click **Login**.

The **Home Page** is easy to navigate:

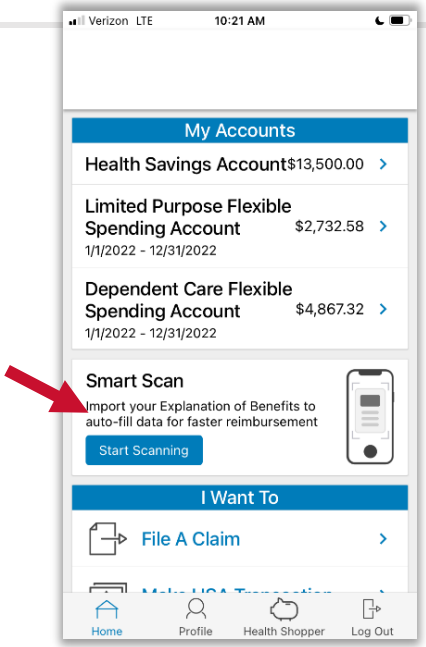
- Easily access the **Available Balance** and **"I Want To"** sections to work with your accounts right away.
- The **My Accounts** section links to your Accounts, Investments, and Profile.
- **Smart Scan** section allows you to import your Explanation of Benefits and auto-create a claim.
- The **I Want To** section contains the most frequently used features for the consumer.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.

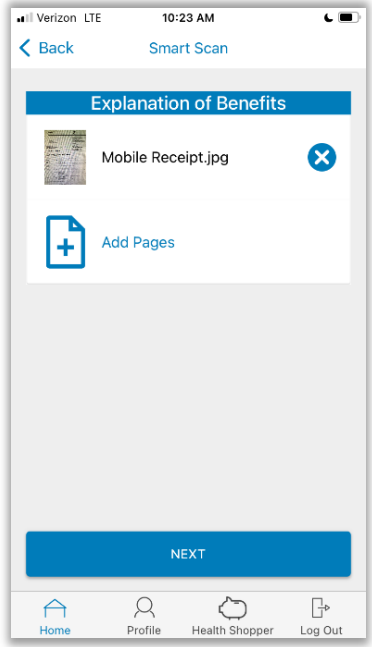


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HOW DO I SCAN AN EXPLANATION OF BENEFITS (EOB)?

1. On the **Home Page**, you can simply tap "**Start Scanning**".
2. Choose the type of EOB you will be scanning.
3. Tap on your insurance provider name, or if your provider doesn't appear select "I don't see my carrier".
4. Add EOB pages using:
    - Receipt Organizer
    - Camera, or
    - Photos
5. The AI will scan your EOB and give you the opportunity to review and edit you claim details before saving it for later or paying the expense now.

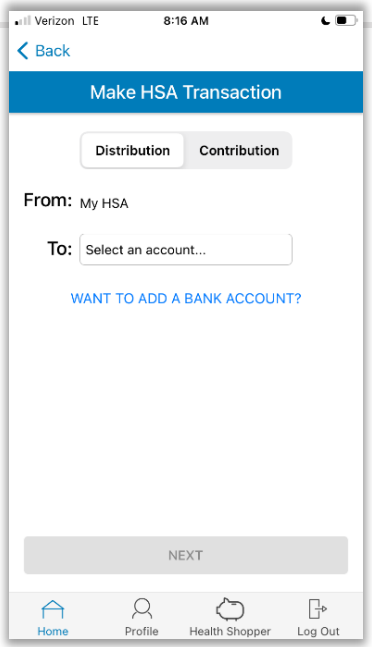


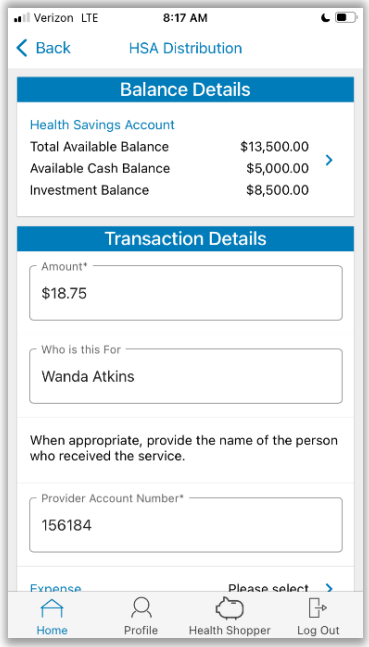


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HOW DO I MAKE AN HSA TRANSACTION?

1. Tap on **Make HSA Transaction** under the "I Want To" section.
2. You can choose to either make a **Contribution** from your bank account or a **Distribution** to yourself or a provider.
3. When making a distribution you can choose to pay a provider via check or yourself via check or direct deposit.
4. Complete the form with the amount, who the distribution is for, the expense type, and who the patient/recipient was.
5. Tap Next to review your distribution and submit it.



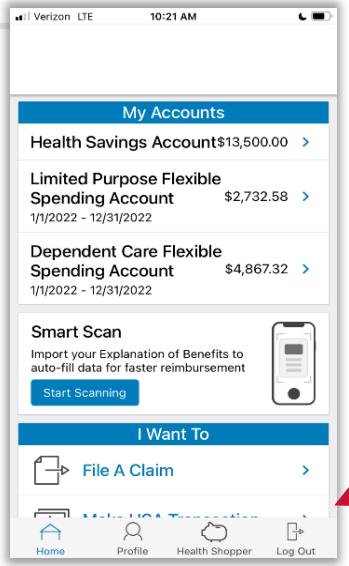


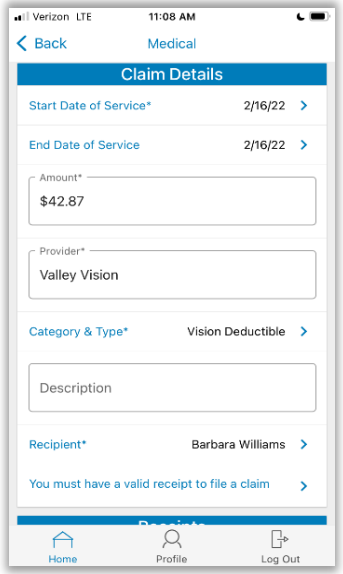
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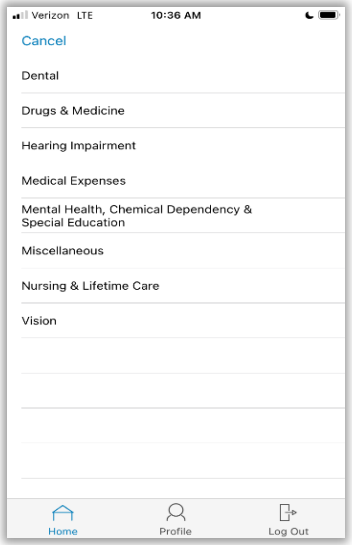
HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

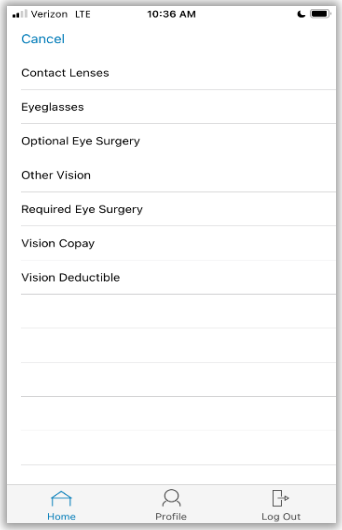
6. On the **Home Page**, you can simply tap "**File a Claim**" under the "I want to" section.
7. The claim filing wizard will allow you to enter all your claim information on one page.
8. Select the **start and end date of service**.
9. Enter the cost of your service in the Amount section and complete the Provider section.
10. Tap on **Category & Type** to pick from a list of expense categories and types.
11. You can attach a receipt by either choosing a photo from your camera, taking a new picture, or selecting an image from the receipt organizer.

NOTE: If you see a **Receipts Needed** link in the "Tasks" section of your Home Page, click on it. You will be taken to the **Claims** page where you can see the claims that require documentation. You can easily upload the receipts from this page or use one of your **mobile quick receipts**.





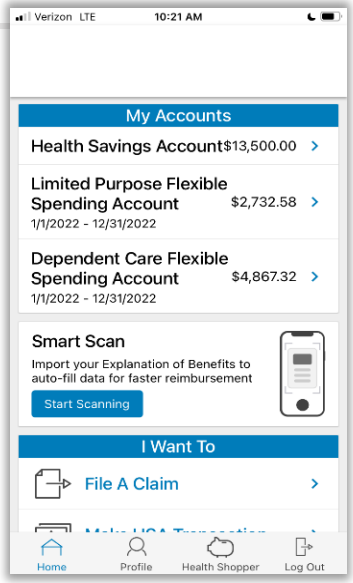




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HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

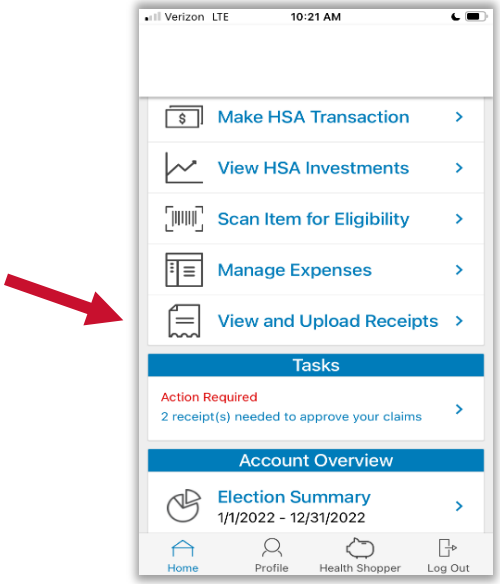
1. The **My Accounts** section shows your current balance.
2. Tap on the plan name to see additional details include account activity.



HOW DO I ADD A RECEIPT ON THE GO?

Use the **Receipt Organizer** to add and organize receipts on the go.

1. Tap on **View and Upload Receipts** under the "I Want To" section.
2. Use the + icon to upload a receipt from your photos or to take a picture of your receipt with your camera.
3. Tap the three dots on the upper right side of each image to:
   - View the receipt
   - Remove the image
   - Add or edit the label



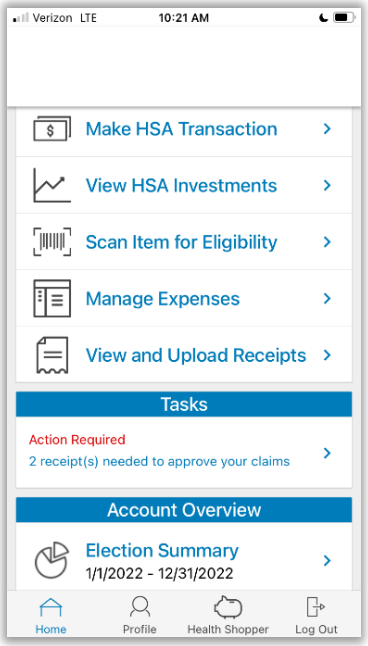


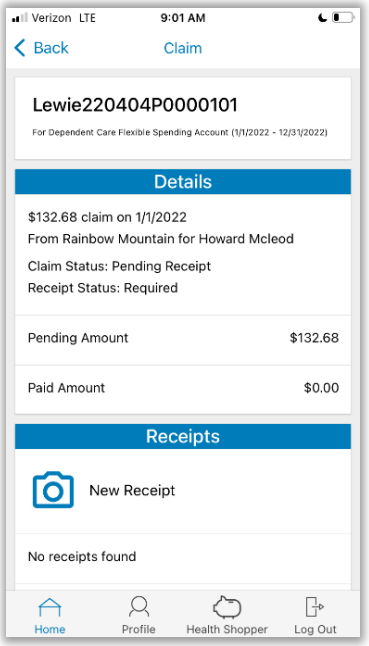
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HOW DO I UPLOAD A RECEIPT FOR A DEBIT CARD CLAIM?

The tasks section updates in real time with receipts needed notifications when you use your debit card. Simply,

1. Tap on the **"Action Required"** task.
2. Tap on the claim you have a receipt for.
3. Tap on **"New Receipt"** to:
    - Add an image from your Receipt Organizer
    - Use your camera to take a picture, or
    - Choose a picture from your photo album

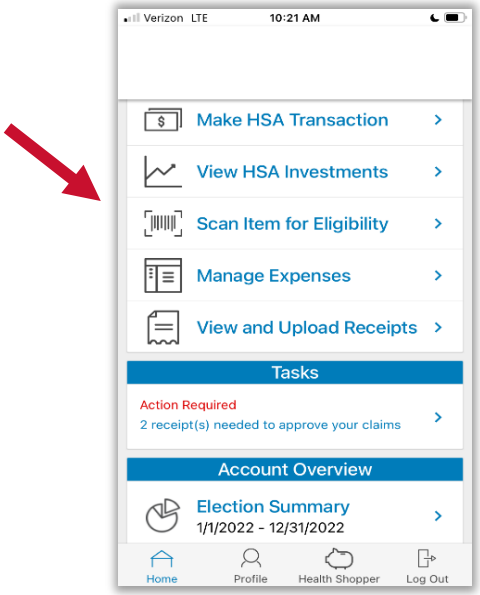


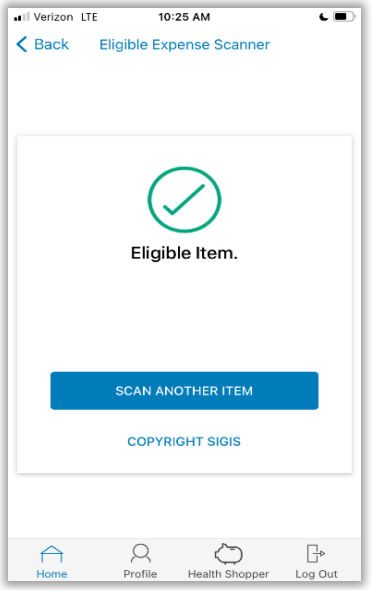


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HOW DO I TELL WHAT PRODUCTS ARE ELIGIBLE?

The **Eligible Expense Scanner** gives you the ease of scanning the barcodes of products you normally buy to see if they are eligible. Simply open the expense scanner and use your camera to view the barcode. You will know immediately if the product is eligible, ineligible, or eligible only with a doctor's note or prescription.



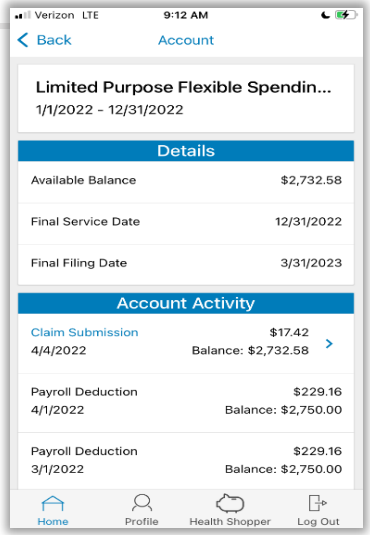


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HOW DO I VIEW MY CLAIMS HISTORY AND STATUS?

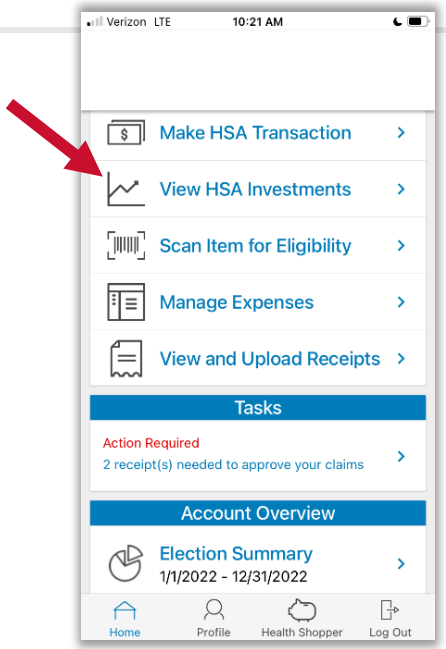
1. From the **Home Page**, tap on the plan name to see your claims history.
2. By tapping on the line of the claim, you can expand the data to display additional claim details.

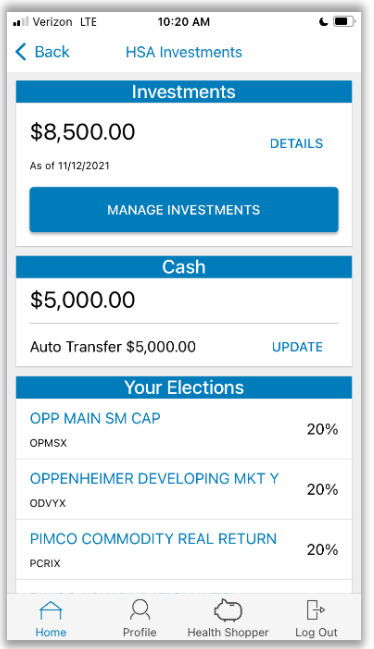
Did you Know? For an alternative perspective, you may also view claims history and status for all claim on the **Expense Manager** page**.**



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HOW DO I MANAGE MY HSA INVESTMENTS?





1. From the home page tap on **View HSA Investments** under the "I Want To" section.
2. You can view your current investments, update your investment auto transfer or manage your investment allocations all from this page.
3. To update your auto transfer simply tap **UPDATE** and **AUTO TRANSFER SETTINGS** to change your minimum cash balance threshold.
4. Tap **MANAGE INVESTMENTS** to:
    - Realign your portfolio
    - Realign your portfolio and update your elections for future investments
    - Complete a fund-to-fund transfer to sell and then buy specific funds
    - Buy into selected funds
    - Sell from selected funds

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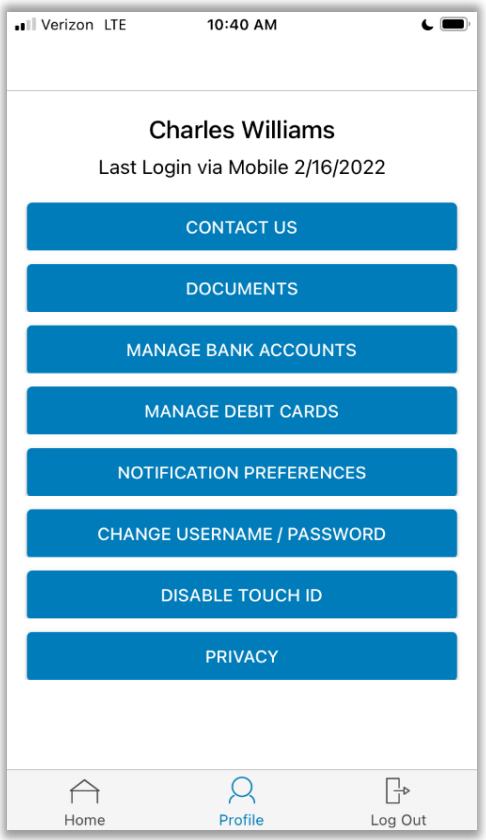
HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. From any page, tap on the Profile icon.
2. Tap on **Manage Debit Cards** to put a debit card on hold or report it lost or stolen.

HOW DO I GET MY REIMBURSEMENT FASTER?

The fastest way to get your money is to sign up online for direct deposit to your personal checking account. Before you begin, make sure that your employer is offering direct deposit setup online.

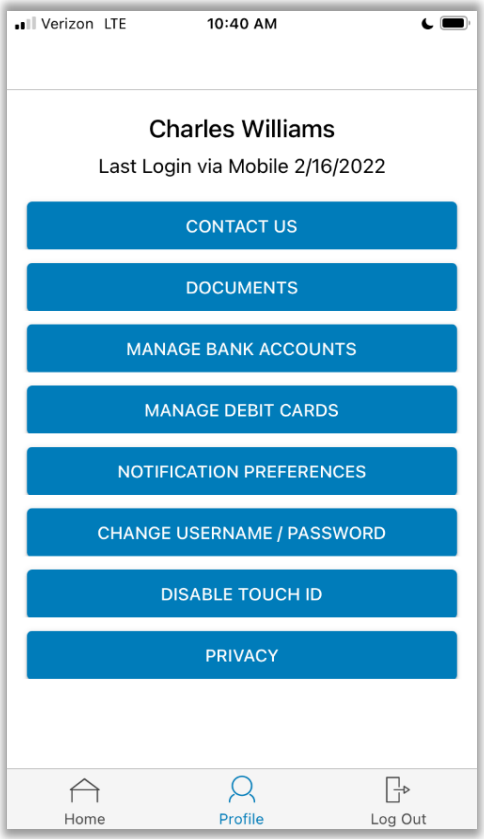
1. From the **Home Page**, under the **Tools & Support** tab, click **Change Payment Method** under the **"How Do I"** section
2. Select **Update** for the appropriate plans. Update the secondary reimbursement method to **Direct Deposit**.
3. Enter your bank account information and click **Submit**.
4. The **Payment Method Changed** confirmation displays.
5. ***If there is a bank validation requirement***, you will be notified on the portal to look for a small transaction or "micro-deposit" in your designated bank account in the next couple of days to enter online, which will validate your account.



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HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. From any page, tap on the **Profile** icon, and tap **Change Username/Password**.
2. Follow instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)
3. Tap **Save**.



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HOW DO I VIEW OR ACCESS:

…DOCUMENTS & FORMS?

1. From any page, tap on the **Profile** icon.
2. Tap **Documents** tap on the form or document of your choice.

…NOTIFICATIONS?

1. From any page, tap on the **Profile** icon.
2. Tap on **Notification Preferences**.
3. Tap on any notification or document as well as adjust notification preferences.

Update Profile settings and dependents, Banking/card information, Payment Method to Direct Deposit and Login Information.

1. Click the arrow down next to name and select the action link needed.