

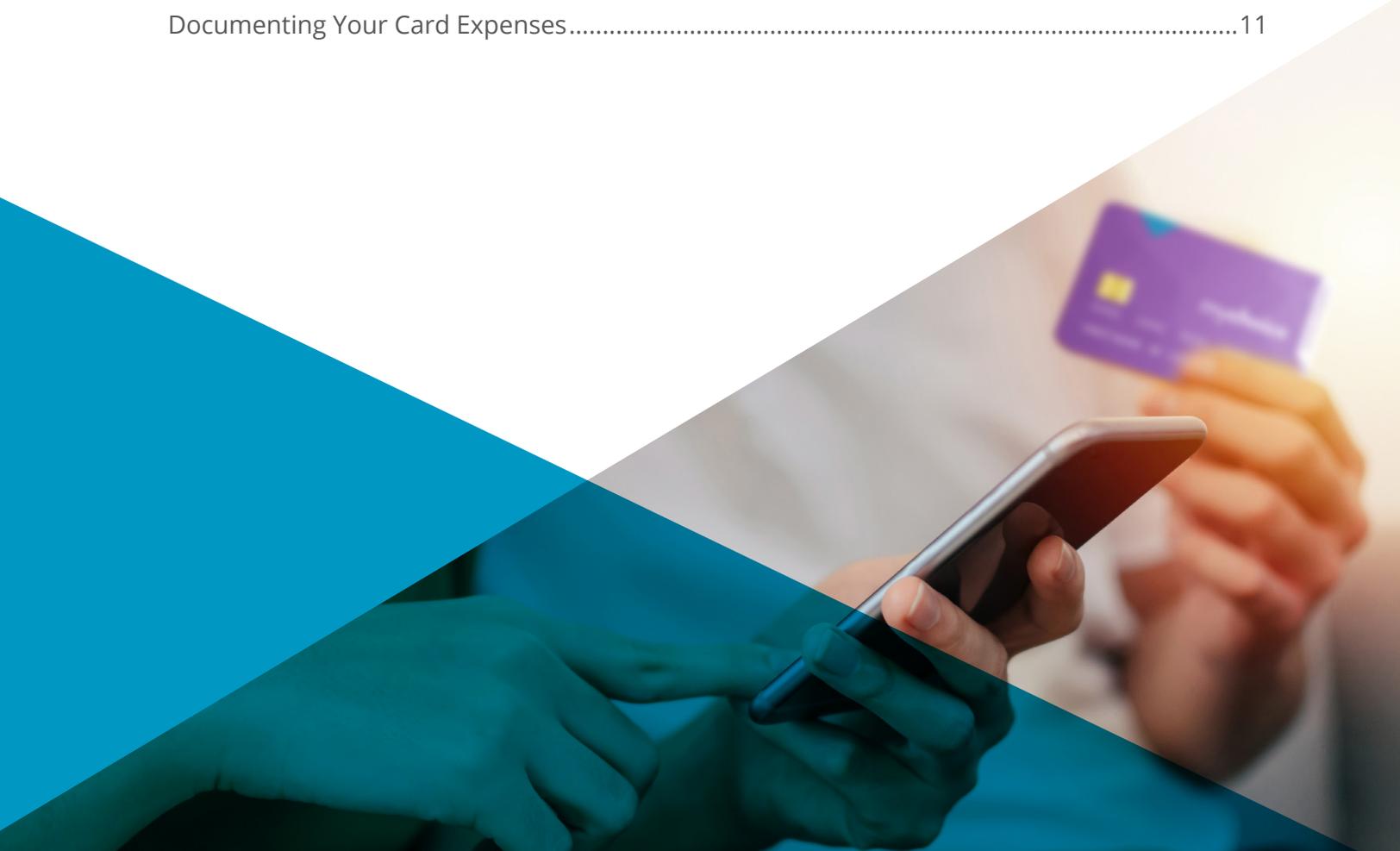


# Your Guide to MyChoice™ Accounts

This is your guide to making the most of your MyChoice Accounts. Inside, you'll find tips for managing your benefit spending accounts and using all the resources available to you to make saving and spending easy.

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## Your MyChoice™ Account Resources

It's easy to manage all your benefit spending accounts with these resources:



### Your MyChoice Accounts Visa® debit card.

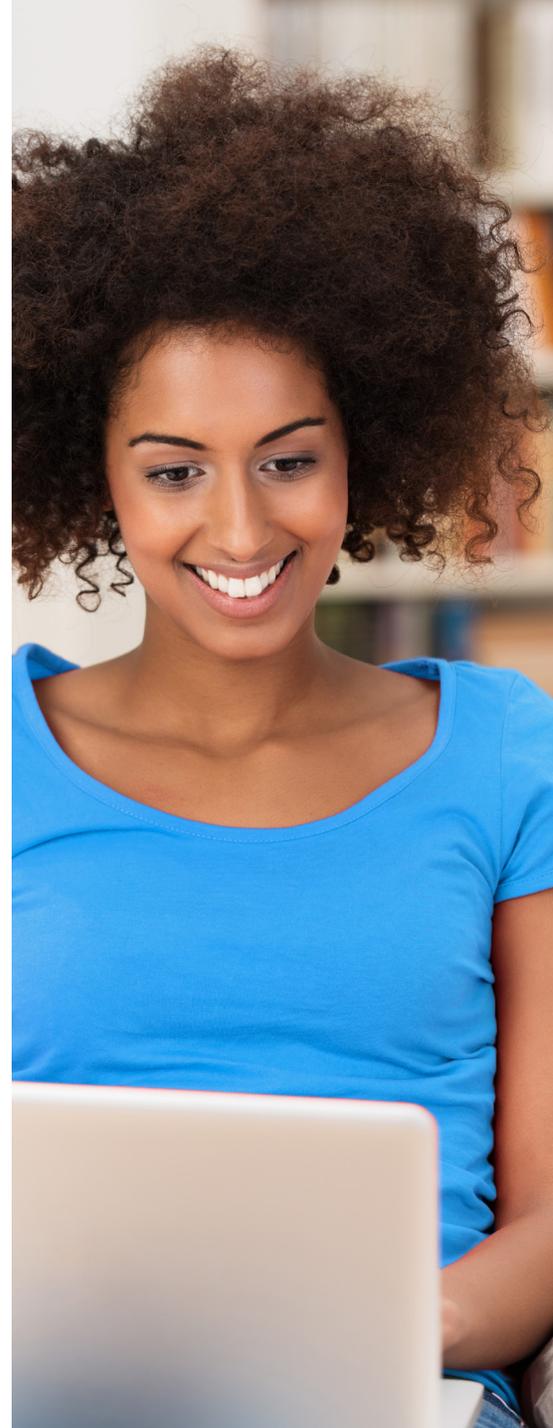
Use it to pay for reimbursable, qualified expenses. The card is linked to the accounts you're participating in, allowing you to manage all your benefit accounts with a single card. Activate your MyChoice debit card and set up your PIN by calling Card Services at **1-800-819-9889**. Be sure to sign the back of your card before using it.



**Your Benefits Website.** Manage your accounts when you visit your benefits portal, the same website you use for your other benefits. Log in with the same username and password you use for your other benefits. Once logged in, select your name in the right-hand corner and choose Consumer Accounts from the drop-down menu.



**Your MyChoice™ Mobile App.** View your MyChoice Accounts on your mobile device. With the MyChoice Mobile App, you can easily manage your accounts whenever you need, and wherever you are. Simply visit your favorite app store and search for MyChoice Mobile App. You'll need the access code, which can be retrieved from your benefits portal through the mobile app widget.

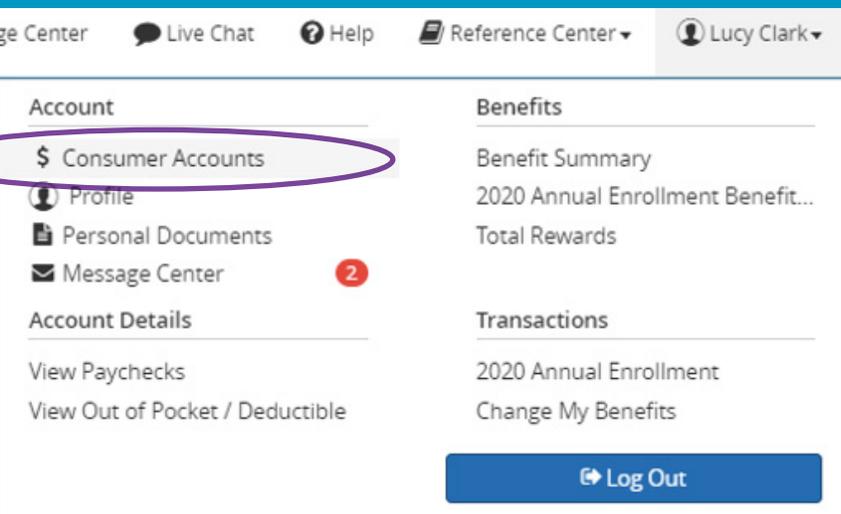


## Managing Your Accounts

No matter which accounts you have, you can manage them all in the same place. Whether you visit your benefits website or the MyChoice Mobile App, you'll be able to:

- See your account balances in real time
- Save your documentation of expenses such as Explanation of Benefits, itemized invoices, or any document that contain dates of service, patient, provider name, amount and type of service
- Submit claims for reimbursement:
  - **Online:** Your Benefits Portal
  - **Mobile:** MyChoice Mobile App
  - **Email:** [claims@mychoiceaccounts.com](mailto:claims@mychoiceaccounts.com)
  - **Fax:** 855-883-8542
  - **Mail:** MyChoice Accounts, MSC 163940, PO Box 105168, Atlanta, GA 30348-5168

# Using the Site



## Home Page

Navigate to your name in the top right corner of the page. Click on your name and select Consumer Accounts. This will take you to the Account Overview page.

## Account Summary Page

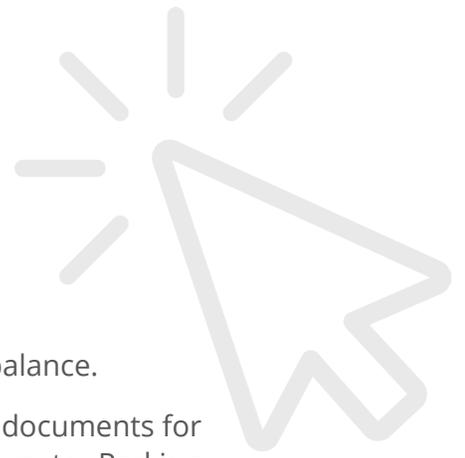
From this page, you can manage your accounts, reimbursements, direct deposits and more! To start, at the top of the page, you'll see messages about any action you may need to take to manage your accounts.

Trans ID	Transaction Date	Type	Provider	Status
#ACC0001016712	04/15/2020	Contribution		Pending
#ACC0000876721	04/01/2020	Contribution		Posted
#ACC0000698240	03/13/2020	Contribution		Posted
#ACC0000607647	03/05/2020	Payment	Merryhill School	Pending
#ADJ0000629177	02/29/2020	Request	Merryhill School	Complete
#ACC0000525167	02/28/2020	Contribution		Posted
#ACC0000382717	02/14/2020	Contribution		Posted
#ACC0000255037	02/03/2020	Payment		Pending

At the top of the page you'll see a menu containing:

you're participating in. Just click on the one you want to manage to get to the Account Overview page.

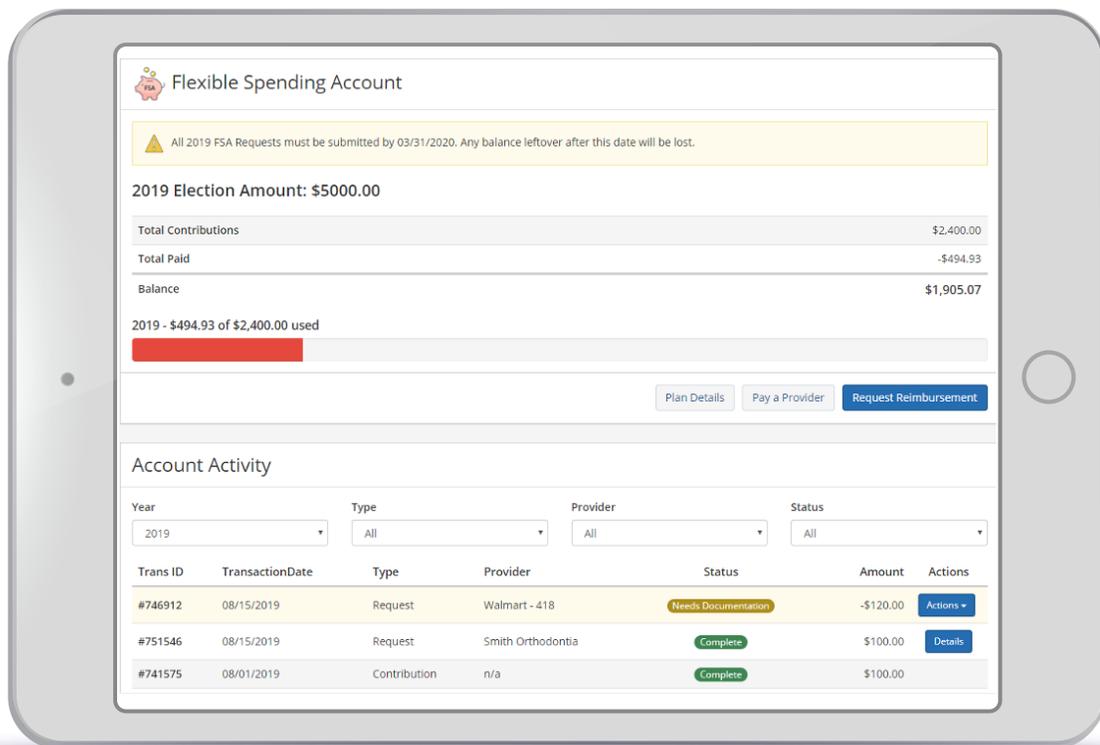
you may want to take, like managing your MyChoice Visa, or the details for providers connected to your benefit spending account expenses.



Within each account option, you can:

- **View Details:** This will show you the latest transactions that have taken place within your account so you can stay up to date with your balance.
- **Request Payment:** This option allows you to submit receipts or other documents for reimbursement. It's only available for Flexible Spending Accounts, Commuter Parking, and Health Reimbursement Accounts.
- **Pay a Provider:** Allows you to pay a provider directly for your eligible expenses.

See below for more details.



## View Details

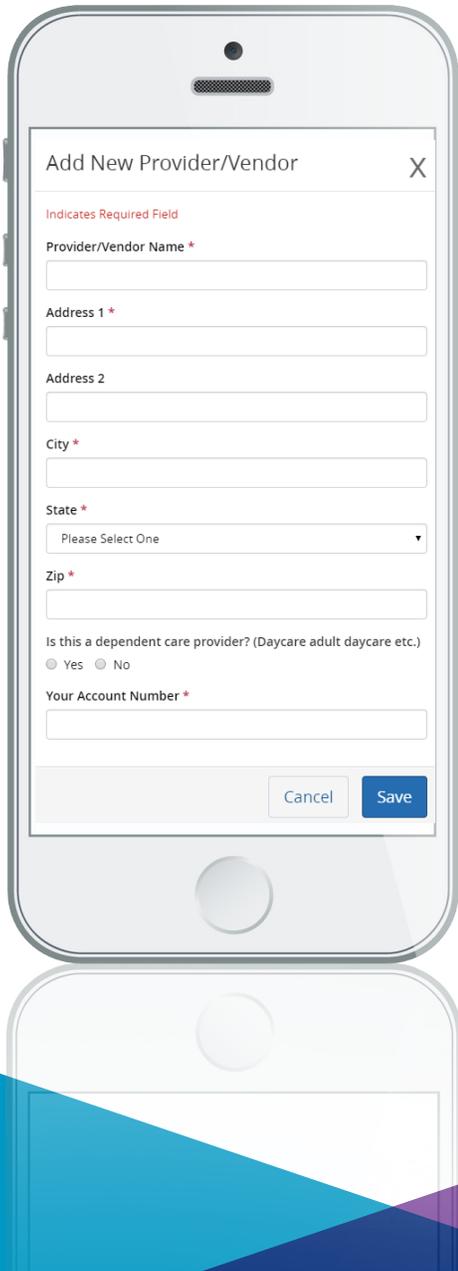
Here, you can see an overview of your account (for example, contributions made for the year, claims paid, and available balance). You can also see detailed account activity, including each transaction, what its status is, the amount and actions you can take (like uploading documentation or viewing claim details).

Filtering features at the top of the page make it easy to navigate to the information you need.

## Request Payment

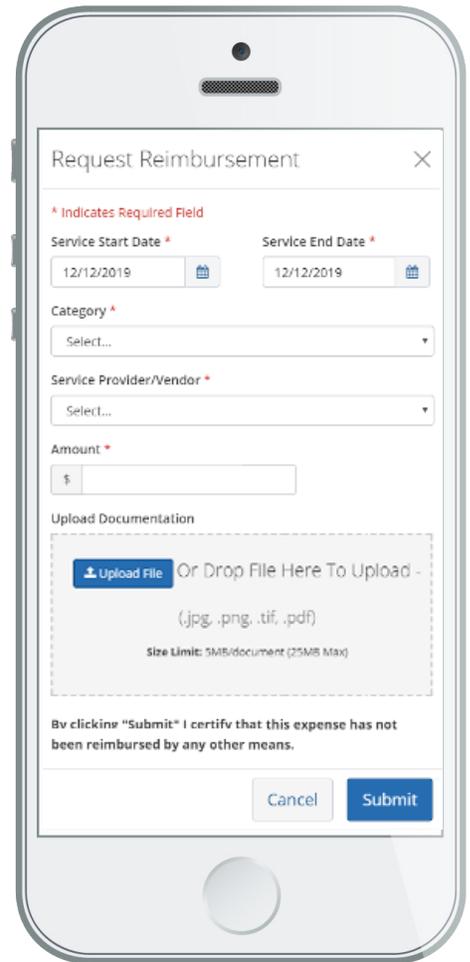
(Flexible Spending Accounts or Commuter Parking Accounts)

To request payment/reimbursement, follow the instructions on the screen and fill in all required fields. If you have a question about whether a product or service is eligible for reimbursement, review your Eligible Expense Guide located in the Reference Center, or review IRS Publication 502.



The image shows a smartphone screen with the 'Add New Provider/Vendor' form. The form includes the following fields and options:

- Indicates Required Field** (in red text)
- Provider/Vendor Name \*** (text input field)
- Address 1 \*** (text input field)
- Address 2** (text input field)
- City \*** (text input field)
- State \*** (dropdown menu with 'Please Select One' selected)
- Zip \*** (text input field)
- Is this a dependent care provider? (Daycare adult daycare etc.)** (radio buttons for Yes and No)
- Your Account Number \*** (text input field)
- Cancel** and **Save** buttons at the bottom.



The image shows a smartphone screen with the 'Request Reimbursement' form. The form includes the following fields and options:

- Request Reimbursement** (title with close button)
- \* Indicates Required Field** (in red text)
- Service Start Date \*** (calendar picker showing 12/12/2019)
- Service End Date \*** (calendar picker showing 12/12/2019)
- Category \*** (dropdown menu with 'Select...' selected)
- Service Provider/Vendor \*** (dropdown menu with 'Select...' selected)
- Amount \*** (text input field with a dollar sign prefix)
- Upload Documentation** (section with a dashed border):
  - Upload File** button or **Or Drop File Here To Upload** text
  - Supported file types: **(.jpg, .png, .tif, .pdf)**
  - Size Limit: 5MB/document (25MB Max)**
- By clicking "Submit" I certify that this expense has not been reimbursed by any other means.** (text)
- Cancel** and **Submit** buttons at the bottom.

## Pay a Provider

If you want to use your account balance to pay a provider directly, just click the **Pay a Provider** button on the Account Overview page. You can select the provider name, indicate whether it's a one-time expense or one you'll have on a more regular basis and indicate the date for the payment. Then, you can upload documentation and submit the expense for payment. MyChoice Accounts will manage the payment based on your settings.

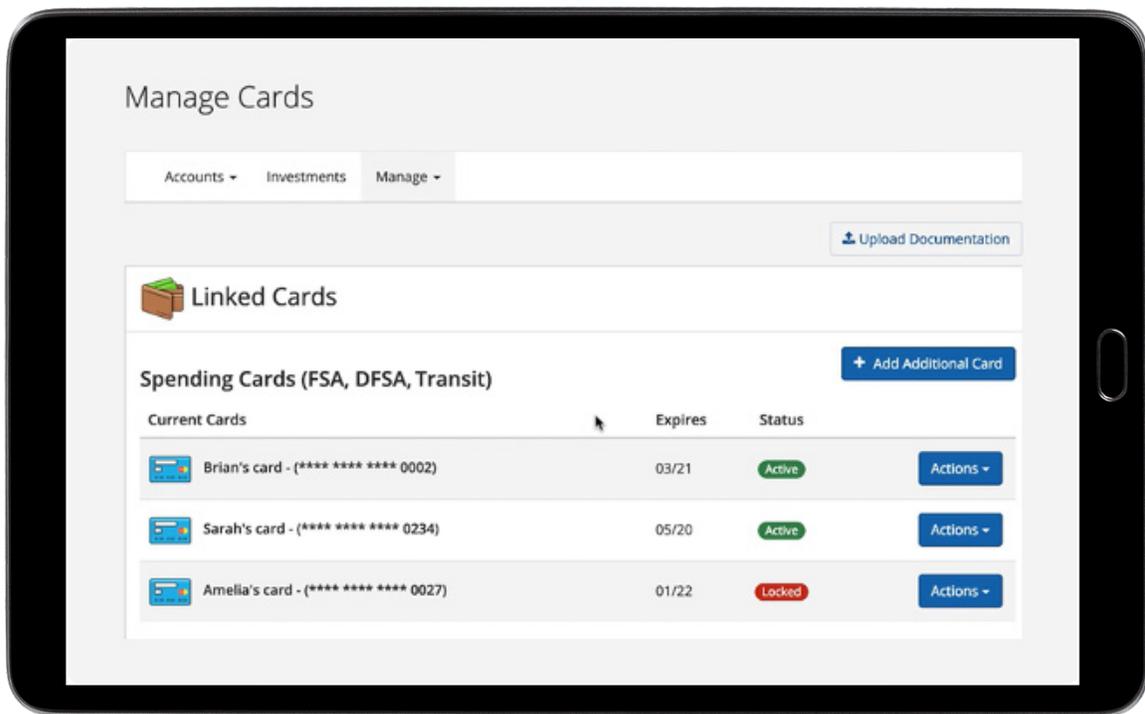
# Manage

When you select **Manage** at the top of the Account Overview Page, you will have several options:

- **Cards:** Manage your debit cards, report a lost card, lock a card, or a request a new card
- **Bank Accounts:** Set up your bank accounts for direct deposit
- **Pending Transactions:** Review all pending transactions
- **Providers:** Manage your providers stored in the system for Pay a Provider

## Managing Your Cards

If you need to order a new card for yourself or any other eligible dependent, you can do through the **Manage Cards** page. You can also call the toll-free number on the back of your card.





This page will allow you to set up your direct deposit for any of your MyChoice Accounts. Follow the instructions below to get started.

- 1 Select **+Add Account**
- 2 Follow the instructions on screen to complete the process.



### Add Account ✕

\* Indicates Required Field

Account Nickname \*

Account Type \*

Checking  Savings  Investment

Routing Number \* - (What is this?)

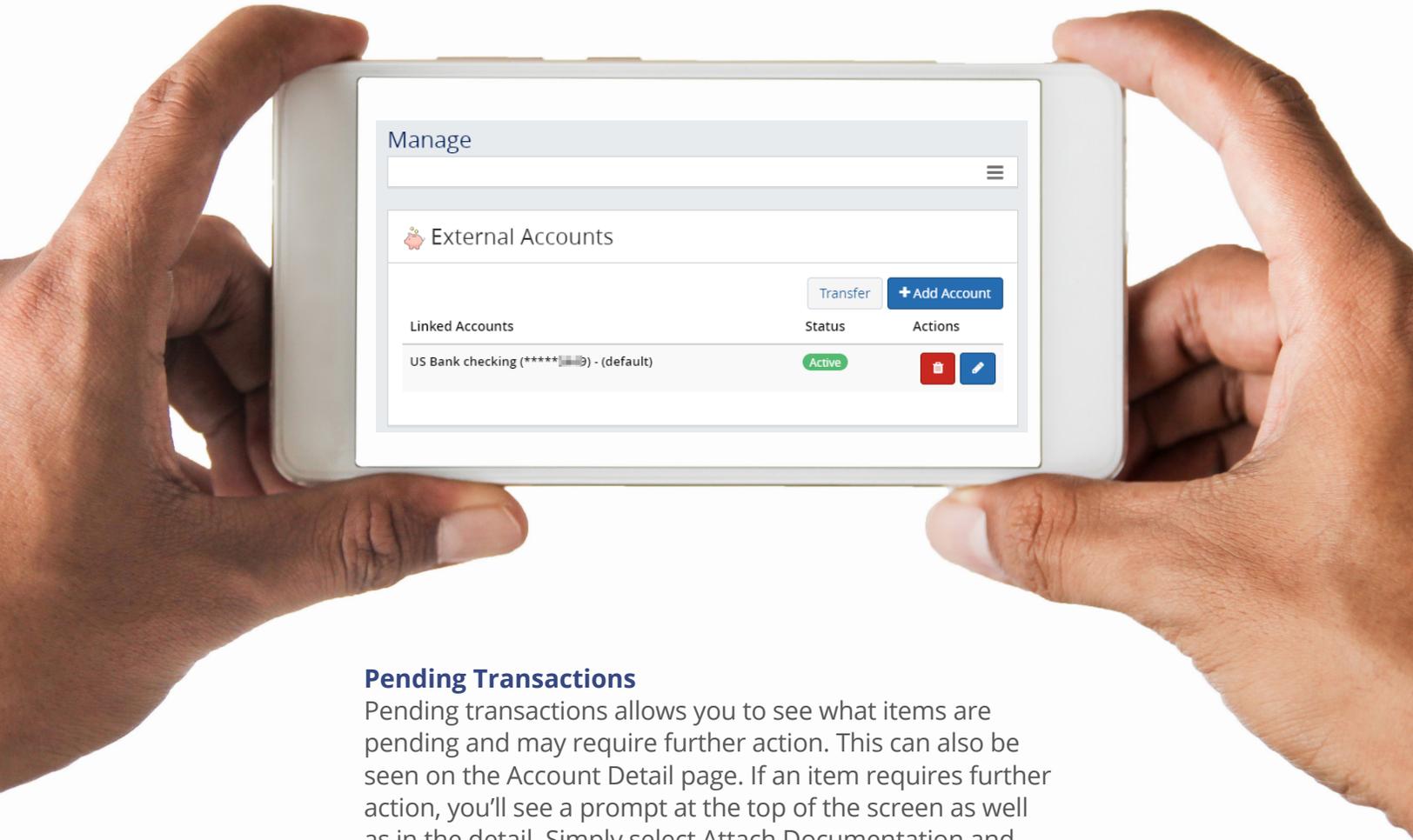
  
  

Account Number \* - (What is this?)

Make this the default account?

Yes  No



### Pending Transactions

Pending transactions allows you to see what items are pending and may require further action. This can also be seen on the Account Detail page. If an item requires further action, you'll see a prompt at the top of the screen as well as in the detail. Simply select Attach Documentation and follow the instructions on screen.

**Pending Transaction Needs Your Attention**  
 You have **(1)** transaction that requires your action to complete.  
 Look at the **Pending Transactions** table below and complete the action listed.

[Upload Documentation](#)

#### Pending Transactions

Provider:

Year:

Type:

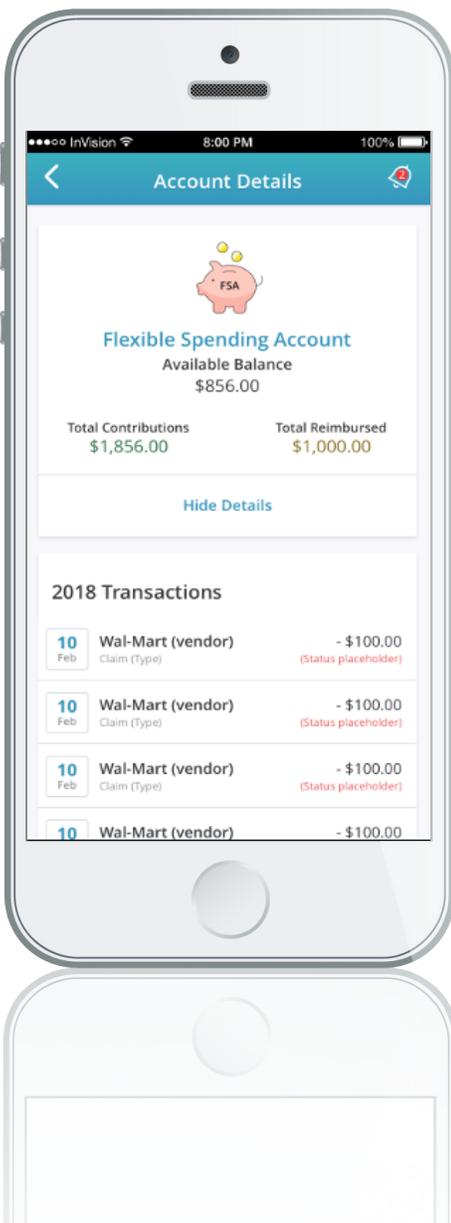
Trans ID	Provider	Transaction Date	Category	Type	Status	Amount	Actions
#852963	Walmart	03/15/2019	Medical	Request	Needs Documentation	\$208.34	<a href="#">Attach Documentation</a>
#851500	Target Optical	03/12/2019	Vision	Payment	Pending	\$38.50	
#846532	Walgreens	03/10/2019	Medical	Payment	Pending	\$25.75	
#834684	Walmart	03/08/2019	Medical	Payment	Pending	\$75.40	

## Using the MyChoice Mobile App

It's easy to manage your benefit spending accounts wherever you are with the MyChoice Mobile App. From the Home Page, you'll be able to see which accounts you're participating in and how much you're contributing for the year.

Tap on the piggy bank icon at the bottom of the home screen to see all your accounts and their current balances.

For more details, tap on an account name to see your annual election and how much of it you've spent, along with your current balance.



### Managing Your Accounts on the Go

To see even more, tap the **Manage Account** button at the bottom of the screen. This will take you to your benefits site where you'll have full access to the same details that are available through the Account Activity page.

With the MyChoice Mobile App, you can upload images of receipts for eligible benefit spending account receipts and submit claims for reimbursement, just like you can when using your desktop benefits portal.

## Using Your MyChoice Visa debit Card

Whenever you want to use your benefit spending account to pay for an eligible expense, your MyChoice Visa debit card makes it easy.

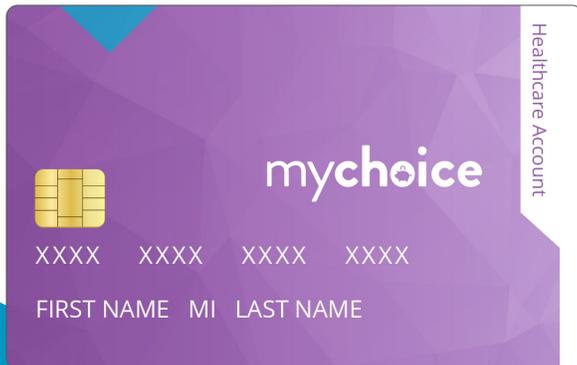
Before using your MyChoice Visa debit card, you'll need to activate it. For added security, you can choose a PIN at the same time you activate your debit card. To do that, call Card Services at **1-800-819-9889**. Be sure to sign the back of your card before using it.

Once you activate and establish your PIN, you simply provide your card for payment. For your card to work, the merchant or provider must accept Visa. Your transaction will process like any other credit or debit card purchase. Always save your receipts. Your card is valid for three years, as long as you remain enrolled in a MyChoice Account.

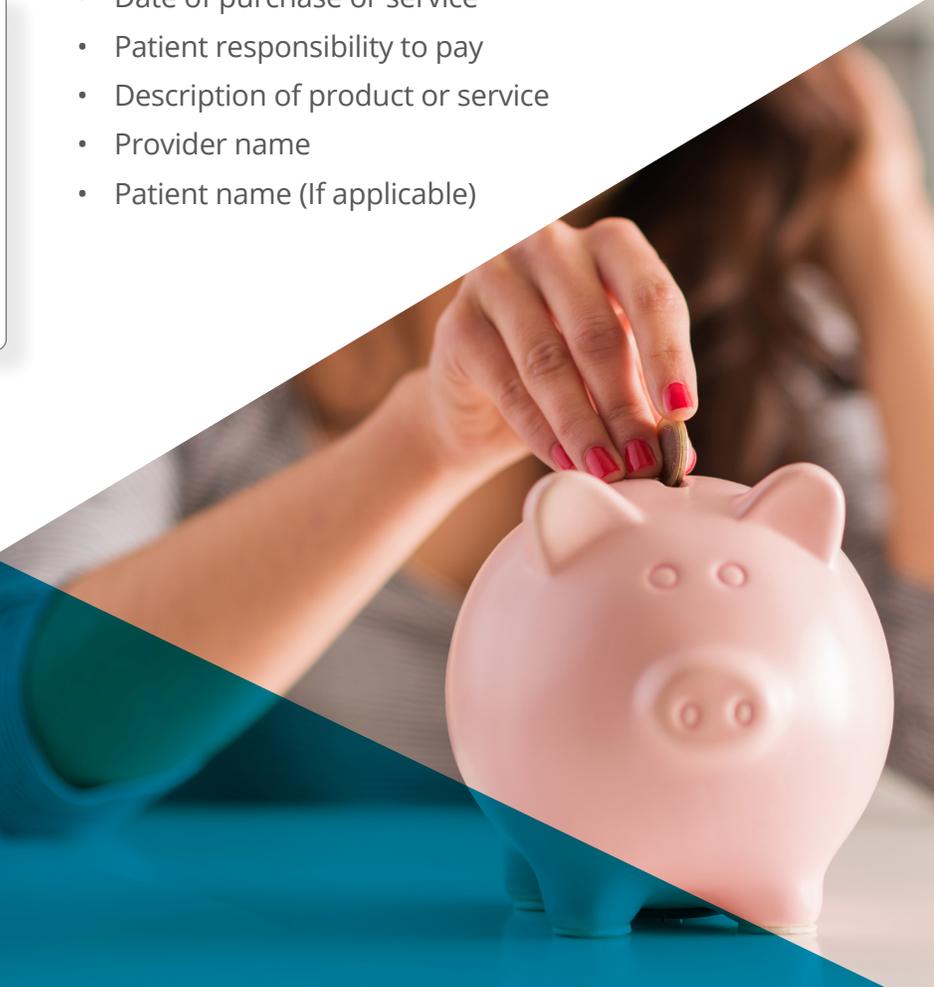
## Documenting Your Card Expenses

### Be sure to save your Explanation of Benefits & itemized documents

The IRS requires you to verify you're using your MyChoice Visa card for certain eligible purchases. In some cases, you will be asked to provide documentation. For expenses requiring documentation, your documents must have the following information:



- Date of purchase or service
- Patient responsibility to pay
- Description of product or service
- Provider name
- Patient name (If applicable)





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