



Employee Plans Wealthcare Portal

Simplify your healthcare finances with convenience, online access to your tax-advantaged benefit account

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Getting started

The Employee Plans Wealthcare Portal can be accessed by visiting the following URL:

- <https://employeeplans.wealthcareportal.com>

Registration

- **Step 1:** If this is your first time accessing Employee Plans Wealthcare Portal, click the *register* button atop the right corner of the home screen.
- **Step 2:** Complete the registration form (as shown in the image on the lower right).
 - Choose a username & password
 - Enter your demographic information
 - Your Employee ID is your SSN

If you already have a benefit debit card, the debit card number can be used in place of the *employer ID* in the *registration ID* field.

Before clicking *register*, be sure to view and accept the terms of use.

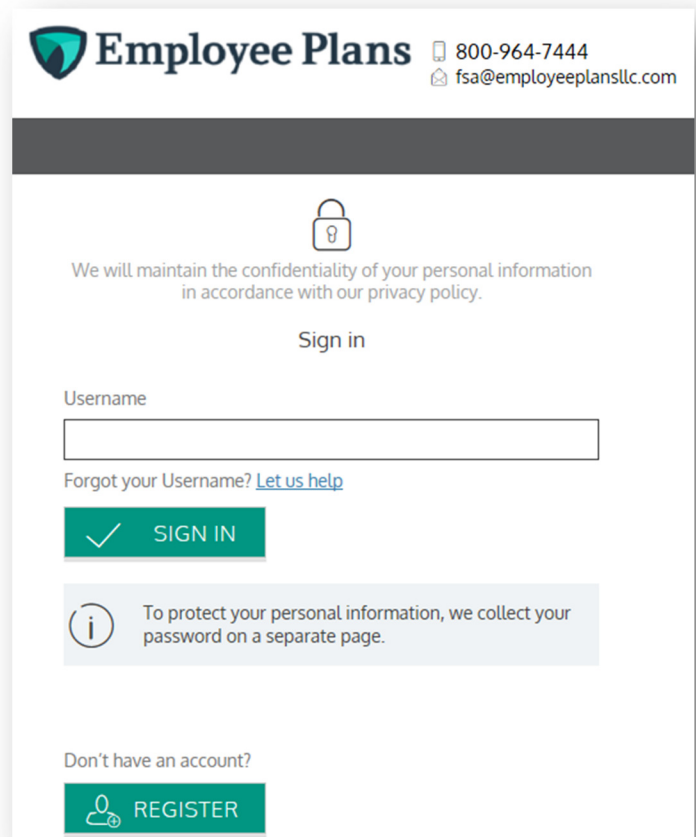
- **Step 3:** Click *register*. The process may take a few seconds. Do not click your browser's back button or refresh the page.

Secure authentication


The next phase of registration involves setting up your secure authentication. This important step helps ensure your account is secure and private.

After the registration form is successfully completed, you will be prompted to complete the secure authentication setup process.

- **Step 1:** Select your security questions. From the list, please select four security questions and private your answers. These questions will be randomly asked during the subsequent logins to ensure security. When finished, click *next*.
- **Step 2:** Verify your email address.




Employee Plans 800-964-7444
fsa@employeeplansllc.com


 We will maintain the confidentiality of your personal information in accordance with our privacy policy.


Sign in

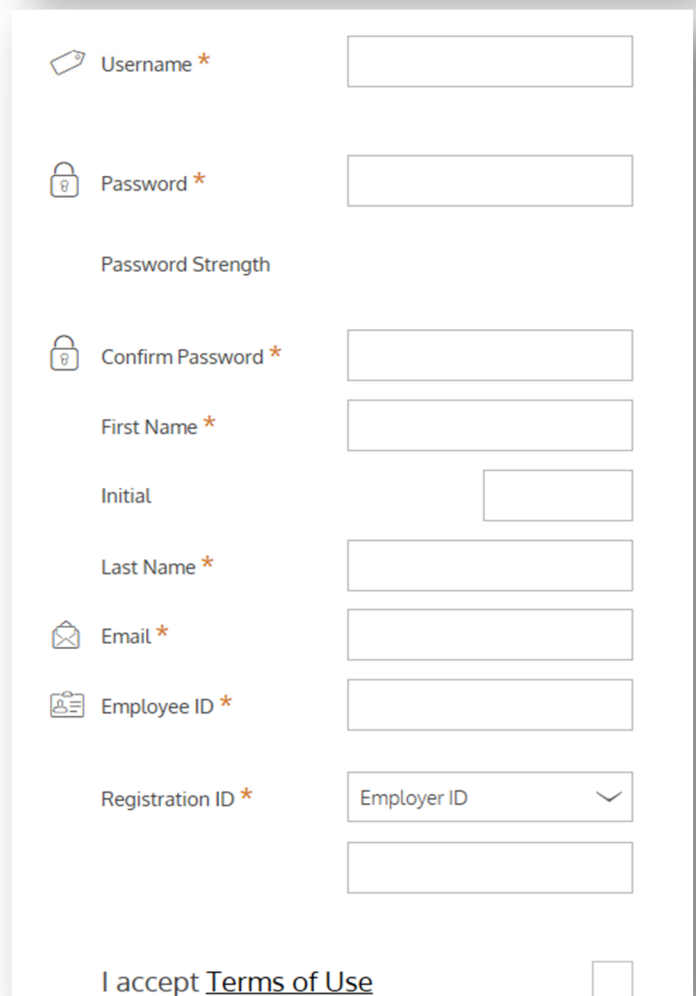
Username


[Forgot your Username? Let us help](#)


 SIGN IN

 To protect your personal information, we collect your password on a separate page.


Don't have an account?
 REGISTER



 Username *

 Password *


Password Strength


 Confirm Password *

First Name *


Initial

Last Name *

 Email *

 Employee ID *

Registration ID *

Employer ID 

I accept [Terms of Use](#) ☐



Employee Plans Wealthcare Portal

On the next page, you will be prompted to verify your email. Click *next*.

The form is titled "Register – Secure Authentication". It features a progress bar with four steps: STEP 1, STEP 2, STEP 3 (highlighted in green), and STEP 4. Below the progress bar are three input fields: "First Name", "Last Name", and "Confirm Email *". To the right of the "Confirm Email" field is an information icon and a note: "The email address entered is used for security encryption only. It is not used for subscription purpose." At the bottom of the form are two buttons: "CANCEL" and "NEXT".

- **Step 3:** Submit setup information. On the next page, you'll be asked to verify the information you entered during the secure authentication process. After you've reviewed and confirmed the accuracy of this information, click *submit setup information*.

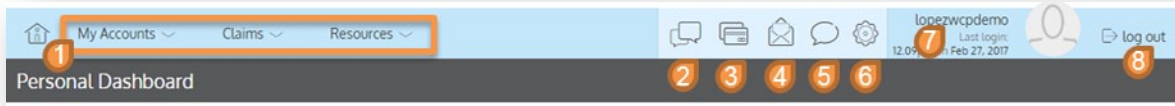
A confirmation page will display the successful completion of your registration.

Your first login

Once registered, you will be able to enter your username, answer security questions, and enter your password on all subsequent login attempts.

Navigating your online experience

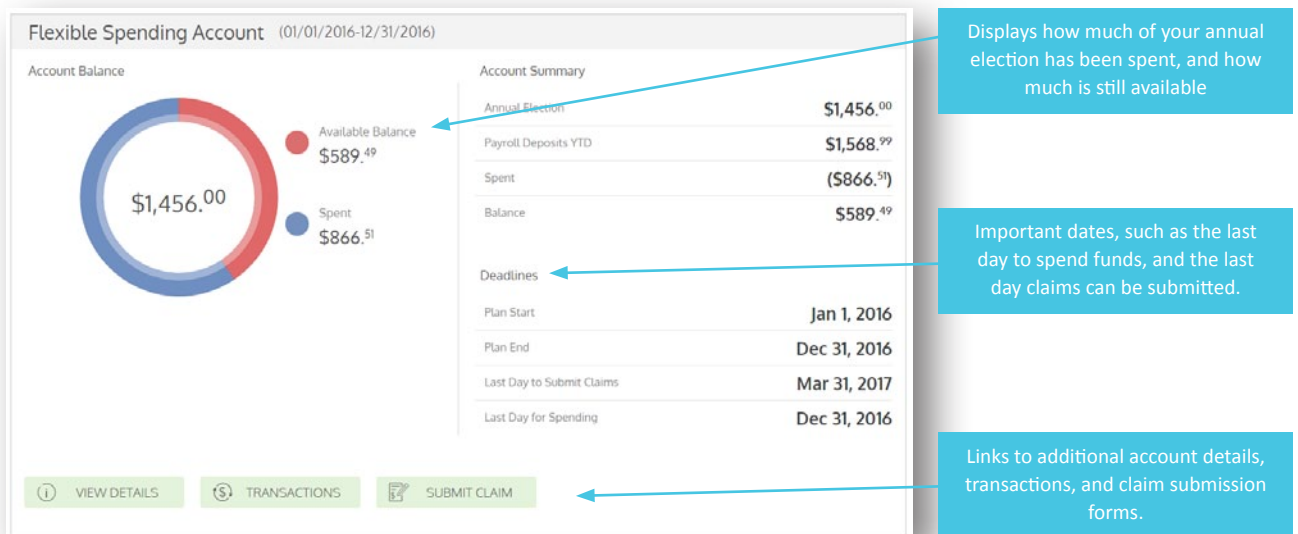
The navigation bar gives you instant access to the key areas and function in the portal. The navigation bar is located atop every page in the portal



1. **Page menus.** Hover over the menu name to view a list of available pages.
2. **Contact us.** Send us a message.
3. **Cards.** Access and manage your debit card(s).
4. **Alerts.** View important account alerts.
5. **Messages.** Important claim, reimbursement, and reminder messages.
6. **Communication settings.** Manage your email and SMS text alert settings & preferences
7. **User profile.** View and manage your profile settings
8. **Log out.** End your session.

Checking your account balance(s)

Navigate to the *benefit account summary* page to access a quick view of your account balance(s). Each of your accounts displays in its own box, and provides at-a-glance details regarding your balance, funds spent, and important dates.



Submitting expenses and filing claims

Employee Plans Wealthcare Portal allows you to enter new claims and expenses, as well as view and edit pending claims. If you have receipts or documentation to substantiate your claim, you can attach these to expedite the reimbursement process.

What is the difference between a claim and expense?

- **Claim.** Claims are simply reimbursement requests submitted for costs incurred when receiving eligible services, products, or procedures.
- **Expense.** Expenses are used to track & manage your medical, dental, vision, prescription, and other potentially eligible expenses. Once entered, expenses can be submitted for reimbursement (just like a claim). Expenses can be submitted now or at a later date.

Submitting a claim

To enter a claim and request reimbursement, open the *submit claim* page and complete the form. Be sure to upload a receipt image if you have one. You can click *browse* to navigate to the file, or you can drag and drop from your computer. Click *submit* to send the request for processing.

Submit Claim

* - Required Field

Claim Amount * \$ 50.00

Service Start Date * Feb 24, 2017

Service End Date * Feb 24, 2017

Claimant NewApp Two

Reimbursement Method Check

Pay provider? *

Yes No

Account Type Flexible Spending Account

Provider Name

Comments

Upload Receipt BROWSE

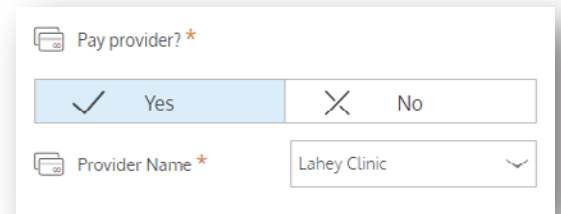
DRAG & DROP
your receipts here

Receipt.PNG

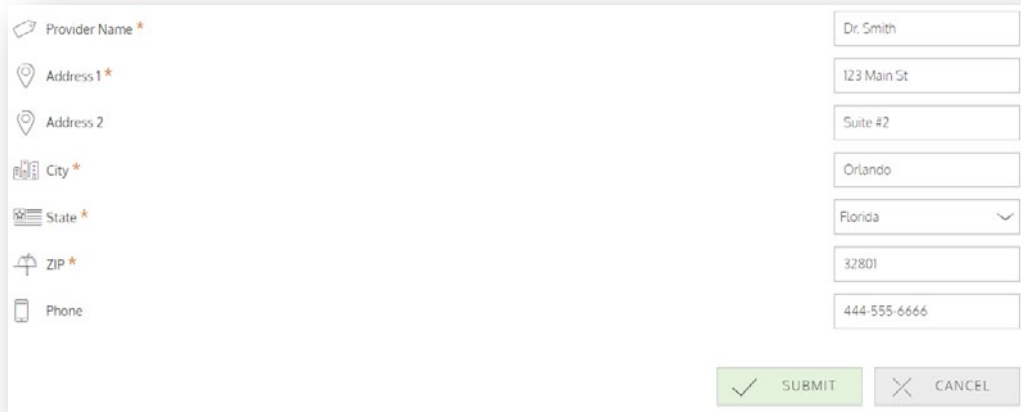
SUBMIT CANCEL

Send payment to your service provider. When entering a claim, you can choose to have the reimbursement funds sent directly to you, or you can have payment sent directly to your provider (on your behalf).

If you pay a provider, choose your provider name from the dropdown menu. If you don't see your provider listed, select *add new provider record* to add your provider.



A dialog box titled "Pay provider? *" with two buttons: "Yes" (checked) and "No". Below it is a "Provider Name *" dropdown menu showing "Lahey Clinic".





A form titled "Add new provider record" with fields for: Provider Name, Address 1, Address 2, City, State, ZIP, and Phone. The fields are filled with: Dr. Smith, 123 Main St, Suite #2, Orlando, Florida, 32801, and 444-555-6666. There are "SUBMIT" and "CANCEL" buttons at the bottom right.

Adding an expense for future payment

Similar to claim submission, to enter an expense, open the *add expense for future payment* page and complete the form. Be sure to include a receipt, if you have one.


- **Billed amount.** Full amount billed for services provider.
- **Insurance allowed amount.** The maximum amount your health insurance plan will pay for services provided.
- **Insurance paid amount.** The amount covered by your health insurance plan.
- **Paid non-reimbursable.** The cost included in the insurance allowed amount that are for ineligible items or services.
- **My responsibility.** Any part of the insurance allowed amount that is not covered by your health insurance plan.
- **Reimbursed from my accounts.** The amount reimbursed from your benefit accounts.
- **My remaining responsibility.** The remaining amount you can submit for reimbursement.

* - Required Field

Service Start Date *	Feb 24, 2017	Claimant *	NewApp Two
Service End Date *	Feb 24, 2017	Provider	Dr. Smith
		Description	flu shot
Billed Amount *	\$ 200.00	My Responsibility	\$ 75.00
Insurance Allowed Amount *	\$ 175.00	Reimbursed from My Accounts	\$ 0.00
Insurance Paid Amount *	\$ 100.00	My Remaining Responsibility	\$ 60.00
Paid Non-Reimbursable	\$ 15.00		
Comments			
Upload Receipt	BROWSE		
 <p>DRAG & DROP your receipts here</p>			
 Receipt.PNG			
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>			

Viewing claims and expenses

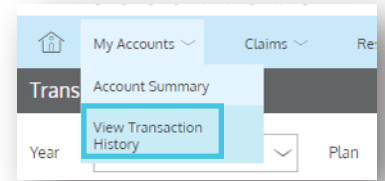
Once entered, claims and expenses can be viewed on the *claims list* page. From here, you can view claim status, attach receipts, and request reimbursement for eligible expenses.

Action Needed			
\$100.00	Eligible for Reimbursement	Claim Date of Service: Oct 26, 2016	<input type="button" value="REQUEST REIMBURSEMENT"/>
Approved/Paid/Submitted			
(\$32.99)	Paid	Claim Date of Service: Nov 4, 2016 Date of Transaction: Nov 9, 2016	
(\$43.99)	Paid	Claim Date of Service: Nov 3, 2016 Date of Transaction: Nov 9, 2016	
(\$54.00)	Paid	Claim Date of Service: Nov 9, 2016 Date of Transaction: Nov 9, 2016	
(\$8.00)	Paid	Claim Date of Service: Nov 7, 2016 Date of Transaction: Nov 9, 2016	
\$100.00	Submitted	Claim Date of Service: Oct 26, 2016	<input type="button" value="ADD RECEIPT"/> 
Page 1 of 1			
Denied			
\$34.00	Denied	Claim Date of Service: Nov 9, 2016 Date of Transaction: Nov 9, 2016	

Resolving pending debit card transactions

If you swipe your debit card for eligible products or services, you may be required to submit a receipt or other documentation before the debit card transaction can be approved. To aid in resolving pending debit card transactions, you can take the following action:

- **Step 1.** Navigate to the *transactions* page.
- **Step 2.** Located the pending transaction (using the search filters)
- **Step 3.** Click to expand the transaction, and click *add receipt* to attach your supporting documentation to the transaction.



We will review the documentation you've submitted and update the transaction accordingly.

Year: 2017 Plan: Dependent Care FSA (Curr) Type: All

Which transactions do you want to see? Select here

☒ Approved/Posted ☒ Pending/Processing ☒ Denied

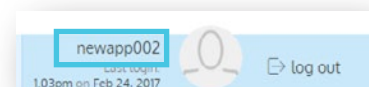
SEARCH FOR TRANSACTIONS

(\$40. ⁰⁰)	Dependent Care FSA Pending	Card	Feb 27, 2017
Date Of Service	Feb 27, 2017	RECEIPTS	ADD RECEIPT
Description	DR. SMITH	No receipts to display.	PRINT
Claimant	NewApp Two		
Account Type	DCA		
Plan Start Date	Jan 1, 2017		
Plan End Date	Dec 31, 2017		
Merchant Name	DR. SMITH		

Updating your user profile

To access and edit your user profile, click the username hyperlink on the right side of the navigation bar. From this page, you can:

1. Update your phone number and address.
2. Change your password
3. Update your reimbursement method
4. Add a new dependent
5. Update an existing dependent



The image below shows where each item in the list above is located.

Profile Information:

- Name:** NewApp Two
- Date of Birth:** Jan 1, 1950
- Employee ID:** *****P002
- Marital Status:** None
- Gender:** None
- Phone:** 555-444-1234
- Email Address:** [edit](#) [delete](#) hjones@alegeus.com
- Address:** 1 Main Street, Beverly, MA, 00000, US
- Alternate Address:** 40 Elm St, Orlando, FL, 32801, US
- Employer:** New Mobile App One
- SSN:** XXX-XX-5678
- Employee Status:** New
- Reimbursement Method:** Direct Deposit (edit button)
- Banking:** Eastern Bank, Account Number: ****2356, Routing Number: ****1798, Checking

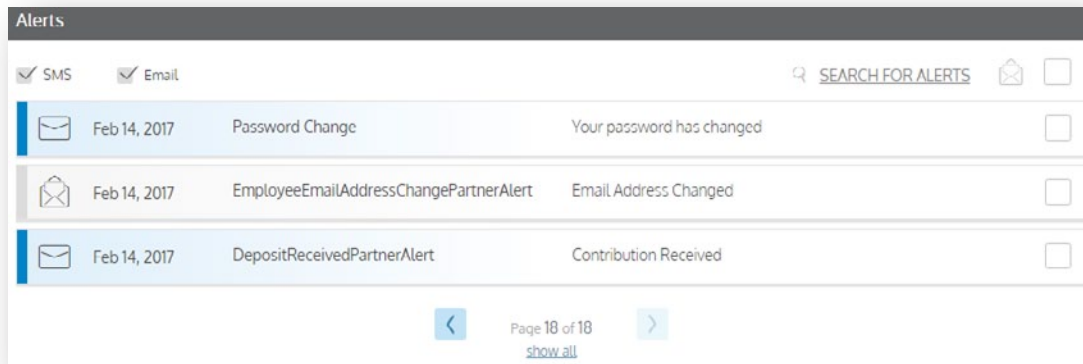
Family Members:

- Spouse NewApp Two:** Spouse Or Common Law Spouse
 - Date of Birth:** Mar 3, 1975
 - SSN:** *****1555
 - Address:** 1 Main Street, Beverly, 00000, US

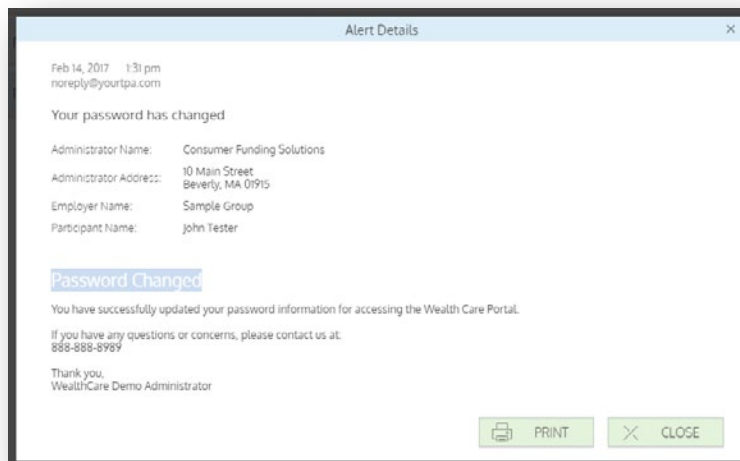
Viewing and managing alerts & messages

The envelope icon in the navigation bar alerts you to any unread messages awaiting your review. Depending on your communication preferences and your group's setup, these messages could be anything from confirmation of an email address or password change, to notification that a claim you submitted has been received, to an alert that a card transaction was denied, to a wide variety of other messages.





Click on an individual message to see the full text:



Changing your message preferences

You can change whether or not you receive certain message types, as well as how you receive them from the *communication settings* page. This page can be accessed by clicking the sprocket symbol in the navigation bar.



You may choose, for each alert type, whether you receive it via mobile, email, both, or neither. Click *save* when you are done editing your preferences. You can also use this page to update your email address, and to register your mobile phone for SMS text alerts.