



Reimbursement Plan Employer Administrative Guide



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Introduction

The Client Center – Reimbursement site is your access point to the administrative system. The tools provided will enable you to:

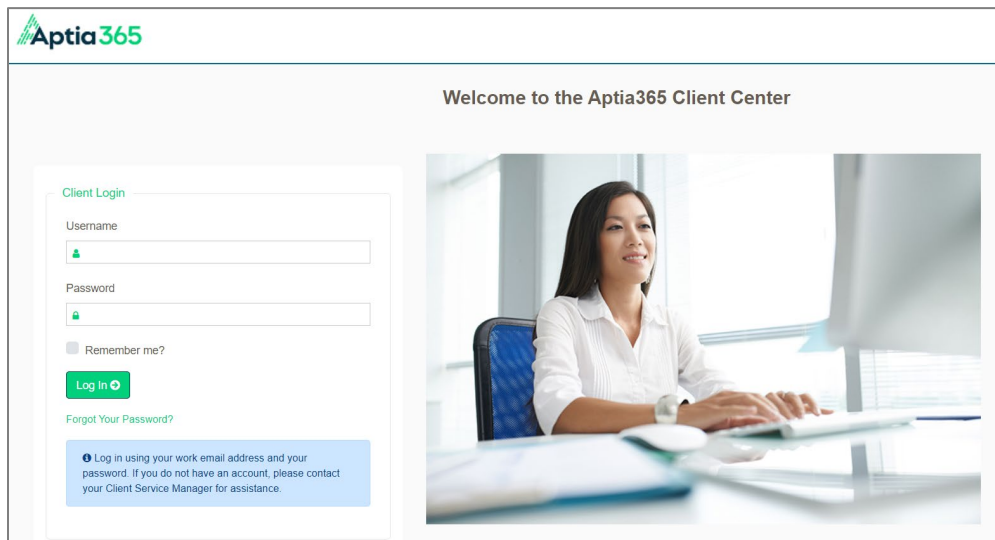
- View participant account details
- View participant communications
- Run reports
- Send/Receive secure emails
- Download documents securely

This guide provides an overview of each of the available functions. If you do not find the instructions you seek or need additional support, please get in touch with your Client Service Manager.

Log In

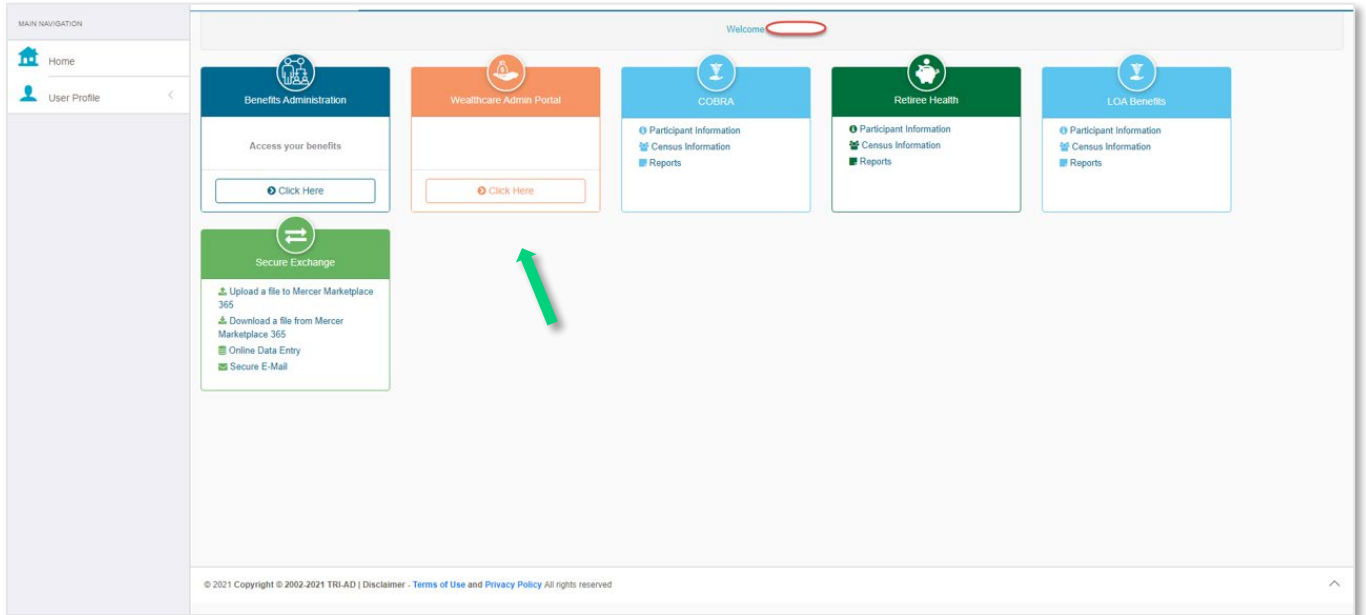
Once you have been added as an authorized Client Center user, you will receive two emails from TRI-AD to establish your login credentials. The first email will provide a link to the Client Center and your User ID. The second email will provide a temporary password. Save the Client Center link as a favorite for quick access in the future.

To log in to the Client Center, go to <https://HRflexbenefits.aptia365.com>.

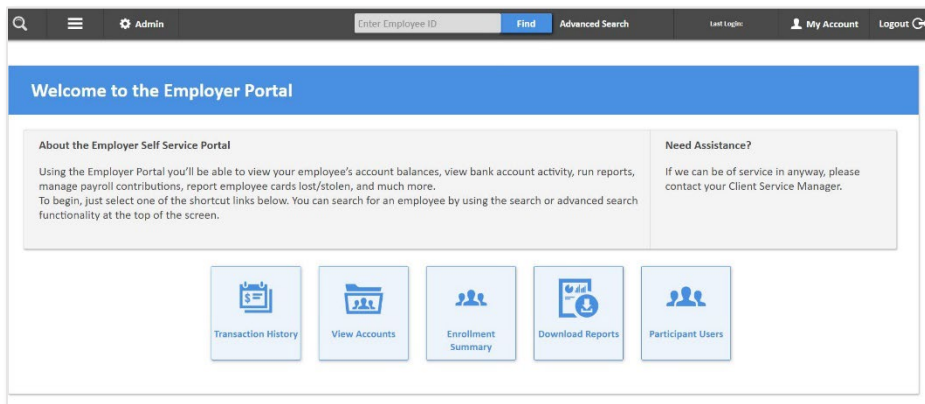


Enter your User ID and password. If you forgot your password, click “Forgot Your Password” for assistance.

Once logged in, select the WealthCare Admin Portal link from the menu.

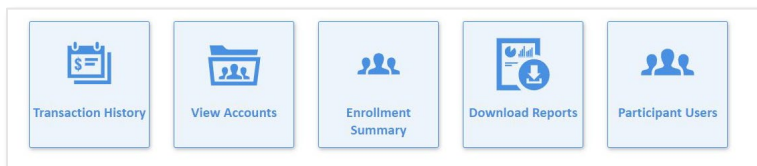


Home Screen Navigation



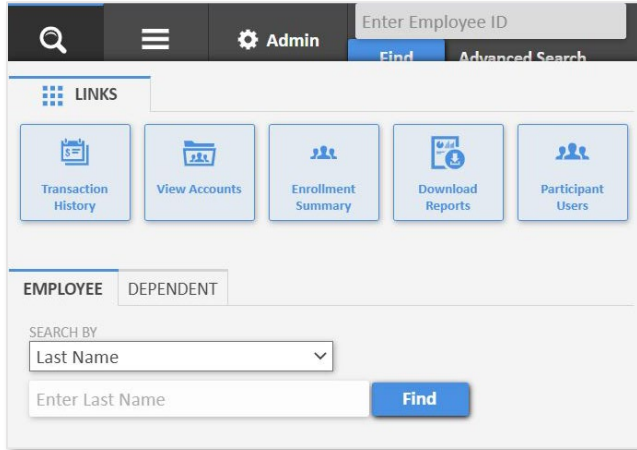
Shortcut Links

Shortcut links offer quick access to commonly researched account details as well as commonly accessed areas of the site. You can customize shortcut links in the My Account menu. See User Options for instructions.



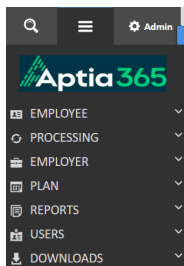
WCA Navigator

The Navigator (magnifying glass button) allows you to access shortcut links and search for employees or dependents. In the My Account menu, select the User Options link to manage the Navigator's default settings (See User Options for instructions).



Main Menu

The main menu button provides access to employee accounts, employer demographics setup, and the reporting tool.



Quick Search and Advanced Search Features

Quick Search and Advanced Search allow the user to search for a participant.

To use the quick search feature, enter the entire Employee ID (no dashes) and click Find.



To use the Advanced Search feature, click the Advanced Search button, select the desired criteria and click Search.

Search Employees

Advanced Search:

Note: The maximum number of employees returned by the system is 500. To find an employee, it is highly recommended to enter search criteria filters.

Admin: Aptia365

Employer: --All-- List All Search All

Plan Year: --All--

Benefit Plan: --None--

Division: --All--

Employee Status: New Active Temp Inactive Permanently Inactive Terminated Enrolled All

First Name¹:

Last Name¹:

Employee Id:

Card Number:

Card Proxy Number:

SSN:

¹Please enter the complete full name OR ONLY the FIRST letter of the name. Search based upon partial names greater than one letter is not supported.

Search Cancel

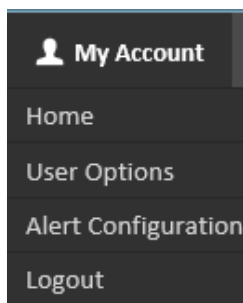
Helpful Tips:

You must enter the complete full name or ONLY the first letter of the name. Search based upon partial names greater than one letter is not supported.

To search for all participants within an employer group, select the employer and click Search.

My Account: Profile Management Tools

The My Account menu provides access to account management tools. Employers will use the Home, User Options, and Logout links. TRI-AD utilizes the remaining options for internal purposes.



Home: Returns you to the home page

User Options: You can change your password, customize shortcut links, and manage profile settings.

- **Change Password:** Clients log into the Reimbursement Plans portal through the Client Center and will not need a separate login or password. **The change password feature should not be used.**
- **Personal Information for Out of Wallet Authentication:** N/A

- **Change Email:** Clients log into the Reimbursement Plans portal through the Client Center. Please contact your Client Service Manager if an email needs to be changed. **The change email feature should not be used.**
- **Links:** To customize shortcut links on your home page and in the Navigator, highlight the link in the Available Links box and click Add. To remove a link, highlight the link in the Selected Links box and click Remove. Once complete, click Save. Recommended shortcut links:
 - **Download Reports**
 - **Employee Home**
 - **New Employee**
 - **Transaction History**
 - **View Accounts**

WCA Navigator Options: Manage the placement of the shortcut links and update default search criteria within the navigator (magnifying glass button). Once complete, click Save.

View Participant Account Details

Locate the participant using the search features, then click on the participant’s name to access the account.

Helpful Tips:

Click on any of the employee data points within the search. Each data point is a shortcut to the corresponding page within the participant’s account.

Click on the employee’s name to open their home screen. On the home screen, participant identifiers such as Employee Name, Employee ID, Employee Status, Eligibility Date, Termination date, Employer and Employer Status are displayed.

Helpful Tips:

The Status field below the Employee ID is the status type for the participant, and the status field next to the Employer ID is the status type for the employer.

EMPLOYEE						
Employee Home						
Phillips, Amy			DETAILS	DEPENDENTS	NOTES	
EMPLOYEE ID XXXXX	ADMINISTRATOR Aptia365	EMPLOYER Stellar Technologies	EMPLOYER ID MMPMERCTEST	STATUS Active		
STATUS Active	ELIGIBILITY DATE	TERMINATION DATE	USER ID amymobilemmx	REIMBURSEMENT METHOD Check		
Home	Demographics	Accounts	Cards	Statuses	History	Communications

The Details tab allows you to view a snapshot of demographic details such as Date of Birth, masked Social Security Number, Mailing Address, Email Address, and Phone Number.

Phillips, Amy			DETAILS	DEPENDENTS	NOTES			
PRIMARY CARD# XXXX-XXXX-XXXX-7581	SSN# XXX-XX-8568	DOB 7/11/1952	EMAIL bblair@tri-ad.com					
BILLING ADDRESS 221 W. Crest St Suite 300 Escondido, CA 92025			PHONE#	MOBILE PHONE#				
Home	Demographics	Accounts	Cards	Statuses	History	Enter Claim	Enter Deposit	Communications

Helpful Tips:

Hover over the eye icon to view the unmasked SSN.

Dependents

The Dependents tab allows you to view a list of dependents on file (if applicable). Click the dependent's name to view additional demographic and account details.

EMPLOYEE						
Employee Home						
Roberts, Stephanie			DETAILS	DEPENDENTS	NOTES	
NAME Roberts, Danny	ID XXXXX7.02	STATUS New	PRIMARY CARD#	SSN#	DOB 4/20/1984	

Notes

Processing notes and other notes are captured here. As a default, these notes will not be viewable to the employer.

EMPLOYEE				
Employee Home				
Test, Mercer		DETAILS	DEPENDENTS	NOTES
INTERACTIONS Participant: 2	COMMUNICATIONS View			
PROCESSING NOTES				
EMPLOYER NOTES				

Demographics

The Demographics link allows you to view demographic details such as:

- Mailing Address
- Phone Number
- Email Address
- Date of Birth
- Eligibility date
- Reimbursement Method
- Employee SSN

The screenshot shows the 'Demographics' page for Amy Phillips. The page has a blue header with the name 'Phillips, Amy' and tabs for 'DETAILS', 'DEPENDENTS', and 'NOTES'. Below the header is a table with employee information: EMPLOYEE ID (XXXXX), ADMINISTRATOR (Aptia365), EMPLOYER (Stellar Technologies), EMPLOYER ID (MMPMERCTEST), and STATUS (Active). A blue menu bar contains links for Home, Demographics (highlighted with a green arrow), Accounts, Cards, Statuses, History, and Communications. The main content area is titled 'Demographic Information' and contains several form fields: Name Prefix (dropdown), First Name (Amy), Initial (empty), Last Name (Phillips), Employee ID (XXXXX), Employee Status (Active), Billing Address (Address 1: 221 W. Crest St Suite 300, Address 2: empty, City: Escondido, State: California, Zip Code: 92025, Country: United States), and a list of checkboxes for dependent billing and shipping address options.

Accounts

You can access the participant's account information by clicking the Accounts link in the blue menu bar or the Accounts quick link on the home page.

The screenshot shows the 'Employee Home' page for Amy Phillips. The page has a blue header with the name 'Phillips, Amy' and tabs for 'DETAILS', 'DEPENDENTS', and 'NOTES'. Below the header is a table with employee information: EMPLOYEE ID (XXXXX), ADMINISTRATOR (Aptia365), EMPLOYER (Stellar Technologies), EMPLOYER ID (MMPMERCTEST), and STATUS (Active). A blue menu bar contains links for Home, Demographics, Accounts (highlighted), Cards, Statuses, History, and Communications. The main content area is titled 'EMPLOYEE Employee Home' and contains the same employee information table as the Demographics page.

Helpful Tips:

Update the Plan Year filter to view All, Current, Future or Previous.

Flexible Spending Accounts and Health Reimbursement Accounts

Flexible Spending Accounts and Health Reimbursement Accounts are listed within the same account section. Account types are:

- DCA: Dependent Care FSA
- FSA: Health Care FSA
- HRA: Health Reimbursement Account
- LP2: Limited Purpose FSA
- LPF: Combination FSA
- ROL: FSA Roll Over Account
- RO1: Limited Purpose FSA Rollover
- TRN: Transit
- PKG: Parking Reimbursement Account

Please note that additional account types may be added based on the type of plans implemented with Aptia.

Accounts											
Plan Year: <input type="text" value="Current"/>											
Type	Plan Date	Planid	Annual Election	Contrib YTD	Other Deposits	Disb YTD	Avail Bal	Preauth	Disb. Bal	Balance Due	Status
DCA	Start:1/1/2019 End:12/31/2019	DCFSA	\$1,000.00	\$307.68	\$0.00	\$180.00	\$127.68	\$0.00	\$127.68	\$0.00	Active
TRN	Start:7/1/2017 End:12/31/2199	TRANSIT	\$1,000.00	\$76.30	\$0.00	\$55.00	\$21.30	\$0.00	\$21.30	\$0.00	Active
PKG	Start:7/1/2017 End:12/31/2199	PARKING	\$1,000.00	\$76.30	\$0.00	\$4.00	\$72.30	\$0.00	\$72.30	\$0.00	Active
FSA	Start:1/1/2019 End:12/31/2019	HCA	\$1,000.00	\$307.68	\$0.00	\$63.06	\$936.94	\$0.00	\$936.94	\$0.00	Active
LPF ⁴	Start:1/1/2019 End:12/31/2019	COMBOFSA	\$1,000.00	\$307.68	\$0.00	\$40.50	\$959.50	\$0.00	\$959.50	\$0.00	Active
Balance Due Total										\$0.00	7 Accounts found.

The following account details are displayed in the home view:

- Type
- Plan Date (Start and End dates of the plan. If the participant's eligibility date is after the plan start date, it will be noted in the employee home information in the above tab or within the specific plan type.)
- Plan ID
- Annual Election
- Contributions Year-to-Date
- Other Deposits (Roll Over/Carry Over Deposits)
- Disbursements Year-to-Date
- Available Balance
- Authorization Hold (Card Transaction Approved, Unsettled)
- Disbursable Balance
- Balance Due (Balance Due from Participant for Ineligible Transaction)
- Status
 - Active

- Terminated (Employment Terminated)
- Temp Inactive (Temporarily Inactive)
- Permanently Inactive (Inactive Client)

Helpful Tips:

Click the Account Type, Plan Date, Balance Due, or Status fields to change the sort order.

The family icon is displayed next to the plan if there are dependents tied to the account.

Click the account link in the Type column to view additional account details such as:

- Plan Effective Date
- Termination Date
- Last Day to Submit Claims
- Payroll Deposit Calendar

Account Details: FSA (1/1/2024-12/31/2024)

Employee Account ID: 0000308431

Account Balance

Current Annual Election:	\$1,000.00
Annual Election/Prefunded Amount	\$1,000.00
+Other Deposits:	\$0.00
-YTD Disbursements:	\$392.64
Available Balance:	\$607.36
-Auth Hold:	\$0.00
Disbursable Balance:	\$607.36
Balance Due:	\$0.00

Contributions YTD

Employee YTD Contributions:	\$0.00
Employer YTD Contributions:	\$0.00

Edit account status, balance max, rollover status, election amounts here

Status: Active

Suspend Debit Card Activity

Automatically Reinstate Debit Card Suspension: Yes No

Effective Date: [Calendar Icon]

Termination Date: [Calendar Icon]

Last day for spending: 12/31/2024

Last day to submit claims: 3/31/2025

Run out date was used to determine the last day to submit claims.

Carryover eligibility: Yes No

Employee Broker ID: [Text Field]

Enrollment Method: N/A

Account Segment Id: -None-

Balance Maximum Allowed After Fund Rollover / Interest Payments: [Text Field]

Health Savings Accounts

Health Savings Accounts are listed under HSAs and VEBAs with a Plan Type of UMB. The following account details are displayed in the home view:

- Plan Date (Start and End)
- Plan ID
- Account Status
 - Home screen displays two statuses: Enrollment Status and HSA Account/CIP Status, respectively
 - Enrollment Status:
 - New
 - Active – The account moves from new to active status upon the first transaction
 - Temp Inactive
 - Permanently Inactive
 - Terminated
 - HSA Account Status:
 - Active:

- Pending: Additional Information Needed for CIP
- Inactive
- Closed Account

Note: HSA balance and distribution amounts will not be visible to employers.

HSAs and VEBA's									
<input type="checkbox"/>	Type	Plan Date	PlanId	Current Yr Dist	Current Balance	Holds	Acct Avail Balance	Portfolio Balance	EE Acct Status / HSA/VEBA Account Status
<input type="checkbox"/>	UMB	Start: 1/1/2017 End: 12/31/2300	HSA	N/A	N/A	N/A	N/A	N/A	New / Active
1 account found.									

Click the account link in the Type column to view additional account details, such as the coverage tier (Single or Family).

Benefits Cards/Debit Cards

You can access information regarding the participant's Benefits Cards on file by clicking the Cards link in the blue menu bar or the Existing Cards quick link on the home page.

EMPLOYEE / Cards
Benefit Card
 Please find the employee

Employee ID: Find Advanced Search

Phillips, Amy			DETAILS	DEPENDENTS	NOTES
EMPLOYEE ID XXXXX	ADMINISTRATOR Aptia365	EMPLOYER Stellar Technologies	EMPLOYER ID MMPMERCTEST	STATUS Active	
STATUS Active	ELIGIBILITY DATE	TERMINATION DATE	USER ID amymobilemxx	REIMBURSEMENT METHOD Check	
Home	Demographics	Accounts	Cards	Statuses	History
Communications					

Existing Cards

The employee currently has the cards listed below. Click the card link to edit. Click the "New" button to add a new card. To temporarily or permanently inactivate all cards attached to this employee (including dependent cards) place a check box in the header and click the appropriate button below.

Cardholder: Status:

Helpful Tips:

The Cardholder display defaults to All. However, you can filter it to employee-only or dependent-only by clicking on the drop-down menu.

The Status display defaults to All. You can filter it to New, Active, Temporarily Inactive, Permanently Inactive, or Lost/Stolen by clicking on the drop-down menu.

Reporting a card as Lost or stolen does not automatically order a new card; the participant must request a new replacement card.

The following card details are displayed:

- Cardholder Name
- Card Number (masked)

- Card Network
- Status
- Last Update Date
- Effective Date
- Expiration Date
- Dependent
- Card Type
- Total Number of Cards

Existing Cards

The employee currently has the cards listed below. Click the card link to edit. Click the "New" button to add a new card. To temporarily or permanently inactivate all cards attached to this employee (including dependent cards) place a check box in the header and click the appropriate button below.

Cardholder: Status:

<input type="checkbox"/>	Cardholder	Card Number	Card Network	Status	Last Update Date	Effective Date	Expiration Date	Dependent ?	Card Type
<input type="checkbox"/>	Phillips, Amy	XXXX-XXXX-XXXX-7581	MasterCard	Permanently Inactive	4/1/2024 4:46:28 AM	3/5/2019	3/31/2024		Payment Card
<input type="checkbox"/>	Phillips, Ryan	XXXX-XXXX-XXXX-6941	MasterCard	New	6/15/2021 11:31:54 PM	6/11/2021	6/30/2026	Yes	Payment Card

2 Cards found.

Click on a Card Number for additional details such as:

- Issue Date
- Shipping Method
- Mailed Date
- Shipping Address
- Requested By
- Activation Date (first day used)
- Status
 - New (Issued, Unused)
 - Active (Issued, In Use)
 - Temporarily Inactive (Temporarily Deactivated due to Unsubstantiated Transaction)
 - Permanently Inactive (Permanently Deactivated)
 - Lost/Stolen (Inactive)

Edit Employee Card

Phillips, Amy			DETAILS	DEPENDENTS	NOTES
EMPLOYEE ID XXXXX	ADMINISTRATOR Aptia365	EMPLOYER Stellar Technologies	EMPLOYER ID MMPMERCTEST	STATUS Active	
STATUS Active	ELIGIBILITY DATE	TERMINATION DATE	USER ID amymobilemmx	REIMBURSEMENT METHOD Check	
Home	Demographics	Accounts	Cards	Statuses	History
Cardholder:	Phillips, Amy	Card Network:	MasterCard		
Card Number:	XXXX-XXXX-XXXX-7581	Issue Date:	3/6/2019		
Card Proxy Number:	1100619653727581	Effective Date:	3/5/2019		
Issue Card?:	Sent	Shipping Address:	Cardholder 221 W. Crest St Suite 300 Escondido CA US 92025		
Expire Date:	3/31/2024	Status:	Permanently Inactive		
Shipping Method:	Standard - U.S. Mail	Status Change Reason:	Expired Card		
Activation Date:		Status Change Date:	4/1/2024		
Mailed Date:	3/7/2019	Updated By:	bps, CleanTableUser		
Requested By:	Walker, Heather	Shipment Tracking Number:	None		
Alternate Address:	None				
Card Type:	Payment Card	Rear Thermal LogoP:	None		
Card Stock:	▼ Mercer Marketplace 365 MC Card Prg #59191 (525107)	Carrier Thermal LogoP:	None		
Thermal Logo(Front) Primary:	▼ <None>	Thermal Logo(Front) SecondaryP:	▼ None		

Statuses

View a snapshot of account, card, and dependent statuses by clicking the Statuses link in the blue menu bar. Use the up/down arrows next to each category to expand or collapse information.

EMPLOYEE / Employee

Manage Statuses

Please find the employee

Employee ID:

Phillips, Amy

EMPLOYEE ID	ADMINISTRATOR	EMPLOYER	EMPLOYER ID	STATUS
XXXXX	Aptia365	Stellar Technologies	MMPMERCTEST	Active

STATUS	ELIGIBILITY DATE	TERMINATION DATE	USER ID	REIMBURSEMENT METHOD
Active			amymobilemmx	Check

[Home](#) [Demographics](#) [Accounts](#) [Cards](#) [Statuses](#) [History](#) [Communications](#)

Manage Account Status

Plan Year:

Type	Plan Id	Start Date	End Date	Grace Period Date	Run Out Date	Eligible Date	Termination Date	Last Day to Submit Claims	Status	Action
FSA	HCA	1/1/2024	12/31/2024	12/31/2024	3/31/2025			3/31/2025	Active	Edit
PKG	PARKING	7/1/2017	12/31/2199	12/31/2199	12/31/2199			12/31/2199	Active	Edit
TRN	TRANSIT	7/1/2017	12/31/2199	12/31/2199	12/31/2199			12/31/2199	Active	Edit

3 Accounts found.

Manage Card Status ▼

Manage Dependent Status ▼

Manage Account Status

The Manage Account Status allows you to view the following information for all accounts:

- Plan Type
- Plan ID
- Start Date
- End Date
- Grace Period Date
- Run Out Date
- Eligible Date
- Termination Date
- Last Day to Submit Claims
- Status

Helpful Tips:

The Plan Year defaults to All. To filter the view, click the drop-down menu and select Current, Future, or Previous.

Type	Plan Id	Start Date	End Date	Grace Period Date	Run Out Date	Eligible Date	Termination Date	Last Day to Submit Claims	Status	Action
DCA	DCFSA	1/1/2019	12/31/2019	12/31/2019	3/31/2020			3/31/2020	Active	Edit
FSA	HCA	1/1/2019	12/31/2019	12/31/2019	3/31/2020			3/31/2020	Active	Edit
HRP	HRA	1/1/2019	12/31/2019	12/31/2019	3/31/2020			3/31/2020	Active	Edit
LP2	LPFSA	1/1/2019	12/31/2019	12/31/2019	3/31/2020			3/31/2020	Active	Edit
LPF	COMBOFSA	1/1/2019	12/31/2019	12/31/2019	3/31/2020			3/31/2020	Active	Edit
PKG	PARKING	7/1/2017	12/31/2199	12/31/2199	12/31/2199			12/31/2199	Active	Edit
TRN	TRANSIT	7/1/2017	12/31/2199	12/31/2199	12/31/2199			12/31/2199	Active	Edit

7 Accounts found.

Manage Card Status

The Manage Card Status allows you to view the following information for all cards on file:

- Cardholder Name
- Card Number (masked)
- Card Status

Cardholder	Card Number	Card Status
Roberts, Stephanie	XXXX-XXXX-XXXX-7649	New

1 Card found.

Manage Dependent Status

The Manage Dependent Status allows you to view the following information:

- Dependent Name

- Dependent ID
- Dependent Status
- Effective Date
- Termination Date
- Account Names dependent is linked to
- Account Effective Date
- Account Termination Date
- Account Status

Manage Dependent Status					
Dependent Name	Dependent Id	Dependent Status	Effective Date	Termination Date	Action
Roberts, Danny	XXXXXX7.02	New			Edit

1 Dependent found.

Helpful Tips:

Participants can link a dependent to one, all, or none of the plans on their account.

History (Claims and Deposits)

The History link in the blue menu bar allows you to select and display information about manual claims and card transactions. It provides many criteria for selecting the transactions to display.

Phillips, Amy			DETAILS	DEPENDENTS	NOTES
EMPLOYEE ID XXXXX	ADMINISTRATOR Aptha365	EMPLOYER Stellar Technologies	EMPLOYER ID MMPMERCTEST	STATUS Active	
STATUS Active	ELIGIBILITY DATE	TERMINATION DATE	USER ID USER ID HISTORY amymobilemmx	REIMBURSEMENT METHOD Check	
Home	Demographics	Accounts	Cards	Statuses	History
			Communications		

Refine your search by:

- Account Type
- Service Dates
- Cardholder
- Claim Number
- Transaction Type
- Transaction Status

Account Type: --All--	Type: <input type="checkbox"/> Deposit <input checked="" type="checkbox"/> Manual <input checked="" type="checkbox"/> Card
Service Start Date From: 7/14/2019	Status: <input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Denied <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Insufficient Documentation
Service Start Date To: 8/14/2019	<input checked="" type="checkbox"/> Ineligible <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Resolved <input checked="" type="checkbox"/> Overpayment/Reversal
Cardholder: --All--	<input checked="" type="checkbox"/> Non-Post <input checked="" type="checkbox"/> Returned <input checked="" type="checkbox"/> Resubmitted
External Claim Number:	Filter: <input checked="" type="checkbox"/> Hide Matched Pre-Auth/Holds <input type="checkbox"/> Settled <input type="checkbox"/> Voided <input type="checkbox"/> Reversal
	<input type="checkbox"/> Has Receipt <input type="checkbox"/> Balance Adjustments
	<input type="checkbox"/> Show Claim Adjustments
	HRA/DTR Txn Filter: <input checked="" type="radio"/> All Transactions <input type="radio"/> Only Rollover Transactions <input type="radio"/> Hide Rollover Transactions

View the following information from the home screen:

- Transaction Date
- Service Date
- Participant (Employee/Dependent)

- Transaction Status/HSA Code (if applicable)
- Plan
- Description
- Amount
- Balance
- Check/Direct Deposit Trace Number

Transaction Date	Service Date	Participant	Transaction Type	Transaction Status / HSA Code	Plan	Description	Amount	Balance	Check/Trace Number
8/13/2019 3:00:46 PM	Start: 7/26/2019 End: 7/26/2019 Display: 8/13/2019	Roberts, Stephanie	Admin - Purchase Claim #: 20190813-77	Approved AAA1	ID: LP2 Start: 1/1/2019 End: 12/31/2019		Total: (\$50.00) Approved: (\$50.00)	Current: \$899.65	
8/13/2019 12:56:46 PM	Start: 7/19/2019 End: 7/19/2019 Display: 8/13/2019	Roberts, Stephanie	Admin - Purchase Claim #: 20190813-74	Approved AAA1	ID: PKG Start: 7/1/2017 End: 12/31/2199		Total: (\$2.50) Approved: (\$2.50)	Current: \$72.30	
8/13/2019 12:31:34 PM	Start: 7/15/2019 End: 7/19/2019 Display: 8/13/2019	Roberts, Stephanie	Admin - Purchase Claim #: 20190813-72	Approved AAA1	ID: DCA Start: 1/1/2019 End: 12/31/2019		Total: (\$25.00) Approved: (\$25.00)	Current: \$127.68	

3 transactions found.

Helpful Tips:

The Transaction Date is updated as changes are made to the claim and may not match the date the Benefits Card was used.

Split transactions are highlighted yellow. Transaction can split because of the IRS extension period or prioritized plan types.

Hover over the message icon in the Transaction Status column for denial details on manual claims.

The screenshot shows a transaction with a status of 'Denied AAA1' and a message icon. A tooltip titled 'Claim Details' is displayed over the message icon, containing the following information:

- ID: FSA
- Start: 1/1/2017
- Denied Code: 0006 - Claim Form - Missing/Incomplete (Denied)

Hover over the message icon in the Amount column for additional details, including pending, denied, and approved amounts.

The screenshot shows a transaction with an amount of 'Total: (\$7.00) Approved: (\$7.00)' and a message icon. A tooltip titled 'Amount Details' is displayed over the message icon, containing the following information:

- Total Claim: \$7.00
- Pended: \$0.00
- Denied: \$0.00
- Excluded: \$0.00
- = Eligible: \$7.00
- Applied to Account Deductible: \$0.00
- Offset: \$0.00
- Low Funds: \$0.00
- = Approved: \$7.00

Communications

The Communications link in the blue menu bar allows you to view communication alerts and/or account alerts sent to a participant.

Helpful Tips:

This view does not include claim-specific communications such as requests for documentation, etc.

Phillips, Amy			DETAILS	DEPENDENTS	NOTES	
EMPLOYEE ID XXXXX	ADMINISTRATOR Aptia365	EMPLOYER Stellar Technologies	EMPLOYER ID MMPMERCTEST	STATUS Active		
STATUS Active	ELIGIBILITY DATE	TERMINATION DATE	USER ID USER ID HISTORY amymobilemxx	REIMBURSEMENT METHOD Check		
Home	Demographics	Accounts	Cards	Statuses	History	Communications

Communications are displayed in chronological order from newest to oldest. Communications listed as a link allow you to view the communication sent. Click Resend to reissue the communication immediately.

Communications					
Date	Communication	Account Holder	Employer	Delivery Method	Action
06/21/2019	Participant Claim Entry Email	Timothy Smith	Stellar Technologies	Both	Resend

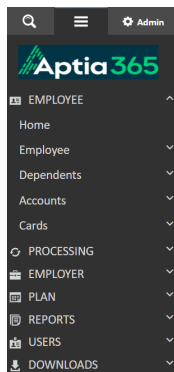
Helpful Tips: Delivery Method Both indicate the communication was sent via email and text.

Reports

Administrator reports can be generated on-demand through the reporting tool. For detailed information on recommended reports, please view the Reimbursement Plan Reports Guide.

On-Demand Reports

Access the reporting tool through Main Menu > Reports > Request. Select the report type.



All available reports are listed with a short description. Click View Details within the description for additional information. Click the report link in the Name column.

REPORTS / Request

Transaction Reports

To proceed for submitting request for report generation, click on the name

Name	Description
Manual Claim Reimbursement	Administrators using the BPS to generate participant reimbursements should use the Manual Claim Reimbursement to reconcile all manual claims reimbursed for an Employer group within a reimbursement date range. View Details...
Transactions	The Transaction report is a comprehensive list of all transactions within a date range. View Details...
Employee Deposit Log	The Employee Deposit Log report shows all deposit activity to participant benefit accounts. View Details...
Claim History Report	The Claims History report is an Excel report of transactions within a specific date range, which identifies the transaction's claimant by name. View Details...
Employer Funds Tracking Report	The employer funds tracking report can be used to track the replenishment of employer funds to an administrators funding account. View Details...
Letter Generation History	BPS can generate letters to participants using the receipt notification process (Receipt Notification Letters) or for denying payment on a manual claim (Manual Claim Denial Letter). View Details...

Employer Deposit Log	Employer Deposits are transactions entered by the administrator to increase or decrease the available balance in an Employer (logical) Bank Account. View Details...
Future Contributions Report	The Future Contributions Report allows administrators and employers to report on future dated benefit account deposits. View Details...
Provider Pay Report	This report may be sent to providers along with the provider checks to detail all claims being paid to the provider. View Details...
Transactions Held for Payment	On-hold manual claim are claims entered by the administrator which exceed the disburseable balance for a participant. View Details...
Transactions Trending Report	The Transaction Trending Report can be used by administrators to identify auto substantiation setup issues during the start of a plan year. View Details...
Benefit Utilization Report	The report allows administrators to compare the total claims incurred by month against the plan limit of an HRA or FSA. View Details...
Claims Paid By Tier Report	The report allows administrators to compare the total claims incurred against a given plan, incremented by each tier of the plan. View Details...
Employer Payroll Activity Detail Report	This report can be used to provide reporting around the payroll activity for employer that use push funding and invoicing. View Details...

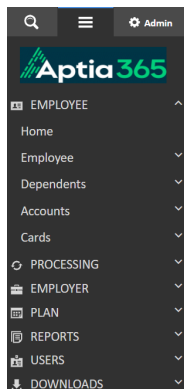
Enter the desired parameters and report format (PDF or XLS), then click Generate. Reports will be available for download through the site. Do not select the FTP report delivery option. Once complete, a confirmation message will display:

Your request was submitted successfully and you will be notified after the report is generated if you have chosen to receive these alerts

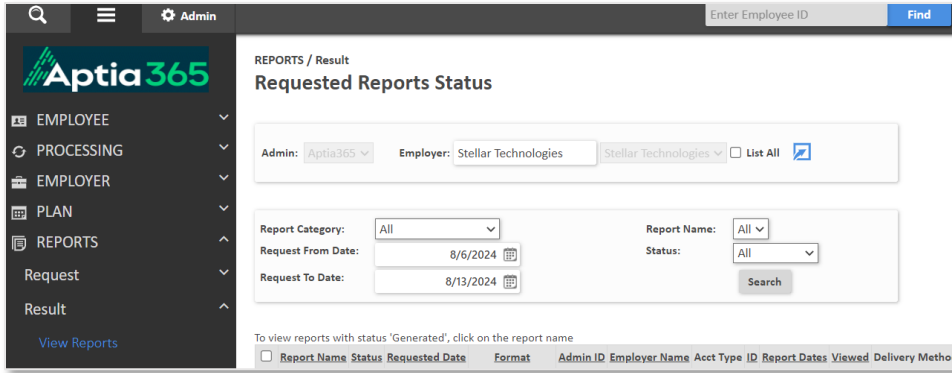
For instructions on how to retrieve the report, see Report Retrieval.

Report Retrieval

To view reports, access the reporting tool through Main Menu, Reports, Result, View Reports.



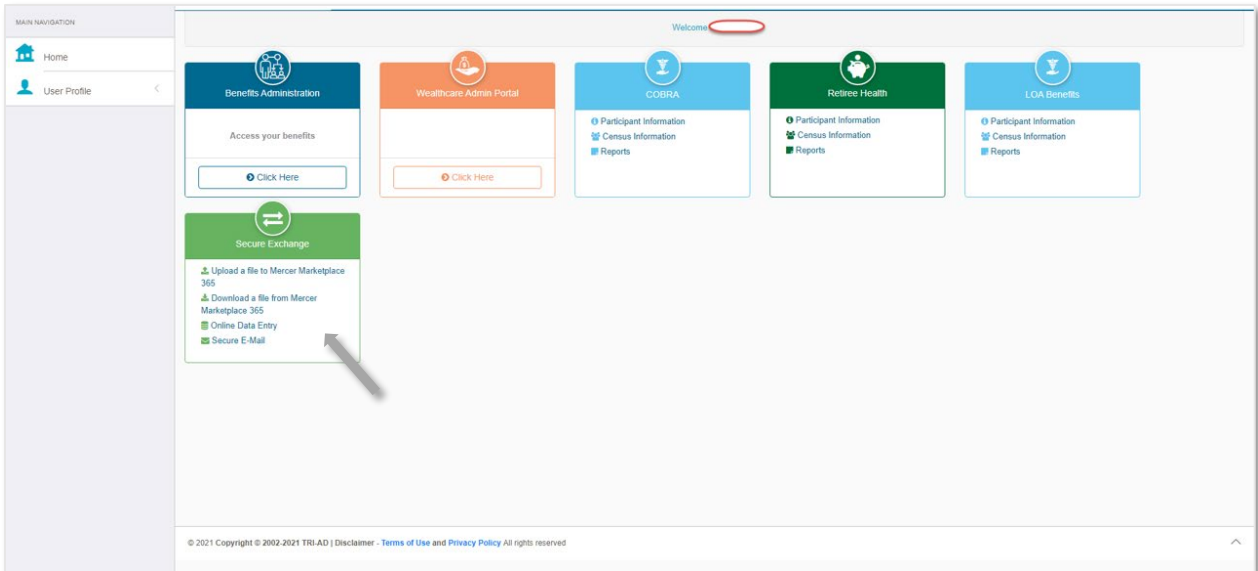
Click on the Report Name link to view the report. Use the search feature to search for a report by Category, Name, and Status. To delete a report, check the box next to the report and click Delete. Unless deleted, the report will be available for 90 days.



Secure Exchange

The secure exchange feature provides a HIPAA-compliant means to exchange data. The options available are:

- Upload a file to Aptia/TRI-AD
- Download a file from Aptia/TRI-AD
- Online Data Entry (manually enter a Qualifying Event)
- Secure Email



Upload a file to Aptia/TRI-AD

The Upload a File Feature allows you to send a file to Aptia/TRI-AD securely. To use the file upload feature, an interchange must first be established by TRI-AD. Please contact your Client Service Manager to set this up. Once the interchange is created, you will select the file type from the drop-down menu. Browse and select the file from your computer, then click Send File. File Upload History will display all uploaded files within the last sixty days.

The screenshot shows the 'Secure Exchange' interface for file uploads. It includes a header 'Secure Exchange', a sub-header 'Upload a File to', and a welcome message. Below this, there are two main steps: '1. Choose the file to upload' with a dropdown menu for file type, and '2. Enter your input file name' with a text input field and a 'Browse...' button. A warning message states: 'Warning: Depending upon the speed of your Internet connection, large files may time out during upload. If this happens, you will need to send a smaller file or use a faster Internet connection.' A 'Send File' button is located below the warning. At the bottom, there is a 'File Upload History' section with a message: 'Below are your 4 uploads within the last 60 days. Click the filename to download a copy. Click here to refresh this view.' Below the message is a table with columns: 'Upload Date', 'File Type', 'Processing Status', and 'File Name'.

Download a file from Aptia/TRI-AD

The download a file feature allows Aptia/TRI-AD to send you documents securely. Files are stored in chronological order and will remain available through the Client Center for your reference unless you remove them. When a document is sent through the secure exchange feature, you will receive an email from TRI-AD with instructions to log in and retrieve the file. Once logged in, hover over the Secure Exchange option from the upper menu and select Download a File from Aptia. Click on the file in the File Name column to open the document and save to your computer if desired. Once the document has been retrieved and saved, you have the option to delete it from the online repository by clicking the Delete icon.

The screenshot shows the 'Secure Exchange' interface for file downloads. It includes a header 'Secure Exchange' and a sub-header 'File Download Facility'. Below this, there is a message: 'Below are the files available for download. Please click on the filename for the file you would like to download.' Below the message is a table with columns: 'File Name', 'Date', 'Size (KBytes)', and 'Delete'.

File Name	Date	Size (KBytes)	Delete
PRADPEMP.csv	10/26/2017	3.0	
RetroWorksheet.csv	10/26/2017	2.0	
CONSOLIDATED BILLING INVOICE 2017 10.pdf	10/25/2017	154.2	
PREMIUM BILLING INVOICE - OCTOBER 2017.xlsx	10/25/2017	105.7	

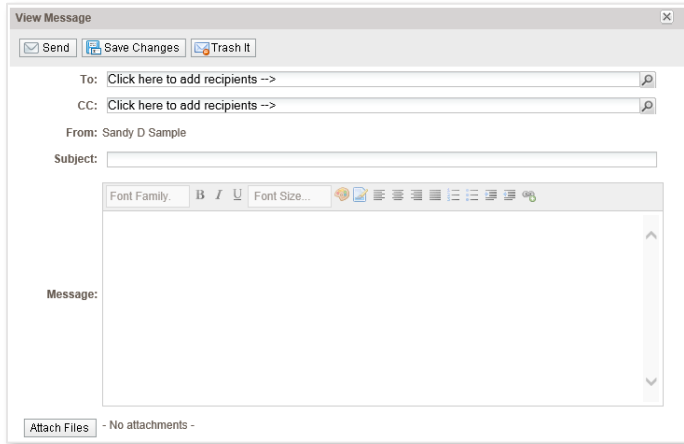
Secure Email

The Secure Email feature allows the user to send and receive emails securely through the Client Center. To access the secure email feature, hover over Secure Exchange in the upper menu and select Secure Email.

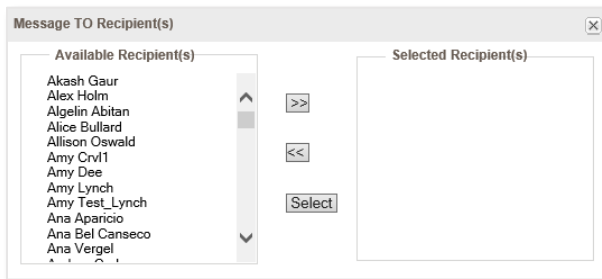
The Secure Email feature offers the standard functions of an email account with the ability to create and send emails, create and manage folders, etc.

The screenshot shows the 'Secure E-Mail' interface. It includes a header 'Secure E-Mail' and a sub-header 'Secure E-Mail'. Below this, there is a navigation pane on the left with folders: 'Inbox', 'Sent', 'Trash', 'Draft', and 'demo@sample.com'. The main area contains a 'New Message' button, a 'Manage Folders' button, and a search bar labeled 'Filter:'. Below the search bar is a table with columns: 'From', 'Received', and 'Subject'. The table shows two entries from 'Amy Lynch' received on '09/14/2012 02:10 PM' and '09/14/2012 02:08 PM', both with the subject 'Re: Scooby Test'. At the bottom, there is a message 'Showing 1 to 2 of 2 entries' and navigation buttons 'Previous', '1', and 'Next'.

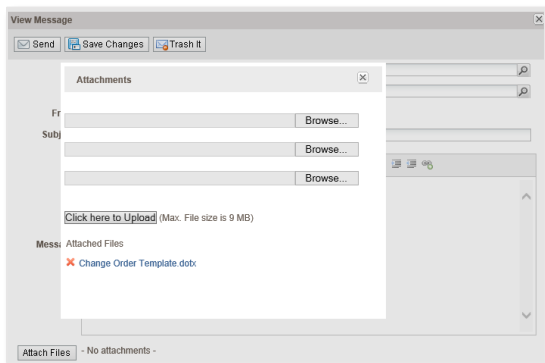
Click New Message to compose a new email.



Click the magnifying glass next to the To and CC fields to select your recipients. Find the recipient and use the forward arrows button to add the individual to the selected recipient's field. Once complete, click Select. To remove an individual from the selected recipient's field, click on his/her name and click the back arrows button.



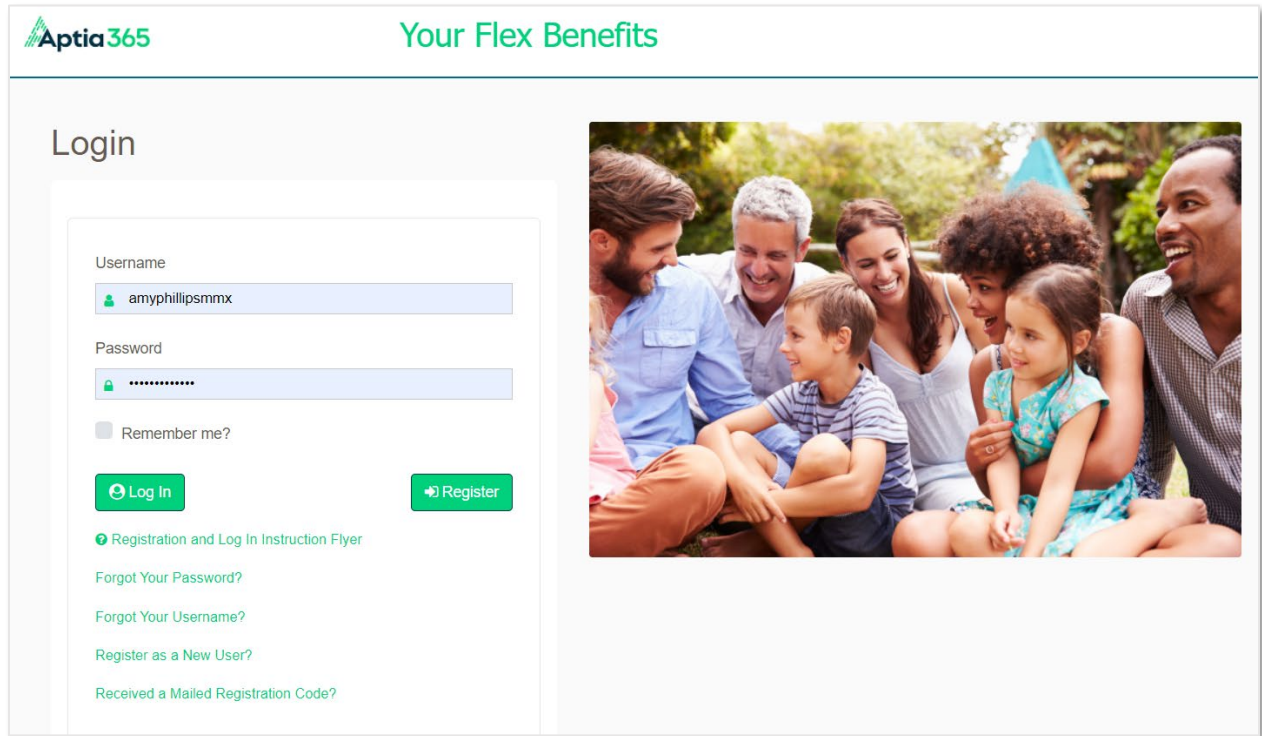
To attach a file to your email, click on the Attach Files button and browse for the document(s) on your computer. Once complete, select the Click here to Upload button. You will see the attachment listed in the Attached Files. Once all documents are attached and your message is complete, click Send.



Participant Experience

Login

To access the reimbursement participant website, Your Flex Benefits, participants login to <https://www.yourflexbenefits.aptia365.com/>. First-time users must register and create a secure Username and Password by clicking the *Register* button.



Participants must complete the following steps to complete the registration process:

- Enter their Social Security Number, birth date, and home zip code
- Establish login credentials (Username and password)
- Define security questions and answers (password recovery)
- Enter the CAPTCHA code
- Save Registration

Aptia365 Your Flex Benefits

Employee/Participant Information

Social Security Number* [Show SSN](#)

① For Canadian residents, use your Social Insurance Number.

Date of Birth* [Show Birth](#)

Home Zip Code*

① For Canadian residents, enter your Postal Code with a space between the first three characters and last three characters (ex. V3N 5B4).

I'm not a robot [Privacy - Terms](#)

* Required field

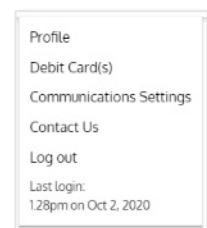
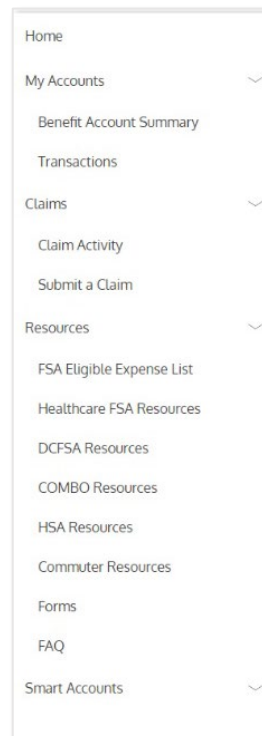
[Back to Login](#) [Reset](#) [Next](#)

Once registration is complete, participants will enter their login credentials to access the system and select the Reimbursement Plan Account(s) tile.

Home Screen Navigation

From the left menu of the home page, participants have quick access to account management tools.

- Home Screen Return
- My Accounts
 - Benefit Account Summary
 - Transactions
- Claims
 - Claim Activity
 - Submit a Claim
- Resources
 - Various educational communications
 - FAQs
 - Forms
- Smart Accounts
- Alerts (upper right)
- User Profile (upper right)
 - Debit Cards
 - Communication Settings
 - Contact us
 - Log Out
 - Last login info



From the Participant Dashboard, participants see the following information:

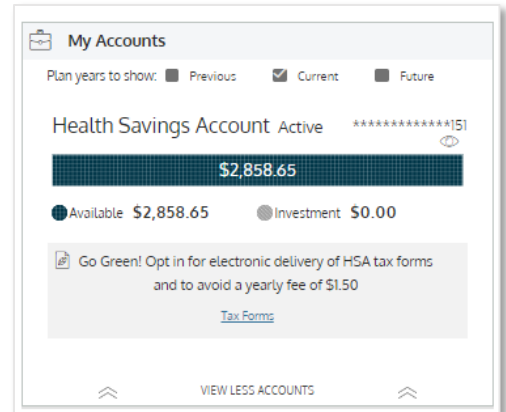
- Global Alerts (if applicable, set at the employer level)
- Account Information (Plan, Plan Year, Annual Election, Balance, Amount Spent)
- Recent Transactions (Amount, Plan, Status, Date)
- Alerts
- Direct Deposit Setup
- Submit a Claim
- Get Assistance

The screenshot displays the Aptia365 Reimbursement Plan Portal. At the top, the Aptia365 logo is on the left, and the text "Welcome to Your Reimbursement Plan Portal" is on the right. Below this is a banner for the "FSA store" featuring an elderly couple and the text "Over 4,000 essentials, all guaranteed FSA eligible, and sure to keep you healthy." A button labeled "See What's Eligible" is positioned on the left side of the banner. Underneath the banner are four alert cards: "Mercer Marketplace 365 is now Aptia365!" (dated Aug 1, 2024), "Dependent Benefits Card Information" (dated Jan 26, 2024), "Looking for your HSA Tax Forms?" (dated Dec 28, 2023), and "Mobile App - Easy Registration Instructions" (dated Aug 24, 2022). The main content area is divided into two columns. The left column, titled "My Accounts", shows a "Health Savings Account Active" with a balance of \$2,858.65. It also indicates "Available \$2,858.65" and "Investment \$0.00". A "Go Green!" message encourages electronic delivery of HSA tax forms to avoid a \$1.50 fee, with a "Tax Forms" link. The right column, titled "Direct Deposit Options", includes an "ADD" button for bank accounts. Below this is a "Need to designate your HSA Beneficiaries?" message with a "Learn More" button. At the bottom of the right column is another "Go Green! Avoid HSA Fees!" message with a "Tax Forms" link.

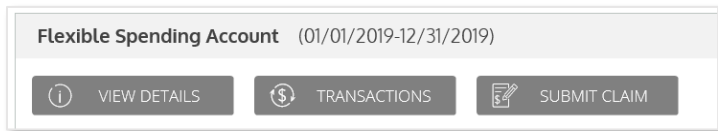
Account Information

Participants have access to account details through the Your Accounts feature of the Personal Dashboard. Participants can filter by previous, current, or future plan years. The home screen display shows the annual election, available balance, and amount spent. For Health Savings

Accounts, the home screen display includes the total balance, available (cash) balance, investment balance, the HSA account number and a link to HSA Statements. Participants can click on the account to view the Account Details page.

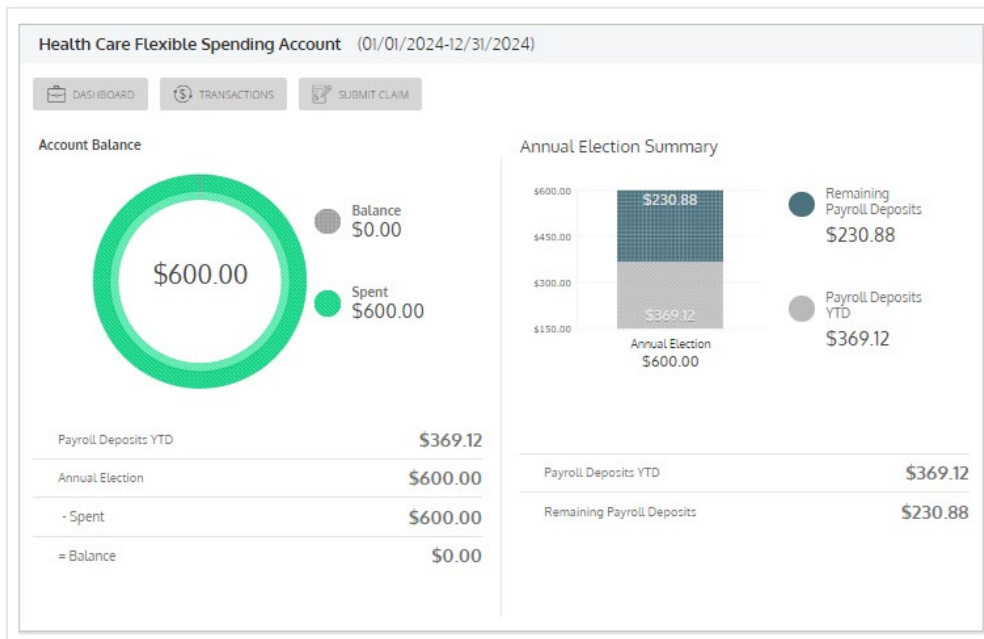


The Account Details page displays quick links to Account Listing, Transactions, and Submit a Claim features.



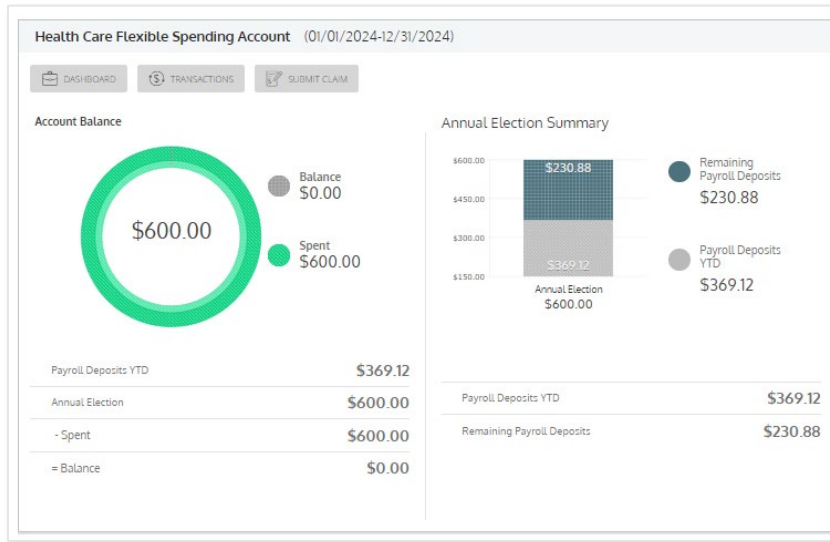
The Account Balance section displays the following information:

- Annual Election
- Available Balance
- Amount Spent



The Annual Election Summary section displays the following information:

- Annual Election
- Remaining Payroll Deposits
- Payroll Deposits YTD
- Payroll Cycle



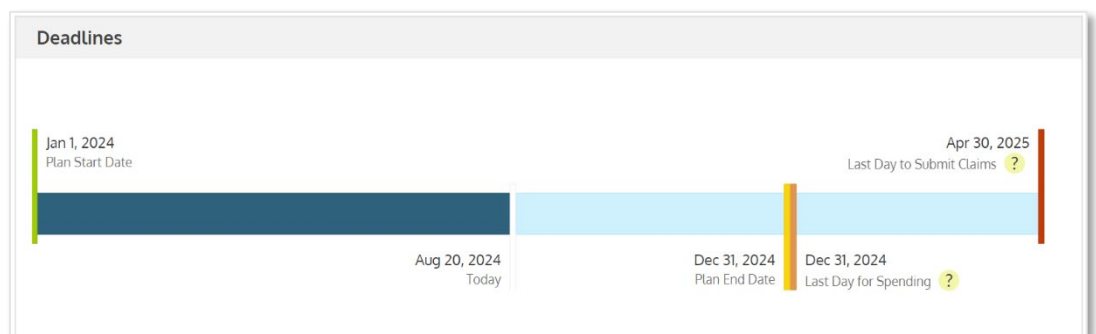
The Family Details section displays the following information:

- Family Member Name
- Family Member Status

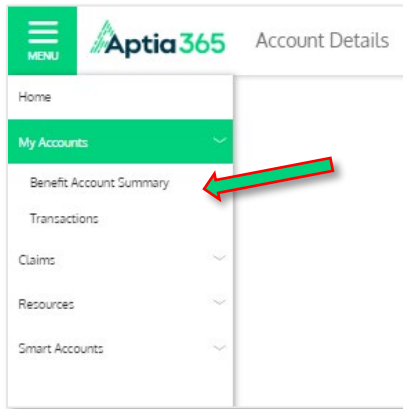
Family Details	
The following family members are linked to this account:	
Name	Current Status
Arny Phillips *	Active
*This participant is the primary account holder.	

The Deadlines section displays the following information

- Your Start Date
- Your End Date
- Last Day for Spending
- Last Day to Submit Claims

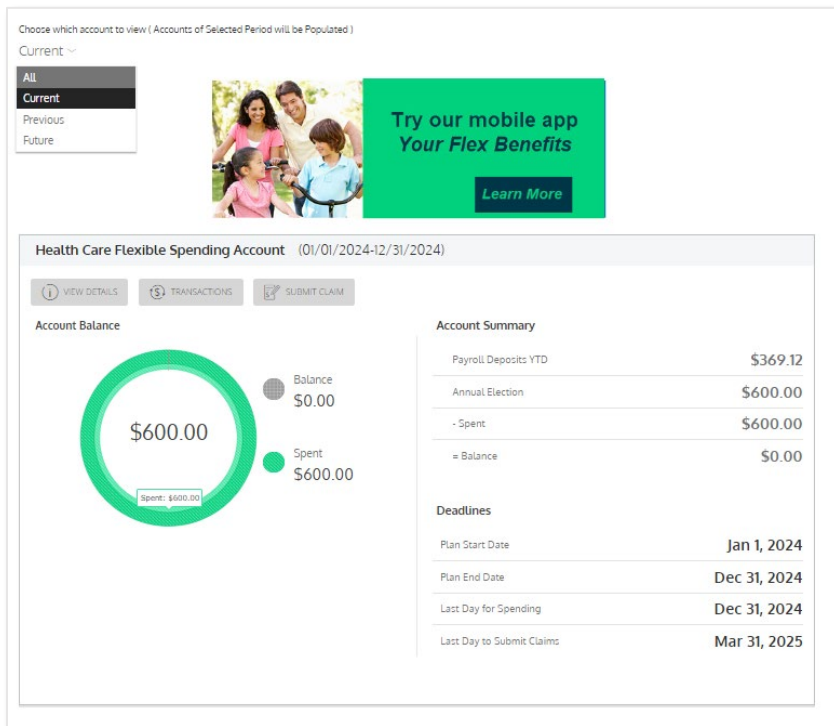


The Benefit Account Summary page is accessed through the Benefit Account Summary link from the My Accounts drop-down menu or through the Accounts List button on the Account Details page.



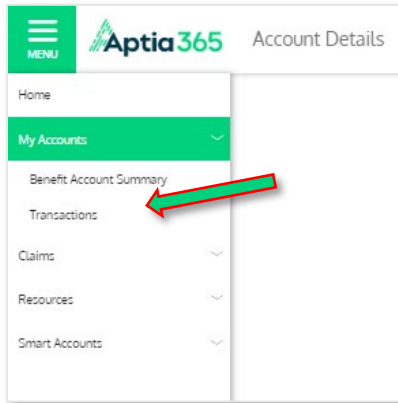
The Benefit Account Summary page displays the following information:

- Account Balance
- Account Summary
- Deadlines
- View Details Link
- Transactions Link
- Submit Claim Link



Transactions

Participants can access transactional information through the Transactions link within the My Accounts drop-down menu. Recent transactions are displayed on the Personal Dashboard also.



Participants can filter by plan year, plan type, transaction type (Deposit, Claim, Card, Other) and transaction status (Approved/Posted, Pending/Processing, Denied).

The screenshot displays the Transactions page. At the top, there is a 'Claim Documentation' banner with a list of requirements: 'The date the service was provided', 'The service provider's name', 'The name of the person for whom the service was provided', 'The amount paid for the service', and 'A clear and detailed service description'. Below this is a 'Submit a Claim' button with a 'Click Here' link. The main content area shows a list of transactions with filters for Year (2024), Plan (All), and Type (All). There is an 'EXPORT TO EXCEL' button and a legend for transaction status: Approved/Posted (green), Pending/Processing (black), Authorized (green), and Denied (red). Search and print options are also available.

Amount	Account Name	Transaction Type	Date
\$23.07	Health Care Flexible Spending Account Approved	Deposit Payroll Deposit	Aug 8, 2024
\$23.07	Health Care Flexible Spending Account Approved	Deposit Payroll Deposit	Jul 25, 2024
\$23.07	Health Care Flexible Spending Account Approved	Deposit Payroll Deposit	Jul 11, 2024
\$23.07	Health Care Flexible Spending Account Approved	Deposit Payroll Deposit	Jun 27, 2024
\$23.07	Health Care Flexible Spending Account Approved	Deposit Payroll Deposit	Jun 13, 2024

Participants can search for transactions using the Search for Transactions link.

Which transactions do you want to see? Select activities ▾

Approved/Posted Pending/Processing Authorized Denied [SEARCH FOR TRANSACTIONS](#) [PRINT TRANSACTIONS](#)

Date Range Amount Status

From From \$ All ▾

To To \$ Claim #

RESET

Deposits

Within the transaction display, participants can view the following information:

- Amount
- Account Type
- Status (Approved, Denied, etc.)
- Transaction Type
- Date

Participants can view additional information by clicking on the transaction. The following additional details are displayed:

- Description
- Claimant
- Plan Start and Plan End Dates

(\$28.00)	Flexible Spending Account Approved	Claim SAMPLE 00	Mar 22, 2024
Claim Details Service Start Date: Mar 22, 2024 Service End Date: Mar 22, 2024 Service Code: Detail Description: Claimant: Amy Phillips Claim #: Adjudication Details Total: \$28.00 Pended: - \$0.00 Denied: - \$0.00 Excluded: - \$0.00 Eligible: = \$28.00 Offset: - \$0.00 On Hold: - \$0.00 Approved: = \$28.00 Reimbursement Details Reimbursement Date: Mar 22, 2024 Reimbursement Method: Check Check/Trace #: 63 Plan Details Account: Flexible Spending Account Plan Start Date: Jan 1, 2024 Plan End Date: Dec 31, 2024		RECEIPTS No receipts to display.	 PRINT

Card Transactions

Within the transaction display, participants can view the following information:

- Amount
- Account Type
- Status (Approved, Denied, etc.)
- Transaction Type
- Date


Participants can view additional information by clicking on the transaction. The following additional details are displayed:

- Date of Service
- Description
- Claimant
- Account Type
- Plan Start and End Dates
- Merchant Name
- Total
- Total Approved

- Ineligible Amount
- Ineligible Reason
- Copy of Receipt (if applicable)

(\$1.00)	Combination FSA Approved	Card	Aug 17, 2017	
Date Of Service	Aug 17, 2017			
Description	CARD - POST		RECEIPTS	PRINT
Claimant	Mercer Test		No receipts to display.	
Account Type	LP2			
Plan Start Date	Jan 1, 2017			
Plan End Date	Dec 31, 2017			
Merchant Name				
Total	\$1.00			
Total Approved	(\$1.00)			
Ineligible Amount	\$0.00			
Ineligible Reason				

(\$57.00)	Flexible Spending Account Denied	Claim Glasses	Jul 15, 2024	
Claim Details			RECEIPTS	PRINT
Service Start Date	Jul 3, 2024		Jul 11, 2024	
Service End Date	Jul 3, 2024			
Service Code	GLASSES			
Detail Description	Glasses			
Claimant	Amy Phillips			
Claim #	443526			
Reason For Denial	0002 - Resubmission required. Documentation is not legible/cannot be opened.			
Denial Comment				
Adjudication Details				
Total	\$57.00			
Pended	- \$0.00			
Denied	- \$57.00			
Excluded	- \$0.00			
Eligible	= \$0.00			
Offset	- \$0.00			
On Hold	- \$0.00			
Approved	= \$0.00			
Reimbursement Method	Check			
Plan Details				
Account	Flexible Spending Account			
Plan Start Date	Jan 1, 2024			
Plan End Date	Dec 31, 2024			

(\$2. ⁰⁰)	Flexible Spending Account Resolved Offset	Card	Aug 1, 2017
Date Of Service	Aug 1, 2017		RECEIPTS  PRINT
Description	CARD - POST		No receipts to display.
Claimant	Mercer Test		
Account Type	FSA		
Plan Start Date	Jan 1, 2017		
Plan End Date	Dec 31, 2017		
Merchant Name			
Reason For Denial	0008 - Ineligible Expense/Fee/Service (Denied)		

Helpful Tips:

If a card transaction is denied at the point of sale, the denial reason is not displayed. If a card transaction is approved at the point of sale but deemed ineligible based on the documentation provided, the denial reason is displayed.

Manual Claims

Within the transaction display, participants can view the following information:

- Amount
- Account Type
- Status (Approved, Denied, etc.)
- Transaction Type
- Date

Participants can view additional information by clicking on the transaction. The following additional details are displayed:

- Service Start and End Dates
- Service Code
- Detail Description
- Claimant
- Claim Number
- Adjudication Details
- Reimbursement Details
- Plan Details
- Copy of Receipt

(\$50.⁰⁰)	Transit Reimbursement Approved	Claim TRAIN PASS	Jul 29, 2019	
Claim Details			RECEIPTS	PRINT
Service Start Date	Jul 1, 2019		No receipts to display.	
Service End Date	Jul 31, 2019			
Service Code				
Detail Description				
Claimant	Timothy Smith			
Claim #				
Adjudication Details				
Total	\$50. ⁰⁰			
Pended	- \$0. ⁰⁰			
Denied	- \$0. ⁰⁰			
Excluded	- \$0. ⁰⁰			
Eligible	= \$50. ⁰⁰			
Applied to Up Front Deductible	- \$0. ⁰⁰			
Offset	- \$0. ⁰⁰			
On Hold	- \$0. ⁰⁰			
Approved	= \$50. ⁰⁰			
Reimbursement Details				
Reimbursement Date				
Reimbursement Method	None			
Check/Trace #				
Plan Details				
Account	TRN			
Plan Start	Jul 1, 2017			
Plan End	Dec 31, 2199			

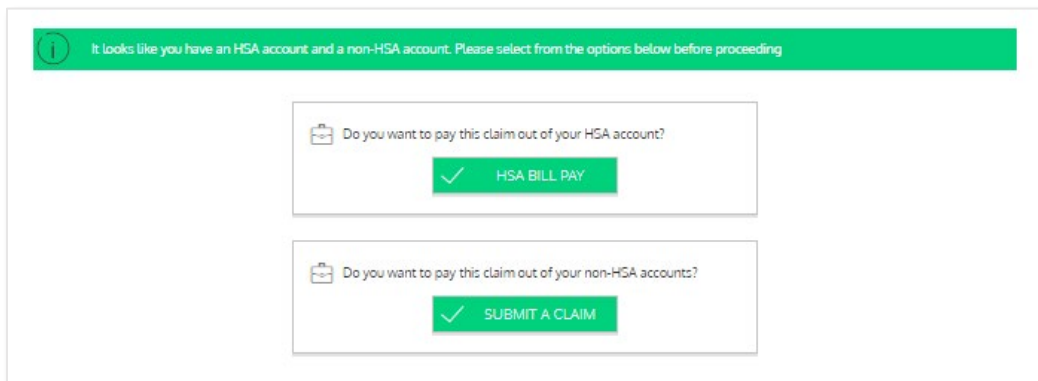
(\$85.¹²)	Flexible Spending Account Pended	Claim Purchase	Jun 21, 2019	
Claim Details			RECEIPTS	ADD RECEIPT
Service Start Date	Jun 20, 2019		No receipts to display.	
Service End Date	Jun 20, 2019			PRINT
Service Code				
Detail Description				
Claimant	Timothy Smith			
Claim #	28358			
Reason For Pended	0003 - Insufficient documentation (Pended)			
Pended Comment	The documentation provided is missing multiple items that are required by the IRS regulations: Provider name, Date(s) service was incurred, Type or description of services, Patient/Dependent(s) name, and Amount/out-of-pocket cost.			
Adjudication Details				
Total	\$85. ¹²			
Pended	- \$85. ¹²			
Denied	- \$0. ⁰⁰			
Excluded	- \$0. ⁰⁰			
Eligible	= \$0. ⁰⁰			
Applied to Up Front Deductible	- \$0. ⁰⁰			
Offset	- \$0. ⁰⁰			
On Hold	- \$0. ⁰⁰			
Approved	= \$0. ⁰⁰			
Reimbursement Details				
Reimbursement Date				
Reimbursement Method	None			
Check/Trace #				
Plan Details				
Account	FSA			
Plan Start	Jan 1, 2019			
Plan End	Dec 31, 2019			

How to Submit a Claim

Participants can submit a claim by selecting the Submit a Claim link from the Claims drop-down menu.

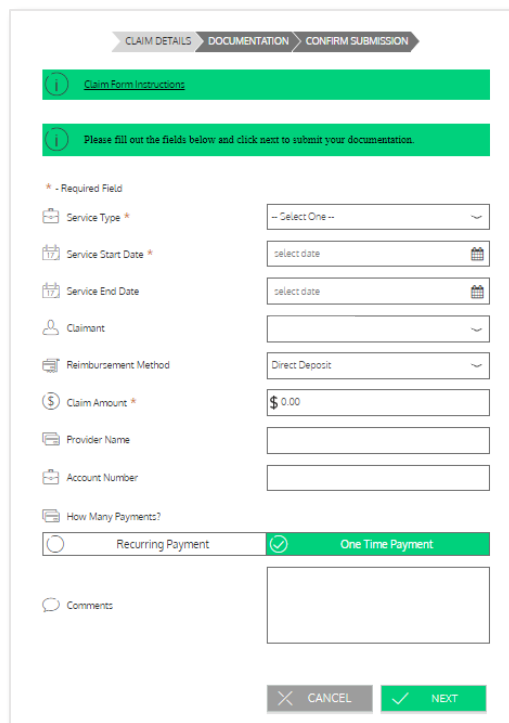


If the participant has an HSA and a Non-HSA account, the following message will appear:

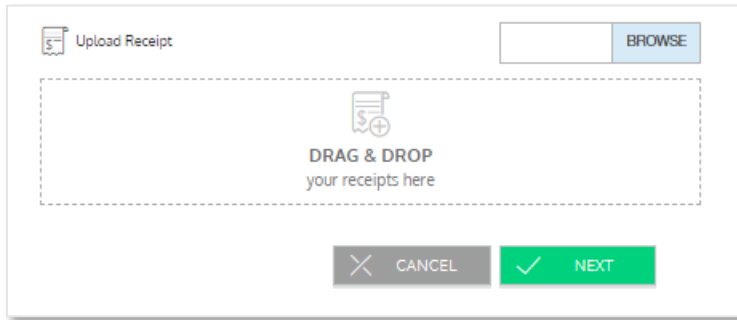
A screenshot of a message box. At the top, a green bar contains an information icon and the text: "It looks like you have an HSA account and a non-HSA account. Please select from the options below before proceeding". Below this are two separate boxes. The first box contains a question icon and the text "Do you want to pay this claim out of your HSA account?" with a green button labeled "HSA BILL PAY" that has a checkmark icon. The second box contains a question icon and the text "Do you want to pay this claim out of your non-HSA accounts?" with a green button labeled "SUBMIT A CLAIM" that has a checkmark icon.

FSA, HRA, Wellness, Transit, and Parking Claim Submission

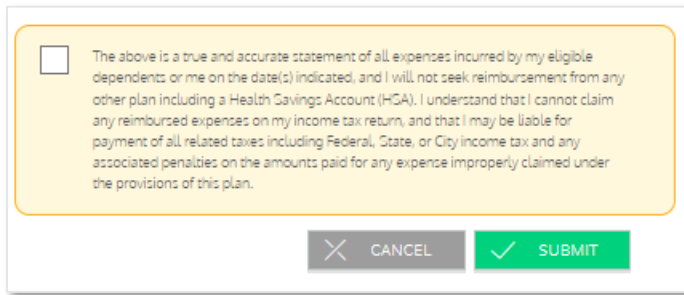
Participants will enter the required fields and use the drop-down menus where available.

A screenshot of a claim submission form. At the top, there are three tabs: "CLAIM DETAILS", "DOCUMENTATION", and "CONFIRM SUBMISSION". Below the tabs is a green bar with an information icon and the text "Claim Form Instructions". Another green bar below that says "Please fill out the fields below and click next to submit your documentation." The form contains several fields: "Service Type" (dropdown menu, required), "Service Start Date" (calendar icon, required), "Service End Date" (calendar icon, required), "Claimant" (dropdown menu), "Reimbursement Method" (dropdown menu, value: Direct Deposit), "Claim Amount" (text input, value: \$ 0.00, required), "Provider Name" (text input), "Account Number" (text input), and "How Many Payments?" (radio buttons for "Recurring Payment" and "One Time Payment", with "One Time Payment" selected). At the bottom, there is a "Comments" text area and two buttons: "CANCEL" and "NEXT".

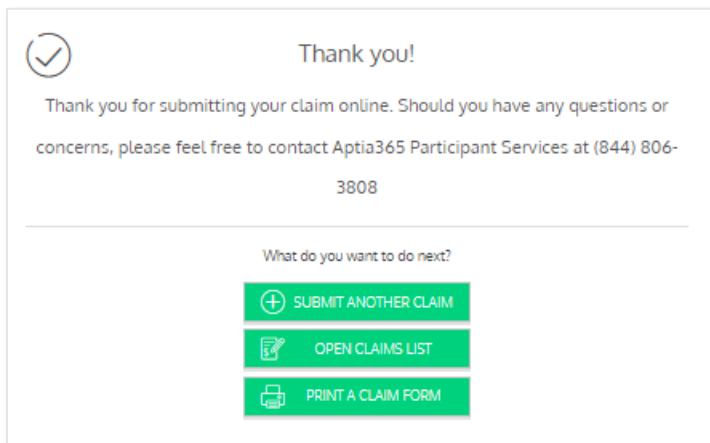
To upload receipts, participants can click the Browse button, locate the document and attach or use the Drag and Drop feature. Once attached, the document can be deleted using the trashcan icon.



Participants must attest to the legitimacy of the claim by checking the box and click Submit to complete the process.



Participants will see a confirmation screen with the option to Submit Another Claim or Open Claims List.



HSA Claim Submission

To take a withdrawal or pay a bill from the HSA, participants select the Bill Pay from HSA option. Participants can choose to have the payment directly issued to a third party or paid to themselves. The following message appears:

You may withdraw funds to your external bank account or you can make a payment to anyone, such as a provider. To withdraw funds and transfer directly to your bank account, select "Pay Myself" – you must have provided a Direct Deposit Account.

IMPORTANT: Payment requests are debited from your Health Savings Account on the requested withdrawal date. If a payment is being made to a provider, then the payment will be mailed and will arrive at the payee within 7-10 business days. Whenever possible, your payment may be converted from a check to an electronic form of payment accepted by your provider.

TO PAY A PROVIDER:
If you are paying your provider, you must include the account number you have with the provider to ensure your payment is accurately applied to your provider account.

Please click here for UMB HSA Deposit Account Terms and Conditions.

To be reimbursed directly, participants must select the Pay Me option. If Pay Me is selected, participants must choose direct deposit or physical check through the Deposit to my Account on File or Send Me a Check features.

Withdrawal Account *

Your Payment Request

PaySomeoneElse PayMe

How would you like the funds to be sent to you?

Deposit to my account on file Send me a check

Deposit to

Bank Name

Account Number

Routing Number

Amount *

Participants can choose the disbursement frequency as one-time or recurring on a weekly or monthly basis. A date must be entered in the Send Out Payments On field. Participants have the option to enter a description in the Description box.

Payment Preferences

Once Weekly Monthly

Send out Payments on *

Description

Participants must attest by checking the attestation box then click Submit to finalize.

I understand that payments will be made according to the [UMB HSA Deposit Account Terms and Conditions](#); that I have full responsibility to maintain documentation that substantiates my bill, payment requests are for qualified expenses; that payment requests for non-qualified expenses may have tax consequences for me; and Payments are deducted from my HSA Deposit account on the mail date and will arrive at the payee up to 7-10 business days later, depending upon mail time. I understand payments or distributions from my HSA account may be sent to and held by an external payment processor to be processed. Payments to providers may be converted from a check to an electronic form of payment.

Funds in your HSA Deposit Account are held at UMB Bank, n.a. Member FDIC. Funds in this account are insured by the FDIC to the maximum permitted by law. For additional disclosures and information, view our [UMB Healthcare Services Privacy Notice](#)

If the participant does not have sufficient funds in the account, an error message will appear.

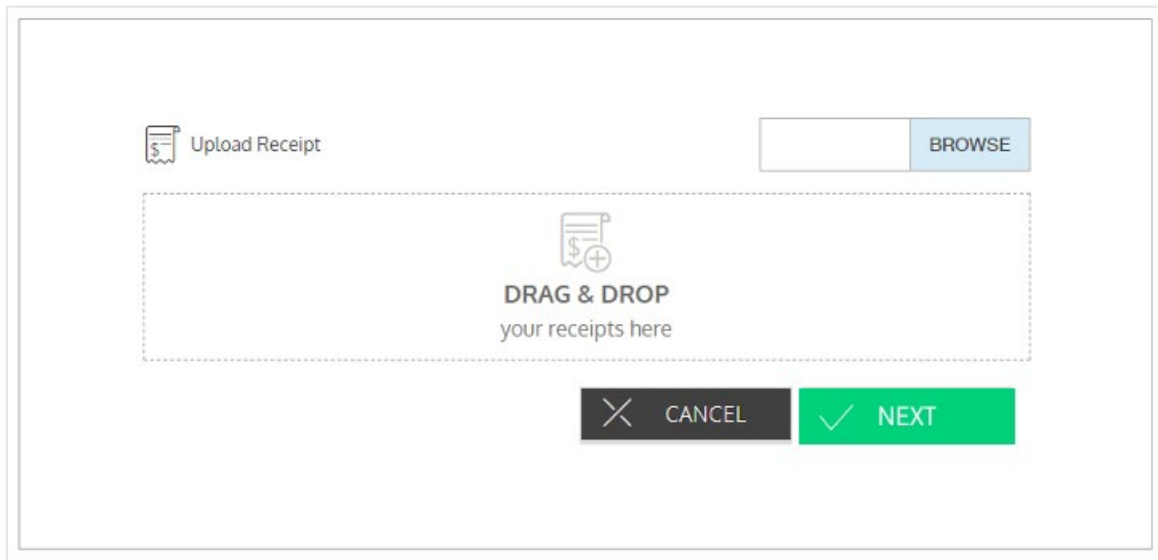
Once complete, a confirmation message will appear.

How to Attach a Receipt to a Claim

Transactions requiring additional documentation are displayed in the Items that require your attention section of the Personal Dashboard. Claims are also displayed through the Claim Activity link in the Claims drop-down menu. To attach documentation to a claim, participants click the Add Receipt button.



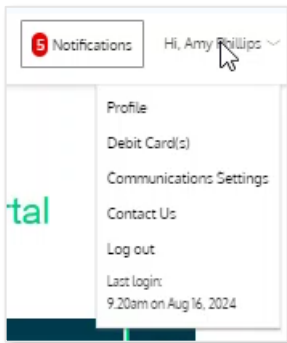
To upload receipts, participants can click the Browse button, locate the document and attach or use the Drag and Drop feature. To delete a document, participants click on the trashcan icon.



Participants must attest to the legitimacy of the claim by checking the attestation box and clicking Submit to complete the process.

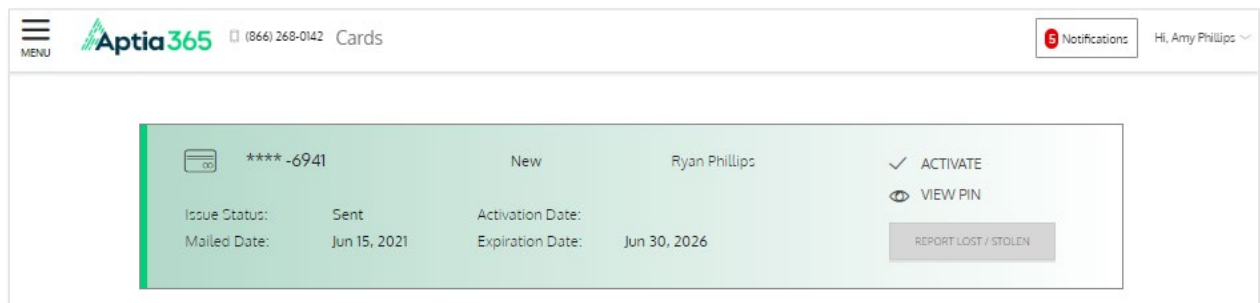
Benefits Cards

Participants can view the Benefits Cards on file through the credit card icon in the upper menu. The masked card number, card status, and participant name are displayed.



The following additional information is available by clicking on the card:

- Issue Status
- Mailed Date
- Activate Date (date first used)
- Expiration Date
- Report Lost/Stolen Link
- Active Link (not required)
- View Pin Link



Helpful Tips:






Benefits Cards are activated upon the first transaction. Participants do not have to activate the card before using it.

How to Order Dependent Cards

Benefits Cards are automatically issued to dependent spouses on file at the time the participant card is issued. If a Benefits Card was issued to a dependent but never received, participants should request a new card using the Report Lost/Stolen link within the Cards menu. Participants can order a Benefits Card for their dependents through the User Profile page, accessed through the Username in the upper menu.

The User Profile page displays demographic information and allows participants to edit their reimbursement method or change their password.

If you need to update your home address, you must contact your employer. All benefits cards, including for family members, should be mailed to your home address. If you or your family member's shipping address needs to be updated to match your home address, you can submit a request online by clicking your name at the top right of this page and selecting 'Contact Us'. Please allow 3-5 business days for the update.

 Change Picture	 Phone Mobile Phone Email Address: Edit b***jr@tri-ad.com	 Home Address 221 W. Crest St Suite 300 Escondido CA, 92025 US
Amy Phillips Date of Birth Jul 11, 1952 Marital Status None Gender None	 Employer Stellar Technologies Employee Status Active	 Edit Reimbursement Method Check

To add a family member, participants click Add Family Member.

Family Members	+ ADD FAMILY MEMBER
----------------	-------------------------------------


Participants enter the required information and check the Issue Dependent Card box. Once complete, participants click Next.


Add Family Member


First Name * Last Name *


Initial


General Info Use your primary address


 Relationship


 Date of Birth *


 SSN *


 Gender *


 Full-Time-Student Yes No


 Phone


 Address 1 *

 Address 2

 City *

 State *

 ZIP *

 Country *

Helpful Tips:

If the Issue Dependent Card box is not checked at the time the family member is added, participants must contact Participant Services to request a dependent Benefits Card.

Participants choose which account(s) the Benefits Card should be linked to by checking the applicable boxes. Then click Submit.

Please un-check the benefit account(s) that a b will not have access to.

Account	PlanStart date	PlanEnd date	PlanId	CardEligible
<input checked="" type="checkbox"/> Health Care Flexible Spending Account	Jan 1, 2024	Dec 31, 2024	HCFSA	<input checked="" type="checkbox"/>

No card will be issued.

Issue Dependent Card?

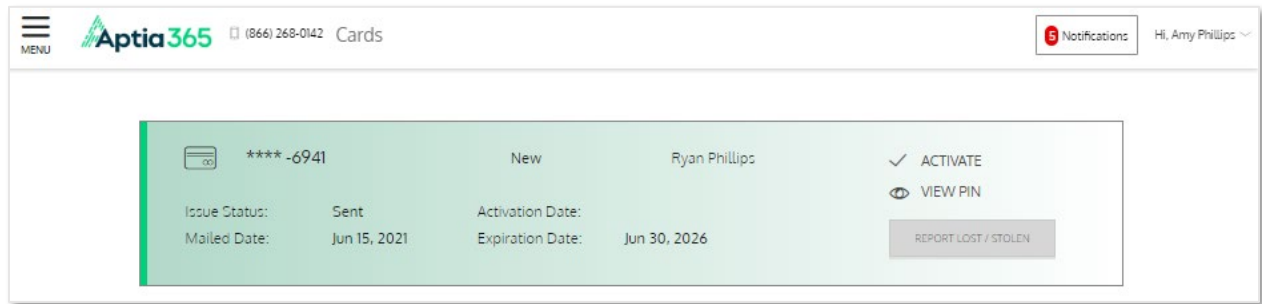
CANCEL EDIT SUBMIT

Once complete, the dependent will be listed in the Family Members section of the User Profile.

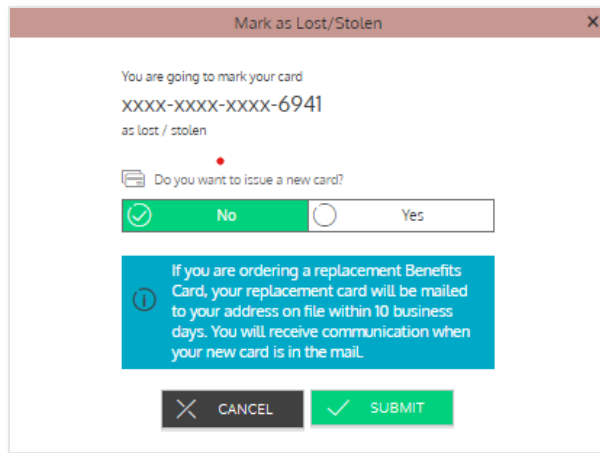
Family Members	
Dependent Test	Spouse Or Common Law Spouse
Lisa Test	Unknown
Dependent Test	Unknown
Sample Test	Unknown

Report a Card Lost or Stolen

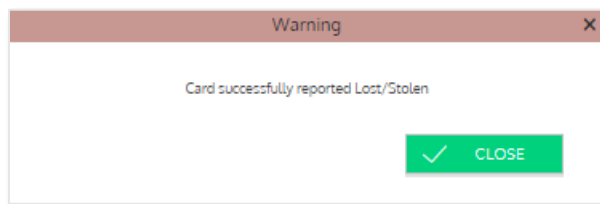
Participants can report their card(s) lost or stolen by clicking on the Report Lost/Stolen button within the card details.



Participants must choose whether to have a new card issued. Participants click Submit to finalize the request.



A confirmation page will appear.



How to View the Personal Identification Number (PIN)

Participants can view their Benefits Card PIN number by clicking on the View PIN button within the card details.

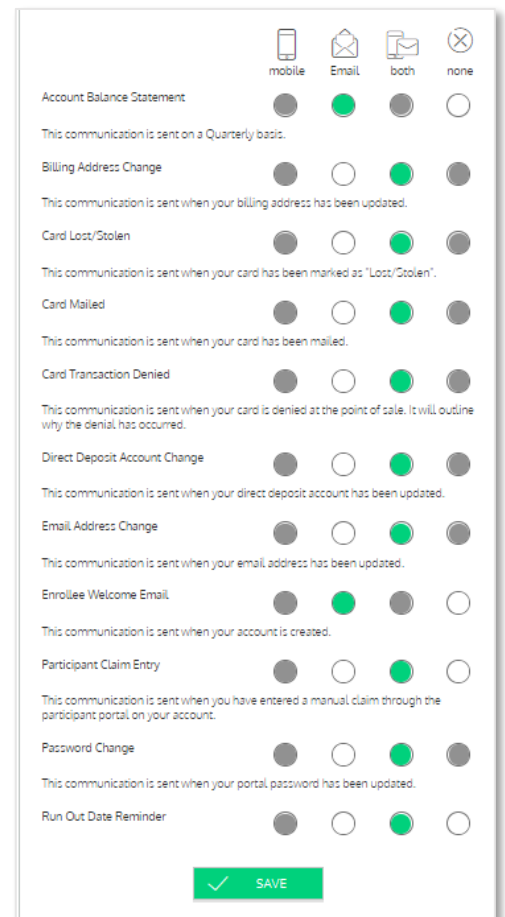


Communication/Alert Settings

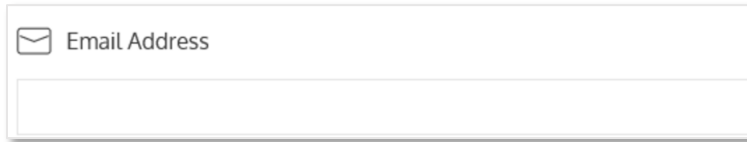
Participants can update communication preferences through the gear icon in the upper menu.

Within the communications settings, participants can define the delivery method(s) for each alert communication they wish to receive. Delivery options are:

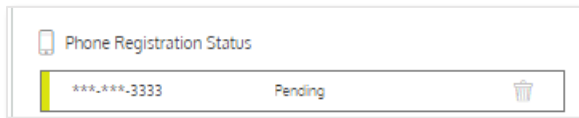
- Mobile (text)
- Email
- Both
- None



The default email address displayed is the participant's email address on file. The email address cannot be changed through the site.

A rectangular input field with a light gray border. At the top left, there is an envelope icon followed by the text "Email Address". Below this is a large, empty white rectangular area for text entry.

Participants who wish to receive communications via mobile must enter a cellphone number and complete the registration process. A text message will be sent with registration instructions. Once the registration is complete, the registration status changes to Registered. To stop mobile communications, participants can unregister the cell phone number or text STOP to 97487. To add a new cell phone number, participants delete the number on file using the trashcan icon and add the new phone number.

A rectangular card with a light gray border. At the top left, there is a mobile phone icon followed by the text "Phone Registration Status". Below this, there is a horizontal bar with a yellow gradient on the left. Inside this bar, the text "***-***-3333" is displayed on the left and "Pending" is displayed on the right. To the right of the bar is a trashcan icon.

Alert Notifications

Participants can access recent account notifications through the bell icon in the upper menu.

A rectangular menu with a light gray border. On the left, there is a red circle with the number "6" inside, followed by the text "Notifications". To the right of this, the text "Hi, Amy Phillips" is displayed, followed by a small downward-pointing chevron icon.

Participants can click on an alert to view the content and are given the option to print the communication using the Print button.

Message Details

Aug 16, 2024 10:39 am
noreply@tri-ad.Aptia365.com

UPDATE: Your Benefits Card was Reported Lost or Stolen

Administrator Name:	Aptia365
Administrator Address:	PO Box 424 Escondido, CA 92033
Employer Name:	Stellar Technologies

Cardholder Name	Card #	Card Lost/Stolen Date
Ryan Phillips	XXXXXXXXXXXX6941	8/16/2024

Dear Participant,

This is a courtesy email to let you know that your Aptia365 Benefits Card has been deactivated because it was reported lost or stolen. If you did not authorize this change, please contact our Participant Services Monday through Friday from 8 am to 9 pm ET at (866) 268-0142.



If you have ordered a replacement Benefits Card, it is on its way and will be sent to the address in your account profile.

Please log into the participant portal at www.yourflexbenefits.Aptia365.com and verify the address we have on record is correct. You will receive another communication when your new card is in the mail.

You will receive your replacement card in the mail within 10 business days in an unmarked white envelope (for security purposes). Until your card arrives, you may still request reimbursement for qualified purchases by submitting a claim through the Aptia365 participant portal or through the "Your Flex Benefits" mobile app.

If you have any questions, please contact our Participant Services, Monday through Friday from 8 am to 9 pm ET at (866) 268-0142.

Aptia365
PO Box 424
Escondido, CA 92033

 PRINT
  CLOSE

Resources

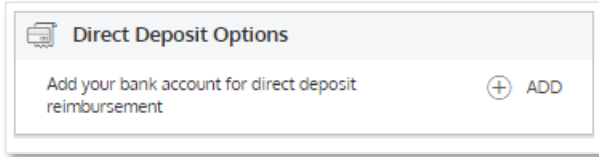
Through the Resources drop-down menu, participants can access the following:

- Global Announcement Page (set at the employer level)
- FAQ
- Forms and Documents



Direct Deposit Setup

Participants can choose to receive reimbursements by check or through direct deposit. Direct deposit can be setup through the Direct Deposit Options link on the Personal Dashboard or within the User Profile.



On the Reimbursement Method page, participants choose Check or Direct Deposit.

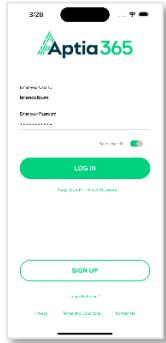
If Direct Deposit is chosen, participants will enter the required banking information (Bank Name, Routing Number and Bank Account Number), then click Save.

A screenshot of a "Reimbursement Method" dialog box. At the top, there are two radio buttons: "Check" (unselected) and "Direct Deposit" (selected, highlighted in green). Below this are several input fields: "Bank Name" (Santander Bank), "Account" (*****4339), "Re-enter Account" (empty), "Account Routing" (*****2691), "Re-enter Routing" (empty), and "Bank account type" (Checking). To the right, there is a "Check example" section with fields for Name, Address, Date, and Pay to the order of. Below that, a "Your bank" section shows three input fields: Routing Number (1233211231), Check # (234511), and Account Number (123456789123). A green callout box contains a note: "Please note: The order of Routing, Account and Check numbers will vary from financial institution to financial institutions and will not necessarily be in the same order as shown above." At the bottom, there are three buttons: "CANCEL", "EDIT", and "CLOSE".

Mobile App Registration

Participants can use the mobile application by downloading the app on an Apple or Android device and completing the registration process.

After downloading the application, participants click Register.



Participants will need to fill out all of the required information to complete the mobile app registration. **Note:** The employee ID and Employer ID/Benefits Card Number are required to complete registration. The Employee ID and Employer ID can both be found on the Welcome Email that is sent to the participant upon enrollment into the plan. The Employee ID is either the employee ID given to you by your employer or your full social security number with no dashes.

Participants will answer security questions and proceed through the authentication process. Once complete, participants can access their account(s) through the application. Touch ID can be enabled if the participant's device allows it.

