

Frequently Asked Questions

Introducing the new TRI-AD *Benefits on the Go* mobile app

Why are you changing the mobile app?

The new TRI-AD *Benefits on the Go* mobile app combines health and wealth in one location, giving you personalized low-cost, high-quality healthcare options – making you a smarter consumer of healthcare by spending less now and saving more for the future.

How is this app different?

The new *Benefits on the Go* mobile app helps ensure you get the most value for every healthcare dollar you spend or save, delivering:

- **A personalized experience** that helps you navigate your unique healthcare journey
- **Access to real-time information** so you always have up-to-the-minute data and insights about your healthcare Reimbursement Accounts available at your fingertips
- **A modern, easy-to-use mobile experience** with powerful self-service capabilities
- **Data-driven tools** guide you to make informed decisions about where to best spend and save your healthcare dollars
- **Cost and quality insights** that allow you to better search for procedures and providers
- **A virtual medicine cabinet** for managing your monthly drug costs
- **Long-term savings recommendations** based on known chronic conditions
- **Personalized recommendations** to help you maximize account value

Will the new app do everything I'm used to doing?

All existing features and functionality will be present in the new version. You will still be able to check your balance, view account details, submit claims, access alerts, ask questions, and request a new card, among other things.

Will my app automatically update, or will I have to download a new app?

If you have already downloaded the *Benefits on the Go* mobile app and automatic updates are enabled on your phone, the update will run automatically. If you have automatic updates disabled, you will need to visit the App Store or Google Play to manually install the update.

If you have not yet downloaded the *Benefits on the Go* mobile app, we strongly encourage you to take advantage of this new and improved version! You can download it at the App Store or Google Play by searching for TRI-AD *Benefits on the Go*.

Will I have to create a new username or login credentials?

No, login credentials will not change. New users will create new credentials - [your credentials for the online portal will not carry over to the mobile app for security reasons.](#)

Will the new app tie to my health insurance provider?

You will have the option to enter your health insurance provider information. The new app has a powerful Find Care feature. Be sure to enter your health insurance provider information so that only in-network healthcare providers are displayed in its search results.

Will I know how to use the new app?

The new app is very intuitive and user friendly. When you open the app for the first time, a tutorial will guide you through the new interface and features. You can access this tutorial anytime within the main app menu.

How do I know if I have the new app?

When you log in to the new mobile app for the first time, you will be guided through an onboarding experience so that you are ready to dive into your account(s) and get the most value out of every dollar you spend or save on healthcare.