

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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mychoice[®]
Accounts

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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 **1-877-315-3483**. 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 **MyChoice Accounts** from the drop-down menu.



Your MyChoice® Benefits App

View your **Accounts** on your mobile device. With the MyChoice benefits app, you can easily manage your accounts whenever you need, and wherever you are. Simply visit your favorite app store and search for the MyChoice benefits app. You can either retrieve the QR code from your online benefits portal or use your benefits portal username and password to set up MyChoice benefits app access.

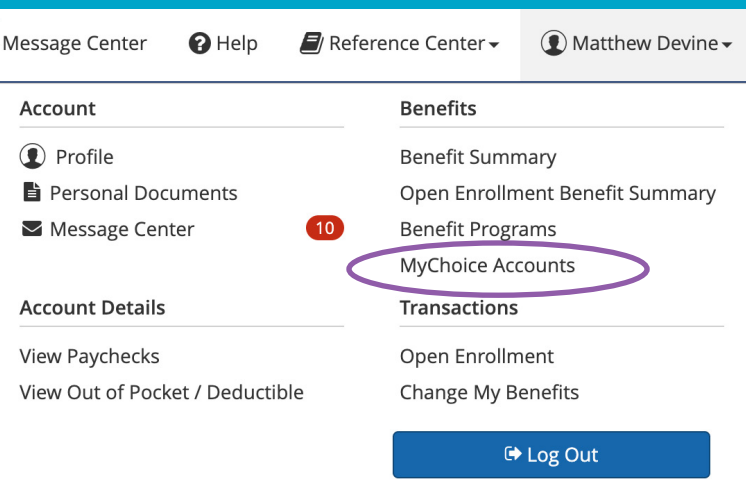


MANAGING YOUR ACCOUNTS

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

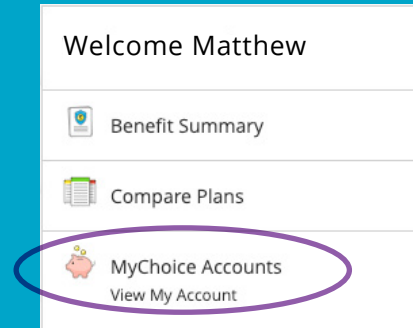
- **See your account balances** in real time
- **Upload** your documentation of expenses such as Explanation of Benefits, itemized invoices, or any documents that contain dates of service, patient, provider name, amount, and type of service
- **Submit claims for reimbursement:**
 - **Online:** Your Benefits Portal
 - **Mobile:** MyChoice benefits app
 - **Email form + documentation:** claims@mychoiceaccounts.com
 - **Mail form + documentation:** MyChoice Accounts MSC 345475
P.O. Box 105168
Atlanta, GA 30348-5168

USING THE SITE



HOME PAGE

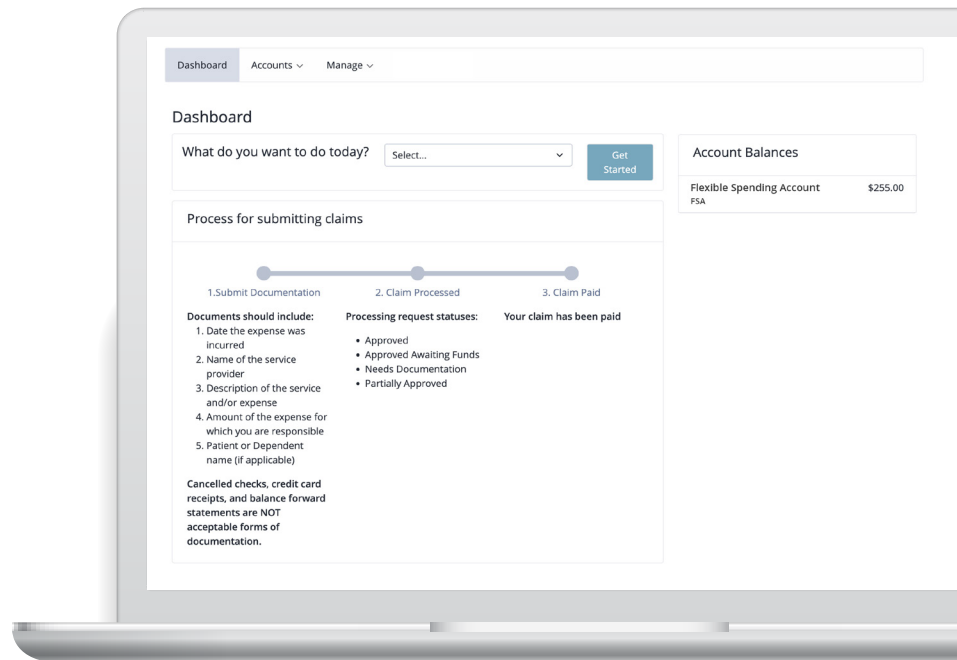
Navigate to your name in the top right corner of the page. Click on your name and select **MyChoice Accounts** or look for the piggy bank icon throughout the site to access the MyChoice Accounts Dashboard.



DASHBOARD

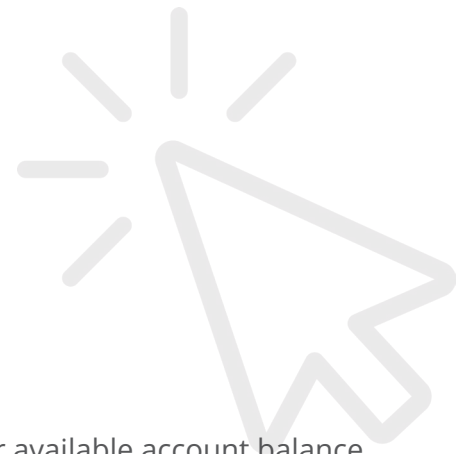
View all of your accounts at a glance, review recent claims, initiate a reimbursement, and see any action required items.

In the app, select **Accounts** at the bottom of the dashboard to view your spending accounts, get a quick reference of your existing claims, and submit new claims.



Online, at the top of the page you'll see a menu containing:

- **Accounts:** This menu gives you a list of all the accounts you're participating in.
- **Claims:** Submit a claim for reimbursement or view your claim summary, including your scheduled reimbursements, history, and claims that need additional documentation.
- **Manage:** This menu gives you choices about specific action you may want to take:
 - **Cards:** Manage your debit card, report as lost/stolen, or order additional cards for qualified dependents.
 - **Add bank account** for direct deposit and the fastest reimbursements.
 - **Providers:** If your account supports "pay a provider," add providers here for direct payment from your account.

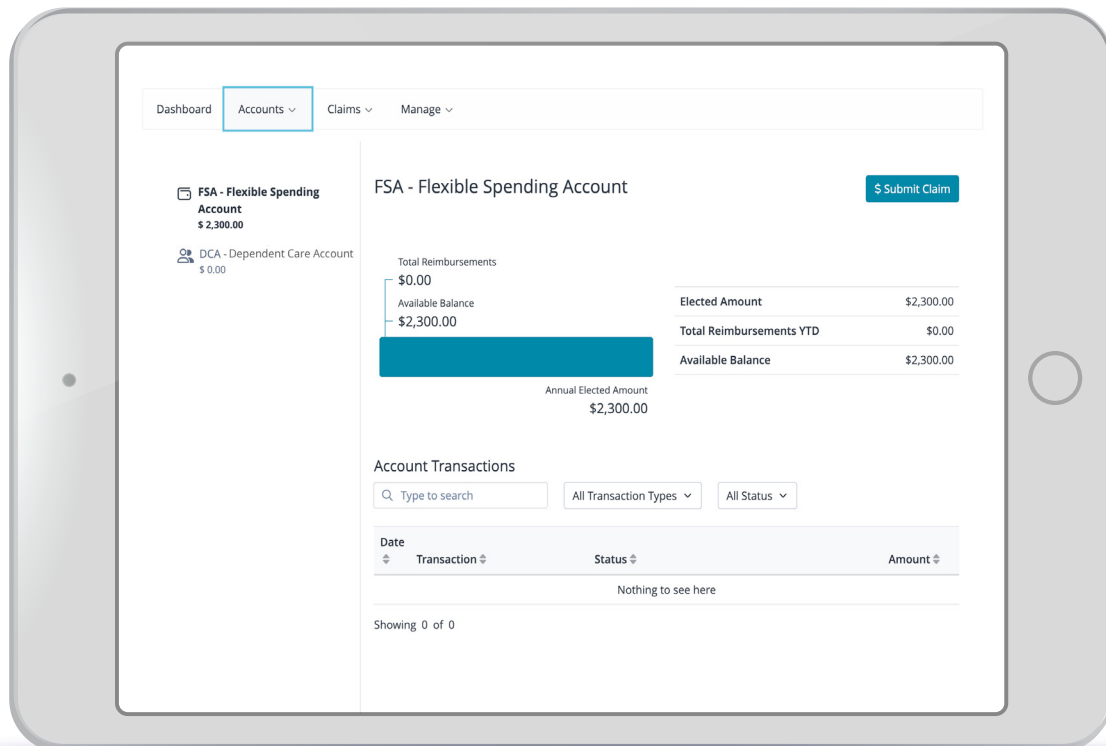


ACCOUNT SUMMARY

Within each account option, you can:

- **View your account at-a-glance:** Your account summary displays your available account balance, contribution amounts, and total year-to-date, or filter by plan year. If there are any notable upcoming deadlines, you may also see an alert at the top of your account page.
- **View account transactions:** Track the status of reimbursement submissions, review contributions, or search for specific claims.
- **Submit a claim:** This option allows you to submit receipts or other documents for reimbursement. Reimbursement is only available for Flexible Spending Accounts, Commuter Parking, and Health Reimbursement Accounts.

In the app, select **Accounts** and then tap the tile of the account to see details and a history of your transactions and to request transfers when allowed.





REQUEST PAYMENT

(Flexible Spending Accounts, Commuter Parking or Health Reimbursement 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](#), review [IRS Publication 502 \(PDF\)](#), or review our [online eligible expense list](#).

Request Reimbursement

Submit Claim

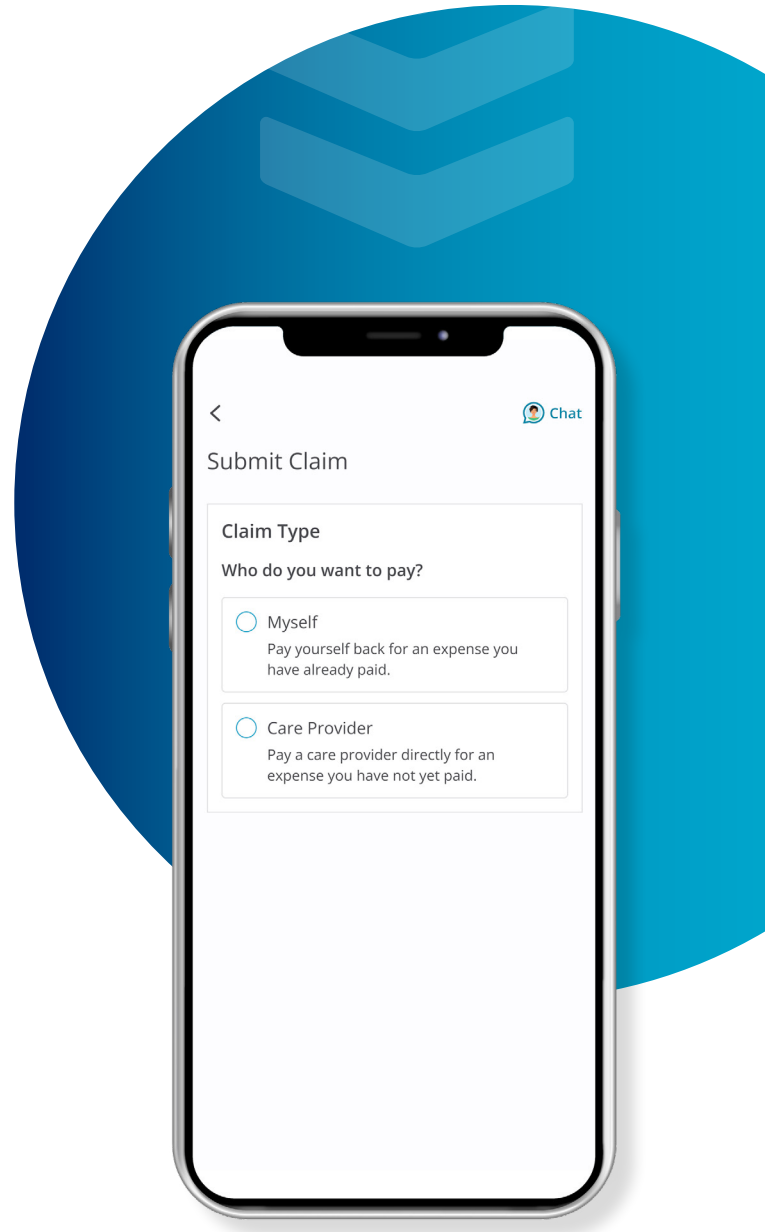
Online: Use the **Submit Claim** button on any screen or navigate to **Claims > Submit Claim**. Follow the instructions on the screen and fill in all required fields.

In the app: Select **Accounts** and then tap **Submit Claims** and complete all required fields.

Pay a Provider

Online: If you want to use your account balance to pay a provider directly, select **Claims > Submit Claim**, then select **Provider** on the claims submission experience under claim type **Who do you want to pay?**

You can select the provider name and indicate the date for the payment and additional details of service. Then, you can upload any required documentation and submit the expense for payment. MyChoice Accounts will manage the payment based on your settings.



MANAGE

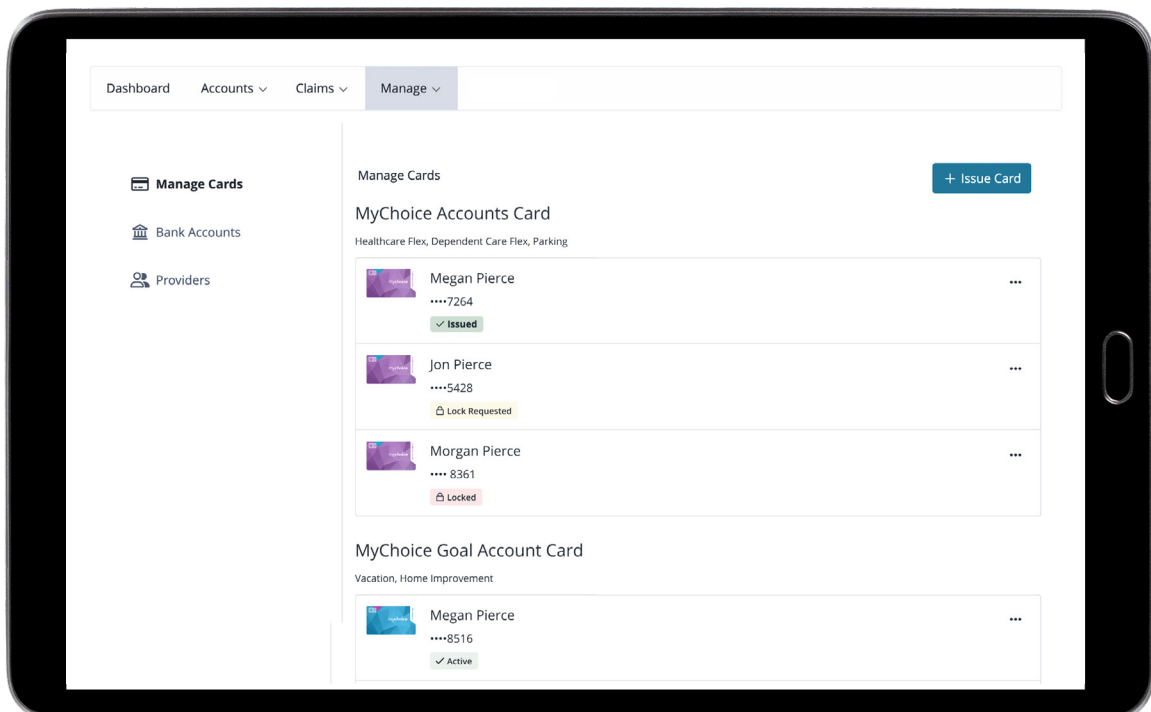
When you select **Manage** from the top navigation, you will have several options:

- **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
- **Providers:** Manage your providers stored in the system for **Pay a Provider**

MANAGING YOUR CARDS

Online: 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.

In the app: Select **Accounts**, tap the **Manage** tab, and tap the **Cards** tile. Tap your card image to access card actions like issue card, reissue card, report lost or stolen and lock account.





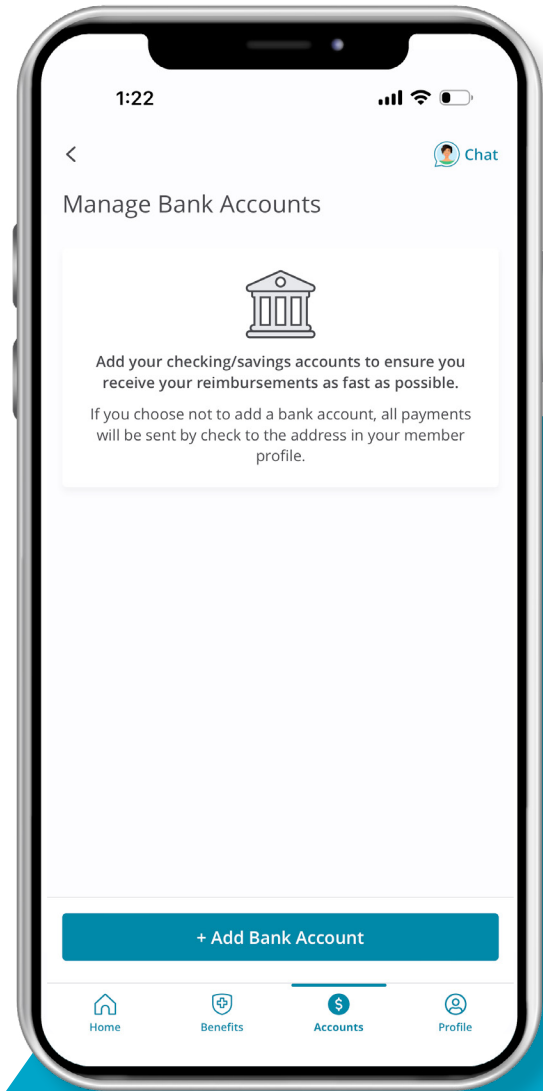
MANAGE > BANK ACCOUNTS

This page will allow you to set up your bank account for reimbursements by direct deposit from any of your MyChoice Accounts. Adding a bank account speeds up your reimbursement, as funds can be directly applied to your bank account.

Follow the instructions below to get started.

1 **Online:** Select **Manage > Bank Accounts**
In the app: Select **Add Accounts > tap the Manage tab, and tap the Bank Accounts tile**

2 **Follow the instructions on screen**





CLAIMS > CLAIM SUMMARY

Your **Claim Summary** allows you to see which items are pending and may require further action. This can also be seen on the individual account detail page. Here, you can view scheduled claims and progress, recurring claims, FSA or HRA claims that require documentation (note red alert notification), and claims history.

Online: Beside each claim, you may view or edit a claim by selecting the three dots beside the amount on the far right. If documentation is required, you will have the option to **upload documentation** immediately below the claim.

In the app: Select **Accounts**, scroll down and tap **View All** to access your **Claim Summary**. Tapping a **Claim** tile will provide options to edit or cancel your claim when allowed.

Date	Transaction	Status	Amount
11/15/2023	Expense Reimbursement to Plan \$22.00 Member Name: [Name] Transaction ID: [ID]	Approved 1.Submitted 2.Processed 3.Paid	\$-22.00
11/15/2023	Expense Reimbursement to Plan \$225.00 Member Name: [Name] Transaction ID: [ID]	Approved 1.Submitted 2.Processed 3.Paid	\$-225.00
11/15/2023	Expense Reimbursement to Plan \$225.00 Member Name: [Name] Transaction ID: [ID]	Approved 1.Submitted 2.Processed 3.Paid	\$-225.00
11/15/2023	Expense Reimbursement to Plan \$523.00 Member Name: [Name] Transaction ID: [ID]	Approved Awaiting Funds 1.Submitted 2.Processed 3.Paid	\$523.00

USING THE MYCHOICE BENEFITS APP

It's easy to manage your benefit spending accounts wherever you are with the MyChoice benefits 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 **Accounts** at the bottom of the home screen to see all your accounts and their current balances.

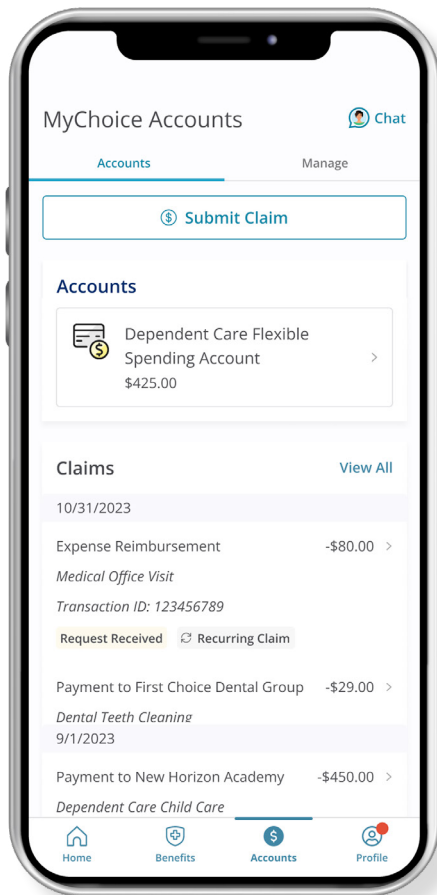
For more details, tap on an account name to see your annual election and how much of it you've spent, along with your current balance.



MANAGE ACCOUNTS ON THE GO

With the MyChoice benefits app, you can submit claims for reimbursement and upload required documentation to substantiate your claims.

Select **Accounts**, tap the **Submit Claim** button, and complete the required fields and browse or use your camera to upload your documentation. Review your claim, edit as needed, and tap the **Submit** button when ready.



Scan the code to download the MyChoice benefits app



USING YOUR MYCHOICE VISA DEBIT CARD

Your MyChoice Visa debit card makes it easy to pay for eligible expenses with your spending account funds.

You'll need to activate your MyChoice Visa debit card before you use 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 **1-877-315-3483**. Be sure to sign the back of your card before using it.

Once you activate, 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. For more information, visit the [debit card FAQ](#).

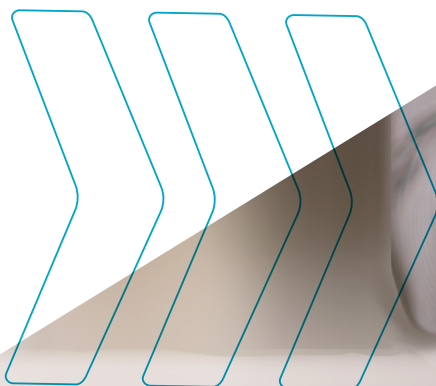
DOCUMENTING YOUR CARD EXPENSES

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, and you may be asked to provide documentation.

For FSA and HRA expenses requiring documentation, your documents must have the following information:

- Date of purchase or service
- Payment amount
- Description of product or service
- Provider name
- Patient name (If applicable)



Learn more about your
MyChoice Accounts with videos,
FAQ, savings calculators, and more at
mychoiceaccounts.com

