NueSynergy

CUSTOMER FOCUSED & TECHNOLOGY DRIVEN

PARTICIPANT **PORTAL**

EMPLOYEE **USER GUIDE**

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Full-service administration of consumer-driven and traditional account-based plans.
855.890.7239 • 4601 College Blvd. Suite 280, Leawood, KS 66211 • www.NueSynergy.com

The Participant Portal can be accessed by navigating to the following URL: www.NueSynergy.com.

Registration

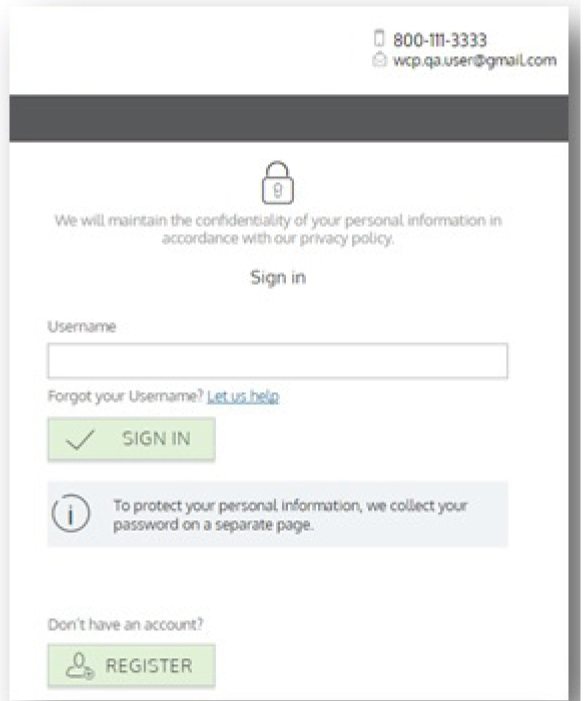
Step 1. If this is your first time accessing Participant Portal, simply click the register button atop the right corner of the home screen.

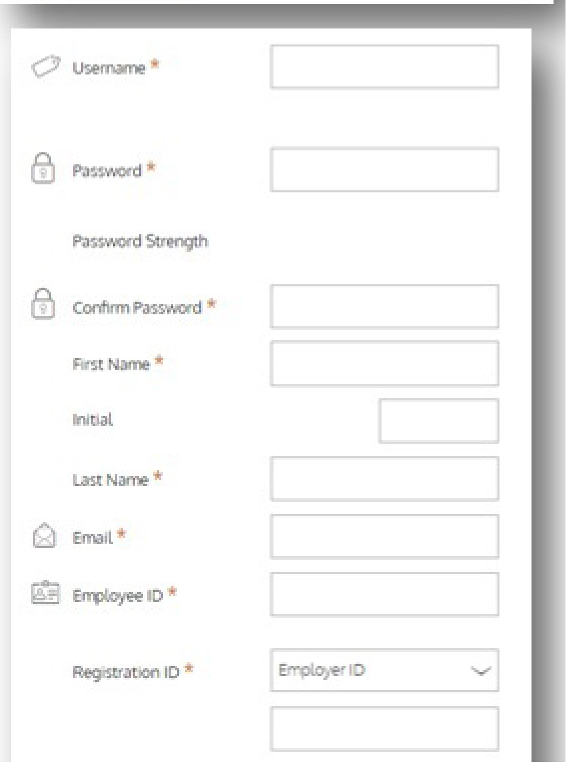
Step 2. After clicking the register button, complete the registration form (as shown in the lower right below). Choose a username and password. Enter the required demographic information. You can obtain your employee ID and employer ID from your account welcome kit or by calling NueSynergy.

If you already have a benefit debit card, the 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. After successfully completing the registration form, click register. The process may take several seconds. Do not click your browser's back button or refresh the page.





Secure authentication

The next part of the registration process 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're prompted to complete the secure authentication setup process.

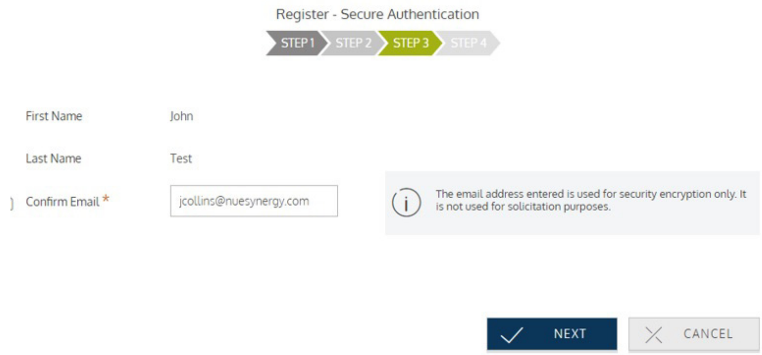
Step 1. Select security questions.

You must select four security questions and provide your secret answers. These questions are asked at random while attempt to login to the WealthCare Portal. The questions help provide an additional layer of security and help ensure only you are able access your account.

Once complete, click next.

Step 2. Verify your email address.

On the next page, you're prompted to verify your email address. Once complete, click next.



Step 3. Submit setup information.
On the next page, you're asked to verify all of the information you've entered during the secure authentication process. After you've reviewed and confirmed the accuracy of the information, please click submit setup information.

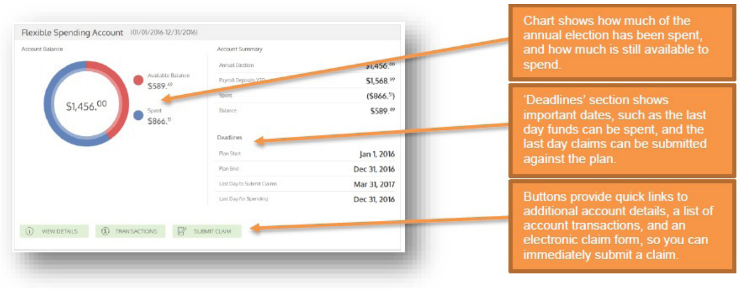
A confirmation page displays, showing the registration process is now complete.

Your first login

After registering, for all subsequent logins you can enter your username and click the sign in button on the home page. You are prompted to answer two of your four security questions, and then enter your password.

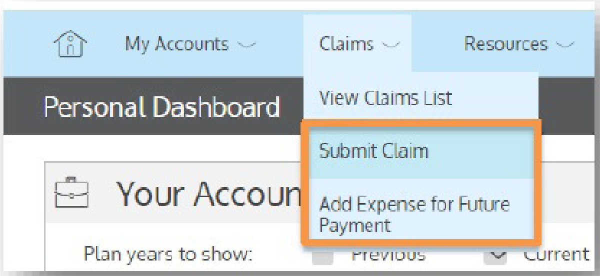
Checking your account balances

To access a quick view of your account balances, navigate to the benefit account summary page. Each account displays in a separate tile, and provides at-a-glance details such as balance, amount spent, and important dates surrounding your account's plan year.



Submitting an expense or a claim

Participant Portal allows you to enter new claims and expenses, as well as view and edit pending ones. If you have a receipt to substantiate your claim, you can easily attach it to a claim or expense to expedite the reimbursement process.



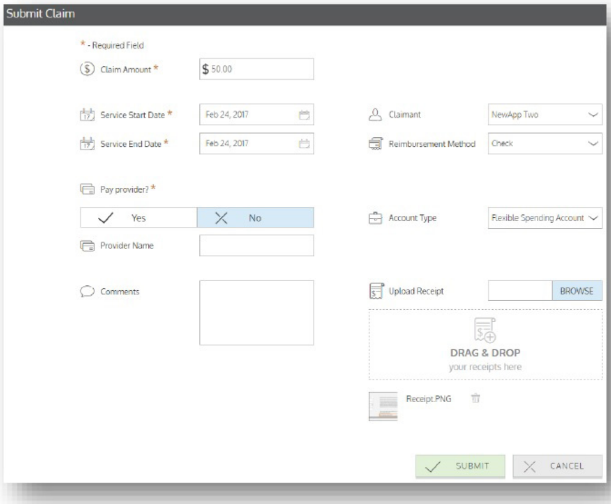
To clarify for the purposes of this guide:

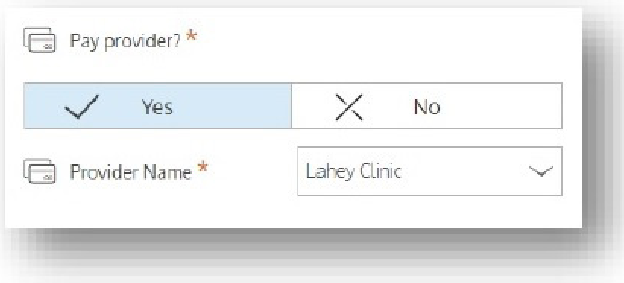
- Claims are simply reimbursement requests submitted for costs incurred when receiving eligible services.

- Expenses are used to track and manage your medical, dental, vision, prescription, and other potentially eligible expenses. Depending on your administrator's configuration, these expense items can be entered by you, or automatically populated and matched to your profile via an electronic feed from your carrier. Once entered, eligible expenses can be submitted for reimbursement, similar to claims. They can be submitted now, or at a later date of your choosing.

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 if you have one. You can click browse to navigate to the receipt file, or drag & drop. Click 'submit' to send the request to your administrator for processing.



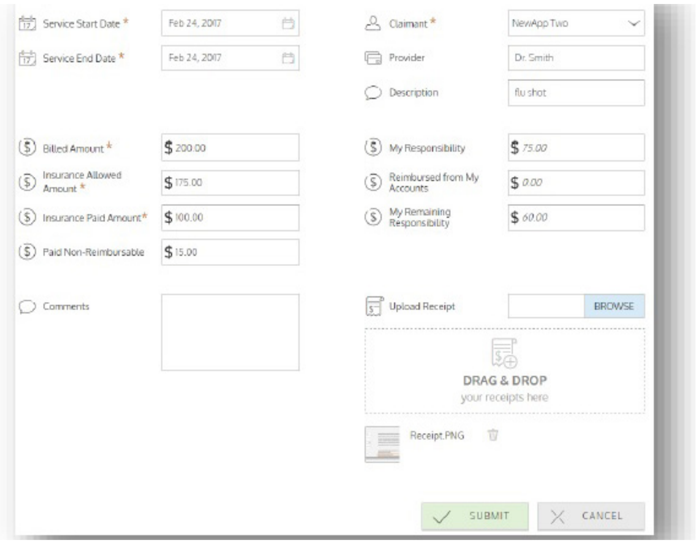


Send payment to your service provider

When entering a claim, you can choose to have reimbursed funds sent to you, or you can have payment sent directly to your provider on your behalf.

Adding an expense for future payment

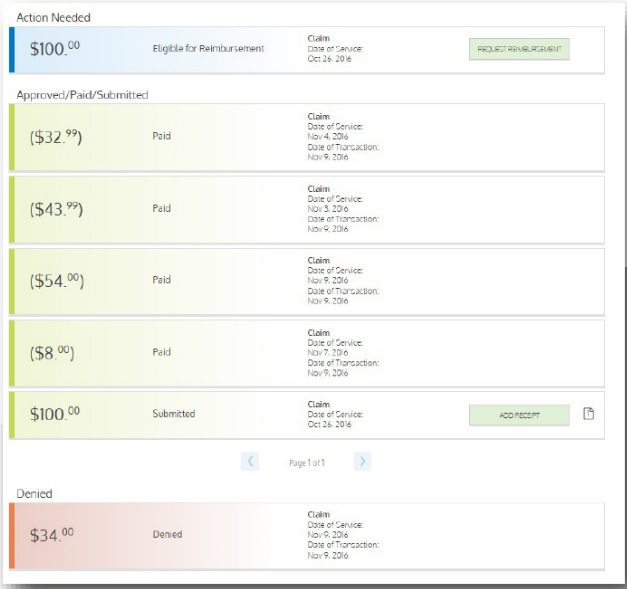
Similar to submitting a claim, to enter an expense, open the store an expense for future payment page and complete the form. Be sure to include a receipt if you have one.



- **Billed amount:** The full amount billed for the services provided.
- **Insurance allowed amount:** The maximum amount your health insurance plan will pay for the services provided (sometimes called the 'negotiated rate').
- **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 (calculated automatically).
- **Reimbursed from my accounts:** The amount reimbursed from your benefit accounts (calculated automatically, but when entering a new expense, this amount will always be $0.00).
- **My remaining responsibility:** This is the remaining amount that you can submit for reimbursement.

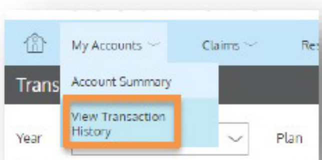
Viewing claims and expenses

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



Resolving pending debit card transactions

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

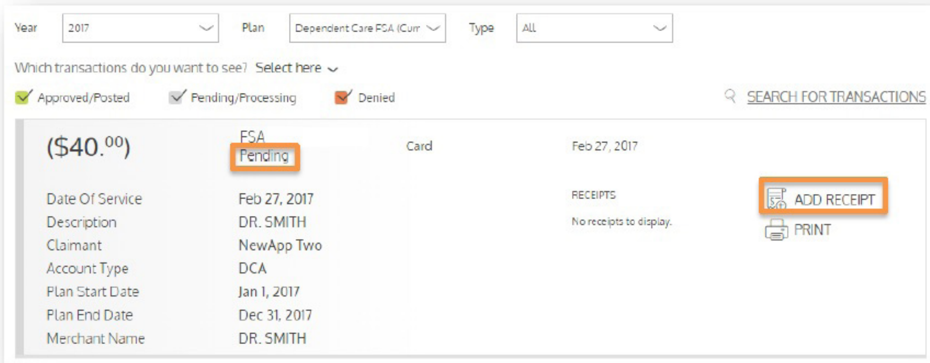


Step 1. Navigate to the transactions page in the Participant Portal.

Step 2. Locate the pending transaction (using the search filters at the top of the page, if necessary).

Step 3. Click to expand the transaction, and click 'add receipt' to attach your supporting documentation to the transaction.

Your administrator will review the document you've submitted and will update the transaction accordingly.

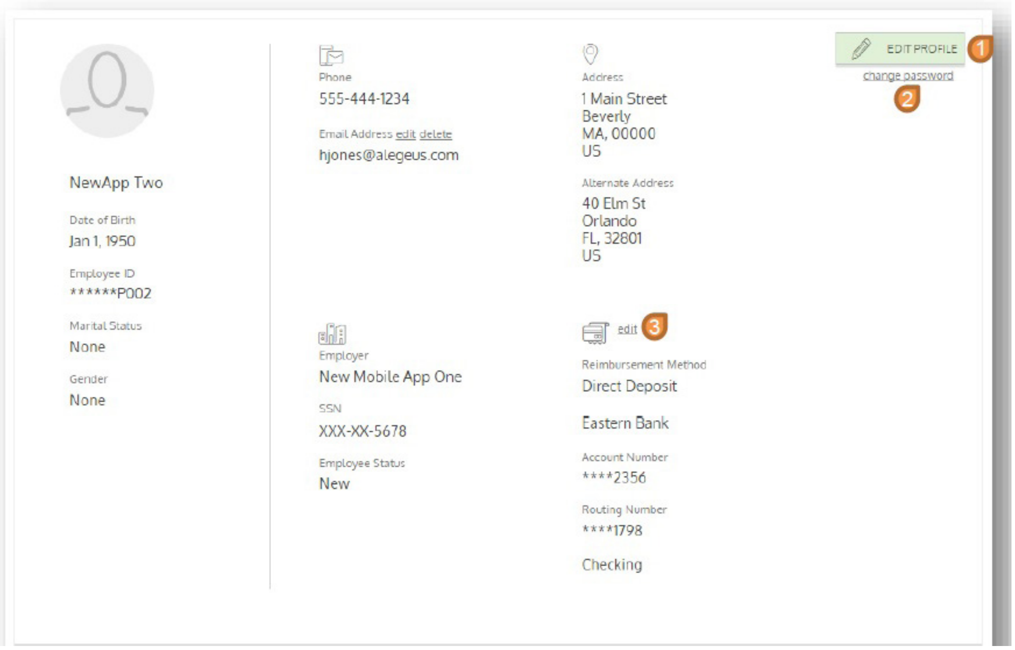


Viewing and making updates to your user profile

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

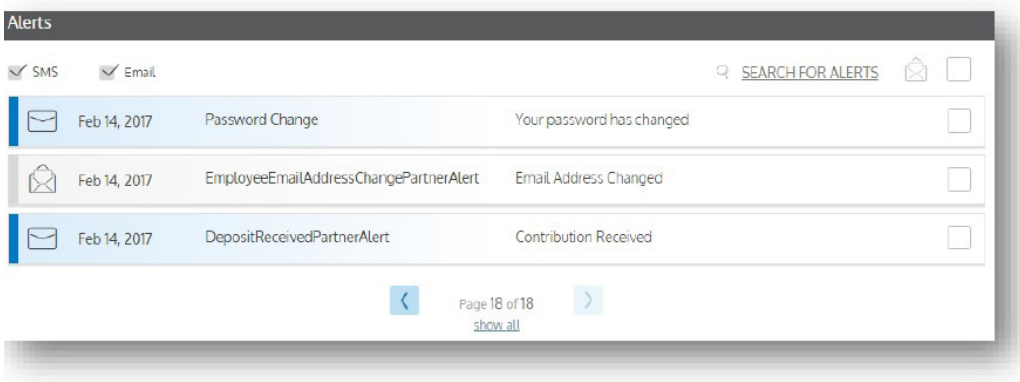
1. Update your phone number and address
2. Change your password
3. Update your reimbursement method
4. Add a new dependent
5. Update an existing dependent

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

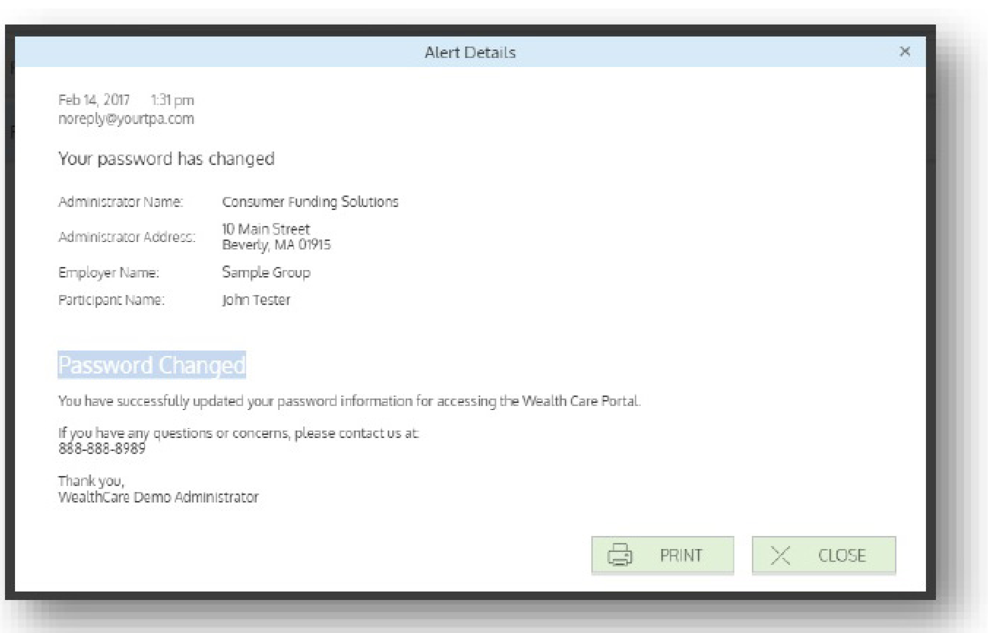


Managing messages and alerts

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.

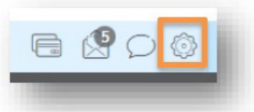


Click on an individual message to see the full text:



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