

WEX HEALTH CLOUD CONSUMER PORTAL QUICKSTART GUIDE



Welcome to your Spending Account Service Center Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your Flexible Spending Account (FSA), Health Reimbursement Account (HRA), Commuter Benefits, and/or HSA. It enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of two ways to navigate this site:

1. Work from sections within the Home Page, or
2. Hover over or click on the four tabs at the top.

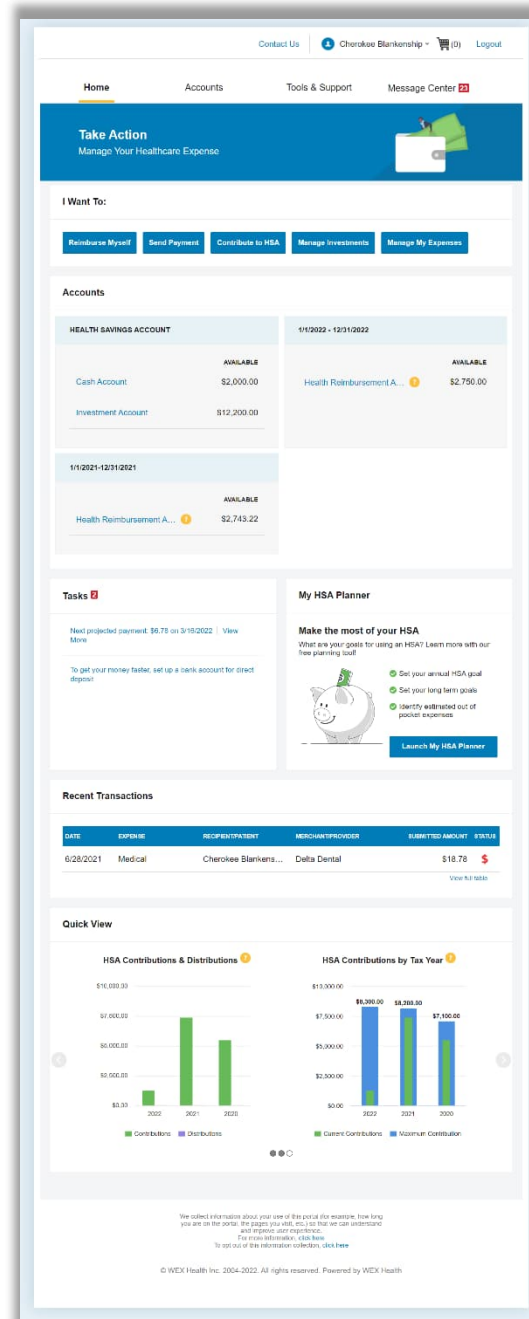
HOW DO I LOG ON TO HOME PAGE?

1. Go to <https://spendingaccounts.lh1ondemand.com>
2. Enter your login ID and password (both provided by the Spending Account Service Center).
3. Click Login.

The Home Page is easy to navigate:

- Easily access the Available Balance and “I Want To” sections to work with your accounts right away.
- The I Want To...section contains the most frequently used features for the Consumer Portal.
- The Accounts section links to your Accounts, Investments, and Profile.
- The Tasks section displays alerts and relevant links that enable you to keep current on your accounts.
- The Healthcare Savings Goal section graphically displays your HSA savings goals progress.
- The Recent Transaction section displays the last 3 transactions on your account(s).
- The Quick View section graphically displays some of your key account information.

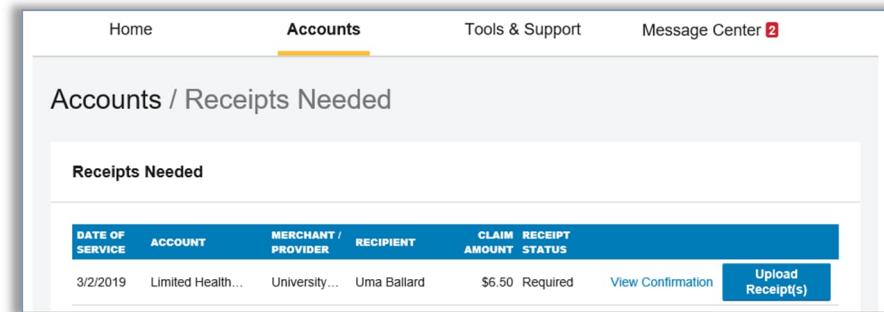
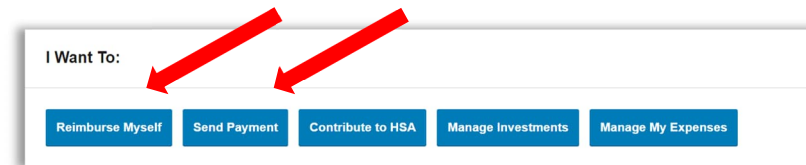
You can also hover over the tabs at the top of the page.



HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

1. On the Home Page, you may simply select "Reimburse Myself" or "Send Payment to Provider" under the "I want to..." section, OR from any page on the portal, expand the Accounts tab on the top of the screen.
2. The claim filing wizard will walk you through the request including entry of information, payee details and uploading a receipt.
3. For submitting more than one claim, click Add Another, from the Transaction Summary page.
4. When all claims are entered in the Transaction Summary, agree to the terms and conditions click Submit to send the claims for processing.
5. The Claim Confirmation page displays. You may print the Claim Confirmation Form as a record of your submission. If you did not upload a receipt, you can upload the receipt from this screen or print a Claim Confirmation Form to submit to the administrator with the required receipts.

NOTE: If you see a Receipts Needed link in the Tasks section of your Home Page, click on it. You will be taken to the Claims page where you can see the claims that require documentation. You can easily upload the receipts from this page or use one of your Mobile Quick Receipts.



HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

1. For current Account Balance only, on the Home Page, see the Accounts section.
2. For all Account Activity, click on the Accounts tab from the Home Page to bring you to the Account Summary page. Then you may select the underlined dollar amounts for more detail. For example, click on the amount under "Eligible Amount" to view enrollment detail.

NOTE: You can see election details by clicking to expand the line item for each account.

Accounts	
HEALTH SAVINGS ACCOUNT	
	AVAILABLE
Cash Account	\$2,012.50
Advance	\$0.00
Investment Account	\$795.00
Available to spend <small>Includes Advance</small>	\$2,807.50

01/01/2018 - 12/31/2018	
	AVAILABLE
Limited Health Care Flex...	\$2,445.95
Dependent Care Flexible...	\$1,918.30
Parking Reimbursement...	\$1,280.00

Contact Us

Uma Ballard

(0)

Logout

Home

Accounts

Tools & Support

Message Center 2

Accounts / Account Summary

The information displayed on the Account Summary page will vary depending upon your specific healthcare benefits.

View More

Health Savings Account

TOTAL AVAILABLE BALANCE

\$5,153.00

AVAILABLE CASH BALANCE

\$4,050.00

INVESTMENT BALANCE

\$1,103.00

* Current as of 3/13/2019

01/01/2019 - 12/31/2019

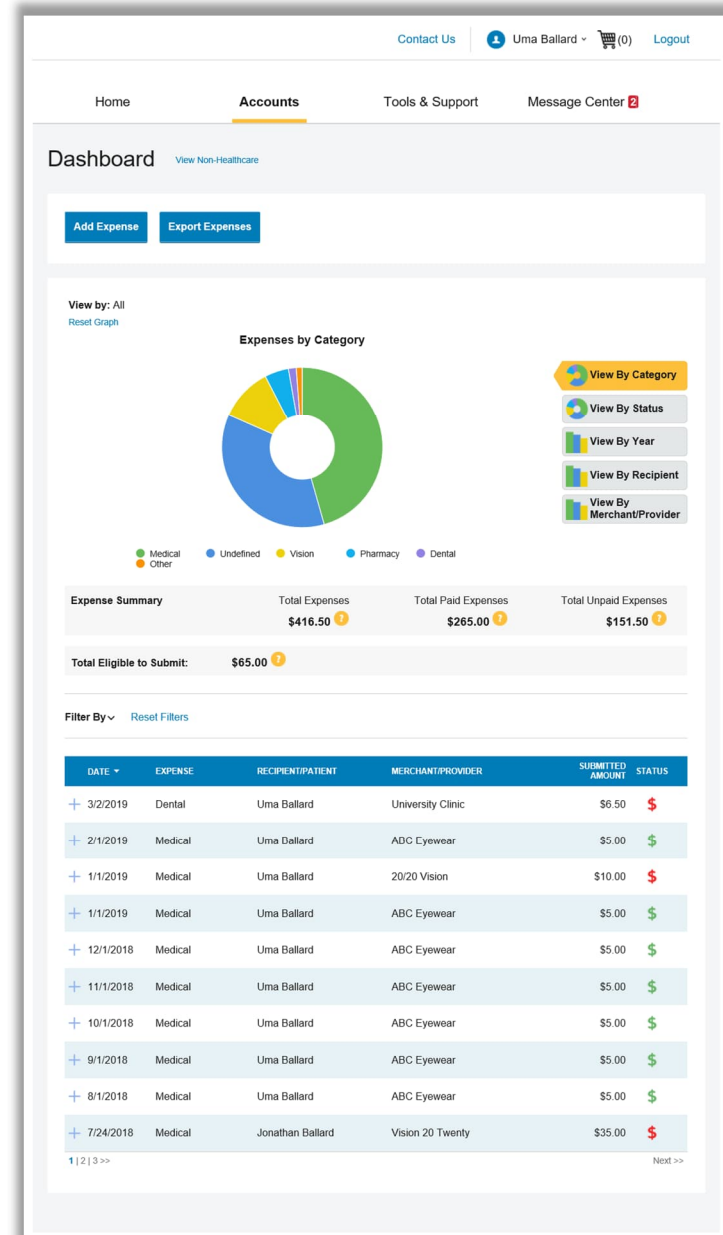
ESTIMATED PER PAY PERIOD DEDUCTION: \$1,161.66

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
+ Limited Health Care Flexible Spend...	\$2,700.00	\$26.50	\$0.00	\$16.50	\$10.00	\$2,683.50
+ Dependent Care Flexible Spending...	\$5,000.00	\$14.00	\$0.00	\$14.00	\$0.00	(\$14.00)
+ Parking Reimbursement Account	\$3,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
+ Transit Pass Reimbursement Account	\$3,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

ALL HEALTH CARE EXPENSE ACTIVITY IN ONE PLACE

To view and manage ALL healthcare expense activity from EVERY source, use the Expense Tracker

1. Under the Accounts menu is the Expense Tracker. The Expense Tracker provides you with an easy-to-use consolidated view of healthcare expenses for ongoing management of medical claims, premiums, and card transactions.
2. Easily filter expenses by clicking on the filter options on the navigation pane on the left side of the screen or, by clicking on the field headers within the Expense Tracker.
3. Expenses can be exported into an Excel spreadsheet by clicking on the Export Expenses button on the top of the page.

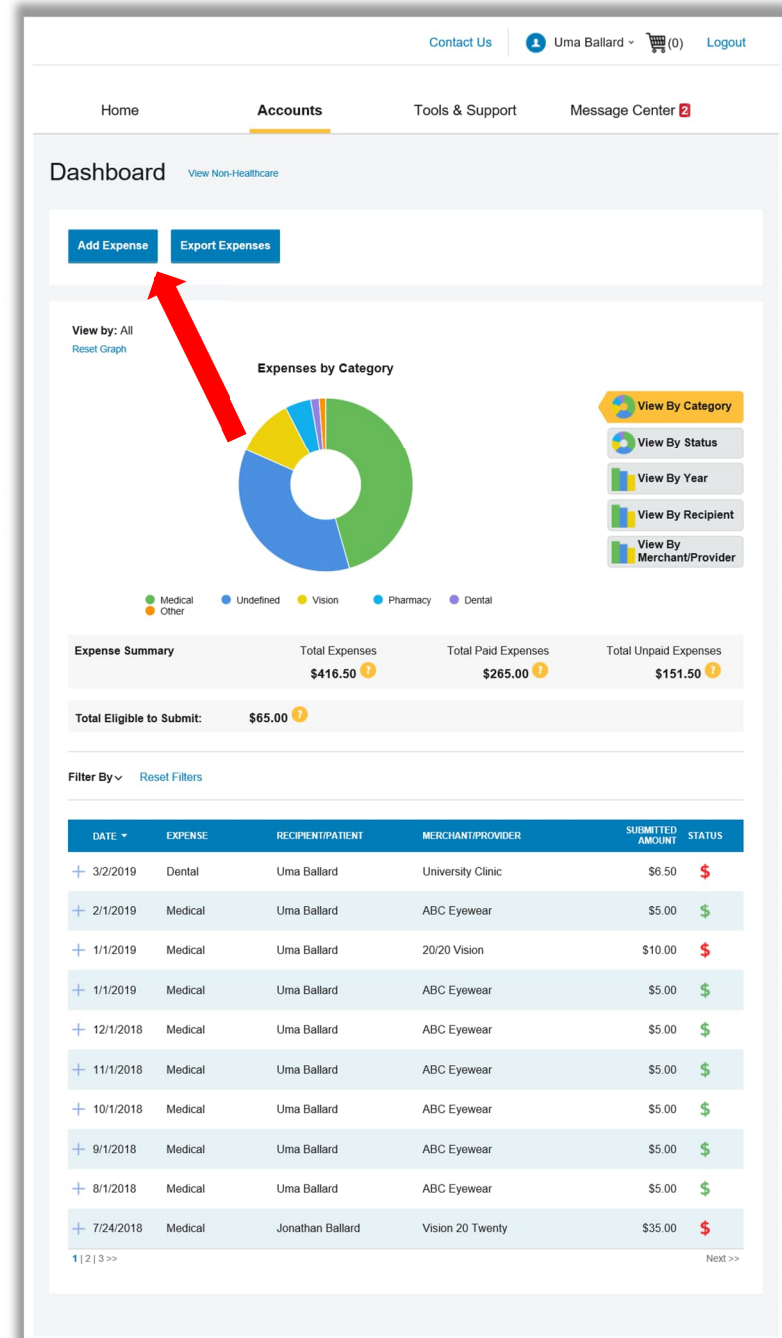


HOW DO I ADD AN EXPENSE TO THE EXPENSE TRACKER?

1. From the Expense Tracker click on the Add Expense button on the top of the page.
2. Complete the expense detail fields. You can even upload a copy of the receipt and, add notes for your records.
3. Once the expense has been added to the Expense Tracker you can pay the expense, if desired.

HOW DO I PAY AN EXPENSE?

1. You may process payments/ reimbursements for unpaid expenses directly from the Expense Tracker page.
2. Expenses will be categorized and payment can be initiated for unpaid expenses by clicking on the button to the right of the expense details.
3. Simply choose which expenses you would like paid and you will be presented with the eligible accounts from which you can initiate payment.
4. When you click Pay, the claim details from the Expense Tracker will be pre-populated within the claim form. Review & edit the claim details as needed.
5. You will have the option to either request a reimbursement to yourself or pay the provider.



HOW DO I EDIT AN EXISTING EXPENSE IN THE EXPENSE TRACKER?

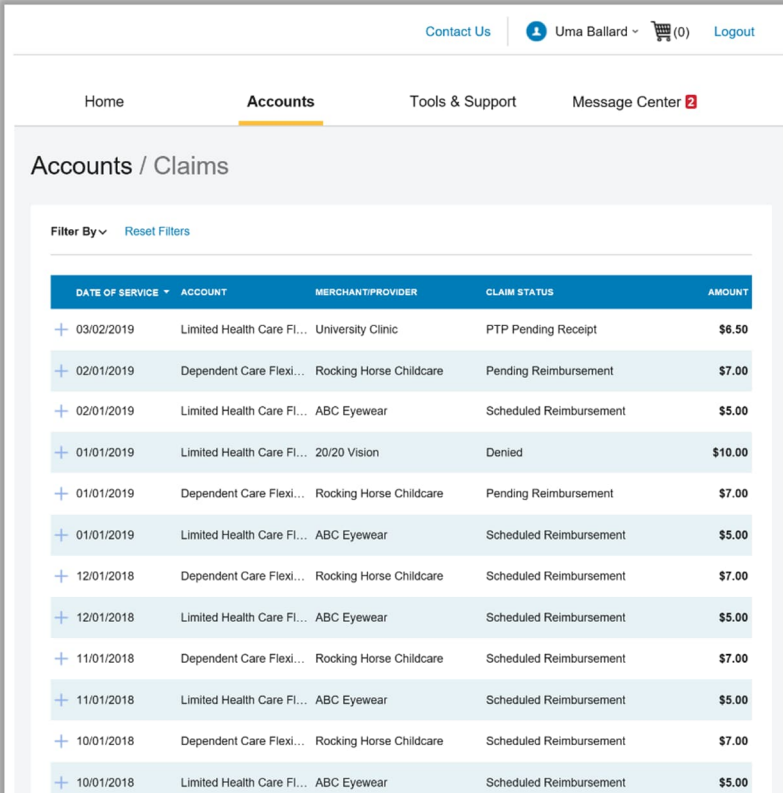
1. You can edit expense details for all claim statuses directly from the Expense Tracker page.
2. Expand the claim details visible by clicking on the expense line item from the Expense Tracker.
3. You will be presented with options to add expense notes, update the expense details, mark the expense as paid/unpaid or, remove the expense from the Expense Tracker.

Total Eligible to Submit: \$8.00 ?					
DATE ▼	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
9/1/2018	Medical	Amity Anderson	ABC Ortho	\$3.00	\$
8/1/2018	Medical	Amity Anderson	ABC Ortho	\$3.00	\$
7/1/2018	Medical	Amity Anderson	ABC Ortho	\$3.00	\$
6/6/2018	Dental	Amity Anderson	Downtown Dental	\$3.00	\$ Pay
<div>Expense Details</div> <div><div>Description: Cavity</div><div>Source: Online</div><div>Expense Amount: \$3.00</div><div>Payable Amount: \$3.00</div></div> <div><div>Date(s) of Service: 6/6/2018</div><div>Total Billed Amount: ? \$3.00</div><div>Received Date: 6/1/2018</div></div> <div><div>Upload Receipt(s)</div><div>Add Expense Note</div><div>Mark as Paid</div><div>Remove Expense</div><div>Update Expense</div></div>					

HOW DO I VIEW MY CDH CLAIMS HISTORY AND STATUS?

1. From the Home Page, click on the Accounts Tab, and then click on the Claims link to see your claims history. You can apply filters from the top of the screen. You can filter by plan year, account type, claim status or receipt status.
2. By clicking on the line of the claim, you can expand the data to display additional claim details.

Did you Know? For an alternative perspective, you may also view claims history and status for all claim types including dependent care on the Expense Tracker page. You can apply filters from the top of the screen. Filter options on the Expense Tracker screen include: expense type, status, date, recipient or merchant/provider. You may also search for a specific expense by entering a description into the search field.

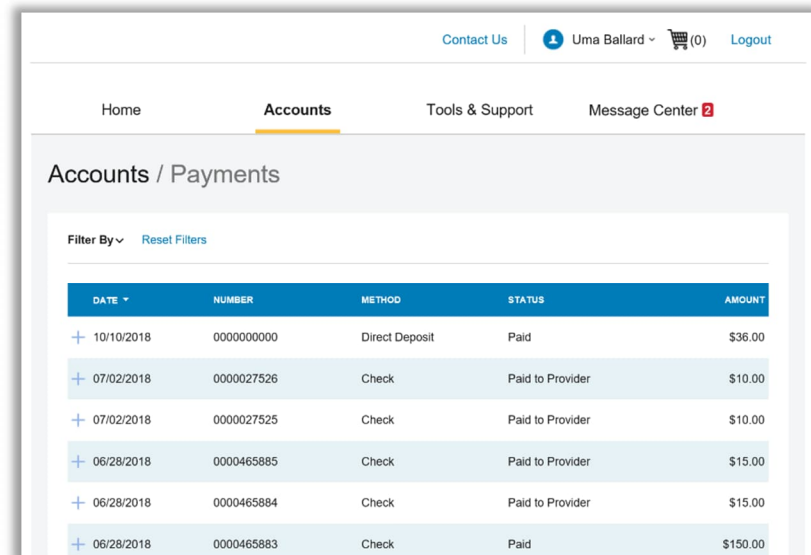


The screenshot shows the 'Accounts / Claims' page in the WEX system. At the top, there's a navigation bar with 'Home', 'Accounts' (selected), 'Tools & Support', and 'Message Center 2'. Below the navigation bar, there's a 'Filter By' dropdown and a 'Reset Filters' link. The main content is a table with columns: DATE OF SERVICE, ACCOUNT, MERCHANT/PROVIDER, CLAIM STATUS, and AMOUNT. The table lists 12 claims with various statuses like 'PTP Pending Receipt', 'Pending Reimbursement', 'Scheduled Reimbursement', and 'Denied'.

DATE OF SERVICE	ACCOUNT	MERCHANT/PROVIDER	CLAIM STATUS	AMOUNT
+ 03/02/2019	Limited Health Care Fl...	University Clinic	PTP Pending Receipt	\$6.50
+ 02/01/2019	Dependent Care Flexi...	Rocking Horse Childcare	Pending Reimbursement	\$7.00
+ 02/01/2019	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 01/01/2019	Limited Health Care Fl...	20/20 Vision	Denied	\$10.00
+ 01/01/2019	Dependent Care Flexi...	Rocking Horse Childcare	Pending Reimbursement	\$7.00
+ 01/01/2019	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 12/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 12/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 11/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 11/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 10/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 10/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00

HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

1. From the Home Page, under the Accounts tab, click Payments. You will see reimbursement payments made to date, including debit card transactions.
2. By clicking on the line of a payment, you can expand the data to display additional details about the transaction.

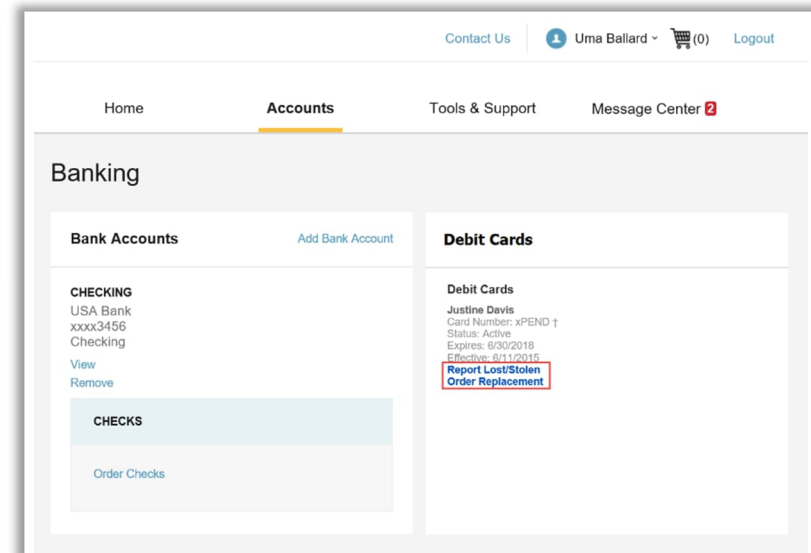


The screenshot shows the 'Accounts / Payments' page. At the top, there are navigation links: 'Contact Us', 'Uma Ballard' (with a dropdown arrow), a shopping cart icon with '(0)', and 'Logout'. Below these are tabs: 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center' with a red notification badge. The main heading is 'Accounts / Payments'. Below this is a 'Filter By' dropdown and a 'Reset Filters' link. The table below has columns: DATE, NUMBER, METHOD, STATUS, and AMOUNT.

DATE	NUMBER	METHOD	STATUS	AMOUNT
+ 10/10/2018	0000000000	Direct Deposit	Paid	\$36.00
+ 07/02/2018	0000027526	Check	Paid to Provider	\$10.00
+ 07/02/2018	0000027525	Check	Paid to Provider	\$10.00
+ 06/28/2018	0000465885	Check	Paid to Provider	\$15.00
+ 06/28/2018	0000465884	Check	Paid to Provider	\$15.00
+ 06/28/2018	0000465883	Check	Paid	\$150.00

HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. From the Home Page, under the Accounts Tab, click the Banking link.
2. Under the Debit Cards column, click Report Lost/Stolen or Order Replacement and follow instructions.



The screenshot shows the 'Banking' page. At the top, there are navigation links: 'Contact Us', 'Uma Ballard' (with a dropdown arrow), a shopping cart icon with '(0)', and 'Logout'. Below these are tabs: 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center' with a red notification badge. The main heading is 'Banking'. Below this are two columns: 'Bank Accounts' and 'Debit Cards'.

Bank Accounts [Add Bank Account](#)

CHECKING
USA Bank
xxxx3456
Checking

[View](#)
[Remove](#)

CHECKS

[Order Checks](#)

Debit Cards

Debit Cards
Justine Davis
Card Number: xPEND 1
Status: Active
Expires: 6/30/2018
Effective: 6/11/2015

[Report Lost/Stolen](#)
[Order Replacement](#)

HOW DO I UPDATE MY PERSONAL PROFILE?

1. From the Home Page, under the Accounts Tab, you will find links to update profile information including profile summary details, dependents, and beneficiaries.
2. Click the appropriate link under Profile for your updates: Update Profile or Add/Update Dependent or Add Beneficiary. Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click Submit.

The screenshot shows the WEX user interface. At the top, there's a navigation bar with 'Contact Us', a user profile 'Uma Ballard' with a dropdown arrow, a shopping cart icon with '(0)', and a 'Logout' link. Below this is a secondary navigation bar with 'Home', 'Accounts' (highlighted with an orange underline), 'Tools & Support', and 'Message Center' with a red notification badge '2'. The main content area is titled 'Profile / Profile Summary'. It contains three main sections: 'Profile', 'Dependents', and 'Beneficiaries'. The 'Profile' section for 'UMA BALLARD' includes home and mailing addresses (6029 Etiam Av, Wieze, MN 83483, United States), an email address (employee@pde.com), gender (Unspecified), marital status (Unspecified), and a consumer communication number (131). The 'Dependents' section for 'JONATHAN BALLARD' shows birth date (5/2/2015) and student status (No). The 'Beneficiaries' section shows 'No beneficiaries'. Each section has a corresponding link: 'Update Profile', 'Add Dependent', and 'Add Beneficiary' respectively. The 'Dependents' section also has a 'View / Update' link.

Profile	Update Profile	Dependents	Add Dependent
UMA BALLARD Home Address 6029 Etiam Av Wieze, MN 83483 United States Mailing Address 6029 Etiam Av Wieze, MN 83483 United States employee@pde.com GENDER Unspecified MARITAL STATUS Unspecified CONSUMER COMMUNIC... 131		JONATHAN BALLARD Birth Date: 5/2/2015 Student: No View / Update	
Beneficiaries No beneficiaries	Add Beneficiary		

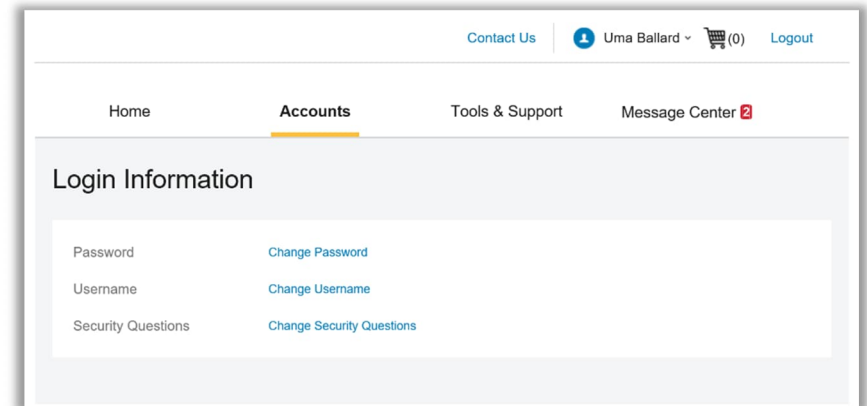
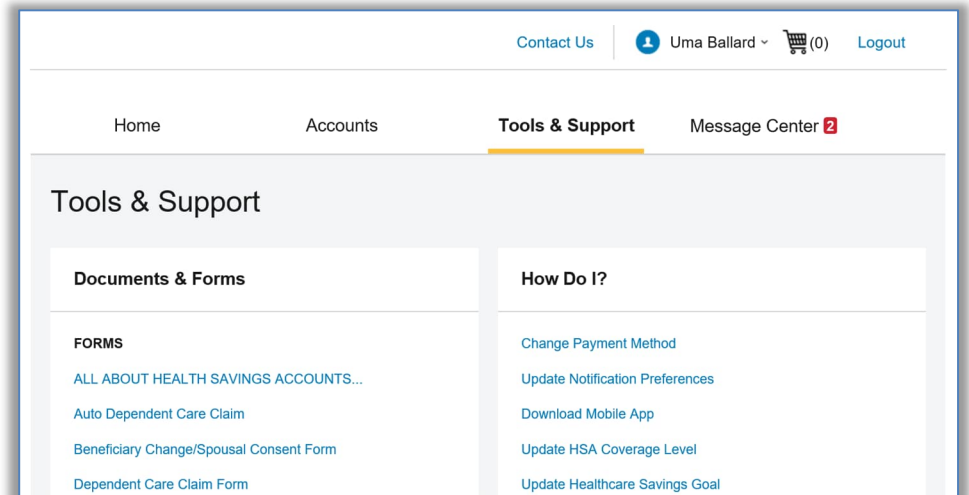
HOW DO I GET MY REIMBURSEMENT FASTER?

The fastest way to get your money is to sign up online for direct deposit to your personal checking account. Before you begin, make sure that your employer is offering direct deposit setup online.

1. From the Home Page, under the Tools & Support tab, click Change Payment Method under the "How Do I" section
2. Select Update for the appropriate plans. Update the secondary reimbursement method to Direct Deposit.
3. Enter your bank account information and click Submit.
4. The Payment Method Changed confirmation displays.
5. Because there is a bank validation requirement, you will be notified on the portal to look for a small transaction or "micro-deposit" in your designated bank account in the next couple of days to enter online, which will validate your account.

HOW DO I CHANGE MY PASSWORD?

1. From the Home Page, click on the Accounts Tab, and click Login Information.
2. Follow instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)
3. Click Save.



HOW DO I VIEW OR ACCESS:

...DOCUMENTS & FORMS?

1. From the Home Page, click the Tools & Support tab.
2. Click any form or document of your choice.

...NOTIFICATIONS?

1. From the Home Page, click the Message Center tab.
2. Click any link of your choice. You will be able to view and archive current documents, as well as reference documents archived previously.
3. In addition, you can Update Notification Preferences by clicking on the link next to Notifications.

...PLAN INFORMATION?

1. On the Home Page, under the Accounts Tab, you will be directed to the Account Summary page
2. Click onto the applicable account name and the Plan Rules will open in a pop-up window.
OR from the Home Page, under the Tools & Support page, you may view Plan Summaries for basic information. Then click each applicable plan to see the plan details.

The top screenshot shows the 'Message Center' page. It has a navigation bar with 'Home', 'Accounts', 'Tools & Support', and 'Message Center' (highlighted). Below the navigation bar, there are links for 'Update Notification Preferences' and 'View Statements'. The main section is titled 'Current Messages' and contains a table of messages. The table has columns for 'DATE/TIME', 'FROM', 'SUBJECT', and 'ATTACHMENT'. The messages include 'HSA Account Summary' for various periods and 'Advice of Deposit'.

The bottom screenshot shows the 'Accounts / Account Summary' page. It has a navigation bar with 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center'. Below the navigation bar, there is a section for 'Health Savings Account' with a yellow icon. It displays 'TOTAL AVAILABLE BALANCE' as \$5,163.00, 'AVAILABLE CASH BALANCE' as \$4,050.00, and 'INVESTMENT BALANCE' as \$1,103.00. Below this, there is a table for the period '01/01/2019 - 12/31/2019' with columns for 'ACCOUNT', 'ELIGIBLE AMOUNT', 'SUBMITTED CLAIMS', 'PAID', 'PENDING', 'DENIED', and 'AVAILABLE BALANCE'. The table lists several accounts including 'Limited Health Care Flexible Spend...', 'Dependent Care Flexible Spending...', 'Parking Reimbursement Account', and 'Transit Pass Reimbursement Account'.

MORE HELPFUL INFORMATION

From the Home Page, under the Tools & Support tab, you may find links that connect you to helpful information supplied by the Spending Account Service Center. These may be links to forms, documents and other websites and valuable resources that enable you to manage your accounts more effectively.