



# Flexible Spending Account User's Guide





# Managing your Flexible Spending Account online

## Welcome to HealthSCOPE Benefits!

We are proud to be your FSA administrator; providing friendly, quality service to you and your family is our top priority. This document outlines our user-friendly tools for filing FSA Healthcare and Dependent Care claims along with managing your CDH Account online. If you would rather file your claims via US mail, fax, or email, use the following:

### By US Mail

HealthSCOPE Benefits  
P.O. Box 350  
Little Rock, AR 72203

### By Fax

1-877-240-0135

### By Email

CDHAdmin@healthscopebenefits.com

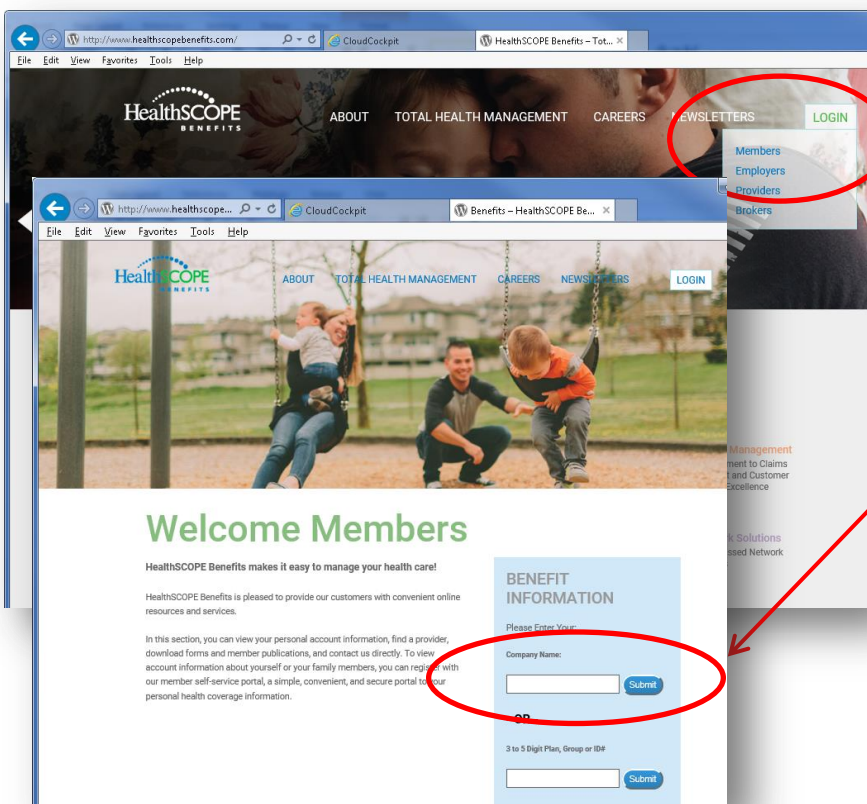
If you have questions, please feel free to contact us via email or by calling 1-877-385-8775.

## Contents of this document

Here you will find instructions for the following:

- Accessing your Flexible Spending Account online
- How to file a claim online
- How to view your FSA account information
- Viewing Plan Information, IRS rules, and important Documents & Forms

## Accessing your Flexible Spending Account online



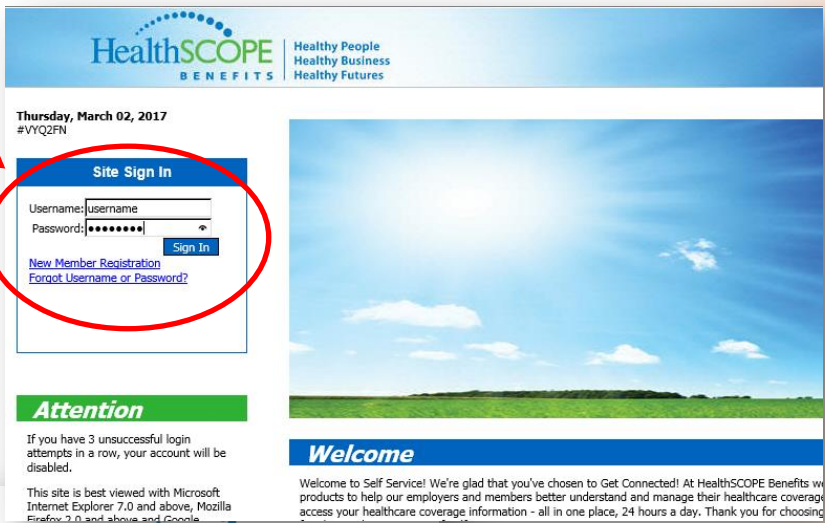
**Step 1:** Log on to [www.healthscopebenefits.com](http://www.healthscopebenefits.com).

**Step 2:** Hover your mouse over the Login button to drop down the menu. Then click Members.

**Step 3:** At the Welcome Members screen, enter your Company's name and click Submit.

**Step 4:** Enter your Username and password, and then click Sign In.

If you don't have a username and password, click "New Member Registration." Then follow the prompts to set up your account.



Stay healthy by participating in the following wellness activities:

- Routine Well Care for Adults
- Routine Well Care for Children
- Flu Shot
- Mammogram
- Colonoscopy



**Note:** Use Resources on the right to view and manage your information. These Resources will open in a secondary tab or window when selected.

#### Flu Season is Around the Corner

Everyone 6 months and older should get an annual flu vaccine. It takes about two weeks after vaccination for your body to develop full protection against the flu. Get vaccinated to protect yourself and your loved ones!

Shorter days and cooler evenings. It is fall—and often the time that we start seeing people get sick with flu. By getting a flu vaccine for yourself and your entire family every season, you can help prevent flu-related illness, missed school and work and even more serious flu-related illness.

Influenza (flu) is a contagious respiratory disease that infects the nose, throat, and lungs and can lead to serious complications, hospitalization, or even death. Pneumonia and bronchitis are examples of serious flu-related complications. The flu also can cause certain health conditions, like diabetes, asthma, and heart and lung disease, to become worse. Even healthy people can become sick with the flu and experience serious complications. But even if you are one of the lucky ones who bounces back quickly from a bout with the flu, people around you might not be so lucky. Getting a flu vaccine is the single best way to protect yourself and your family from this serious disease. Everyone needs a flu vaccine—every flu season. Flu viruses are constantly changing, and different flu viruses can circulate and cause illness each season. Flu vaccines are made each year to protect against the flu viruses that research indicates will be most common. Also, immunity form vaccination declines after a year. This is wh

#### Resources

Below are helpful resources for you.

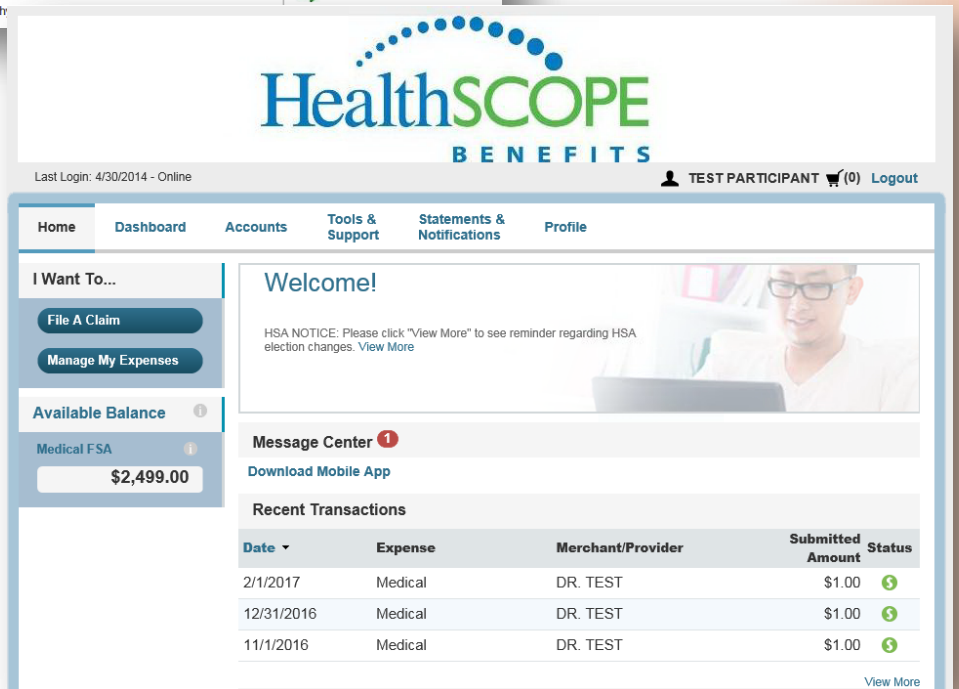
- ➔ Claims and Eligibility
- ➔ Order ID Card
- ➔ Benefit Summary
- ➔ **FSA Portal**
- ➔ HRA Portal
- ➔ Caremark
- ➔ Cigna PPO
- ➔ Documents and Forms

This is what we refer to as a "Landing Page." Your Landing Page will look similar (but not exactly) to this.

**Step 5:** At this page, click the link associated with Flexible Spending Accounts.

Your Welcome Page will display, similar to what is shown here. From this screen you can:

- File an FSA claim
- Check your account balances
- Check claim history
- Update your profile
- Get plan descriptions and other documentation
- Retrieve downloadable forms
- Submit a customer service inquiry



# How to file a claim online

**Step 1:** Once you have accessed your Flexible Spending Account from the HealthSCOPE Benefits website, click the Accounts tab.

**Step 2:** Click the arrow on the I Want To button to drop down the menu.

**Step 3:** Then click File A Claim.

The screenshot shows the user interface of the HealthSCOPE Benefits website. The 'Accounts' tab is selected in the top navigation bar. The 'I Want to...' dropdown menu is open, showing 'File A Claim' and 'Manage My Expenses' buttons. The main content area displays the 'Accounts / Account Summary' page for a Health Savings Account, including a table of account balances and a table of claims for the years 2017, 2016, and 2015.

Available Cash Balance	Investment Balance	Total Available Balance
\$0.00	\$0.00 <small>* Current as of 12/22/2011</small>	\$0.00

Account	Eligible Amount	Submitted Claims	Paid	Pending	Denied	Available Balance
Medical FSA	\$2,500.00	\$1.00	\$1.00	\$0.00	\$0.00	\$2,499.00

**Step 4:** When filing a claim, you will be creating a reimbursement. Select the account to "Pay From."

**Step 5:** Then select the account to "Pay To."

**Step 6:** Click the Next button.

The screenshot shows the 'Accounts / File A Claim' page. The 'Create Reimbursement' form is displayed, with 'Pay From' set to 'Medical' and 'Pay To' set to 'Me'. The 'Next' button is highlighted. The page also shows the available balance for the Medical FSA account as \$2,499.00.

**Step 7:** If you have documentation, such as receipts, that you can attach to the claim, click Upload Valid Documentation. You will be prompted to browse to the location on your computer and upload the document(s). Valid file types are JPG, GIF, PNG, or PDF and cannot exceed 2 Megabytes.

**Step 8:** When finished with this screen, click Next.

This screenshot shows the 'Accounts / File A Claim' interface. On the left, there is a sidebar with 'Available Balance' for Medical FSA at \$2,499.00 and 'Plan Filing Rules' for 01/01/2017 - 12/31/2017. The main content area is titled 'Accounts / File A Claim' and contains a 'Receipt / Documentation' section with an 'Upload Valid Documentation' button. Below this is a 'Summary' section with 'Pay From: Medical' and 'Pay To: Me'. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons. A red arrow points from the 'Upload Valid Documentation' button to the 'Next' button.

This screenshot shows the 'Accounts / File A Claim' interface with the 'Claim Details' section expanded. It includes fields for 'Start Date of Service' (3/1/2017), 'End Date of Service' (3/1/2017), 'Amount' (\$ 500.00), 'Provider' (Heritage Medical), 'Category' (Medical Expenses), and 'Type' (Medical Equipment). There is a 'Description' text area with a note: 'If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.' Below this is a 'Recipient' section with a radio button for 'TEST PARTICIPANT' and a link for 'Add Dependent'. At the bottom, there is a 'Did You Drive To Receive This Product/Service?' section with radio buttons for 'Yes' and 'No'. A 'Summary' section at the bottom shows 'Pay From: Medical', 'Pay To: Me', and 'Documentation Uploaded: No'. A red arrow points from the 'Next' button in the previous screenshot to the 'Start Date of Service' field.

**Step 9:** Complete the fields on the Claim Details screen and click Next.

A screen will display that summarizes the claim you are submitting.

**Step 10:** Check the information to verify accuracy. If you need to remove the information or update it, there are buttons/links you can click to do so.

**Step 11:** When you are ready to submit your claim, click Submit.

Last Login: 4/30/2014 - Online TEST PARTICIPANT (1) Logout

Home Dashboard Accounts Tools & Support Statements & Notifications Profile I Want to... ▼

Available Balance ⓘ  
Medical FSA ⓘ  
\$1,999.00 \*\*  
\*\* Balance reflects claims not yet submitted

### Accounts / Transaction Summary

Transaction Summary (1)

From	To	Expense	Amount	Approved Amount ⓘ		
Medical FSA	Me	Medical Equipment	\$500.00	\$500.00	Remove	Update
Total Amount			\$500.00	\$500.00		

Cancel Save for Later Add Another Submit

A confirmation screen will indicate successful submission. If you are mailing or faxing your receipts instead of attaching them to this submission, click the link on this screen called Claim Confirmation Form. Print that form and send it along with your receipts.

**Step 12:** When complete, use the tabs across the top of the screen to navigate to other areas of the web portal, or if you are finished using the system, click "Logout."

Last Login: 4/30/2014 - Online TEST PARTICIPANT (0) Logout

Home Dashboard Accounts Tools & Support Statements & Notifications Profile I Want to... ▼

Available Balance ⓘ  
Medical FSA ⓘ  
\$1,999.00

### Accounts / Transaction Confirmation

Confirmation

Successfully Submitted

From	To	Amount	Approved Amount	Receipt Status
Medical FSA	Me	\$500.00	\$500.00	Required Upload Receipt
Total Approved Amount			\$500.00	

Additional Receipt Submission Options

Print the **Claim Confirmation Form** to submit with receipts if faxed or mailed.

Fax (866) 790-0051

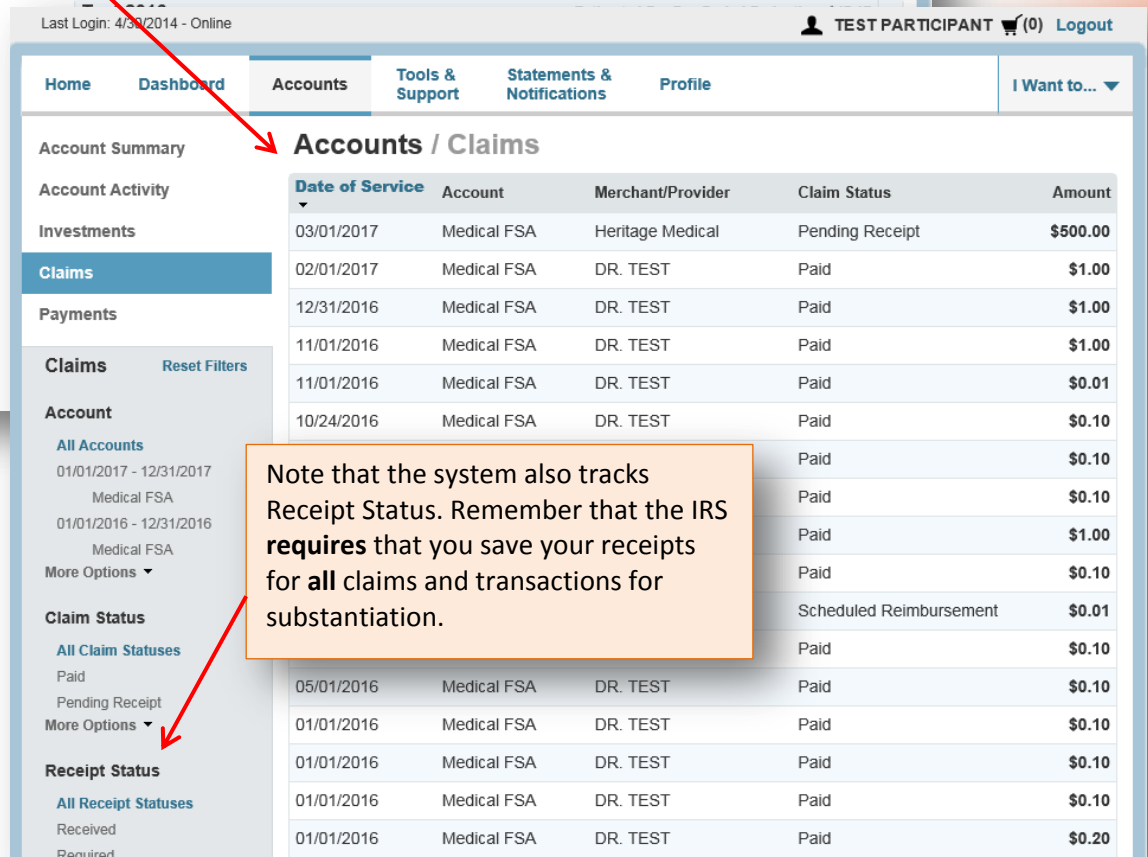
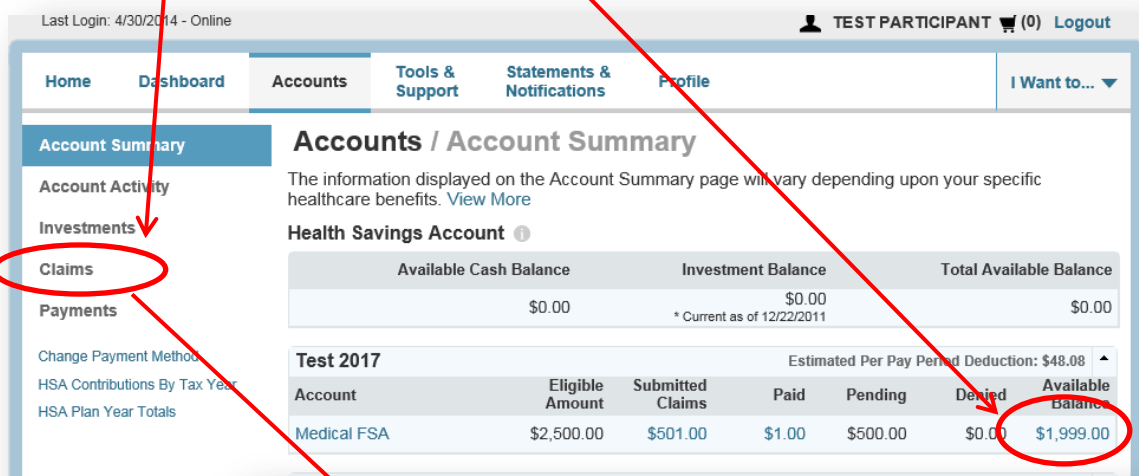
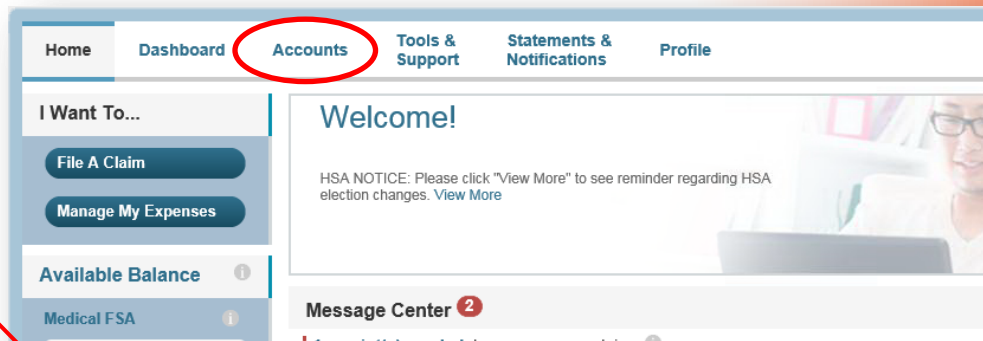
Mail P.O. Box 350  
Little Rock, AR 72203

# How to view your Account Information

**Step 1:** From the Home screen, click Accounts.

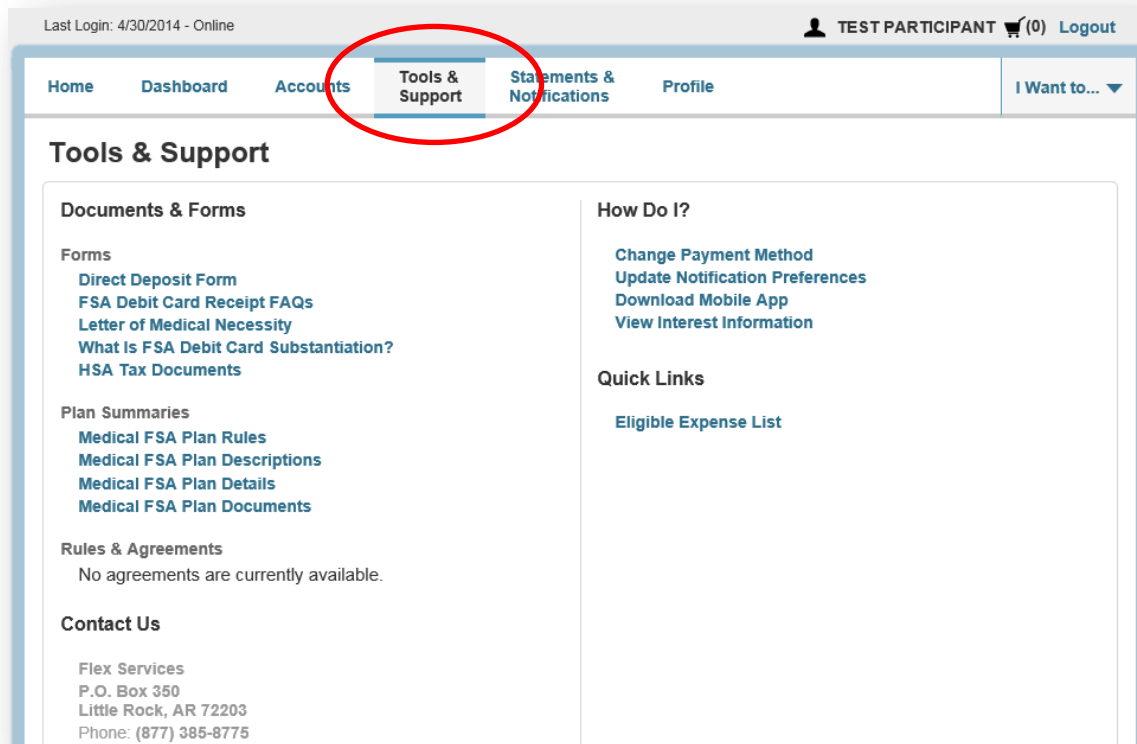
The Account Summary screen will show details regarding balances on your FSA and HSA accounts. If any of the totals appear in blue, you can click that number for more detail.

To see your entire claims history, click the Claims link.



# Viewing Plan Information, IRS Rules, and Important Documents & Forms

From anywhere within the portal, click Tools & Support to view various documents and forms, like shown here.



1-877-385-8775  
www.healthscopebenefits.com

HealthSCOPE Benefits is excited to be your FSA administrator. If you have any questions, please do not hesitate to contact us.

