

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.

Effective 2023: All non-HSA Accounts

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 **1-800-819-9889**. 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™ Mobile App.

View your **Accounts** on your mobile device. With the MyChoice Mobile App, you can easily manage your accounts whenever you need, and wherever you are. Simply visit your favorite app store and search for MyChoice Mobile 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 Mobile App access.

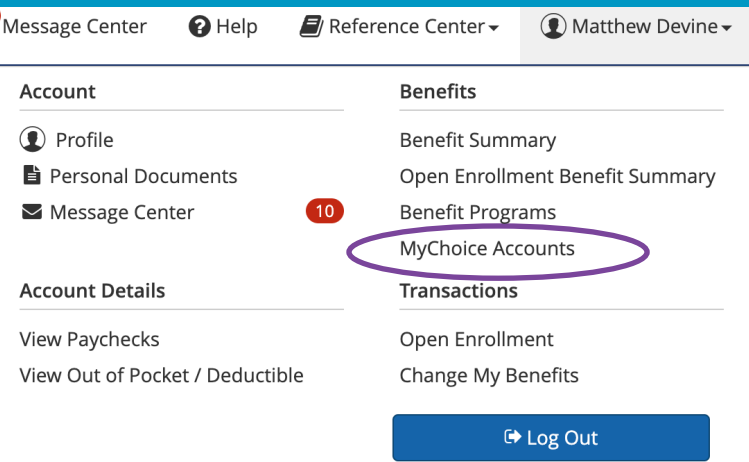


Managing Your Accounts

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

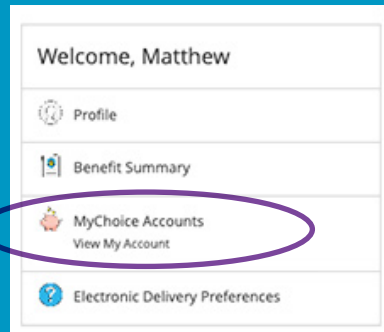
- **See your account balances** in real time
- **Upload** your documentation of expenses such as Explanation of Benefits, itemized invoices, or any documents that contain dates of service, patient, provider name, amount and type of service
- **Submit claims for reimbursement:**
 - **Online:** Your Benefits Portal
 - **Mobile:** MyChoice Mobile App
 - **Email form + documentation:** claims@mychoiceaccounts.com
 - **Fax:** 855-883-8542
 - **Mail:** 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.



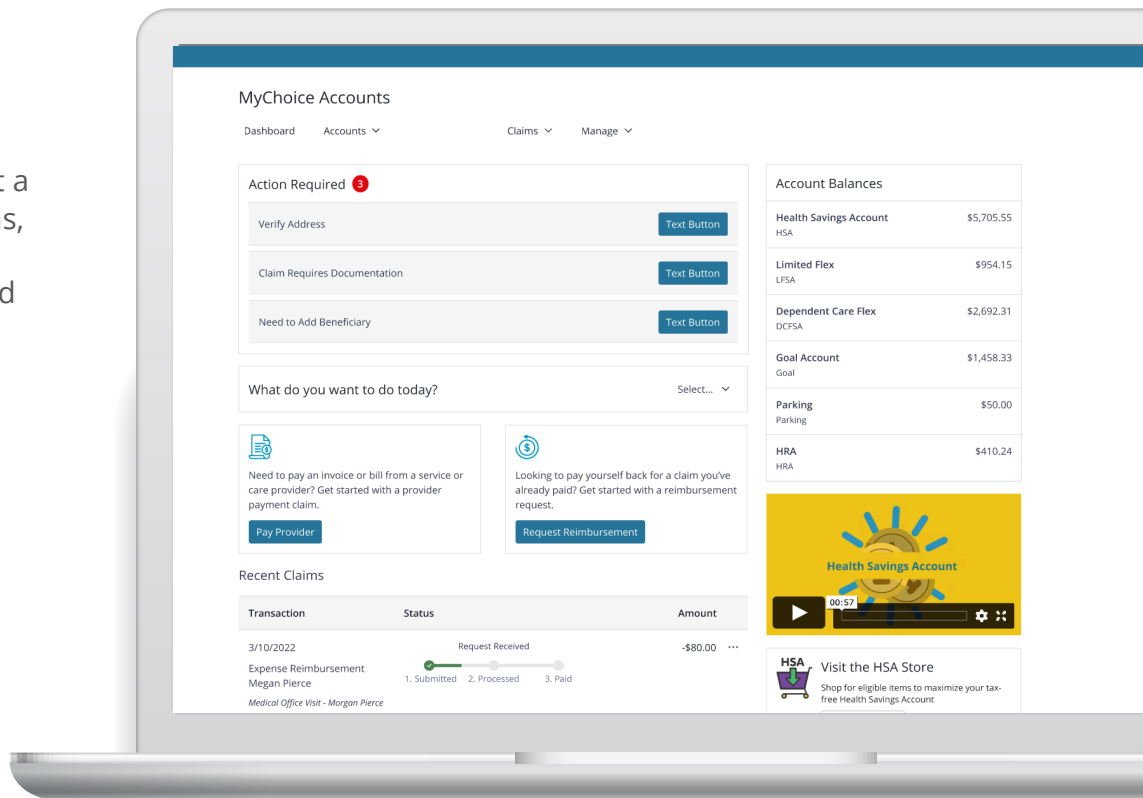
DASHBOARD

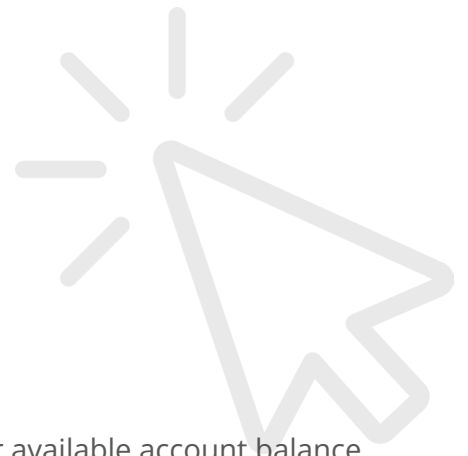
From this page, you can view all of your accounts at a glance, review recent claims, initiate a reimbursement, and see any action required items.



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. Just click to view the Account Summary page.
- **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
 - **Care Providers:** If your account supports "pay a provider," add providers here for direct payment from your account.
 - **Documents:** For accounts that require documentation (FSA, HRA), you can see copies of your electronically submitted documentation here.

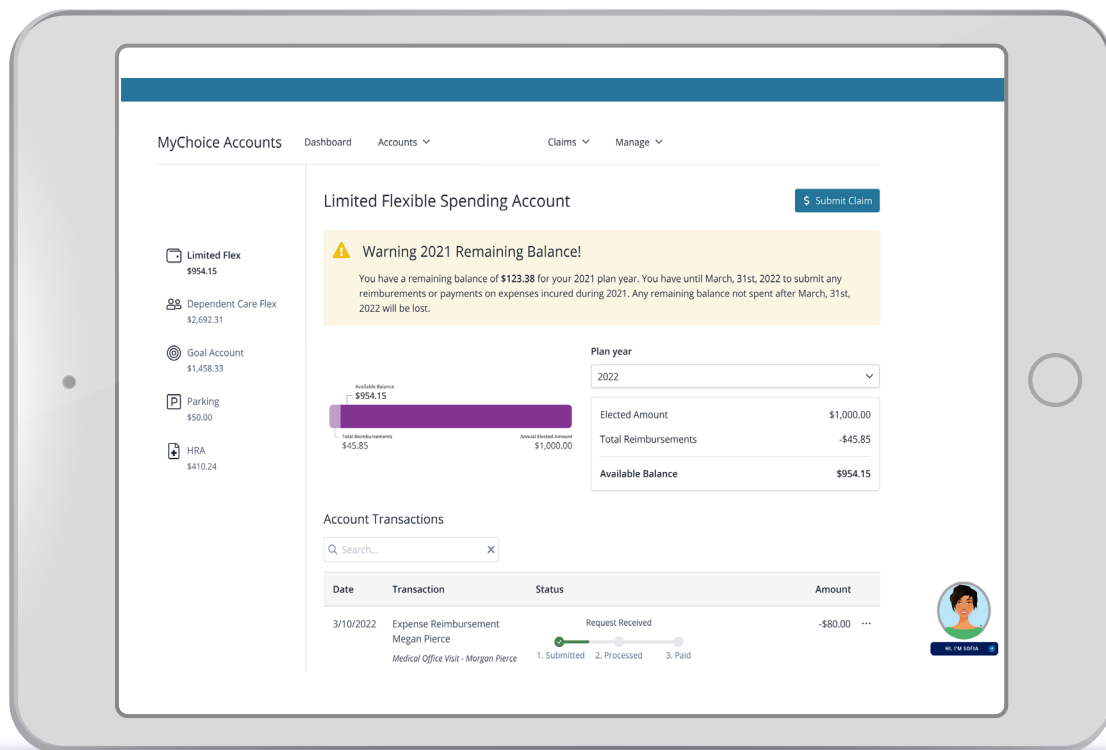




ACCOUNT SUMMARY

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 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.





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](#), or review our [online eligible expense list](#).

Request Reimbursement

FSA or HRA

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.

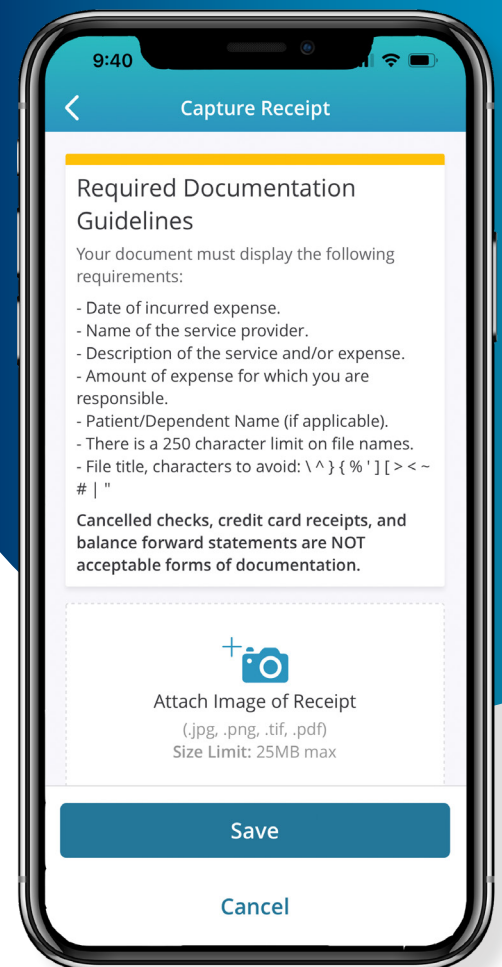
Mobile: Select [accounts](#) then [request reimbursement](#) and fill in all required fields.

Pay a Provider

Online: If you want to use your account balance to pay a provider directly, select [claims > submit claim](#), then select [care 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.

Mobile: Select [Accounts](#) then [More](#). Select [Manage Providers](#) and add a new provider.



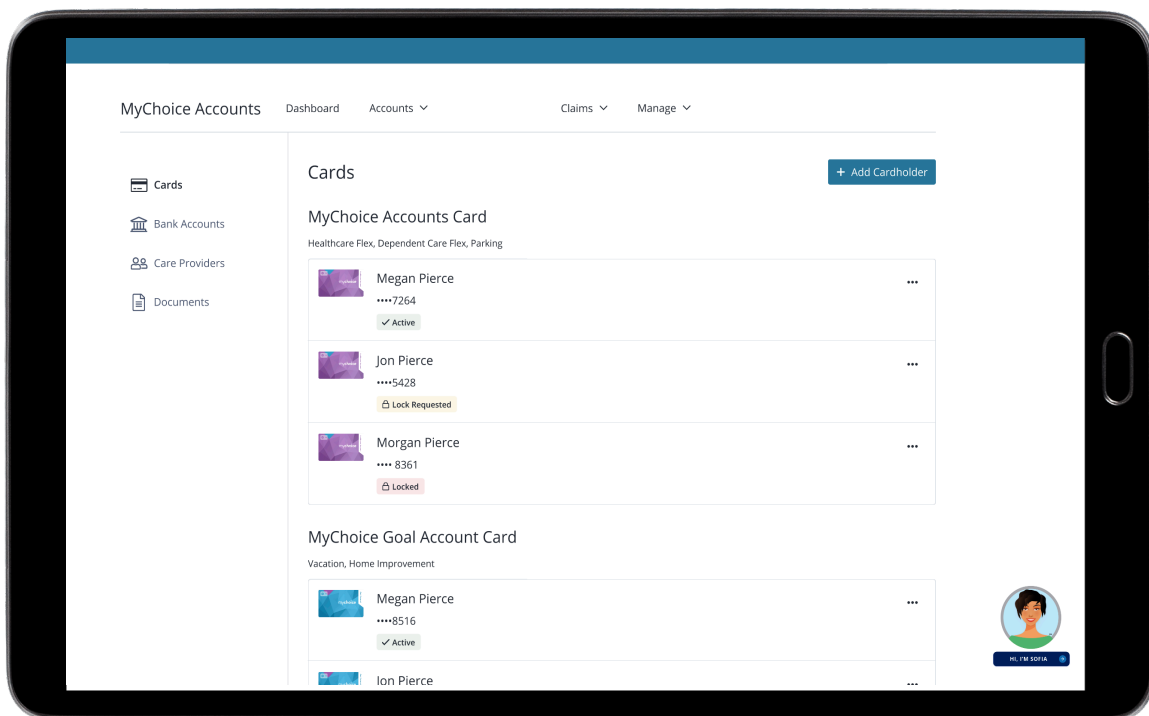
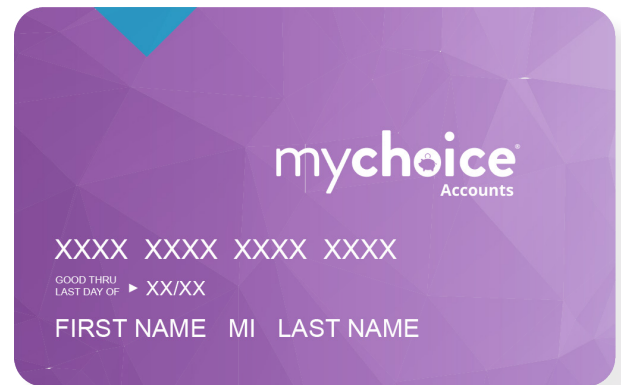
Manage

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
- **Care Providers:** Manage your providers stored in the system for Pay a Provider
- **Documents:** View images of the documentation that has been provided either online or on the mobile app; search or filter to view specific documents

MANAGING YOUR CARDS

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.





MANAGE > BANK ACCOUNTS

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

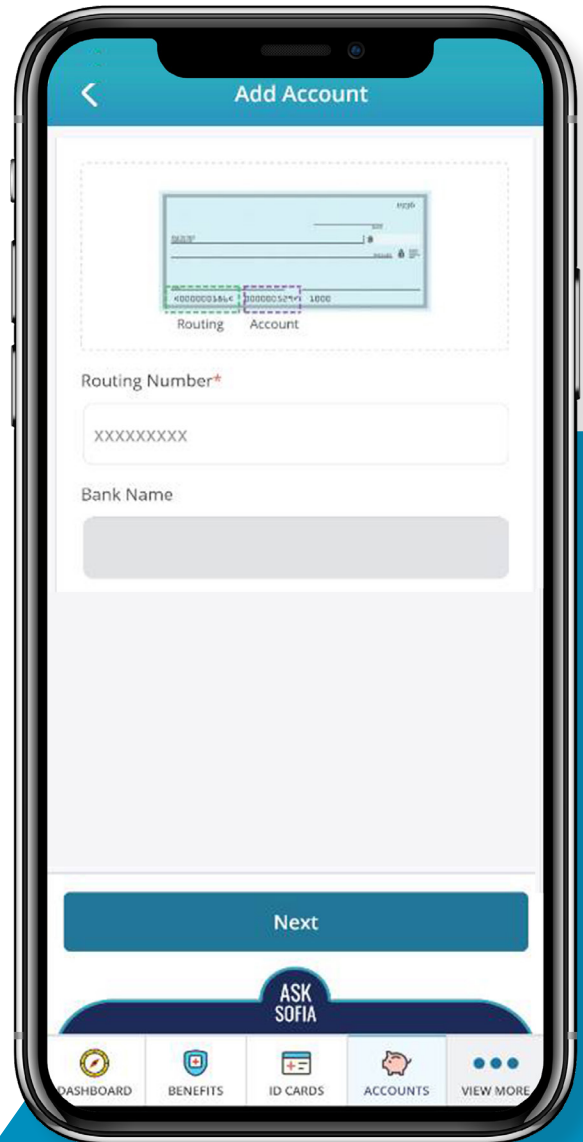
Follow the instructions below to get started.

1

Online, select **Manage > Bank Accounts**
On mobile, select **Accounts > (scroll down) Bank Accounts**.

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.

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.

MyChoice Accounts Dashboard Accounts ▾ Investments ▾ Claims ▾ Manage ▾

Claim Summary

[\\$ Submit a Claim](#)

[Scheduled](#) [Recurring](#) [Documentation Required](#) ● [History](#)

Q Search... X All Claim Types ▾ All Payees ▾ Next 30 Days ▾

Date	Transaction	Status	Amount
3/10/2022	Expense Reimbursement Megan Pierce <i>Medical Office Visit - Morgan Pierce</i> #ACC0003006574	<div>Request Received</div> <div><div>1. Submitted</div><div>2. Processed</div><div>3. Paid</div></div>	-\$80.00 ...
3/10/2022	Payment to First Choice Dental Group <i>Dental Teeth Cleaning - Morgan Pierce</i> #ADJ0003811623	<div>Request Received</div> <div><div>1. Submitted</div><div>2. Processed</div><div>3. Paid</div></div>	-\$29.00 ...
3/14/2022	Payment to New Horizon Academy <i>Dependent Care Child Care - Morgan Pierce</i> #ACC0002687663	<div>Approved</div> <div><div>1. Submitted</div><div>2. Processed</div><div>3. Paid</div></div>	-\$450.00 ...
3/14/2022	Payment to New Horizon Academy <i>Dependent Care Child Care - Morgan Pierce</i> #ACC0002687663	<div>Approved</div> <div><div>1. Submitted</div><div>2. Processed</div><div>3. Paid</div></div>	-\$450.00 ...

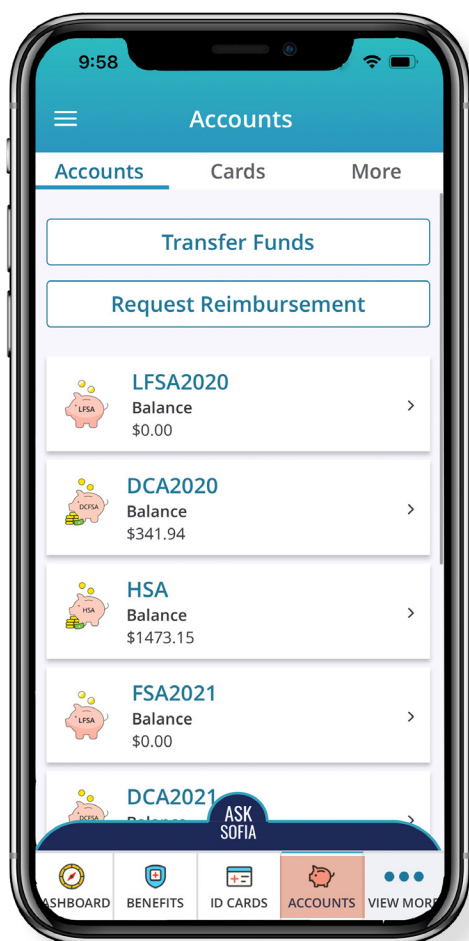
Hi, I'm Sofia

Using the MyChoice Mobile App

It's easy to manage your benefit spending accounts wherever you are with the MyChoice Mobile 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 on the piggy bank icon at the bottom of the home screen labeled **Accounts** 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 Mobile App, you can upload images of receipts for eligible benefit spending account receipts and submit claims for reimbursement, just like you can when using your desktop benefits portal.

To pay a provider directly or reimburse yourself, select **request reimbursement**. For HSA reimbursement, use the **transfer funds** option. Use your device's camera to take a photo of your documentation and immediately upload to your claim for faster claim approvals (FSA/HRA). You can also take a photo of your documentation on the go and access it later when you file your claim. Simply attach the photo on the claim, fill in the details and select **save**.



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 **1-800-819-9889**. Be sure to sign the back of your card before using it.

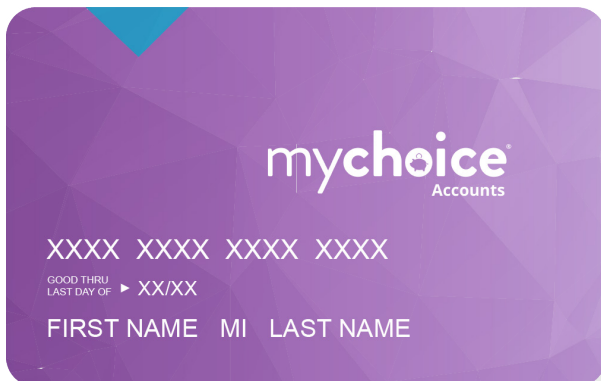
Once you activate and establish your PIN, you simply provide your card for payment. For your card to work, the merchant or provider must accept Visa. Your transaction will process like any other credit or debit card purchase. Always save your receipts. Your card is valid for three years, as long as you remain enrolled in a MyChoice Account.

DOCUMENTING YOUR CARD EXPENSES

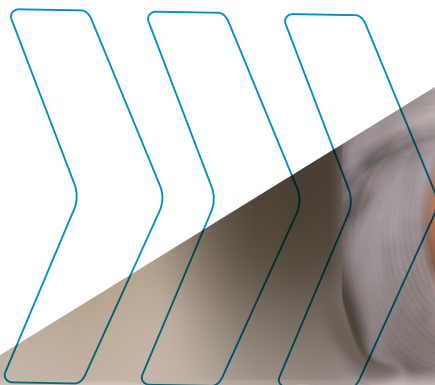
Be sure to save your Explanation of Benefits & itemized documents

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
- Patient responsibility to pay
- Description of product or service
- Provider name
- Patient name (If applicable)



LEARN MORE ABOUT YOUR ACCOUNTS
WITH VIDEOS, FAQs, SAVINGS CALCULATORS,
AND MORE AT
[MYCHOICEACCOUNTS.COM](https://mychoiceaccounts.com)

