

HealthHub.com

Quick Reference Guide

Take advantage of all the online features and tools available to you. This guide will help you easily manage your account online.

Get started

To access and manage your account, go to **HealthHub.com**.

- Click on **Employee Account Login**.
- Enter your username and password. Click **Login**.

If you are a new user, you'll have to register first.

- Click on **Register Now**.
- Enter your member ID (which could be your Social Security number or employer assigned number).
- Also enter your home ZIP code. You may have to enter an employer ID. Please call **1-800-284-4885** for this number.
- Click **Register**.
- Create a user name and password. Then select a security question and answer.
- Enter your e-mail address and click **Confirm**.

View eligible expense items

- After you log in, the list of common eligible expense items is found in **My HealthHub Resources** under **Planning Tools**.

View your account balance, deposits and payments

- Click on the **Financial Center** tab.
- From the drop-down menu, select the account you wish to view.
- To view all of your claims, select **Claims**.
- To view all of your payments and deposits, select **Transactions**.

Account alerts

- On **My Dashboard** you can view your account alerts, if applicable.
- These messages can tell you the status of your card, claim information and if you need to provide documentation for card purchases.

How to file a claim

To get reimbursed for an out-of-pocket expense, log in to **HealthHub.com**.

- Under *Quick Links*, click on **File a Claim**. If prompted, select **Pay Me**.
- Enter your claim information. To add additional claims, select **Add Another Claim**.
- Once you enter in all of your claims, click **Next**.
- Confirm all expense details and click **Next**. To make changes, click **Previous**.
- Select **Fax** or **Upload**.
 - To "Fax," click on **Create Coversheet**. Print and sign the form. Fax it with your documentation to the number on the coversheet. When you sign the fax coversheet, you certify that your claim is for an eligible expense.
 - To "Upload," use the **Browse** button. Select your documentation from your computer. To add additional documents, click on **Add Additional Document**.
Note: Each document must be uploaded in PDF format.
 - Check the signature box to sign your claim and confirm your submission is for eligible expenses.
 - Click **Submit**.

If offered by your employer, you can also use **Pay Them** to pay your health care or dependent care provider directly.

- After you log in to **HealthHub.com**, click on **File a Claim**, under *Quick Links*. Select **Pay Them**.
- Select your payee from the drop-down menu and click **Next**. To add a new payee, click on the + symbol.
- If you add a new payee, complete all the required fields. Click **Save**, then click **Next**.
- Enter your contact number, statement date and invoice number (if applicable); patient name; and any comments you may have. Click **Next**.
- Fill in your claim information and click **Next**.
- Verify that your claim information is correct. Click **Next**.
- Select **Fax** or **Upload**.
 - To “Fax,” click on **Create Coversheet**. Print and sign the form. Fax it with your documentation to the number on the coversheet. When you sign the fax coversheet, you certify that your claim is for an eligible expense.
 - To “Upload,” use the **Browse** button. Select your documentation from your computer. To add additional documents, click on **Add Additional Document**.
Note: Each document must be uploaded in PDF format.
 - Click **Submit**.

Note: Be sure to sign up for the “Explanation of Payment” electronic notification through **My Settings**. This informs you when your claim has been processed.

Order an additional PayFlex Card®

- From **My Dashboard**, under *Quick Links* select **Manage My Debit Card(s)**.
- If you would like to order an additional debit card for a dependent or spouse, select **Order A Dependent Debit Card**.
- Enter the first and last name of your dependent or spouse. Then click **Submit**.
- Your card will arrive within 15 business days.
- If your card is lost or stolen, call us immediately at **1-800-284-4885**. Do not order another card online.

Sign up for electronic account updates

To help you stay up to date on your account, we encourage you to sign up to receive notifications through e-mail, on the web or both.

- From **My Dashboard**, select **My Settings**.
- Select **Notifications/Email Address**. Enter your e-mail address.
- Select the notification(s) you wish to receive. Then click **Submit**.

For fast reimbursements, enroll in direct deposit

- On the left side of the screen, click on **My Accounts and Services**. Then click on **Enroll in Direct Deposit**.
- Select your employer (if applicable) and bank account type. Enter your account number, routing number and bank name. Click **Next**.
- Review your account information. If the information is correct, click **Confirm**. If you need to make a change, click **Previous**.

Stay connected with PayFlex Mobile™

If offered by your employer, you can also access your account virtually 24/7 through the PayFlex Mobile application. Available from most smartphones, the FREE* PayFlex app lets you:

- View important account alerts
- View your account balance, deposits and payments
- Submit a claim for reimbursement
- View a list of common eligible expense items

Questions?

Visit **HealthHub.com** or contact customer service at **1-800-284-4885**. Representatives are available Monday – Friday, 7 a.m. – 7 p.m. CT and Saturday, 9 a.m. – 2 p.m. CT.

*Standard text messaging and other rates from your wireless carrier still apply.

This material is for informational purposes only and is not an offer of coverage. It contains only a partial, general description of plan benefits or programs and does not constitute a contract. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about PayFlex®, go to **HealthHub.com**.