Intermountain Ironworkers HRA

Welcome to **Intermountain Ironworkers HRA** Benefit Accounts Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your Health Reimbursement Account ("benny card"). It enables you to:

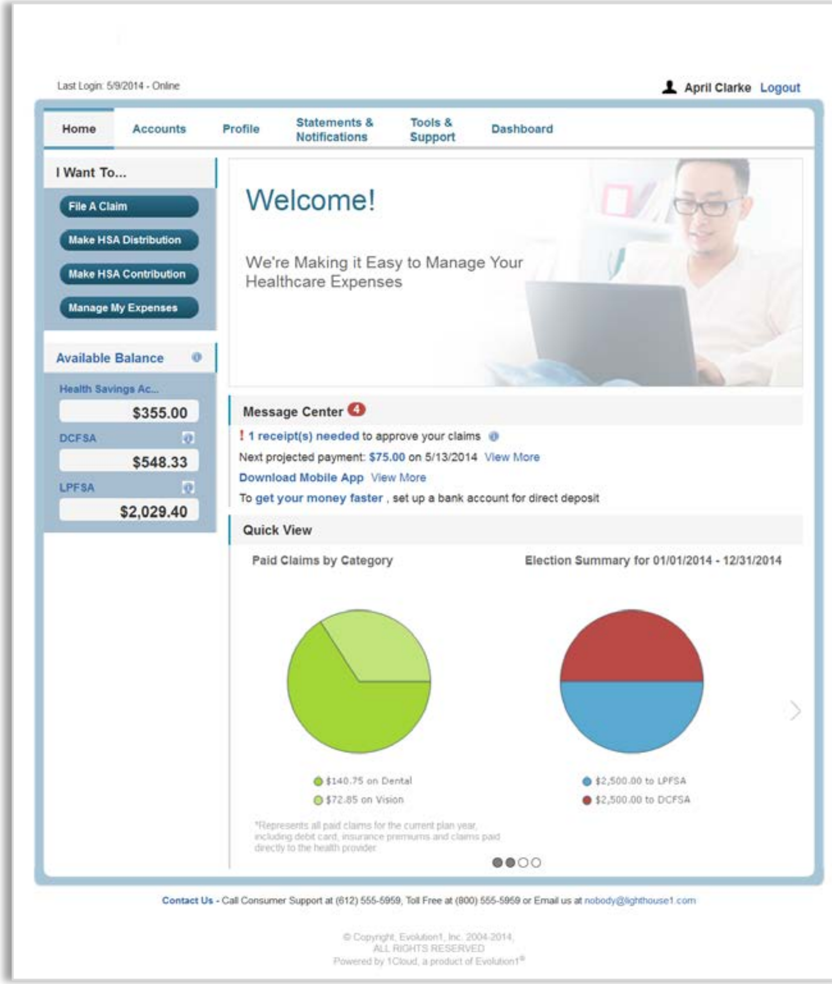
- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your login ID and/or 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,
2. Hover over or click on the six tabs at the top.

HOW DO I LOG ON TO HOME PAGE?

1. Go to https://comphra.lh1ondemand.com
2. Enter your login ID (Your login ID is the first letter of your first name, your complete last name and the last four digits of your SSN – ie, msmith1234) and password - **Compusys**
3. Click **Login**.



The **Home Page** is easy to navigate:

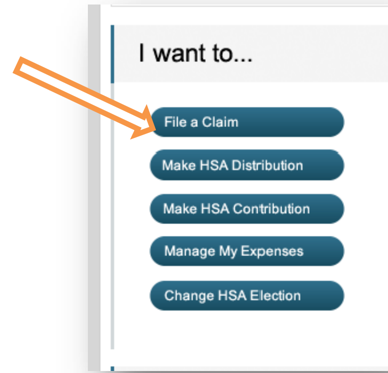
- Easily access the **Available Balance** and **"I Want To"** sections from the left-hand navigation area.
- The **I Want To**…section contains the most frequently used features for the Consumer Portal.
- In the left-hand column Available **Balance** links to the Account Summary page, where you can see and manage your accounts.
- The **Message Center** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Quick View** section graphically displays some of your key account information.

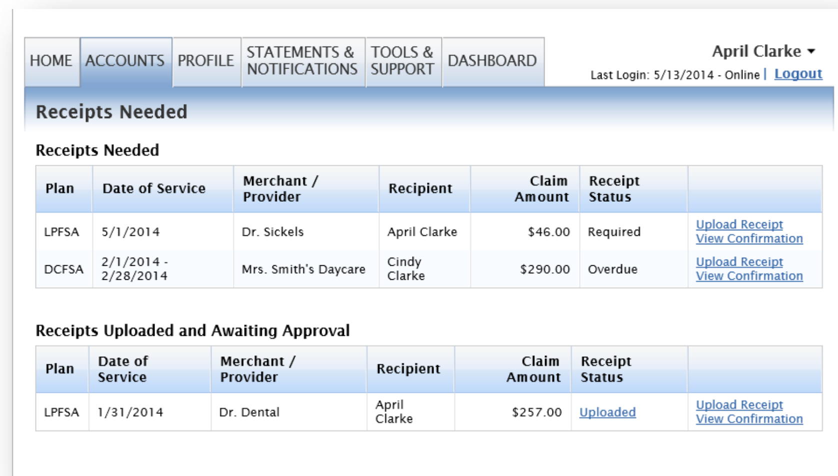
You can also hover over the tabs at the top of the page.

HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

1. On the **Home Page**, you may simply select the “I want to… **File a Claim**” button.
   <u>**OR**</u> on the Home **Page**, under the **Accounts** tab, click **File Claims** link.
2. Enter your claim information, and upload the receipt, on the form that appears and click **Add Claim**. The claim is then added to the **Claims Basket**.
3. For submitting more than one claim, click **Add Another Claim**, select the Account Type and complete the form and click **Add Claim**.
4. When all claims are entered in the **Claims Basket**, 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, print another Claim **Confirmation Form** to submit to the administrator, attaching the required receipts. <u>**OR**</u> Click on the **Upload Receipt** link, and the **Receipts Needed** screen displays.
6. For each claim that requires a receipt, click **Upload Receipt** on the far right and follow instructions. (Your receipt must be in pdf, jpg, or gif format.)
7. The Receipt Uploaded confirmation appears: “Your receipt has been uploaded. You may upload additional receipts if needed until the claim is approved.”
8. After uploading, you may also click **View Confirmation** and print the form for your records.

NOTE: If you see a **Receipts Needed** link in the Message Center section of your Home Page, click on it. A listing of any **Claims Requiring Receipts** will appear.





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HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

1. For current Account Balance only, on the **Home Page**, see the **Available Balance** section.
2. For all Account Activity, on the **Home Page**, click on the **Available Balance** link 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.

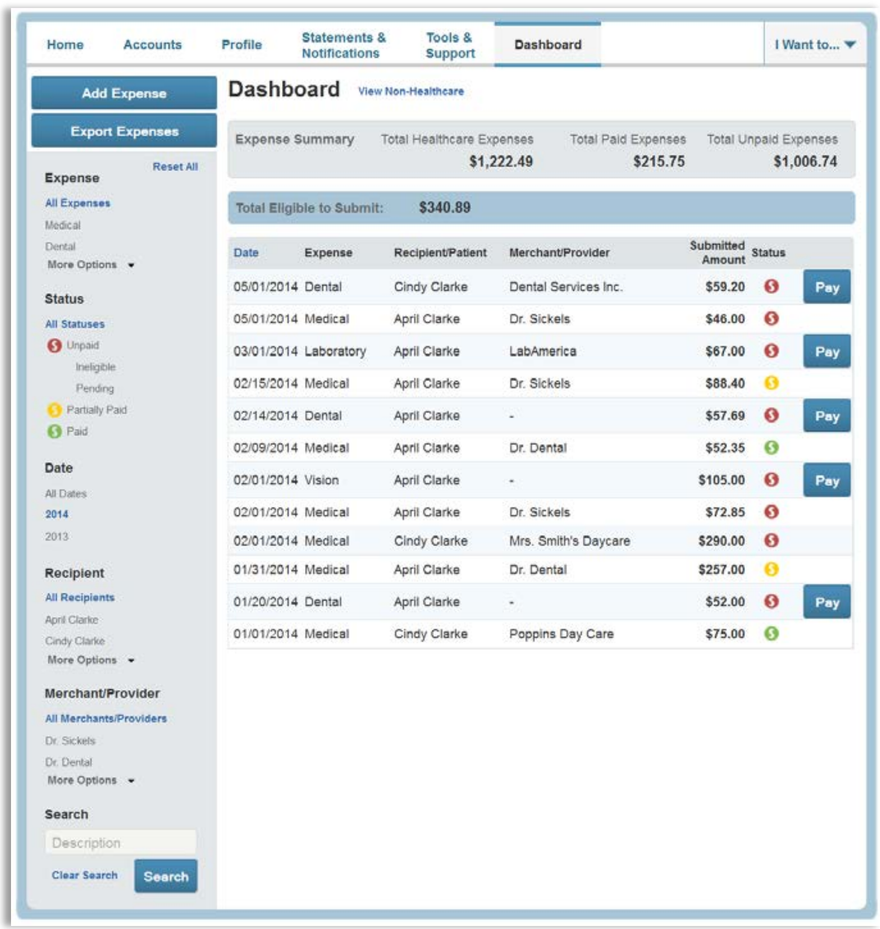

1/1/2013-12/31/2013

Account	Eligible Amount	Submitted Claims	Paid	Pending	Denied	Plan Year Balance	Available Balance
Health FSA	$1,100.00	$185.07	$108.20	$16.87	$60.00	$974.93	$974.93
HRA 2013	$416.66	$0.00	$0.00	$0.00	$0.00	$416.66	$416.00
Incentive Account	$1,500.00	$0.00	$0.00	$0.00	$0.00	$1,500.00	$50.00

ALL HEALTH CARE EXPENSE ACTIVITY IN ONE PLACE

To view and manage ALL healthcare expense activity, use the <u>DASHBOARD</u>

1. On the **Home Page**, under the **Dashboard** tab. The 1View Dashboard provides you with an easy-to-use consolidated view of healthcare expenses for ongoing management of medical claims 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 Dashboard.
3. You can search for specific expenses using the **search field** on the bottom left side of the screen.
4. Expenses can be exported into an Excel spreadsheet by clicking on the **Export Expenses** button on the upper left side of the page.

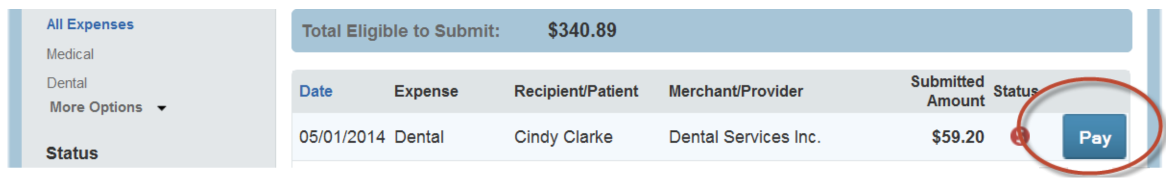


HOW DO I ADD AN EXPENSE TO THE DASHBOARD?

1. From the **Dashboard** click on the **Add Expense** button in the upper left side 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 dashboard you can pay the expense, if desired.

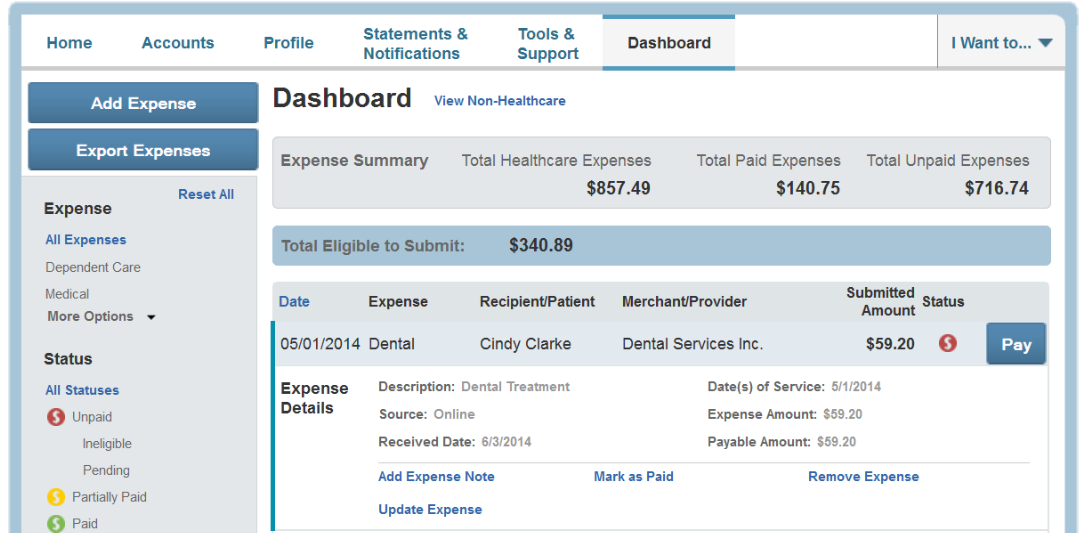
HOW DO I PAY AN EXPENSE?

1. You may process payments/ reimbursements for unpaid expenses directly from the **Dashboard** page.
2. Expenses will be categorized and **payment** can be initiated for unpaid expenses by clicking on the button to the to the right of the expense details.
3. Simply choose which expenses you would like paid and you will be presented with the account from which you can initiate payment.
4. When you click **Pay,** the claim details from the **Dashboard** will be pre-populated within the claim form. Review & edit the claim details as needed.



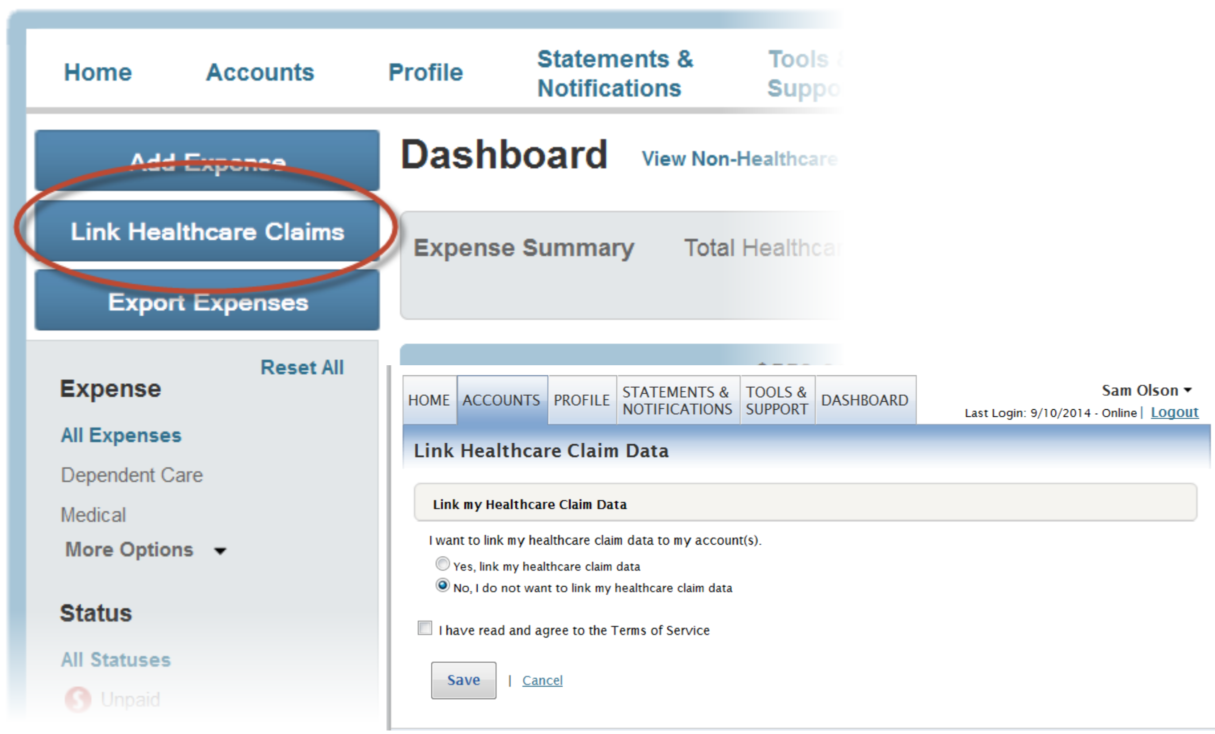
HOW DO I EDIT AN EXISTING EXPENSE IN THE DASHBOARD?

1. You can edit expense details for all claim statuses directly from the **Dashboard** page.
2. Expand the claim details visible by clicking on the expense line item from the Dashboard.
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 Dashboard.



HOW DO I LINK MY HEALTHCARE CLAIMS?

1. Link Healthcare claims allows you to receive claims data from your healthcare insurance carriers.
2. Expenses from your insurance carrier(s) will be added to **Dashboard** for tracking and/or payment purposes.
3. To register click on the “Link Healthcare Claims” button located in the upper left side of the **Dashboard** page.
4. You will be alerted to new expenses within the message area of both the consumer online portal and mobile app.



HOW DO I VIEW MY CDH CLAIMS HISTORY AND STATUS?

1. On the **Home Page**, click on **Available Balance** and then select the Claim amount in the **Submitted Claims** column for the applicable account you would like to view claims history for.
2. For an alternative perspective, you may also view claims history and status for all claim types including dependent care on the **Dashboard.**

HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

1. On the **Home Page**, under the **Accounts** tab, click **Payment History** on the drop-down menu. You will see reimbursement payments made to date, including debit card transactions.
2. Click **View Detail** on the far right to see claim details.

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

1. On the **Home Page**, under the **Profile** tab, click **Debit Cards** on the drop-down menu.
2. Under the Actions column on the Debit Cards form, click **Report Lost/Stolen** or **Order Replacement** and follow instructions.

HOW DO I UPDATE MY PERSONAL PROFILE?

1. On the **Home Page**, under the **Profile** tab, click your choice on the drop-down menu: **Profile, Banking or Login Information.**
2. Click any link on the Profile screen: **Update Profile.** Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click **Submit**.

HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. On the **Home Page**, click on the **Profile** tab, and select **Login Information** on the left-hand side of the screen.
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. On the **Home Page**, use the **Tools & Support** tab.
2. Click any form or document of your choice.

…NOTIFICATIONS?

1. On the **Home Page**, under the **Statements & Notifications** tab, click the **Statements & Notifications** tab.
2. Click any link of your choice. **Receipt Reminders**, **Account Statements**, **Advice of Deposits**, **Denial Letters**, or **Denial Letters with Repayments** are a few options.

…PLAN INFORMATION?

1. On the **Home Page**, under the **Accounts** tab, click **Account Summary** on the drop-down menu.
2. Click the applicable account in the first column on the left and the **Plan Rules** open in another browser
   OR on the **Home Page**, under the **Accounts** tab, click **Plan Descriptions** on the drop-down menu for basic information. Then click each applicable plan to see the Plan Detail screen.

MORE HELPFUL INFORMATION (if enabled by Partner)…

On the **Home Page**, under the **Tools & Support** tab, you may find links that connect you to helpful information supplied by Plan Administrator. These may be links to your employer's website or to other valuable resources that enable you to manage your healthcare more effectively.