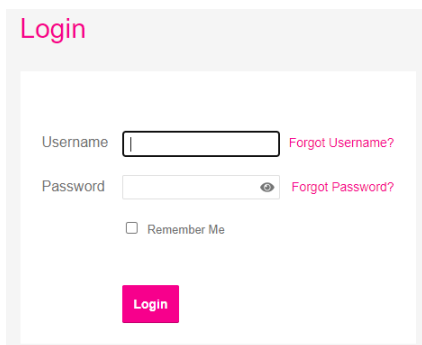


## Message Center Tab

isolved benefit services provides all Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) participants with an online portal that provides 24/7 access to view and manage account information. One of the many features available online is the capability view your statements, notifications and receipt reminders.

To file a claim and upload documentation, please follow the below steps:



**Step 1:** Navigate to the [isolved Benefit Services login page](#).

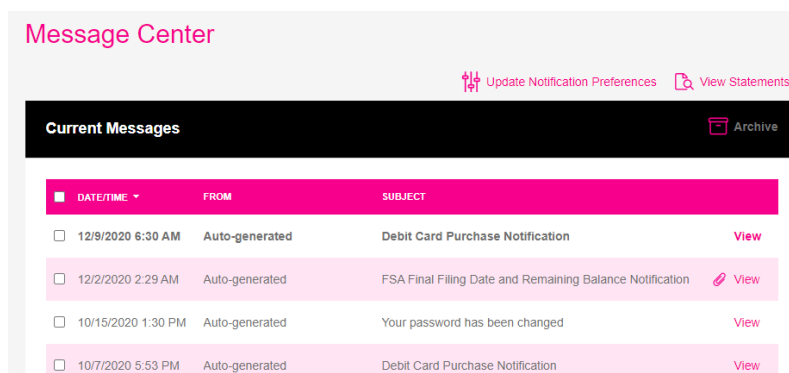
For security purposes, it is important for you to login to setup your Username and Password. isolved benefit services provides you with a 120-day timeframe to access your account to assist with the security of your account. If you access your account after the 120-day timeframe, you will need to contact isolved benefit services to receive a temporary password.

**Step 2:** Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.



**Step 3:** Click on **Message Center** on the top menu. Here you can see each of your account statements, notifications and any receipt reminders requested.

To view a statement or notification, click “View”



| DATE/TIME          | FROM           | SUBJECT  |                      |
|--------------------|----------------|--|----------------------|
| 12/9/2020 6:30 AM  | Auto-generated | Debit Card Purchase Notification                         | <a href="#">View</a> |
| 12/2/2020 2:29 AM  | Auto-generated | FSA Final Filing Date and Remaining Balance Notification | <a href="#">View</a> |
| 10/15/2020 1:30 PM | Auto-generated | Your password has been changed                           | <a href="#">View</a> |
| 10/7/2020 5:53 PM  | Auto-generated | Debit Card Purchase Notification                         | <a href="#">View</a> |

You can **Update Notification Preferences** from this screen.



Here you can set up to receive notifications via text message or via email. Scroll through the options to determine the best delivery method for you information. Some options are not available for security purposes.

**Add Contact Information** ✕

\*Required

Mobile Number \*    -

Mobile Carrier \* !

Time Zone \* !

Email Address

Confirm Email Address

By providing an email address, you will receive communications electronically about your benefits in lieu of paper documents. Your email address will not be shared or used for any other purpose.

|   | STATEMENT PREFERENCES |                          | ALERT PREFERENCES                           |                                     |
|---|-----------------------|--------------------------|---|-------------------------------------|
|   | Online                | Paper                    | Email <span style="color: orange;">!</span> | Text                                |
| <b>STATEMENTS</b>   |                       |                          |   |                                     |
| FSA Final Filing Date and Remaining Balance Notification  | -                     | -                        | <input type="checkbox"/>                    | -                                   |
| <b>CLAIMS</b>   |                       |                          |   |                                     |
| Claim has been filed for your account<br><small>Automatically emailed based on whether or not you have an email address</small>   | -                     | -                        | Emailed                                     | <input checked="" type="checkbox"/> |
| Claim applied to repayment<br><small>Automatically emailed based on whether or not you have an email address</small>              | -                     | -                        | Emailed                                     | <input type="checkbox"/>            |
| Claim has been denied   | Available             | <input type="checkbox"/> | <input checked="" type="checkbox"/>         | <input checked="" type="checkbox"/> |
| Paid claim has been denied  | Available             | <input type="checkbox"/> | <input checked="" type="checkbox"/>         | <input checked="" type="checkbox"/> |
| Receipt is needed to process your claim<br><small>Automatically emailed based on whether or not you have an email address</small> | Available             | Not Mailed               | Emailed                                     | <input checked="" type="checkbox"/> |

Remember, you can now **go mobile** by using your smart phone to access:

- FSA Account balances
- Submit claims for reimbursement
- Send receipts using a mobile device's camera
- Configure alerts via text message

Easily check information now using an iPhone, iPod Touch, iPad or Android-powered device.