

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. Within this online site, participants are able to view a multitude of information regarding an FSA account.

Navigate to the [isolved benefit services login page](#).

Login

Username [Forgot Username?](#)

Password [Forgot Password?](#)

Remember Me

Login

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.

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.

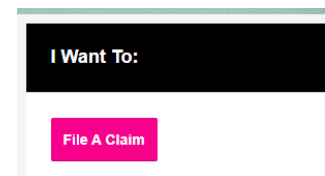
The **Home Page top menu** has several tabs for participant resources.



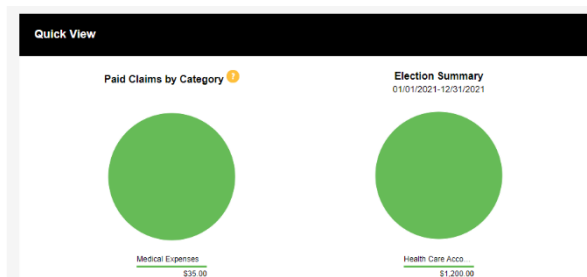
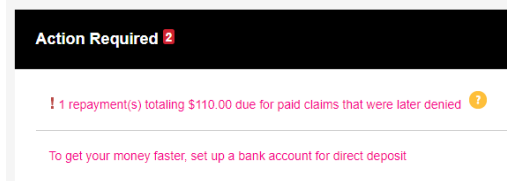
The **Home Page** includes:

- A link to **File a Claim** online
- **Accounts:** This has your current available balance on your accounts

Accounts	
01/01/2020 - 12/31/2020	PY 2019
Health Care Account 1	Health Care Account 1
AVAILABLE \$355.00	AVAILABLE \$1,200.00



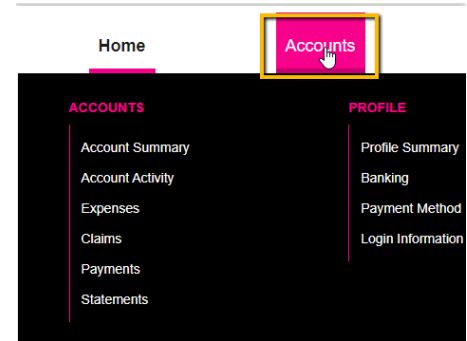
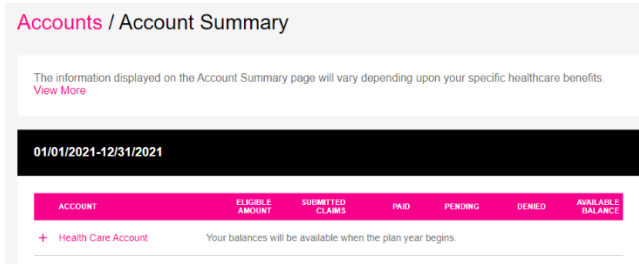
- **Action Required** with alerts and relevant links to keep current on accounts
- **Recent Transactions** with any recent claims that you have submitted
- **Quick View** of claims by category and election summary for the plan year



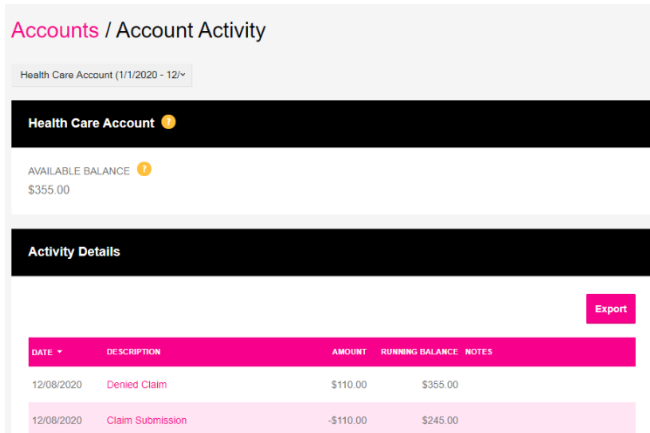
DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT PROVIDER	SUBMITTED AMOUNT	STATUS
11/12/2020	Medical	John Doe	-	\$110.00	\$
7/1/2020	Medical	John Doe	-	\$180.00	\$
12/2/2019	Medical	John Doe	dfr innes	\$50.00	\$

The **Accounts** tab includes:

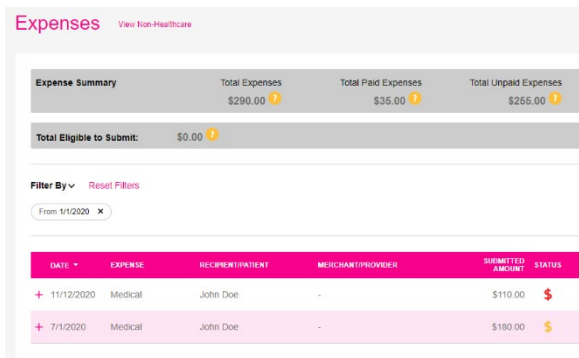
- **Account Summary** page provides you with balance and election details.



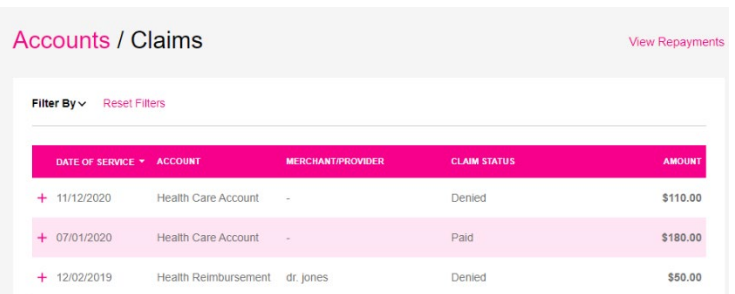
- **Account Activity** page provides you with your transaction summaries including pending and processed transactions.



- **Expenses** page provides you with any expenses that you have submitted and have been paid/unpaid.



- **Claims** page provides you with a complete view of all your claims from all account on one page. The page displays your account, claim status, receipt status, claim summary level and details of your claim.



- **Payments** page provides you with a complete view of all payment details on one page.

Accounts / Payments

Filter By Reset Filters

DATE	NUMBER	METHOD	STATUS	AMOUNT
+ 10/08/2020	65223380	Debit Card	Paid	\$26.89
+ 09/18/2020	1087033031	Debit Card	Paid	\$44.40

Statements provides you with all your Account Statements

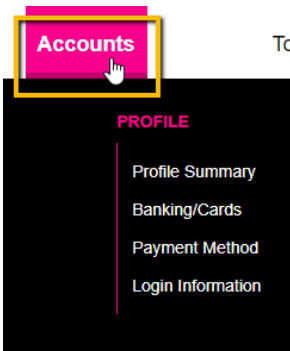
Accounts / Statements

[Account Statement \(7/23/2020 - 7/29/2020\)](#)

[Account Statement \(7/16/2020 - 7/22/2020\)](#)

[Account Statement \(7/9/2020 - 7/15/2020\)](#)

[View All](#)



To

The **Accounts, Profile** menu includes:

- **Profile Summary** is an overview of your personal and employer information

Profile / Profile Summary

Profile	Update Profile	Dependents	Add Dependent
<p>JOHN DOE</p> <p>HOME ADDRESS 123 Sample St Sample, AL 99999 United States</p> <p>MAILING ADDRESS 123 Sample St Sample, AL 99999 United States</p>		<p>ALEXANDER R DOE</p> <p>Birth Date: 9/30/2000 Student: Yes</p> <p>View / Update</p>	<p>JANE DOE</p> <p>Birth Date: 1/1/1972 Student: No</p> <p>View / Update</p>

Banking

Bank Accounts Add Bank Account

No bank accounts exist

- **Banking/Cards** lists any bank accounts set up for reimbursements
- **Payment Method** listing your account(s) and the primary and any alternate payment methods that you have set up

Profile / Payment Method

PLAN YEAR	ACCOUNT(S)	PRIMARY	ALTERNATE	Update
01/01/2020 - 12/31/2020	Health Care Account	Debit Card	Direct Deposit	Update

Login Information

Password [Change Password](#)
 Username [Change Username](#)
 Security Questions [Change Security Questions](#)

- **Login Information** allows you to change password, username or security questions here

Message Center 75

The **Message Center** tab includes:

- **Statements** of your account balance
- **Enrollment Confirmations**
- **Notifications** archives notifications isolved benefit services sent to you
- **Update Notification Preferences** allows you to set up text notifications to your cell phone for claim confirmation, claim denial or a receipt reminder
- **Password changed** notifications


Message Center

[Update Notification Preferences](#) [View Statements](#)

Current Messages [Archive](#)

DATE/TIME	FROM	SUBJECT	
<input type="checkbox"/> 12/3/2020 11:12 AM	Auto-generated	Your password has been changed	View
<input type="checkbox"/> 11/30/2020 4:05 AM	Auto-generated	Receipt Reminder	View
<input type="checkbox"/> 11/23/2020 4:04 AM	Auto-generated	Receipt Reminder	View
<input type="checkbox"/> 11/17/2020 12:33 AM	Auto-generated	Notification of Denied Claim	View
<input type="checkbox"/> 11/16/2020 1:11 PM	Auto-generated	Your password has been changed	View
<input type="checkbox"/> 11/2/2020 2:43 PM	Auto-generated	Enrollment Confirmation	View

If you click on “Update Notification Preferences” you can change how you receive your account details including selecting to “Go Paperless”.

 I would like to Go Paperless:

[Update Notification Preferences](#) [View Statements](#)

[Archive](#)

Click on Add Contact information to set up a mobile number and email for paperless options.

You can select to have specific items provided to you via online, email or text.

	STATEMENT PREFERENCES		ALERT PREFERENCES	
	Online	Paper	Email	Text
STATEMENTS				
FSA Final Filing Date and Remaining Balance Notification	-	-	<input type="checkbox"/>	-
CLAIMS				
Claim has been filed for your account <i>Automatically emailed based on whether or not you have an email address</i>	-	-	Emailed	<input checked="" type="checkbox"/>
Claim applied to repayment <i>Automatically emailed based on whether or not you have an email address</i>	-	-	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 <i>Automatically emailed based on whether or not you have an email address</i>	Available	Not Mailed	Emailed	<input checked="" type="checkbox"/>

Add Contact Information ✕

*Required

Mobile Number *

Mobile Carrier * Select a Carrier...

Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone * Select a Time Zone...

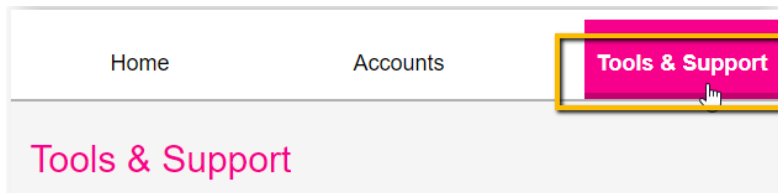
Email Address

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.

Cancel
Submit

The **Tools & Support** tab includes available documents, forms, plan summaries and quick links for you to use.



Questions?

Contact isolved benefit services Customer Service Representatives at 866-370-3040 or email at fsa@isolvedhcm.com.

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.