

isolved Benefit Services provides all Flexible Spending Account (FSA) and Health Reimbursement Arrangement (HRA) participants with an online portal that provides anytime access to view and manage account information. One of the many features available is the capability to review your account.

Account Balance

To view your balance, follow these steps:

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.

Username [Forgot Username?](#)

Password [Forgot Password?](#)

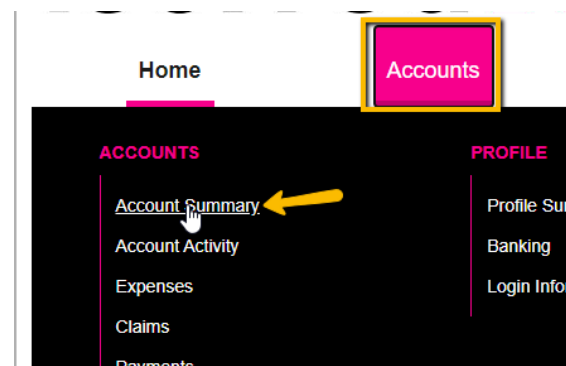
Remember Me

[Login](#)

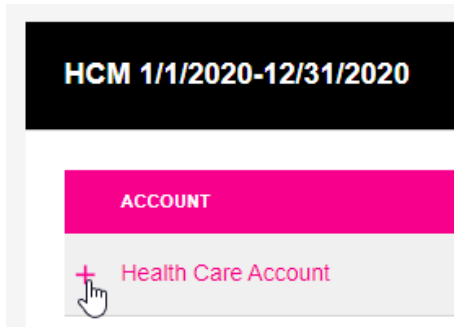
2. Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.

3. On the **Home Page**, under **Accounts** is the available amount for your account.

Accounts	
HCM 1/1/2020-12/31/2020	
	AVAILABLE
Health Care Account ?	\$208.26



To review an Account Summary of your account(s) that includes current account balance(s), from the top menu click on **Accounts, Account Summary**, in the drop-down menu.



If you click on the “+” next to the Plan, it will provide you with your plan summary.

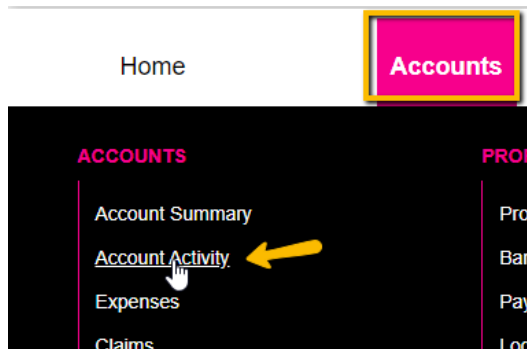
HCM 1/1/2020-12/31/2020

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
— Health Care Account	\$1,831.57	\$1,623.31	\$1,623.31	\$0.00	\$0.00	\$208.26

Election Details	Effective: 1/1/2020 My Annual Election: \$1,800.00 Company Contribution to Date: \$0.00	My Contributions to Date: \$1,575.00 Plan Year Balance: \$208.26
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The Account Summary page provides you with balance details for the plans you have elected. This page displays all plan years you have been enrolled in by plan year name. If no plans are available the system will display the message “No accounts available”. Plan years are collapsed, but can be expanded to see the details.

Account Activity



This page will provide you with your transaction summaries including pending and processed transactions.

First, chose the Account you want to view from the drop-down menu.



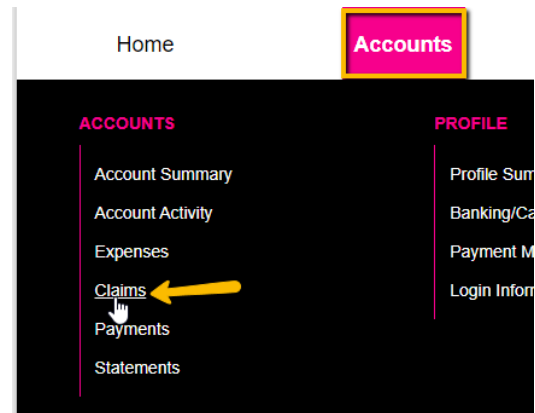
Activity Details				
DATE ▾	DESCRIPTION	AMOUNT	RUNNING BALANCE	NOTES
11/06/2020	Payroll Deduction *	\$75.00	\$208.26	
10/23/2020	Payroll Deduction *	\$75.00	\$208.26	
10/09/2020	Claim Submission	-\$26.89	\$208.26	

[Export](#)

Claims

The Claims page provides you with a complete view of all your claims from all account(s) on one page. The page displays your account, claim status, receipt status, claim summary level and details of your claim. Click on any claim to view details.

To view your claims, either click on your account from the Home Page or click on Accounts, Claims.



Accounts / Claims

Filter By ▾ [Reset Filters](#)

DATE OF SERVICE ▾	ACCOUNT	MERCHANT/PROVIDER	CLAIM STATUS	AMOUNT
10/07/2020	Health Care Account	CVS/PHARMACY #06181	Paid	\$26.89

Claim Details

Claim Number: 2800A201009D0000101 Date(s) of Service: 10/07/2020

Recipient: John Doe Paid: \$26.89

Payee: John Doe

Source: Debit Card

Receipt Status: Not Needed

This will show you claims you have submitted. Click on the "plus" to view details on a claim.

You can also filter your claims by:

- Account
- Claim Status
- Receipt Status

Filter By [Reset Filters](#)

Account

- [All Accounts](#)
- [01/01/2020 - 12/31/2020](#)
- [Health Care Account](#)
- [01/01/2019 - 12/31/2019](#)
- [Health Care Account](#)
- [01/01/2018 - 12/31/2018](#)
- [Health Care Account](#)

Claim Status

- [All Claim Statuses](#)
- [Paid](#)

Receipt Status

- [All Receipt Statuses](#)
- [Not Needed](#)
- [Received](#)

Note: If you click on "New Needed" under All Receipt Statuses then you will be taken to any claims that require a receipt. You can also view any receipt reminders under the **Message Center**.

Payments

To view Payments, click on **Accounts, Payments** from the top menu.

The Payments page provides you with a complete view of all payment details on one page. This page will display when a payment when:

- Claims are posted for reimbursements
- Debit Card transactions are settled
- There are refunds from a Debit Card transaction

If there is no payment the message will displays as "There are no records to display".

To view details, click on the “plus” beside the payment.

DATE	NUMBER	METHOD	STATUS	AMOUNT
10/08/2020	65223380	Debit Card	Paid	\$26.89
Payment Details				
Account: Health Care Account		Date of Service: 10/07/2020		
Recipient: John Doe		Claim Amount: \$26.89		
Merchant/Provider: CVS/PHARMACY		Payment Amount: \$26.89		
Type: Claim Reimbursement				
Total Payment Amount: \$26.89				

Accounts / Payments

Filter By ^ [Reset Filters](#)

Method	Status	Date
All Methods	All Statuses	All Dates
Debit Card	Paid	2020
Direct Deposit		2019
		2018
		2017
		2016

You can also filter your payments by:

- Method
- Status
- Date

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.