

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 upload documentation to accompany a Benefits Card claim.

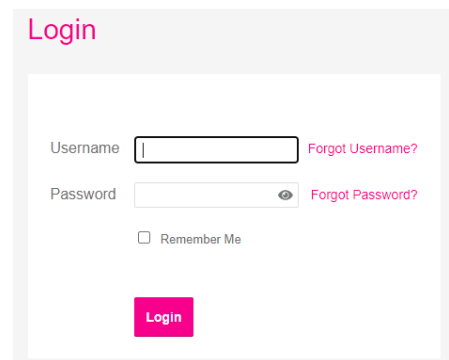
According to IRS regulations, the Benefits Card transaction could require an itemized receipt or an Explanation of Benefits (EOB) from your insurance provider. Documentation must include:

- Name of service provider or place of purchase
- Date(s) service was incurred
- Name of individual for whom service or expense was provided
- Detailed description of the service or expense provided (referred to as type of service)
- Drug name and Rx number, if applicable
- Amount or cost of the service or expense
- Over-the-counter medicines or drugs, if applicable
- Receipt showing type of item purchased (aspirin, cough medicine, bandages, etc.)

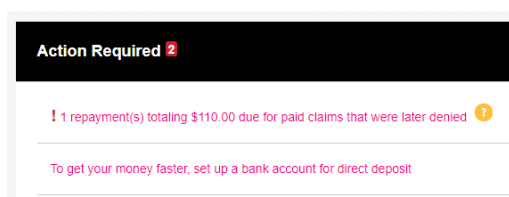
To upload documentation, follow these steps:

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.



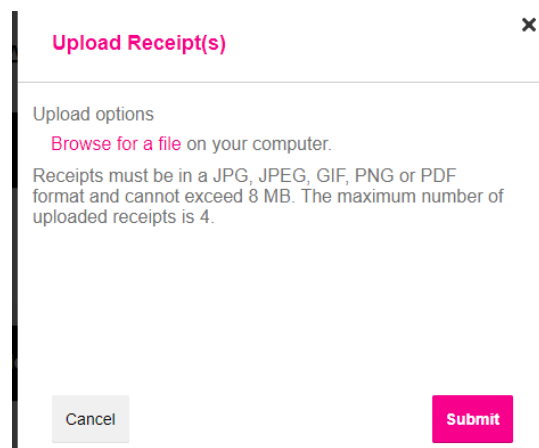
2. Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.



3. If you see **Receipts Needed link under **Action Required** section of your Home Page, click on the link.**

A listing of the claims requiring receipts will appear.

Click on the **Upload Receipt(s)** button and upload your receipt as proper documentation to match the claim.



DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
- 11/12/2020	Medical	John Doe	-	\$110.00	\$
Payment Details		Date(s) of Service: 11/12/2020 - 11/12/2020	Claim Number: ABC123201208C0000101		
		Requested On: 12/8/2020	Account: Health Care Account		
		Expense Category: Medical Expenses	Source: Administrator		
		Denied: \$110.00	Receipt Status: Received		
Upload Receipt(s)					
+ 7/1/2020	Medical	John Doe	-	\$180.00	\$

4. Upload your receipts. When uploading a receipt it must be in .doc, PDF, bmp or gif format.

To submit more than one receipt, click **Add Another Receipt**.

5. Once the receipt has been uploaded, you will see a confirmation within the online portal.

6. You will also see your claim under the **Receipts Uploaded and Awaiting Approval** section.

7. From this location on the portal you can **View Confirmation** of your submitted claim

Receipts can easily be uploaded with your smart phone by using the camera app to take a photo of your receipt. 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.