

# Participant Portal: Online Account Information



## Using Your Online Account

Our online participant portal puts account information and health education tools at your fingertips.

### Online Account Features

- Get Account Balance
- View Payment Card Charges
- Enter a Request for Withdrawal
- View Claims Information
- Register for Mobile Alerts
- Access Communication Center Messages
- View Reimbursement Schedule
- Use Consumer Tools
- Find Answers to Frequently Asked Questions
- And much more!

### Health Education Tools

You will have access to valuable health education tools, including:

- **My Health Content** - articles, resources, and information based on your personal health profile
- **Health Risk Assessment** - HealthQuotient<sup>SM</sup> is a powerful health risk assessment tool
- **Hospital Advisor** - quick and convenient access to hospital quality ratings
- **Medication Advisor** - information on more than 11,000 prescription medications, including lower cost alternatives
- **Symptom Checker** - an intuitive “point to where it hurts” interface and simple, step-by-step questions
- **Treatment Cost Advisor** - estimate the cost of the care for over 100 conditions, 50 procedures or surgeries, and over 200 medical tests or visits
- **Health Topics and Content** - detailed articles, charts, videos and diagrams on common chronic conditions, and an A to Z medical encyclopedia listing of over 1,500 ailments with medical information, treatment options, prevention, and more.

## Where to Begin

- Go to [www.connectyourcare.com](http://www.connectyourcare.com)
- Select the log in link from the upper right hand corner.
- Sign in with your user name and password.
- If it is your first time visiting the site, choose New User Registration to select your user name and password.

The screenshot shows the ConnectYourCare website interface. At the top, there is a navigation bar with links for 'My Account', 'Claim Center', 'Communication Center', 'FAQs', and 'Consumer Tools'. The main content area is titled 'WELCOME ABIGAIL' and includes a 'You have a new message!' notification. Below this, there is a 'Quick Links' sidebar on the left. The main content is divided into several sections: 'Account Information' with a table of account balances, a 'Dependent Care' pie chart, 'Recent Claim Activity' with a table of claims, and a 'Communication Center' with a message notification.

Account Name	Status	Balance
Dependent Care	Active	\$4,500.00
Health Savings	Active	\$3,800.00
Flexible Spending	Active	\$1,200.00

Claim ID	Vendor/Provider	Service Code	Claim \$	Y Paid	Status
103887	Family Practice	00010001	807.00	\$0.00	Ready for Action
841700	Joni Sires Dental	00010010	1100.00	\$0.00	Pending, Docs Needed
840849	Widacare	01010010	1100.00	\$100.00	Paid
840848	Dr. Smith, DDS	10010009	1154.87	\$154.97	Plan
841197	Medical Services	10010009	867.00	\$0.00	Approval

[WWW.CONNECTYOURCARE.COM](http://WWW.CONNECTYOURCARE.COM)

Your ConnectYourCare online account puts all of your account information at your fingertips.

# Participant Portal: Online Account Information



**ConnectYourCare makes it easy to access and manage your account online.**

## **Where to Begin:**

- Go to [www.connectyourcare.com](http://www.connectyourcare.com)
- Select New members and existing users log in here>> in the upper right hand corner.
- Sign in with your user name and password.
- If it is your first time visiting the site, choose New User Registration to select your user name and password.

**Get Account Balance:** Your account balance is updated in real time.

- Log into the online account and select My Account.
- Balance displays for all healthcare accounts if you have more than one.
- Click on the Account Name to get details of the credits and debits to specific accounts.

**Enter a New Claim:** If you pay for an expense out of pocket (without using your healthcare payment card), you must enter a claim for reimbursement and submit your receipts. Entering a new claim is easy.

- Log into the online account and select Claim Center.
- Click on Add New Claim from the left-hand menu.
- Follow the four easy steps on the screen to enter information about your claim. Continue through the screens until the Claim Submission Form displays.
- Print the Claims Submission Form to use as your cover sheet, then fax it with your receipts to the number shown on the form. You can also mail them to our claims center through the postal service.

## **View Claims/Submit Receipts\* for Purchases**

**Requiring Substantiation:** Even if you pay for an expense using your healthcare payment card, you may still need to submit receipts for that purchase. The online account will post a notice in your account when receipts are needed. To submit a receipt or to determine if you need to submit a receipt for a purchase, follow these simple steps.

- Log into the online account and select Claim Center.
- All claims display; ones needing receipts show at the top.
- Click on Reprint Form next to the claim to print your Claim Submission Form, then fax or mail it with your receipts to the number or address shown on the form.
- To view details of a claim, including copies of previously faxed receipts, click on View Details.

**View Claim Status:** At any time after your request is sent in, you can return to the Claim Center to see the status of your claim.

- Select Claim Center from the Home page. Select All Claims and the status of those claims will be displayed.

## **What is the turnaround time for reimbursement request processing?**

- We process requests immediately and send out reimbursements on your next scheduled reimbursement cycle as established by your employer.

## **How will I receive my reimbursements?**

- You are eligible to receive funds by check or direct deposit. For quicker service, we suggest you sign up for direct deposit.

\*Remember to save your receipts; IRS rules require them as verification.