



MyAmeriflex App Guide

Easily manage your Benefit Convenience Card from your mobile phone.

Managing your Benefit Convenience Card (BCC) on-the-go is made easy with the MyAmeriflex App. This powerful, intuitive mobile app gives you access to view your account balances, update your profile, submit a claim, and much more, right from your Apple or Android mobile device. Below you will find a detailed overview of all the features of the MyAmeriflex App, so you can be sure you are getting the most out of your Benefit Convenience Card!

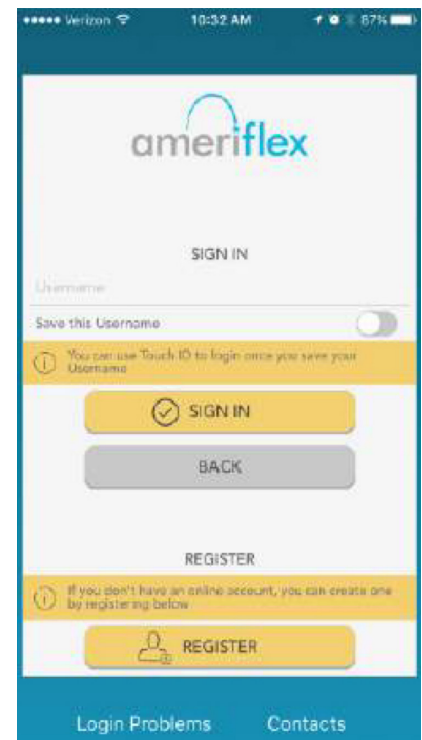
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Getting Started

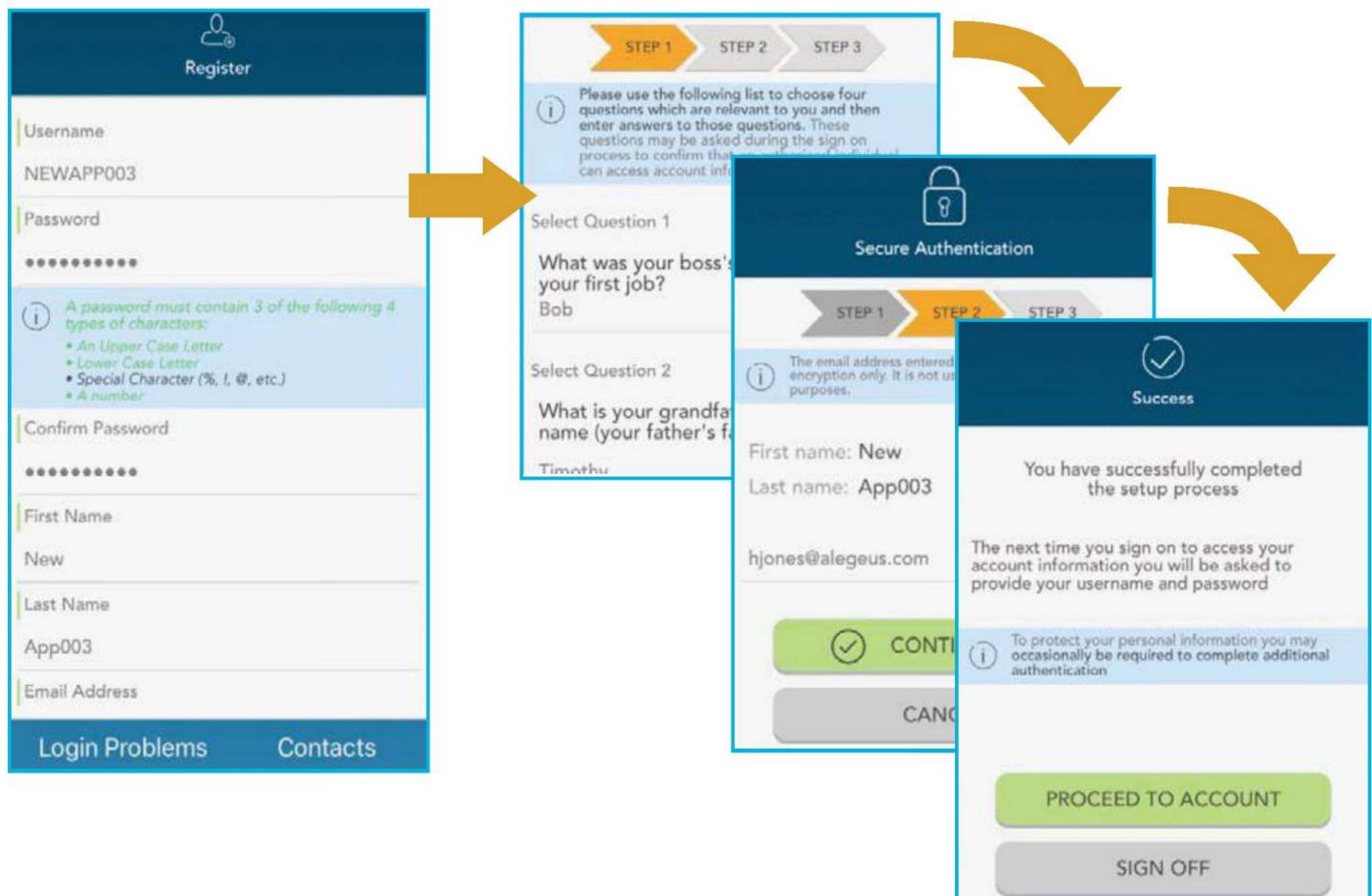
Your login credentials for the MyAmeriflex Portal and MyAmeriflex App are the same. After downloading the application, the login screen will provide two options, “sign in” or “register”:

- ▶ If you already have a MyAmeriflex Portal or MyAmeriflex App username, you can enter it and tap sign in. You may be asked some security questions, and then be prompted to enter your password.
- ▶ If this is your first time logging into both the MyAmeriflex Portal and MyAmeriflex App, you must register before you can access the application.



Registration

Tap the register button.



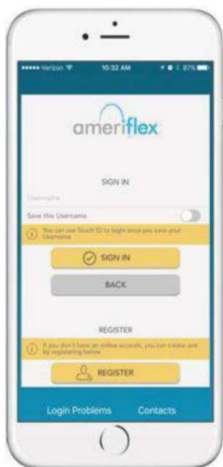
Complete the registration form (above left). You will need to select a **username**, and create and confirm a **password** that meets the specifications provided. NOTE: These login credentials will be used to access both the MyAmeriflex App and MyAmeriflex Portal.

You will need your Benefit Convenience Card number or Social Security number to register. The Employer ID is your group's code: **AMFHOMECA**

In the next steps, you will select and answer **four security questions** (above middle), before verifying your name and email address. You will be able to confirm that all of your information has been entered accurately before completion of your registration. Those are the same steps that are required when registering on the MyAmeriflex Portal.

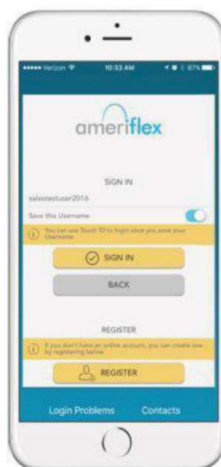
Touch ID

If your device uses touch ID technology, you can choose to enable it with MyAmeriflex App. Simply choose to save your username on the sign in screen, and after signing in, you will be presented with the option to enable touch ID.



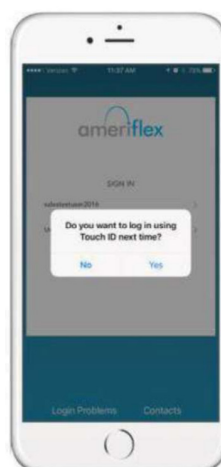
1

Open Ameriflex App



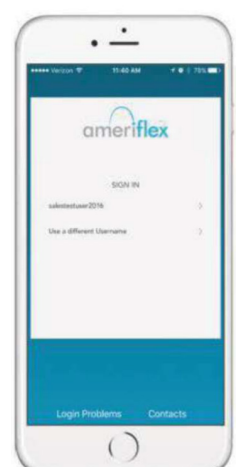
2

Enter your username
and click *SIGN IN*



3

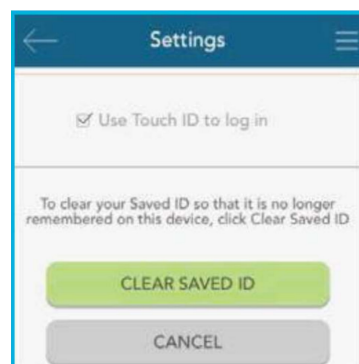
Select Yes to enable
touch ID



4

Use touch ID to log
into MyAmeriflex App

You can view your touch ID status, and disable it at any time via the 'settings' screen.



Main Navigation Screen Overview

Once you are registered and/or signed in, you will see the main navigation screen, with buttons leading to all major areas of the application.

Accounts: View your benefit accounts and transaction details.

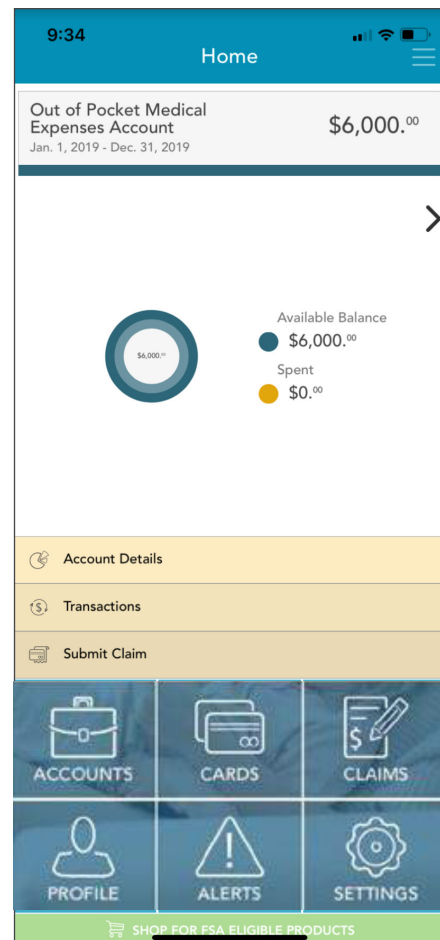
Cards: View card details, access PIN, mark your card as lost or stolen.

Claims: Submit a claim, add receipt images, and view pending claims.

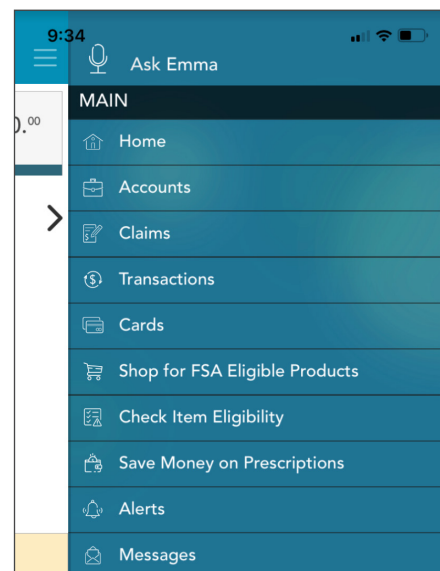
Profile: View and update personal demographic information.

Alerts: Access important messages from your plan administrator.

Settings: Update login preferences.

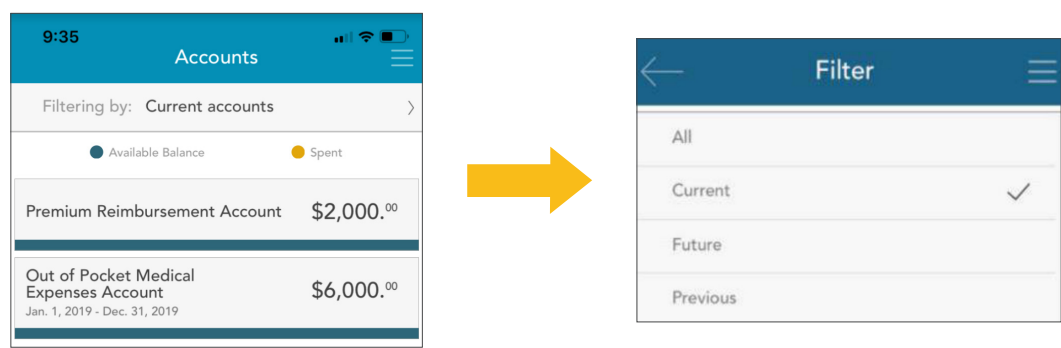


Those same options, plus additional helpful links, can be accessed at any time by tapping the three horizontal lines found in the upper right corner of every page in the application, as shown to the right.



Accounts

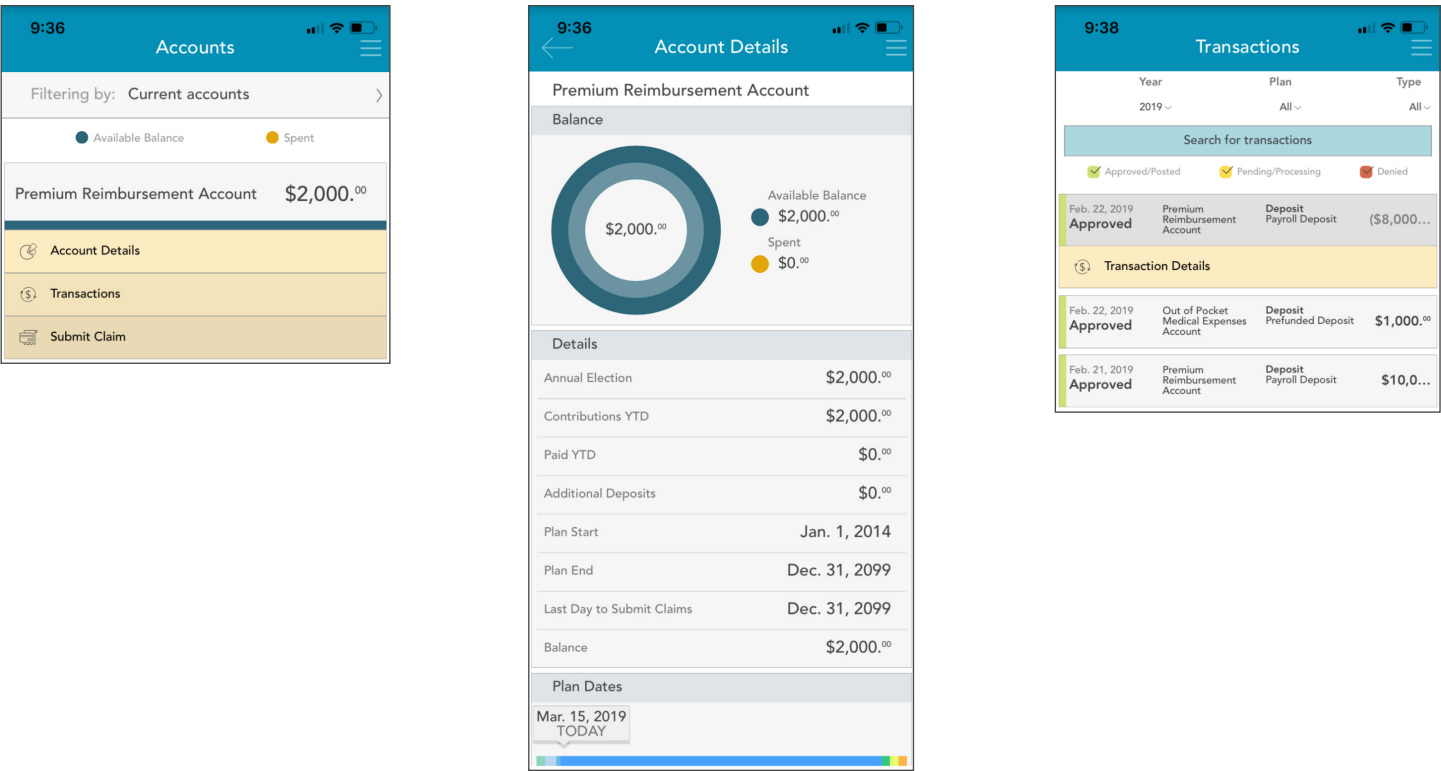
The **accounts** screen will show a list of your Benefit Convenience Card accounts (if you've had more than one BCC over multiple years) and their balances. This list can be filtered by plan year (current, future, previous, or all) as shown below.



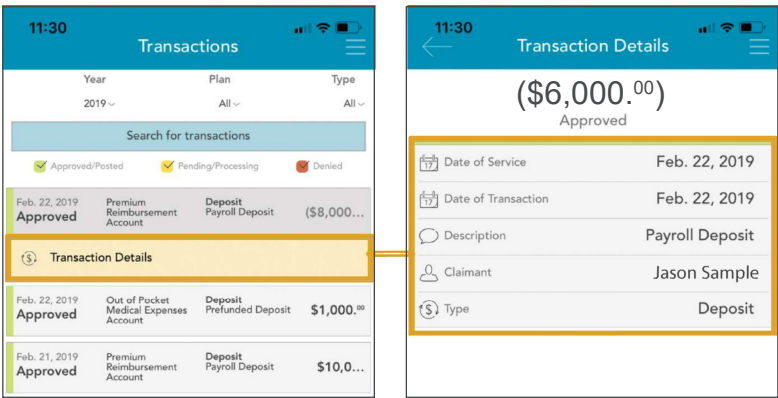
Account Sub-Menu

Tap any Benefit Convenience Card account from the accounts screen, and you will be given the option to access account details and transactions for that account, as well as a submit claim button.

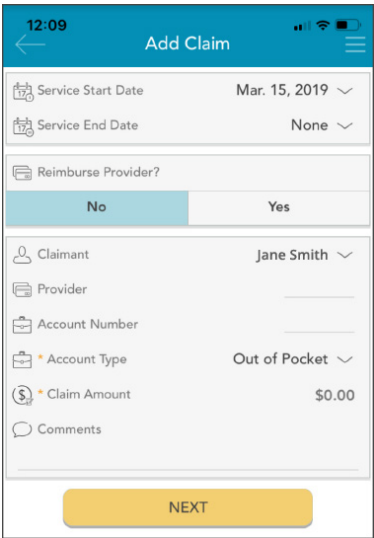
The **account details** button provides access to a wealth of information about the selected BCC account, including amount spent, annual limit, year-to-date totals, important plan dates, and more.



The **transactions** button displays a list of transactions associated with the Benefit Convenience Card. From this screen, you can tap any individual transaction to get additional details, such as description and claim status.



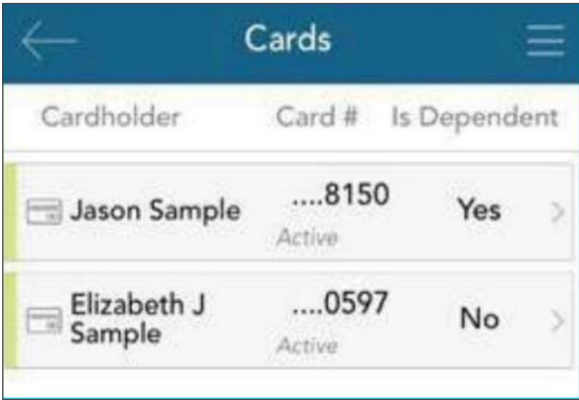
The **submit claim** button opens a claim form, where you can enter claim information, attach a receipt, and submit the claim to your administrator. The process of submitting claims will be covered in detail in the claims section of this guide.



Cards

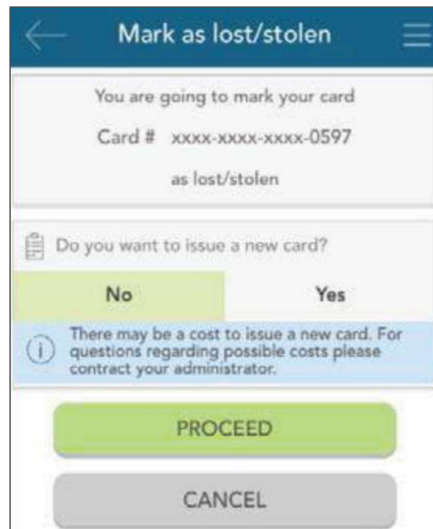
The **cards** screen allows you to view all details related to your Benefit Convenience Card(s). You may also use this section of the app to mark a card lost/stolen, and request a new card.

As you can see from the screenshot to the right, the cards screen displays the cardholder, last four digits of the card number, and the card status. Tap any individual card on the screen to access the corresponding card info screen.



Mark as Lost/Stolen

If your card has been lost or stolen, notify your plan administrator by tapping the **mark as lost/stolen** button from the card info screen. You can choose whether or not you would like to have a new card issued.



The screenshot shows a screen titled "Mark as lost/stolen". It contains the following elements:

- A back arrow and a menu icon in the top left and right corners.
- Text: "You are going to mark your card"
- Text: "Card # xxxx-xxxx-xxxx-0597"
- Text: "as lost/stolen"
- A question: "Do you want to issue a new card?"
- Two buttons: "No" (highlighted in green) and "Yes" (highlighted in light blue).
- An information icon and text: "There may be a cost to issue a new card. For questions regarding possible costs please contact your administrator."
- Two large buttons at the bottom: "PROCEED" (highlighted in green) and "CANCEL" (highlighted in light gray).

If your card is marked as lost/stolen, you will see the card status change on the **cards** screen as shown here:



The screenshot shows a screen titled "Cards" with a table of cardholders. The table has three columns: "Cardholder", "Card #", and "Is Dependent".

Cardholder	Card #	Is Dependent
Jason Sample <small>Active</small>8150	Yes
Elizabeth J Sample <small>Lost/Stolen</small>0597	No
Elizabeth J Sample <small>New</small>8168	No

Claims

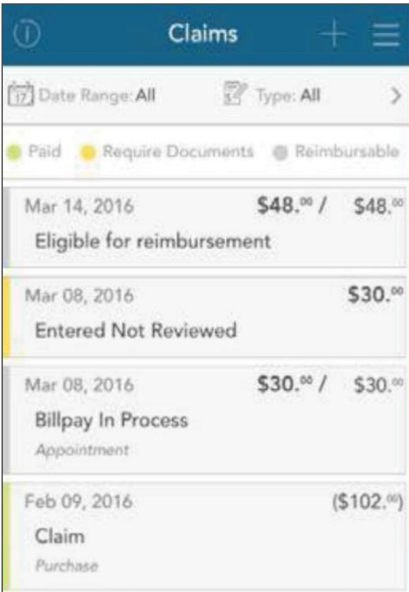
The **claims** screen allows you to enter new claims and expenses, as well as view and edit pending ones. If you have a receipt to substantiate your claim, you will be able to take a photo of it with your device and attach it to a pending claim from this section of the app.

To clarify for the purposes of this guide:

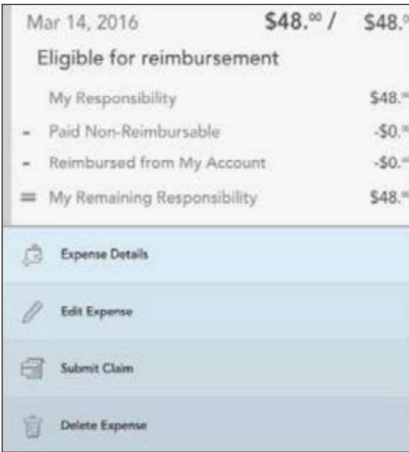
Claim: Claims are simply reimbursement requests submitted for costs incurred when receiving eligible services, products, or procedures.

Expense: Expenses are used to track and manage your out of pocket eligible medical expenses. Expenses can be manually entered by you, or can also be automatically fed into your profile via electronic data feeds from your insurance carrier. Once entered, expenses can be submitted for reimbursement (just like a claim). Expenses can be submitted now or at later date.

Both claims and expenses are tracked and entered from the **claims** screen.

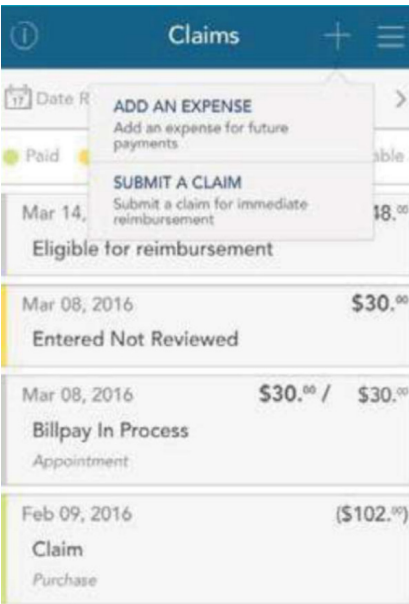


Tap any individual claim or expense to expand additional details and view a sub-menu to access additional screens. Depending on the type and status of the claim or expense, you may also have other options available in the sub-menu, such as the ability to edit, add a receipt, delete, or (if deemed a reimbursable expense) the option to submit a claim for reimbursement.



Submitting a New Claim or Expense

To begin, tap the plus sign in the upper right hand corner of the claims screen. You can choose to add an expense for future payments, or submit a claim for immediate reimbursement.



Submit a Claim

When choosing ‘**submit a claim**,’ a brief form will display, prompting you to enter all relevant details, and if applicable, upload a receipt. When complete, click the **next** button at the bottom.

The 'Add Claim' form is displayed on a mobile device. It includes the following fields and options:

- Service Start Date:** Mar. 15, 2019
- Service End Date:** None
- Reimburse Provider?** No (selected), Yes
- Claimant:** Jason Sample
- Provider:** (empty field)
- Account Number:** (empty field)
- Account Type:** Out of Pocket (selected)
- Claim Amount:** \$0.00
- Comments:** (empty text area)

A yellow 'NEXT' button is located at the bottom of the form. Below the form, a dashed orange box highlights a preview of the claim details, including 'Out of Pocket Medical Expenses Account' and 'Premium Reimbursement Account'.

You can then review the details you have entered, and when ready, tap **submit**.

Your entered claim will now appear on the claims screen, where you can track its status as it moves through the adjudication process.

The 'Preview' screen shows the details of the submitted claim:

- Transaction Date:** Mar. 15, 2019
- Service Start Date:** Mar. 15, 2019
- Account Type:** Premium Reimbursement Account
- Claimant:** Jason Sample

At the top, the amount '\$20.00' is displayed. Below the details, a message states: 'By choosing Submit, you agree to the conditions for reimbursement'. A yellow 'SUBMIT' button with a checkmark icon is at the bottom.

Add an Expense

Similar to ‘submit a claim,’ when choosing ‘add an expense,’ a form will display, allowing you to enter all relevant details and upload a receipt.

When complete, click the preview button at the bottom.

←Add Expense

📅Service Start Date03/14/2016

📅Service End DateNone

👤ClaimantElizabeth

🏢Provider

📄Description

\$ * Billed Amount\$0.00

\$ * Insurance Allowed Amount\$0.00

ℹ️Billed Amount or Insurance Allowed Amount or both may be entered

\$ Insurance Paid Amount\$0.00

\$ My Responsibility\$0.00

*calculated automatically

👛Reimbursed from My Accounts\$0.00

*calculated automatically

👛Reimbursed from My Accounts\$0.00

*calculated automatically

\$ Paid Non-Reimbursable Amount\$0.00

\$ My Remaining Responsibility\$0.00

*calculated automatically

💬Comments

📄Add Receipt

✓PREVIEW

Review your expense details and tap submit. Your expense will now appear in the claims screen. If any portion of the expense is eligible for reimbursement, you can submit it to Ameriflex right away, if you wish. Relevant details from the expense will pre-populate the claim form, making requesting reimbursement from an expense fast and easy.

Mar 14, 2016\$48.⁰⁰ / \$48.⁰⁰

Eligible for reimbursement

My Responsibility\$48.⁰⁰

- Paid Non-Reimbursable-\$0.⁰⁰

- Reimbursed from My Account-\$0.⁰⁰

= My Remaining Responsibility\$48.⁰⁰

📄Expense Details

✎Edit Expense

📄Submit Claim

🗑Delete Expense

Once reimbursement for an expense has been requested, both the expense and the reimbursement request will appear separately in the claim screen. Tapping to expand the expense on the claims screen will also show details on the status of the reimbursement request linked to the expense, until it has been paid.

BEFORE REIMBURSEMENT

Expense Details

Mar 14, 2016\$48.⁰⁰ / \$48.⁰⁰

Billpay In Process

My Responsibility\$48.⁰⁰

- Paid Non-Reimbursable-\$0.⁰⁰

- Reimbursed from My Account-\$0.⁰⁰

= My Remaining Responsibility\$48.⁰⁰

Reimbursement Request Details

Mar 16, 2016\$48.⁰⁰

Entered Not Reviewed

ClaimantElizabeth Sample

Account TypeFB2

AFTER REIMBURSEMENT

Expense Details

Mar 14, 2016\$48.⁰⁰ / \$48.⁰⁰

Billpay Processed

My Responsibility\$48.⁰⁰

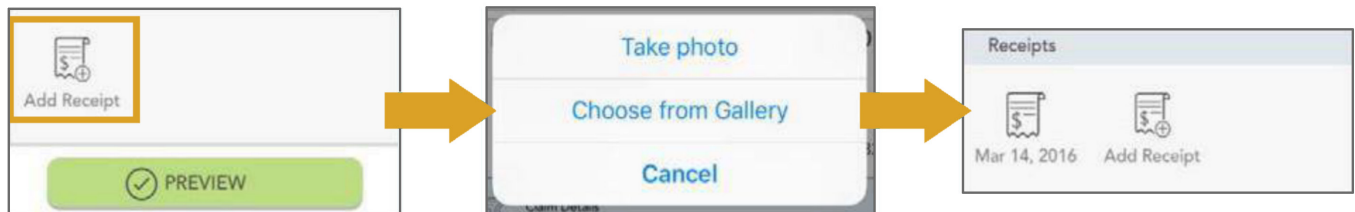
- Paid Non-Reimbursable-\$0.⁰⁰

- Reimbursed from My Account-\$0.⁰⁰

= My Remaining Responsibility\$48.⁰⁰

Add a Receipt

At the bottom of the 'add claim' and 'add expense' screens, as well as the claim details screen of any pending claim, is a receipts section. To add a receipt to a claim or expense, tap the add **receipt** button, as shown in the first image below. You will be prompted to either take a new photo, or add an existing photo from your device's gallery (center image).



When you are done adding your receipt, it will appear in the 'receipts' section of the add claim/expense or claim/expense details screen as shown above (right image).

Remember:

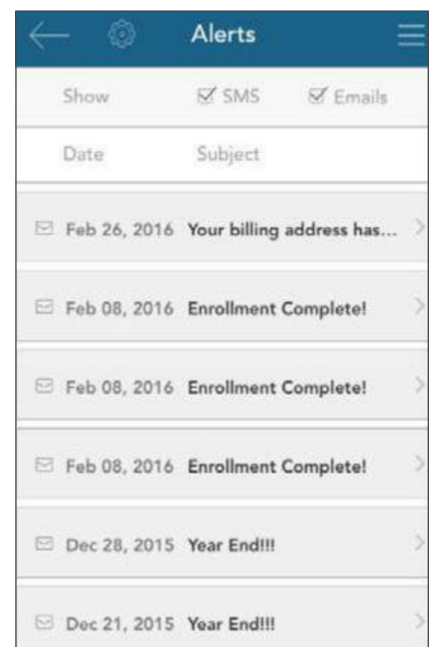
- ▶ Be sure your receipt image is clear and legible.
- ▶ You can add multiple receipt images to a single claim, if necessary.
- ▶ Tap the receipt icon to view the uploaded receipt image.

Alerts

The alerts screen is where you can find a list of communications from Ameriflex. These alerts can be messages received via email or SMS/text message.

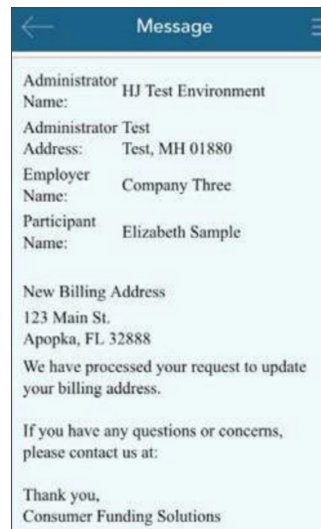
Here are just a few examples of the types of alerts that might appear in this section:

- ▶ Confirmation that you have been successfully enrolled in a plan.
- ▶ Notification that your address has been updated in the system.
- ▶ Acknowledgement that a submitted manual claim has been received by the plan administrator.

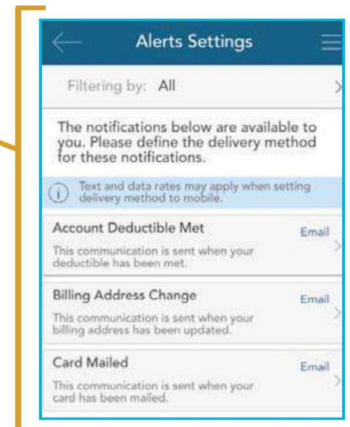
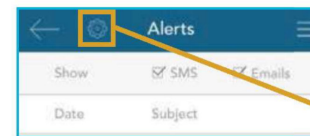


As you can see at the top of the image above, you can filter the list of alerts to show items received via SMS, email, or both. Tap any individual alert to see additional details.

Tapping the bar labeled **message content** will take you to an in-app copy of the content of that alert.



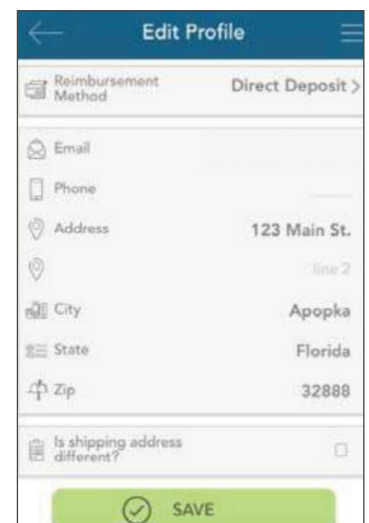
From the main alert screen, tap the **sprocket icon** to access alert settings. From there, you can choose whether you would like to receive each alert type by email, SMS text message (if available), or not at all.



Profile

Editing Your Profile

Tap the **pencil icon** at the top right of the profile screen to edit the information. Tap 'save' when you are done.



Changing Your Reimbursement Method

Notice the reimbursement method section in the image to the right. Tapping this section provides access to change the default method by which you receive claim payouts.

NOTE: The option in this section only changes the default reimbursement method. You can easily override your default method when entering a claim if you wish.

Reimbursement Method Options

Check: Choose this option to have a physical check mailed to you.

Direct Deposit: For this option, reimbursed funds will be deposited directly into your bank account. As shown to the right, when you choose this option, you will be prompted to provide your banking information.

Card: Choose this option to have funds reimbursed to your Benefit Convenience Card balance. Your account is credited as soon as a reimbursement is processed by the administrator, and you can spend reimbursed funds at any merchant using your card.

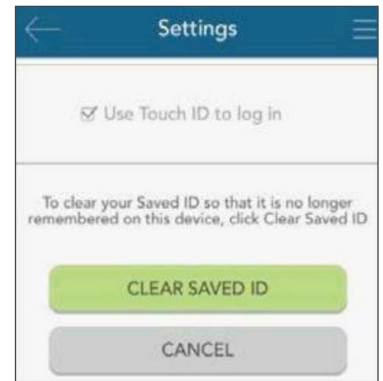
NOTE: If you choose the card option for the first time, the message to the right will display to alert you that a reimbursement account will be automatically created for you.

Tap **save** when you are done making changes.

Settings

In the 'settings' section, you can clear a saved login ID, so that your username will no longer auto-populate when you access the application's login screen.

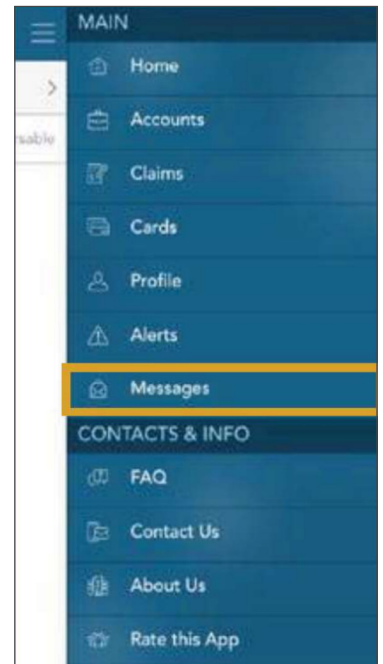
As mentioned previously, if you have enabled touch ID, you can disable and re-enable this feature from this screen as well.



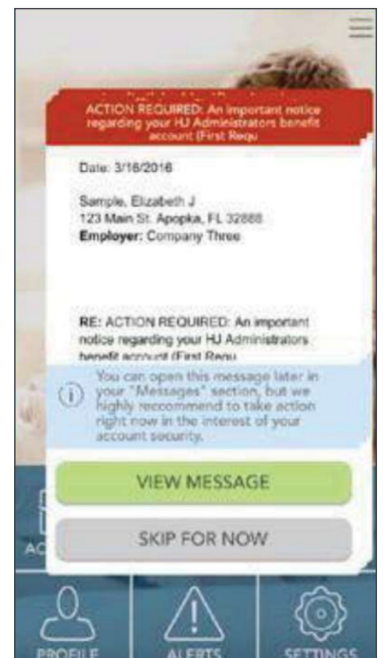
Messages

The message center stores important letters generated by Ameriflex to notify you of claims that require further substantiation, or to provide information on the status of a reimbursement. Typically these messages will also be mailed or emailed to you with instructions to access additional details by logging into the MyAmeriflex Portal or MyAmeriflexApp.

This section can be accessed by tapping the three horizontal lines in the upper right corner of any screen to reveal the main menu, and tapping the **messages** button.



Letters appearing in the message center often require timely action on your part. Because of the important, time-sensitive nature of these messages, you will be alerted when new items appear in the message center automatically, as soon as you log into the application, as shown to the right.



If you have any questions, you can contact the Ameriflex Participant Services team:

Monday - Friday, 8:30 a.m. - 8:00 p.m. (ET)

Phone

888.868.FLEX (3539)

Email

service@myameriflex.com

Chat

myameriflex.com