

# HealthHub.com

## Quick Reference Guide



### Logging into HealthHub

- At HealthHub.com, select **Employee Account Login**.
- Enter your **Username & Password** and click **Login**.
- If you are a new user, click on **Register Now** and enter your Member ID (which could be your Social Security Number or Employer assigned number) and home zip code, then click **Register**.
- Create a username and password, then re-enter password to confirm.
- Select a security question and answer.
- Then enter your email address twice and click **Confirm**.

\*Make sure to sign up to receive electronic account updates via eNotify by following the directions on the back.

### Account balances & alerts

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password** and click **Login**.
- **My Dashboard** shows your account balance, whether your card is inactive, claims that need documentation and the amount and date of your next claim payment.
- To view your most recent claims, payments and deposits, click on the **Financial Center** and select the account you wish to view.

### Link to the tools you need

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password** and click **Login**.
- Under the **Quick Links** panel, you will find the information and tools you need the most.
  - My HealthHub Resources
  - File a claim
  - Manage my debit card(s)
  - Frequently asked questions

### File a claim

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password** and click **Login**.
- Click on **File a Claim** under **Quick Links**. Then select **Pay Me** to reimburse yourself or select **Pay Them** to pay your healthcare provider directly.

#### If you selected Pay Me:

- Enter your claim information: type of expense, date of expense and the amount of expense. To add additional claims, select **Add Another Claim**.
- Once you have entered in all of your claims, click **Next**.
- Review and confirm all expense details, then click **Next**. To make changes, click **Previous**.
- Choose to fax or upload your documentation. If you select "Fax", please send the form and a copy of your Explanation of Benefits (EOB) or itemized receipts to (866) 932-2567. To "Upload", your documentation must be in PDF format.
- If you choose to upload, you can add additional documents by clicking on **Add Additional Document**.
- Check the **Signature Box** at the bottom of the page to sign your claim.
- Click **Submit**. If you signed up for eNotify, PayFlex will send you a confirmation email once your claim has been processed.

#### If you selected Pay Them:

- Select your payee from the drop down menu and click **Next** or add a new payee by selecting the + symbol.
- If you are adding a new payee, complete all required fields, click **Save**, then click **Next**.
- Enter your contact number; statement date and invoice number (if applicable), patient name and any comments you may have, then click **Next**.
- Fill in your claim information and click **Next**.
- Verify your payee and payment information and that the amount is correct and click **Next**.
- Choose to fax or upload your documentation. If you select "Fax", please send the form and a copy of your EOB or itemized receipts to (866) 932-2567. To "Upload", your documentation must be in PDF format.
- If you have enrolled in eNotify you will receive a confirmation email from PayFlex once your claim has been processed.

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## Order additional PayFlex Cards

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password** and click **Login**.
- Select **Manage My Debit Card(s)** under **Quick Links**.
- You will see the status of your card, the names for who we issued cards to and which accounts are connected to that card.
- If you would like to order an additional debit card for a dependent or spouse, **Order A Dependent Debit Card**.
- Enter the first and last name of your dependent or spouse.
- Select the dependent's relationship to the cardholder and click **Submit**.
- Your card will arrive within 10-15 business days.
- If your card is lost or stolen, please contact us at 800.284.4885.



## Shop online with your PayFlex Card®

Accessible through the **Consumer Center** at HealthHub.com, you can buy items such as glasses, contacts, and eligible over-the-counter items using your PayFlex Card or any other major credit card.

If an item is not identified as "FSA Eligible", you will need to use a form of payment other than your PayFlex Card. If you use a personal credit card for an eligible expense, please keep your printed receipt(s) to submit with your claim for reimbursement.

## Sign up for electronic account updates

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password** and click **Login**.
- Select **My Settings** at the top of the page.
- Then select **Notifications / Email Address**.
- Enter your email address and then re-enter to confirm.
- Then select the notifications you wish to receive and click **Submit** at the bottom of the page.

## For fast reimbursements, enroll in Direct Deposit

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password** and click **Login**.
- Select **My Accounts and Services** on the left hand navigation bar.
- Then select **Enroll in Direct Deposit**.
- Select your employer and bank account type, and then enter account number and routing number, and enter Institution Name, then click **Next**.
- Review your account information.
- If the information is correct, click **Confirm**. If you need to make a change, click **Previous**.
- Once you have confirmed your account information, a confirmation message will be displayed.

## Access education & planning tools

Visit **My HealthHub Resources** at HealthHub.com, to access planning tools such as a savings calculator or a listing of eligible expenses to help you estimate your expenses. You'll also find educational materials to better assist you with your spending account(s).

## Questions?

You can view a listing of FAQs at HealthHub.com by clicking on **Employee Account Login** and selecting **faqs** from the top navigation bar or contact Customer Service at 800.284.4885, Monday - Friday, 7am-7pm and Saturday 9am - 2pm CT.