



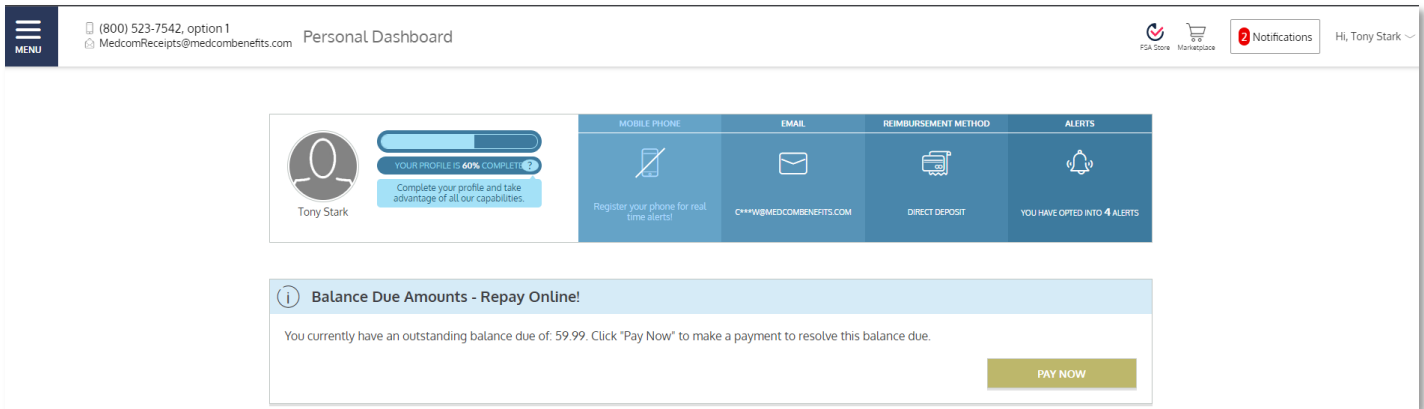
New Participant Guide for Online Repayments

Consumer Driven Health Plans

Step-By-Step Guide for Online Repayments

Online repayment is available to set up a payment from your bank account (credit and debit card payments are currently unavailable).

When there are ineligible transactions, a message will appear on the dashboard showing the total of the ineligible expenses with an option to pay now.



Personal Dashboard

YOUR PROFILE IS 60% COMPLETE
 Complete your profile and take advantage of all our capabilities.

MOBILE PHONE: Register your phone for real-time alerts!

EMAIL: c***@MEDCOMBENEFITS.COM

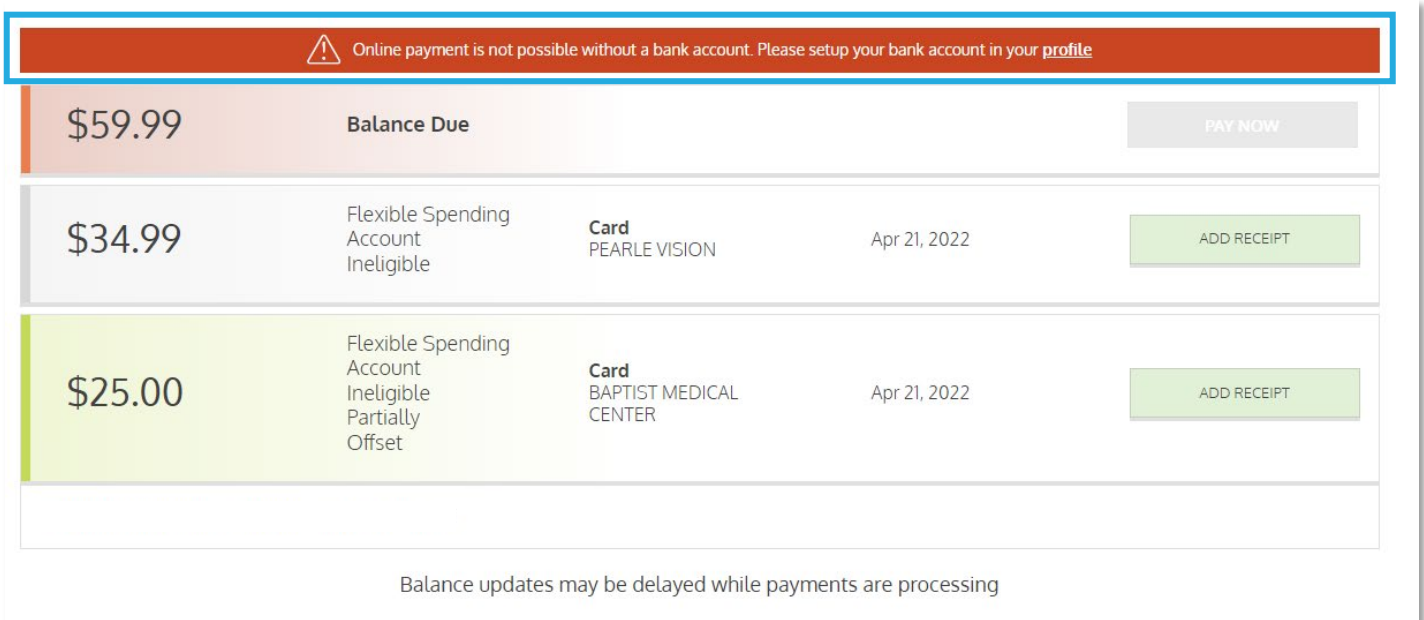
REIMBURSEMENT METHOD: DIRECT DEPOSIT

ALERTS: YOU HAVE OPTED INTO 4 ALERTS

Balance Due Amounts - Repay Online!
 You currently have an outstanding balance due of: 59.99. Click "Pay Now" to make a payment to resolve this balance due.

PAY NOW

A bank account must be added to your account for the repayment option to be available. If one is not set up, a message will appear indicating a bank account must be added, along with a link to add a bank account.

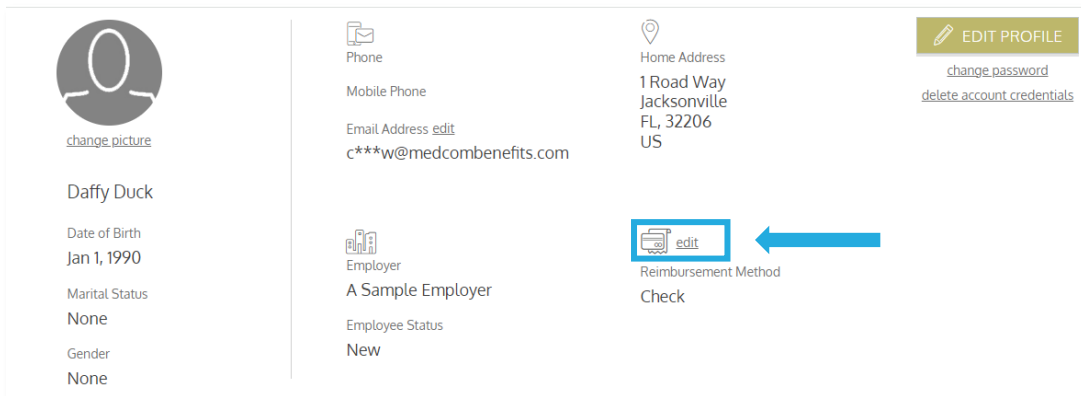


⚠ Online payment is not possible without a bank account. Please setup your bank account in your [profile](#)

\$59.99	Balance Due			PAY NOW
\$34.99	Flexible Spending Account Ineligible	Card PEARLE VISION	Apr 21, 2022	ADD RECEIPT
\$25.00	Flexible Spending Account Ineligible Partially Offset	Card BAPTIST MEDICAL CENTER	Apr 21, 2022	ADD RECEIPT

Balance updates may be delayed while payments are processing

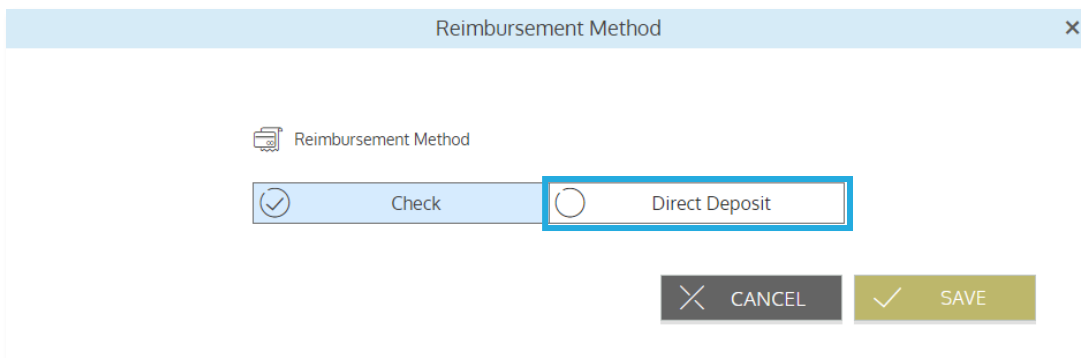
Click on the link to the "Profile" page, then click "Edit" in the "Reimbursement Method" section.



The profile page displays the following information:

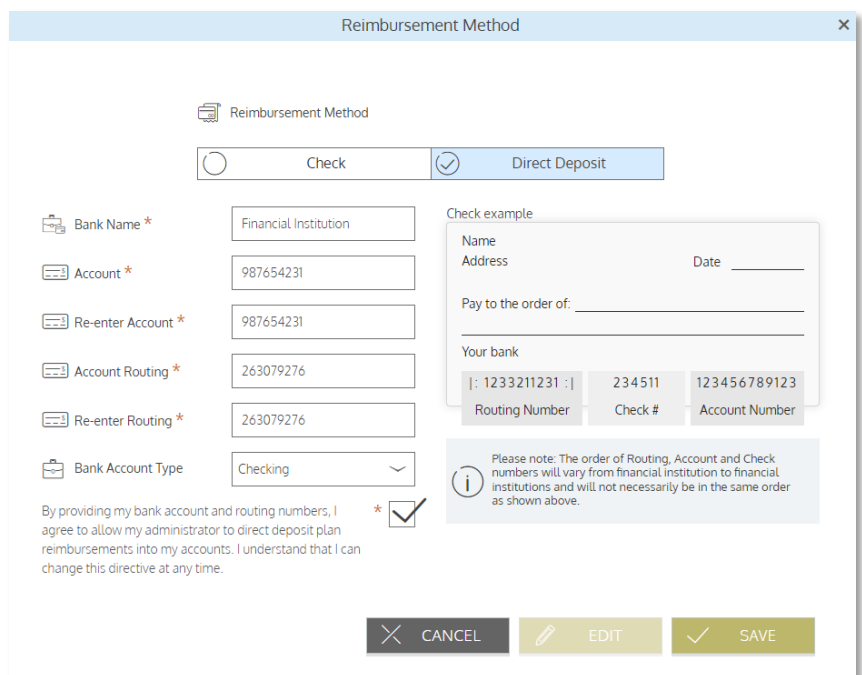
- Profile:** Daffy Duck, Date of Birth: Jan 1, 1990, Marital Status: None, Gender: None.
- Contact:** Phone, Mobile Phone, Email Address: c***w@medcombenefits.com.
- Address:** Home Address: 1 Road Way, Jacksonville, FL, 32206, US.
- Employer:** A Sample Employer, Employee Status: New.
- Reimbursement Method:** Check. An "edit" button is highlighted with a blue box and an arrow.
- Actions:** EDIT PROFILE, change password, delete account credentials.

Select "Direct Deposit," and a form will appear to enter banking details.



The "Reimbursement Method" dialog box shows two options: "Check" (selected) and "Direct Deposit" (highlighted with a blue box). Buttons for "CANCEL" and "SAVE" are at the bottom.

Click "Edit" at the bottom of the form, then complete the form with your banking information, then click "Save."



The "Reimbursement Method" form for Direct Deposit includes the following fields:

- Method Selection:** Radio buttons for "Check" and "Direct Deposit" (selected).
- Banking Information:**
 - Bank Name: Financial Institution
 - Account: 987654231
 - Re-enter Account: 987654231
 - Account Routing: 263079276
 - Re-enter Routing: 263079276
 - Bank Account Type: Checking
- Check example:**
 - Name: _____
 - Address: _____
 - Date: _____
 - Pay to the order of: _____
 - Your bank: _____
 - Routing Number: 1233211231 | Check #: 234511 | Account Number: 123456789123
- Disclaimer:** "By providing my bank account and routing numbers, I agree to allow my administrator to direct deposit plan reimbursements into my accounts. I understand that I can change this directive at any time." (checked)
- Actions:** CANCEL, EDIT, SAVE.

A page will appear summarizing the account details for your review. If everything was entered correctly, click "Save." If edits need to be made, click "Cancel" and make the appropriate updates.

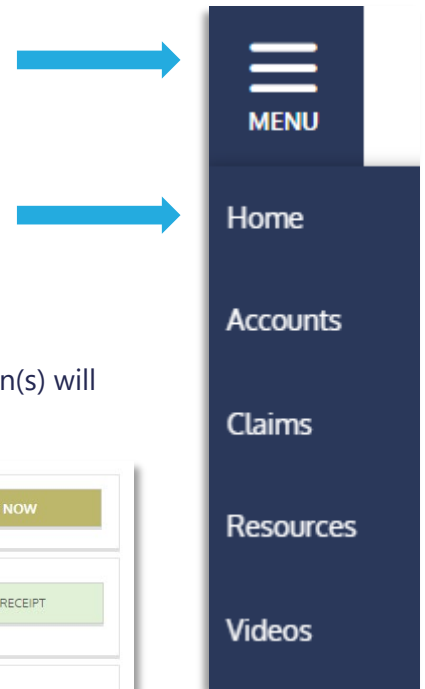
Reimbursement Method

i Please Review Bank Account Details

Bank Name	Financial Institution
Account number	987654231
Routing number	263079276
Bank account type	Checking

✕ CANCEL
✓ SAVE

Return to the "Home" page by clicking "Menu" and then "Home."



Clicking "Pay Now" will provide options for repaying the ineligible transaction(s) will appear. Either "Pay Now" or select the option to add a receipt.

\$59.99	Balance Due		PAY NOW
\$34.99	Flexible Spending Account Ineligible	Card PEARLE VISION	Apr 21, 2022
			ADD RECEIPT
\$25.00	Flexible Spending Account Ineligible Partially Offset	Card BAPTIST MEDICAL CENTER	Apr 21, 2022
			ADD RECEIPT

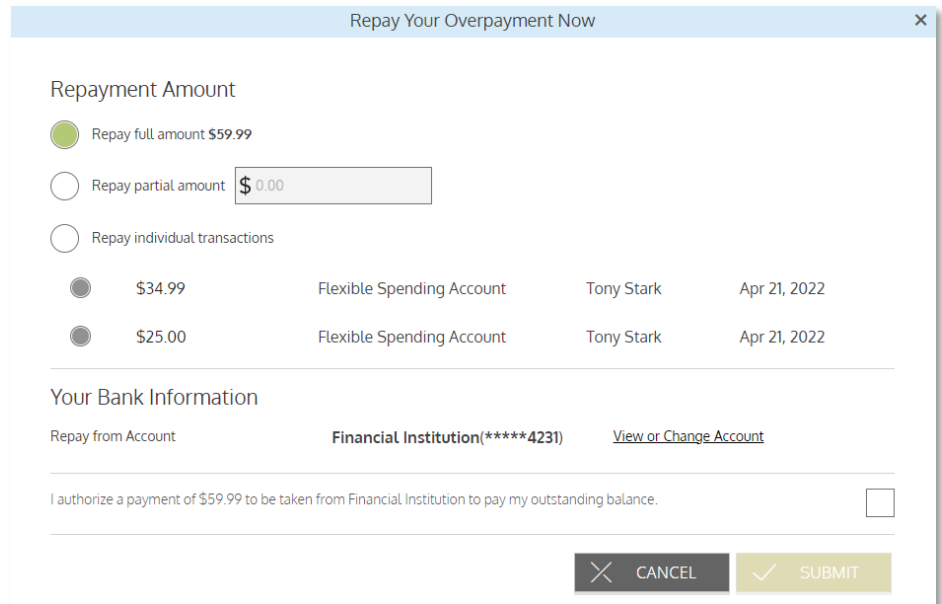
Balance updates may be delayed while payments are processing

When clicking "Pay Now," the below screen will pop up to specify which transaction(s) will be repaid.

Selecting "Repay full amount" will repay the full amount due.

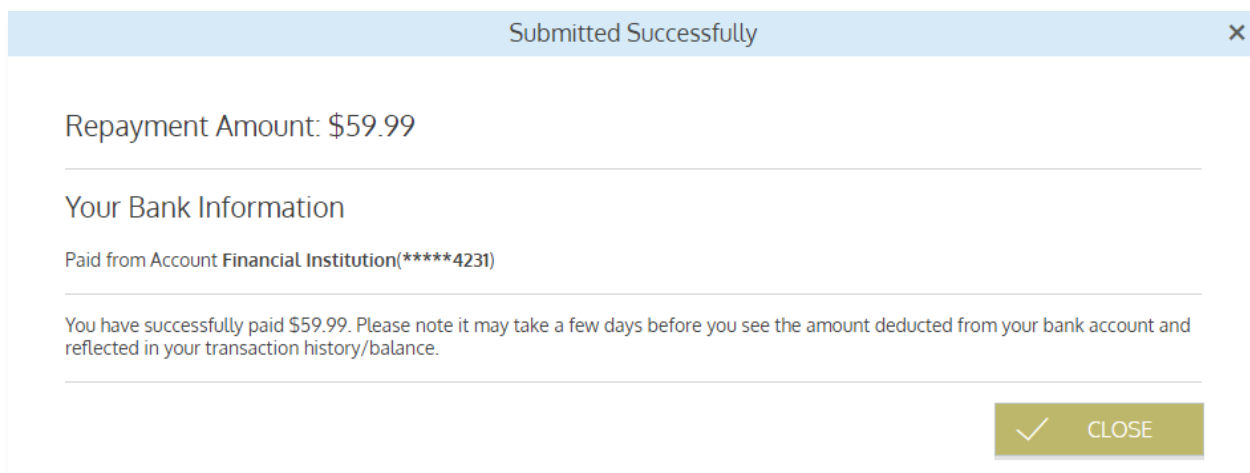
Selecting "Repay partial amount" will allow a specific amount to be entered. Note: this option will apply the payment to the oldest transaction(s) first.

Selecting "Repay individual transactions" will allow specific transactions to be chosen for repayment.



Once the box is checked authorizing the payment, the "Submit" button will be available.

Once the repayment is submitted, a confirmation will appear showing the amount repaid and the last four digits of the bank account that was set up for drafting.



Once the payment is successfully processed, an email confirmation will be sent if there is an email on file and you have not previously opted out of receiving these communications.

Please keep in mind that the repayment is not posted to your account until the payment has been successfully received from your bank account, which may take up to two (2) business days.

If the payment is unsuccessful, the funds will not be credited to your account, the balance due will still be owed, and you will receive an email notification confirming the failure (if an email address is on file and you have not opted out of receiving this notification).

Sample success message:

From: MedcomReceipts@notification.medcombenefits.com
To: participant@emailaddress.com
Subject: Online Repayment Confirmation




Thank you for making your online payment of [PAYMENT]. Please note, it may take up to two (2) business days for this payment to fully reflect on your account(s), and for debit card access to be restored (if applicable).

If you have any questions or concerns, please do not hesitate to contact us at (800) 523-7542, option 1.

Sincerely,
Medcom Benefit Solutions
Consumer Driven Health Plans (CDHP) Division

Sample failure message:

From: MedcomReceipts@notification.medcombenefits.com
To: participant@emailaddress.com
Subject: Online Repayment Failure



We regret to inform you that your recent payment of [PAYMENT] was unsuccessful for the following reason:
[ERROR_DESCRIPTION].

We apologize for any inconvenience this may have caused. Depending on the reason listed above, we recommend taking one or both of the following actions before submitting another payment.

- Log into the participant portal at <https://medcom.wealthcareportal.com> to review the banking information we have on file for you
- Verify your account status with your bank

If you need further assistance to resolve this issue, please contact our customer care center Monday through Friday, 8:30 am to 5 pm ET at (800) 523-7542, option 1.

Medcom Benefit Solutions
Consumer Driven Health Plans (CDHP) Division