

CONSUMER PORTAL QUICKSTART GUIDE

HOW DO I LOG ON TO HOME PAGE?

1. Go to: <https://elmcopt.lh1ondemand.com/Login.aspx?ReturnUrl=%2f>
2. Enter your login ID and password:
 - Your login ID (username) is your first initial last name last 4 of your social security number. Example: jdoe1111 or lsmith9999
 - To get your password for your first time logging in, please call ELMCO at 607-734-5773. We will give you your initial password.
 - The system will prompt you to change your password and answer questions to easily retrieve your username and password if needed.
3. Click Login.

The Home Page is easy to navigate:

- The top section shows messages from your employer and links to employee information.
- To assist in getting you to the most common tasks, the I Want To... section contains the most frequently used options within the consumer portal.
- On the far right, Available Balance links to the Account Summary page, where you can see and manage your accounts.
- The Message Center section displays alerts and relevant links that enable you to keep current on your accounts.
- The Quick View section graphically displays some of your key account information.

You can also hover over the tabs at top or use links at the bottom of the page.

The screenshot shows the ACME health solutions consumer portal home page. At the top, there is a navigation bar with tabs for HOME, ACCOUNTS, PROFILE, NOTIFICATIONS, FORMS, and LINKS. The user's name, Charles Best, and last login date, 5/23/2013, are displayed in the top right corner. Below the navigation bar, a large banner area features a "WELCOME" message and a photo of a man working on a laptop. The main content area is divided into several sections: "I want to..." with buttons for "File a Claim", "Make HSA Distribution", "Make HSA Contribution", "Manage My Expenses", and "Change HSA Election"; "Available Balance" showing "Health Savings Account" at \$2300.00, "Limited Purpose FSA" at \$1525.50, and "Dependent Care" at \$400.00; "Message Center" with 3 messages, including a projected payment of \$192.33 on 07/01/2013 and 2 receipts needed for claims; and "Quick View" showing "Contributions-To-Date" for 1/1/2013 - 1/31/2013 with a bar chart for Employer (\$300.00 / \$1200.00), Your (\$1875.00 / \$7500.00), and Total (\$2175.00 / \$8700.00) contributions, along with an "Election Summary for 2013 Plan Year" pie chart. The footer contains a "Questions?" section with contact information and a navigation bar with links for Accounts, Profile, Notifications, and Forms.

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The screenshot shows the ACME health solutions employee portal. At the top, there is a navigation bar with tabs for HOME, ACCOUNTS, PROFILE, NOTIFICATIONS, FORMS, and LINKS. The user's name, Charles Best, and last login information (5/23/2013) are displayed in the top right corner. Below the navigation bar is a large banner area with the text "WELCOME" and "We're making it easy to manage your healthcare expenses." To the right of the banner is a photo of a man working on a laptop. Below the banner, there are two main sections: "I want to..." and "Available Balance". The "I want to..." section contains five buttons: "File a Claim", "Make HSA Distribution", "Make HSA Contribution", "Manage My Expenses", and "Change HSA Election". The "Available Balance" section shows three accounts: "Health Savings Account" with a balance of \$2300.00, "Limited Purpose FSA" with a balance of \$1525.50, and "Dependent Care" with a balance of \$400.00. Below these sections is a "Message Center" with a red notification icon and three messages: "Next projected payment: \$192.33 on 07/01/2013", "3 receipts needed to approve your claims.", and "2 repayment(s) totaling \$100.00 due for claims for which you were paid on this specific date in 2013." Below the message center is a "Quick View" section with two charts. The first chart, "Contributions-To-Date 1/1/2013 - 1/31/2013", shows three bars: "Employer Contributions" at \$300.00 / \$1200.00, "Your Contributions" at \$1875.00 / \$7500.00, and "Total Contributions" at \$2175.00 / \$8700.00. The second chart, "Election Summary for 2013 Plan Year", is a pie chart with three segments: "HSA" (blue, \$1,200.00), "FSA" (green, \$2,500.00), and "Dependent Care" (red, \$5,000.00). At the bottom of the page, there is a "Questions?" section with contact information for customer support and a footer with navigation links for Accounts, Profile, Notifications, and Forms.

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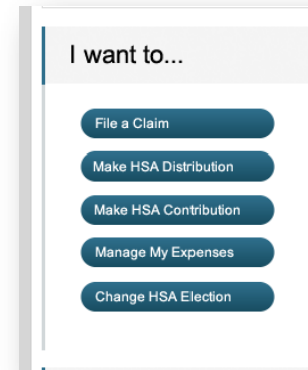
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The screenshot shows the ACME health solutions consumer portal. At the top, there is a navigation bar with tabs for HOME, ACCOUNTS, PROFILE, NOTIFICATIONS, FORMS, and LINKS. The user's name, Charles Best, and last login date, 6/23/2013, are displayed in the top right corner. The main content area features a large 'WELCOME' message with a background image of a man working on a laptop. Below this, there are several key sections: 'I want to...' with buttons for 'File a Claim', 'Make HSA Distribution', 'Make HSA Contribution', 'Manage My Expenses', and 'Change HSA Election'; 'Available Balance' showing a Health Savings Account balance of \$2300.00, a Limited Purpose FSA balance of \$1525.50, and a Dependent Care balance of \$400.00; 'Message Center' with 3 messages, including a next projected payment of \$192.33 on 07/01/2013 and 3 receipts needed for claims; and 'Quick View' showing contributions-to-date for 1/1/2013 - 1/31/2013, with employer contributions of \$300.00 / \$1200.00, your contributions of \$1875.00 / \$7500.00, and total contributions of \$2175.00 / \$8700.00. A pie chart titled 'Election Summary for 2013 Plan Year' shows the breakdown of contributions: \$1,200.00 to HSA (blue), \$2,500.00 to Limited Purpose FSA - Election (green), and \$5,000.00 to Dependent Care - Election (red). At the bottom, there is a 'Questions?' section with contact information for customer support and a footer with links for Accounts, Profile, Notifications, and Forms.

HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

1. On the Home Page, you may simply select the “I want to... File a Claim” button
OR on the Home Page, under the Accounts tab, click File Claim link.
2. Enter your claim information, and upload the receipt, on the form that appears and click Add Claim. The claim is then added to the Claims Basket.
3. For submitting more than one claim, click Add Another Claim, select the Account Type and complete the form and click Add Claim.
4. When all claims are entered in the Claims Basket, click Submit to send the claims for processing.
5. The Claim Confirmation page displays. You may print the Claim Confirmation Form as a record of your submission. If you did not upload a receipt, print another Claim Confirmation Form to submit to the administrator, attaching the required receipts. OR if a receipt is required, you will see the Upload Receipt link. Click on it and the Receipts Needed screen displays.
6. For each claim that requires a receipt, click Upload Receipt on the far right and follow instructions. (Your receipt must be in pdf, jpg, or gif format.)
7. The Receipt Uploaded confirmation appears: “Your receipt has been uploaded. You may upload additional receipts if needed until the claim is approved.”
8. After uploading, you may also click View Confirmation and print the form for your records.

NOTE: If you see a Receipts Needed link in the Message Center section of your Home Page, click on it. A listing of any Claims Requiring Receipts will appear.



HOME	ACCOUNTS	PROFILE	NOTIFICATIONS	FORMS	LINKS	Maria Isla ▾ Logout	
Last Login Date: 6/25/2013 4:45:00 PM CDT Last Login Source: Consumer Portal							
Receipts Needed							
Receipts Needed							
Plan	Date of Service	Merchant / Provider	Recipient	Claim Amount	Receipt Status		
Health FSA	2/13/2013	Provider	Maria Isla	\$50.00	Required	Upload Receipt	View Confirmation
Receipts Uploaded and Awaiting Approval							
Plan	Date of Service	Merchant / Provider	Recipient	Claim Amount	Receipt Status		
Health FSA	2/5/2013	Clinic	Jessica Isla	\$51.20	Uploaded	Upload Receipt	View Confirmation
Health FSA	2/12/2013	Dr. Walton	Bugsy Isla	\$50.00	Uploaded	View Denial	Upload Receipt View Confirmation

HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

1. For current Account Balance only, on the Home Page, see the Available Balance section.
2. For all Account Activity, on the Home Page, click on the Available Balance link to bring you to the Account Summary page. Then you may select the underlined dollar amounts for more detail. For example, click on the amount under “Eligible Amount” to view enrollment detail.

1/1/2013-12/31/2013							
Account	Eligible Amount	Submitted Claims	Paid	Pending	Denied	Plan Year Balance	Available Balance
Health FSA	<u>\$1,100.00</u>	<u>\$185.07</u>	<u>\$108.20</u>	\$16.87	\$60.00	\$974.93	<u>\$974.93</u>
HRA 2013	<u>\$416.66</u>	<u>\$0.00</u>	<u>\$0.00</u>	\$0.00	\$0.00	\$416.66	<u>\$416.00</u>
Incentive Account	<u>\$1,500.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	\$0.00	\$0.00	\$1,500.00	<u>\$50.00</u>

HOW DO I VIEW MY CLAIMS HISTORY?

1. On the Home Page, click on Available Balance and then select the Claim amount in the Submitted Claims column for the applicable account you would like to view claims history for.

HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

1. On the Home Page, under the Accounts tab, click Payment History on the drop-down menu.
2. You will see reimbursement payments made to date, including debit card transactions.
3. Click View Detail on the far right to see claim details.

HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. On the Home Page, under the Profile tab, click Debit Cards on the drop-down menu.
2. Under the Actions column on the Debit Cards form, click Report Lost/Stolen or Order Replacement and follow instructions.

HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. On the Home Page, under the Profile tab, click Login Information on the drop-down menu.
2. Follow instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)
3. Click Save.

HOW DO I VIEW OR ACCESS...

...FORMS?

1. On the Home Page, use the Forms tab.
2. Click any form of your choice.

