

YOUR spending ACCOUNT™

Reimburse Me Mobile App User's Guide



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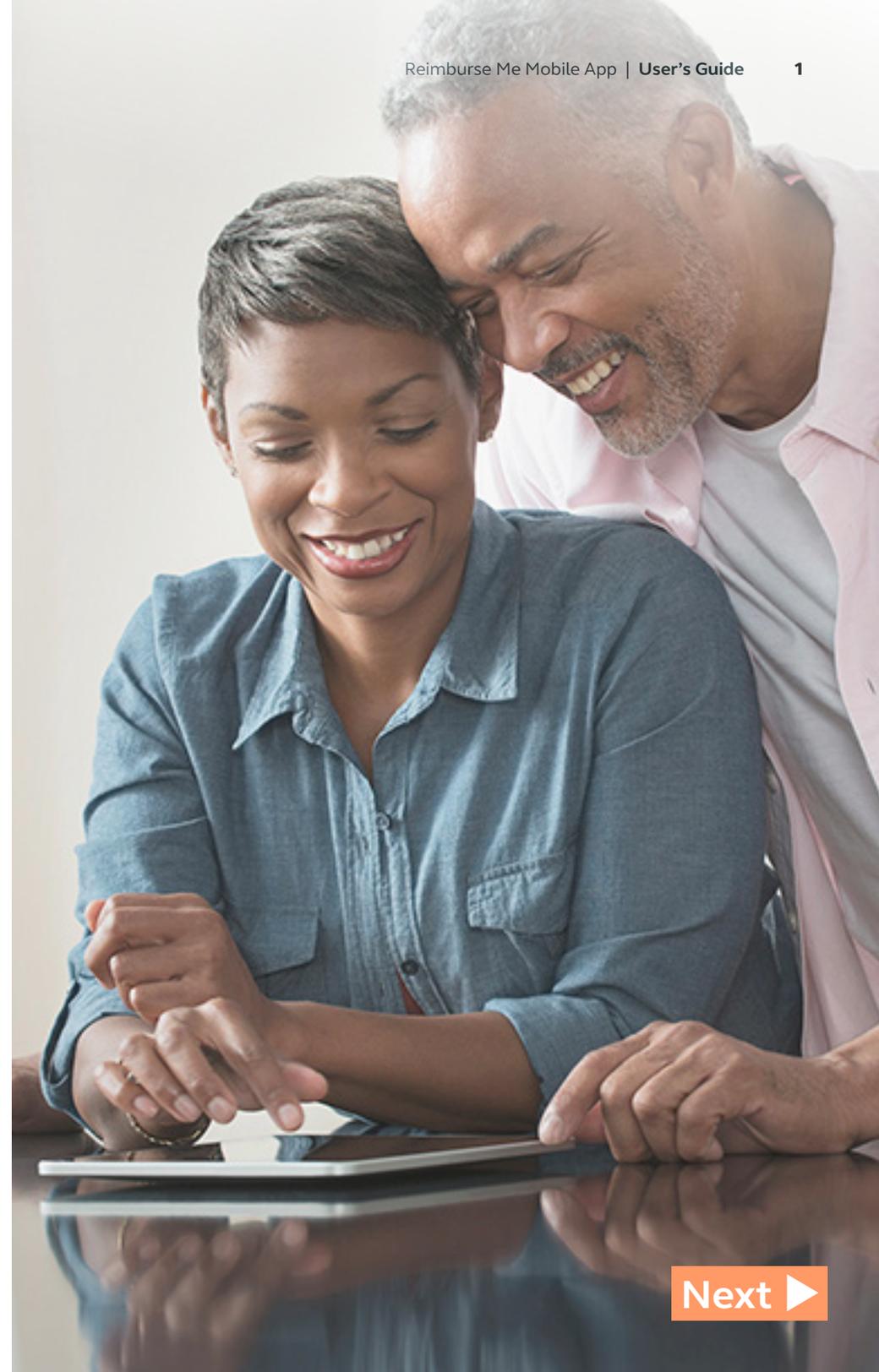
Welcome

If you have a Health Reimbursement Account through your employer, be sure to download the Your Spending Account (YSA) Reimburse Me mobile app onto your Apple or Android mobile device today!

The Reimburse Me app makes it easy to access, view, and manage your account, get quicker reimbursements, and find answers—at the doctor's office, coffee shop, and everywhere in between.

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Apple Devices

Accessing the App

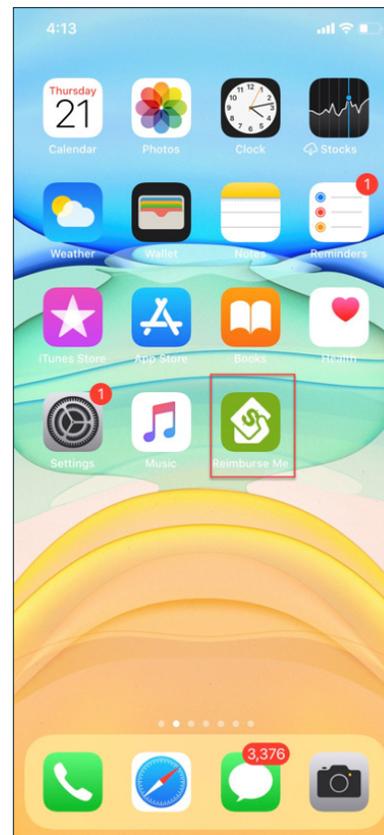
Follow these steps to install and log on to Reimburse Me:

1. If you haven't done so already, establish an Apple Store account.
2. From your Apple device, tap the **App Store** button and locate the Reimburse Me app. (The app is available at no cost to you.)
3. Select and install the app. (You may be prompted to log on to your Apple Store account in the process.)

Note: iOS version 9 is the minimum operating system required. If needed, you can update your operating system through the Apple Store.



4. Once successfully installed, the Reimburse Me app will appear on your Apple device.



5. Tap the app icon and log on by entering your company name, as well as the user ID and password you use to access YSA through your benefits website.

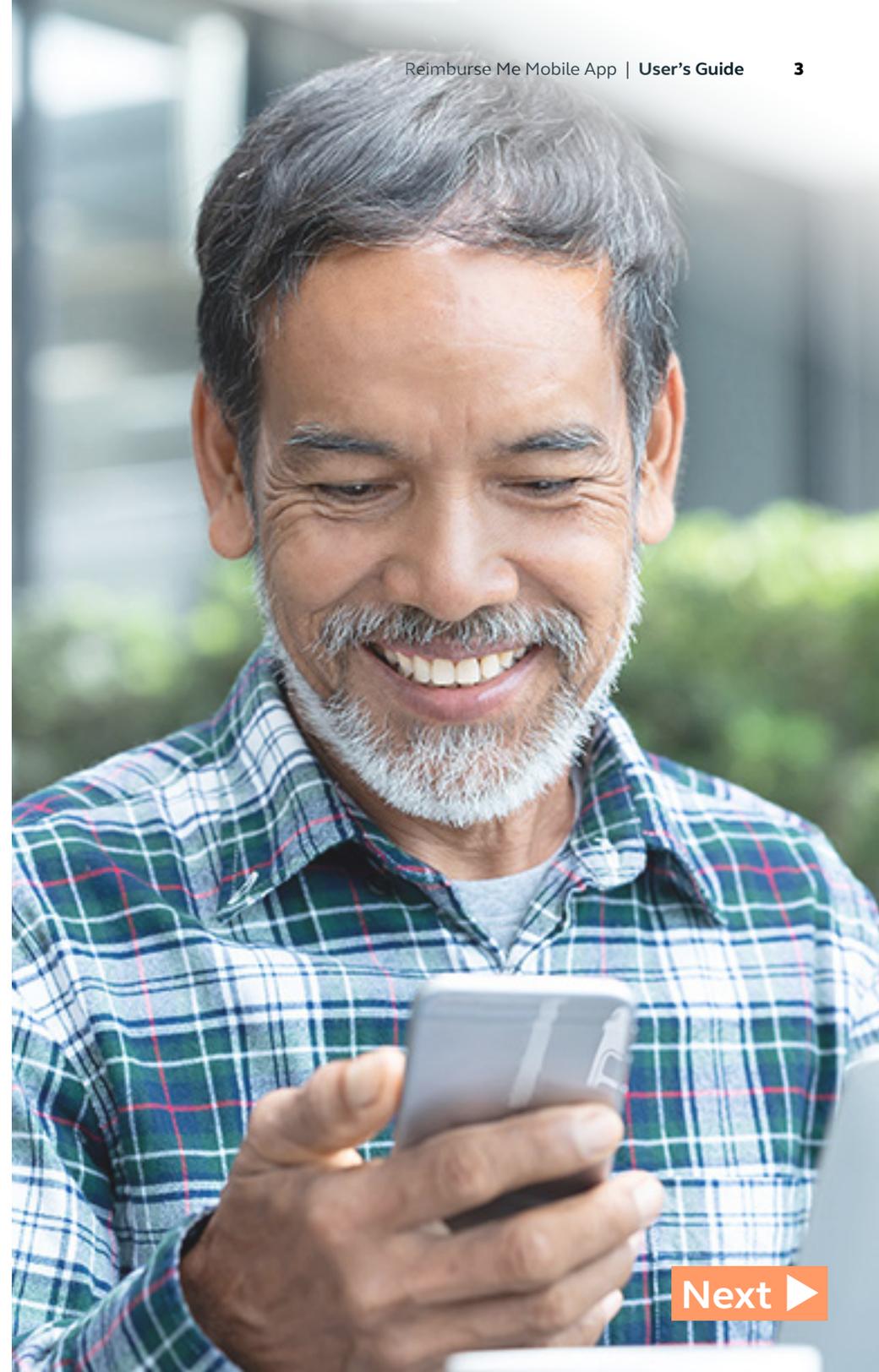


Apple Devices

Ways to Take Action

Once logged on to the app, you'll see the **Accounts** page. From here, you can:

- View time-sensitive alerts
- Check your account balance(s)
- Submit claims and/or supporting documentation
- Sign up for direct deposit or change your information
- Repay an overpayment by transferring funds from your bank
- View pending authorizations



Apple Devices

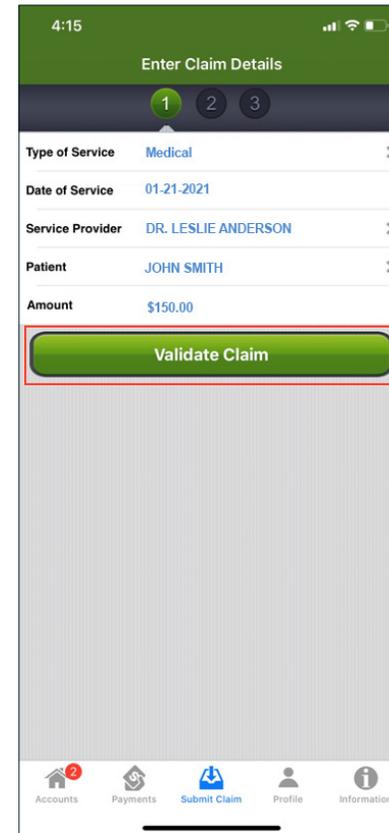
How to Submit Health Care Claims

While in the mobile app, follow these steps to create a new claim:

1. From the **Accounts** page, select **Submit Claim**. Then choose **Health Care** as the type of claim.



2. On the following screen, enter your claim details, including type of health care service, date of service, provider, patient, and dollar amount. Then choose **Validate Claim**.

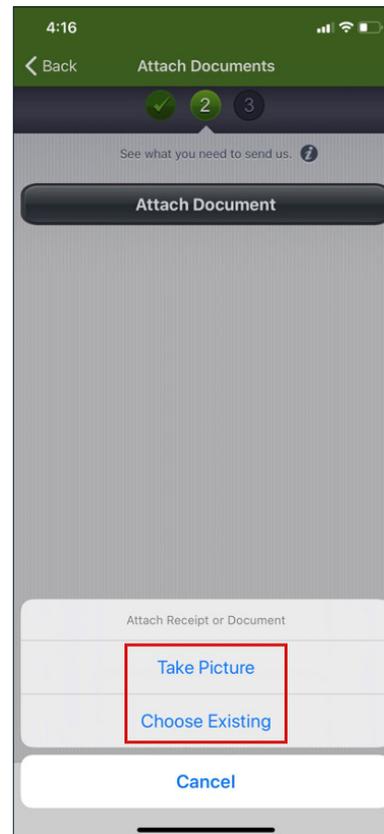
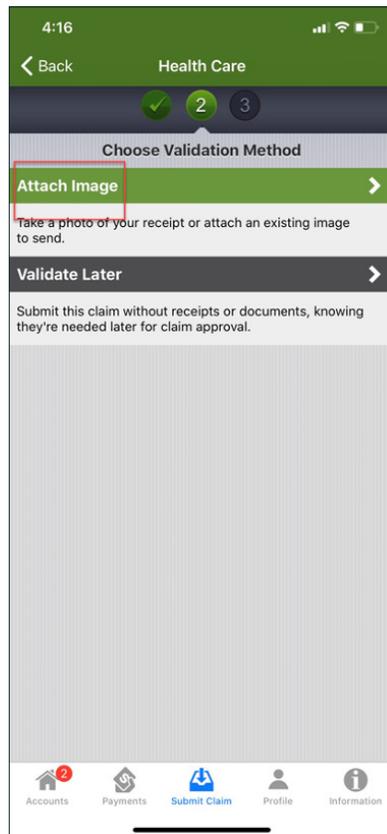


Apple Devices

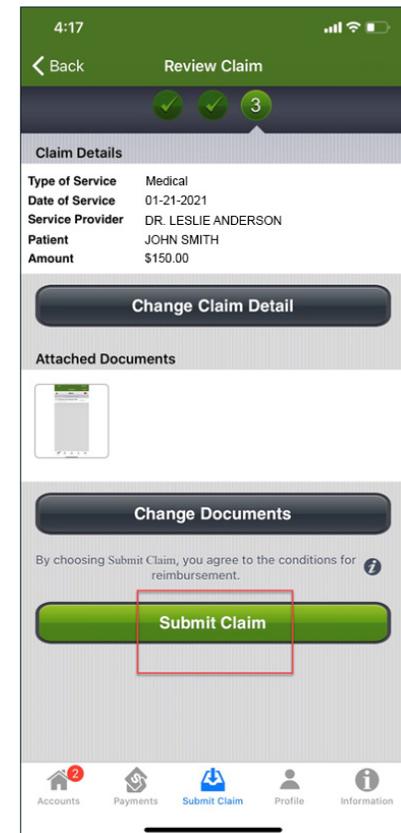
How to Submit Health Care Claims (continued)

3. Submit your receipt(s) by attaching a picture (taken with or stored on your Apple device).

Note: You can skip this step and submit your receipts at a later time, but it may delay reimbursement. If a claim requires additional documentation for reimbursement, an alert will appear on your **Accounts** page.



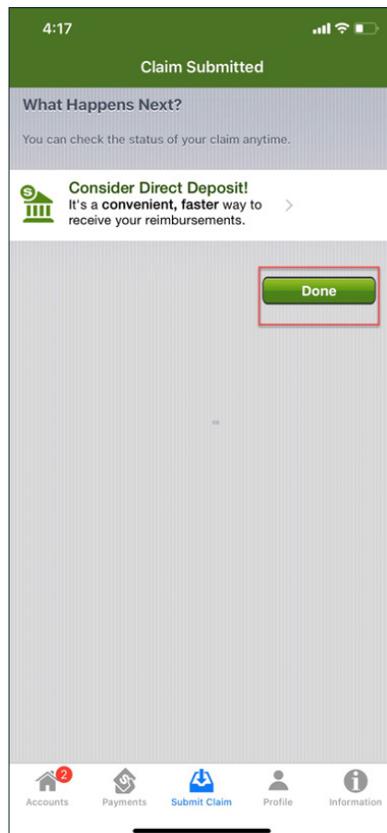
4. Review your claim detail, and attachments if included, to ensure accuracy. Then scroll to the bottom of the page and select **Submit Claim**.



Apple Devices

How to Submit Health Care Claims (continued)

5. On the next screen, you'll see a message confirming that your claim has been submitted. Choose **Done** to complete the process.



Approximately five days after your submission is received, you'll be notified* about the outcome of your claim or be informed that additional documentation is required. You can check the status of your submitted claim at any time by logging on to the mobile app and selecting **Accounts** to see your claim history for the past 30 days.

* Depending on your delivery preferences set on the YSA website (under **Your Profile**), you'll either receive an email at the email address on file or a letter via postal mail.



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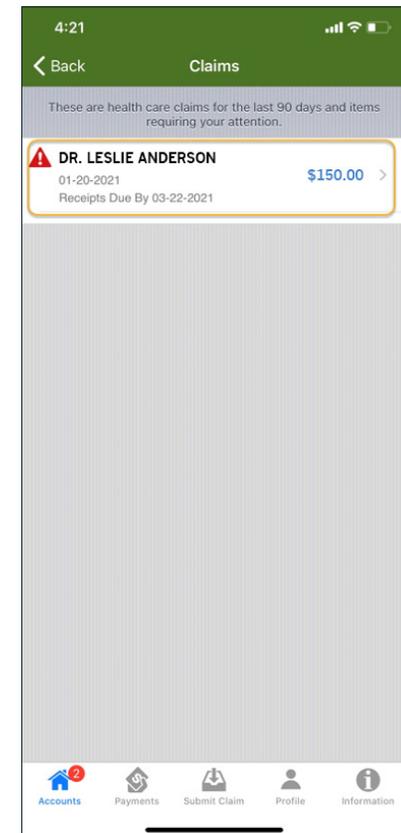
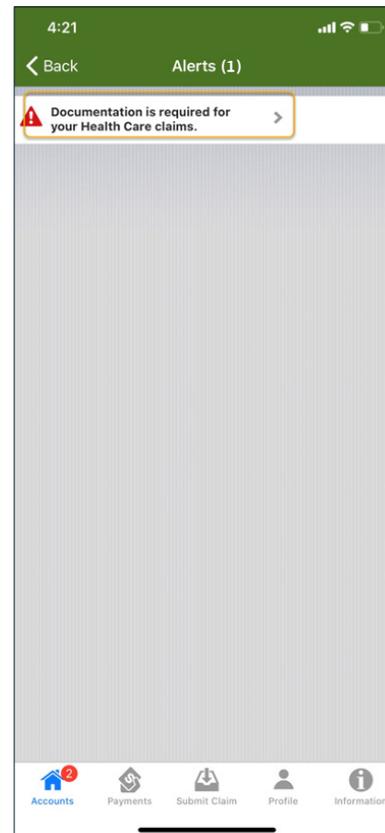
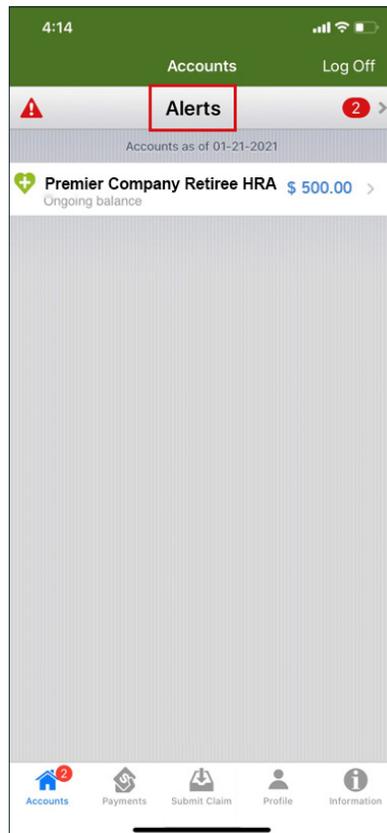
Apple Devices

How to Submit Supporting Documentation

When you have a claim that requires additional information, an alert will appear at the top of your **Accounts** page. When you view the alert(s), a message will direct you to submit documentation.

Follow these steps to submit required documents for an existing claim:

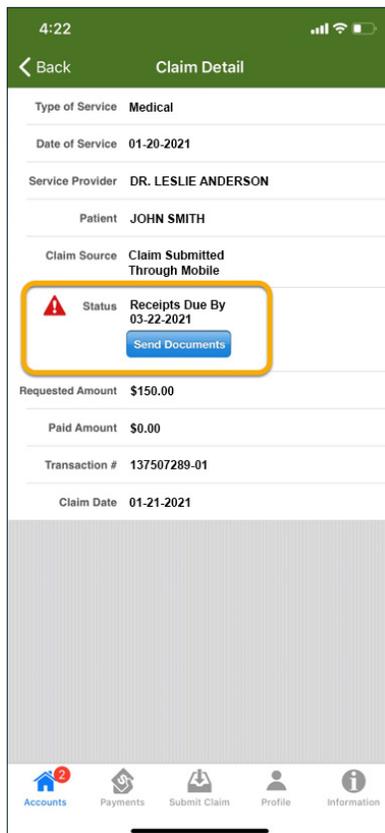
1. From the **Accounts** page, tap **Alerts**. Then tap the message that says documentation is needed.
2. Select the claim(s) for which receipts and/or other documents are due.



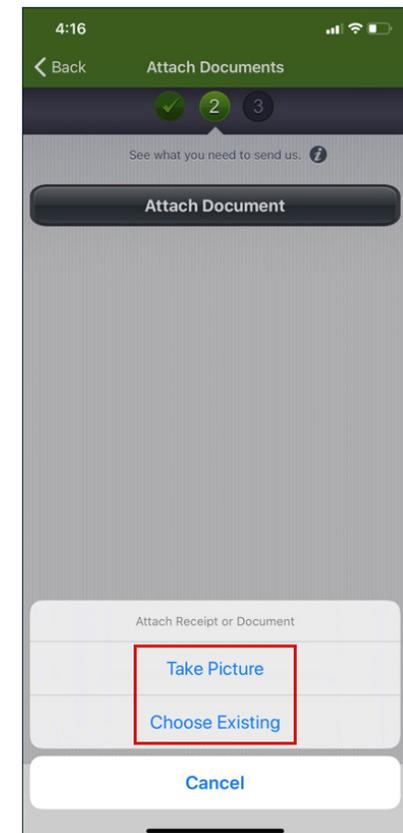
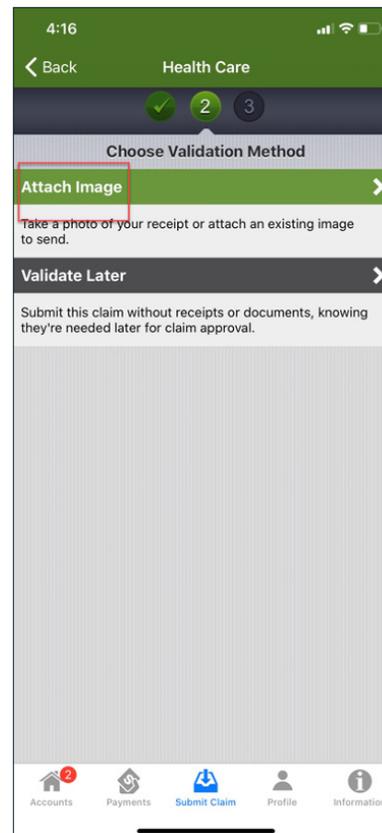
Apple Devices

How to Submit Supporting Documentation (continued)

3. From the **Claim Detail** page, click on **Send Documents**.



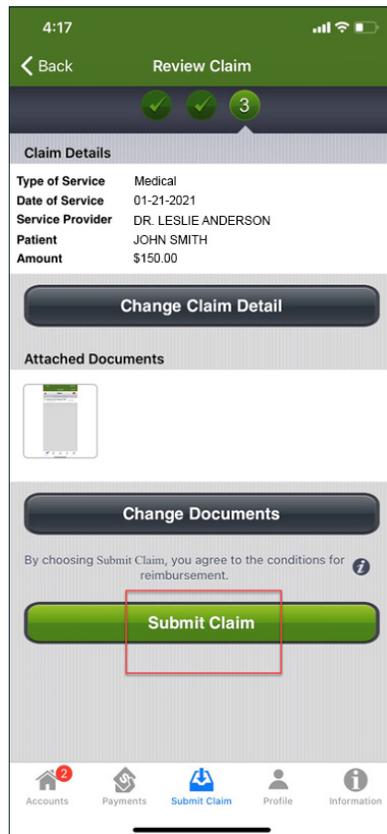
4. Submit your documentation by attaching a picture of your documents (taken with or stored on your Apple device).



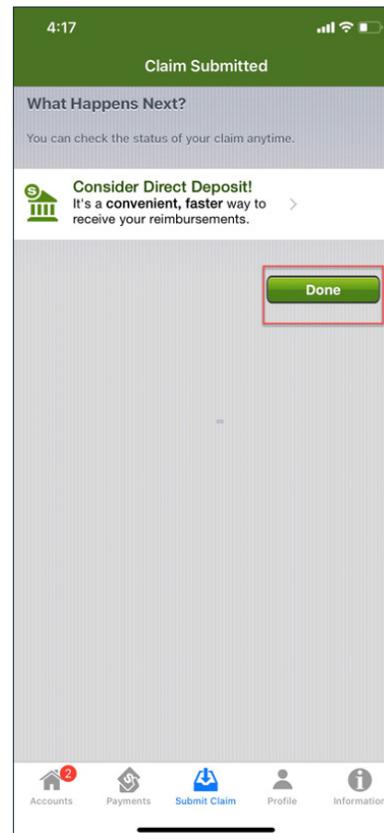
Apple Devices

How to Submit Supporting Documentation (continued)

5. Review your claim detail and attachments to ensure accuracy. Then scroll to the bottom of the page and select **Submit Claim**.



6. On the next screen, you'll see a message confirming that your claim has been submitted. Choose **Done** to complete the process.



Approximately five days after your submission is received, you'll be notified* about the outcome of your claim or informed that additional documentation is required. You can check the status of your submitted claim at any time by logging on to the mobile app and selecting **Accounts** to see your claim history for the past 30 days.

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Android Devices

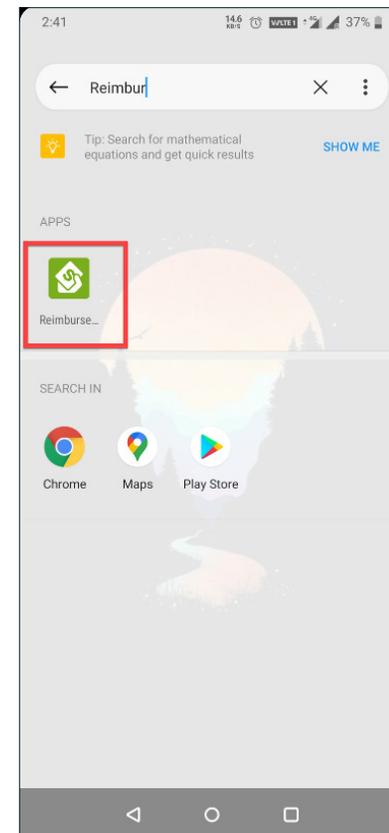
Accessing the App

Follow these steps to install and log on to Reimburse Me:

1. If you haven't done so already, establish a Google Play account.
2. From your Android device, tap the **Play Store** button and locate the Reimburse Me app. (The app is available at no cost to you.)
3. Select the app and then install it by tapping the **Install** button. Tap **Accept & Download** to accept the permissions for the app. The app will begin downloading immediately.



4. Once successfully installed, the Reimburse Me app will appear on your Android device.

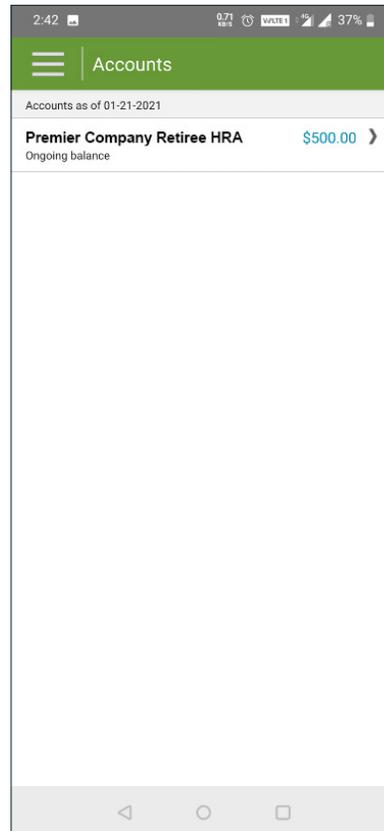


Android Devices

Ways to Take Action

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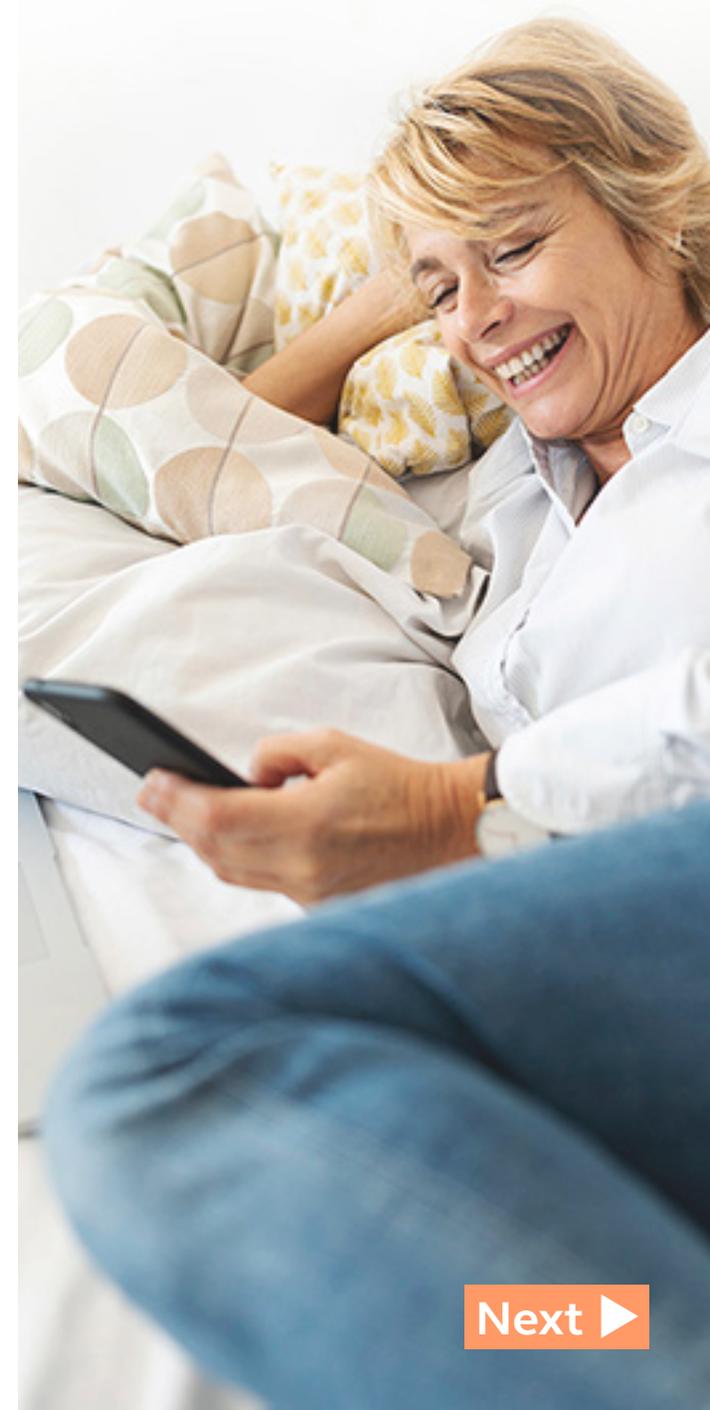
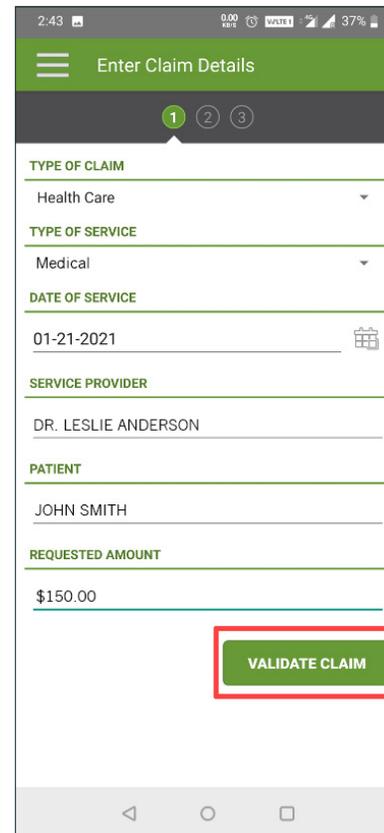
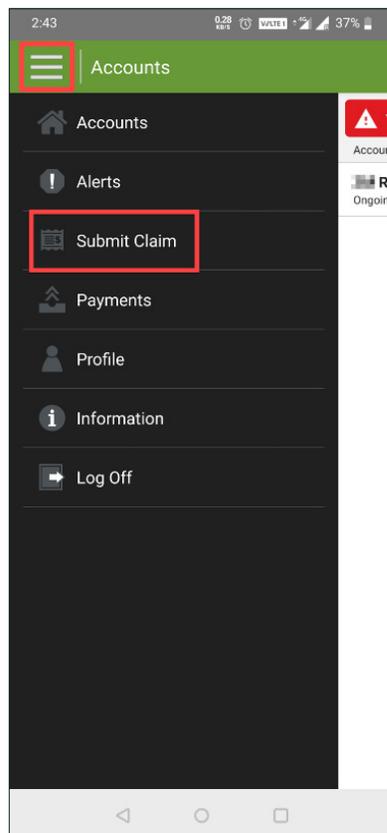


Android Devices

How to Submit Health Care Claims

While in the mobile app, follow these steps to create a new claim:

1. From the **Accounts** page, click on the menu icon in the top left of the screen. Then select **Submit Claim** from the menu.
2. On the next screen, choose **Health Care** as the type of claim, and enter your claim details, including type of health care service, date of service, provider, patient, and dollar amount. Then choose **Validate Claim**.

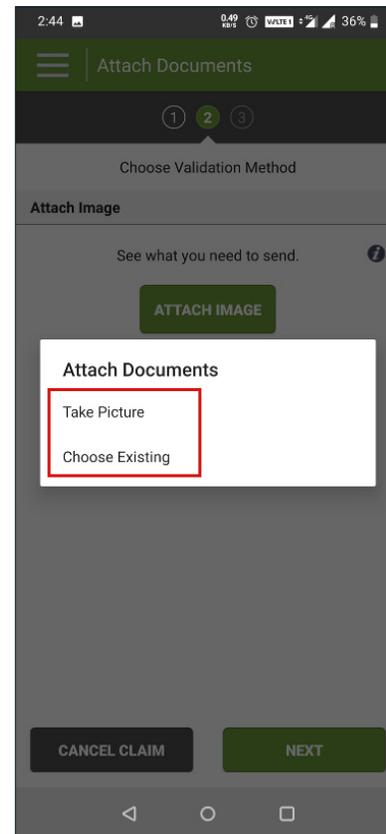
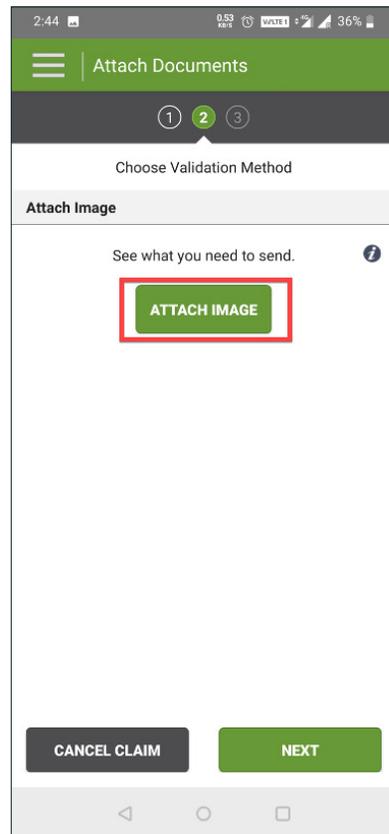


Android Devices

How to Submit Health Care Claims (continued)

3. Submit your receipt(s) by attaching a picture (taken with or stored on your Android device).

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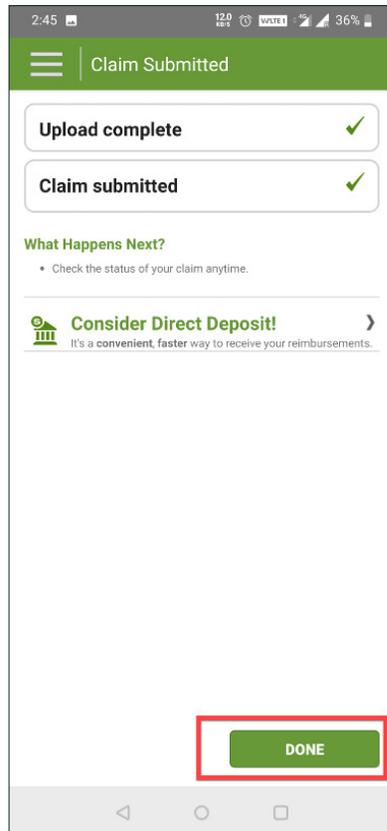
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Android Devices

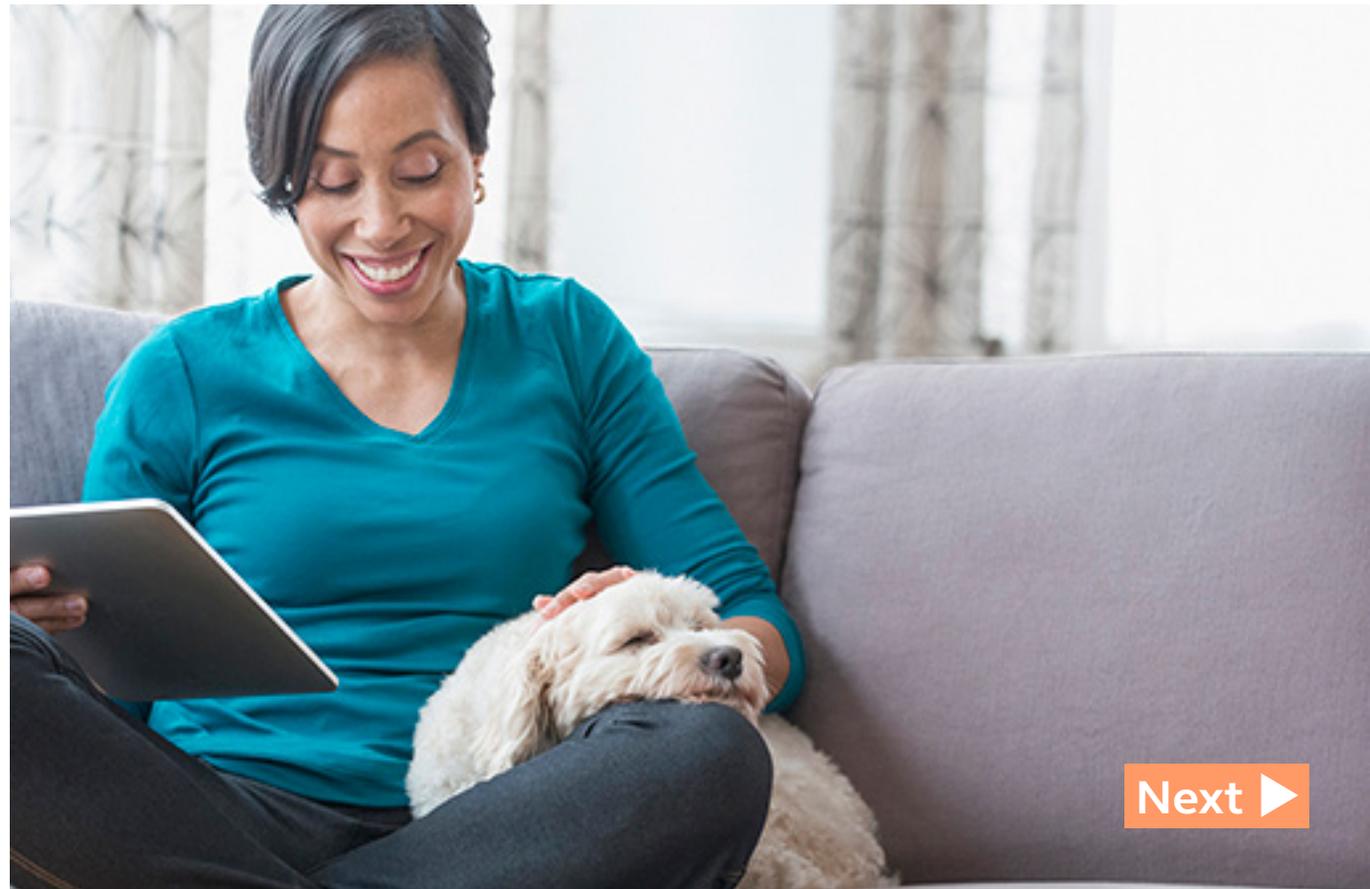
How to Submit Health Care Claims (continued)

5. On the next screen, you'll see a message confirming that your claim has been submitted. Choose **Done** to complete the process.



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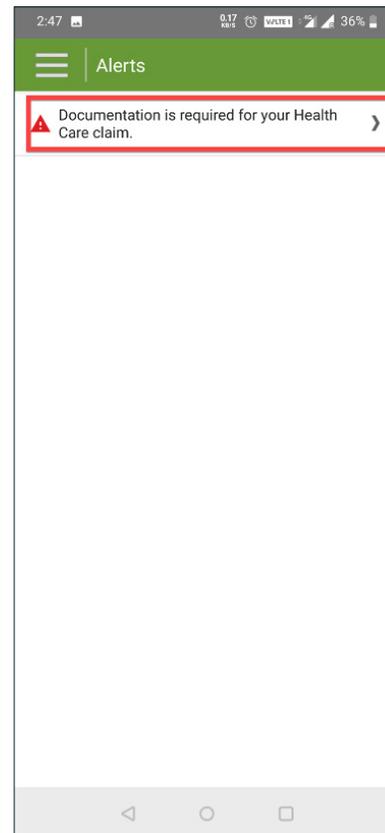
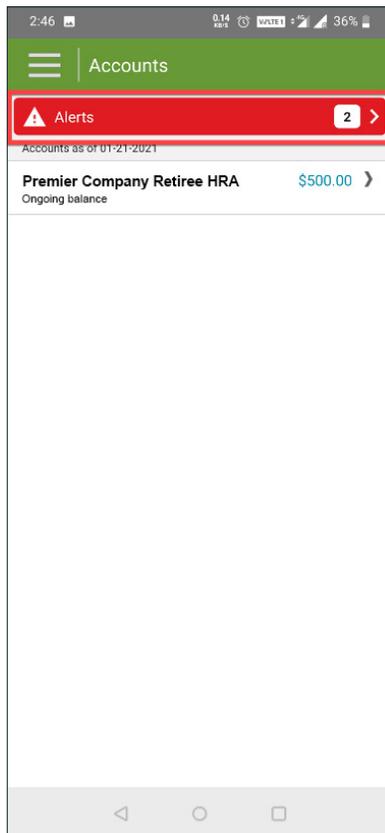
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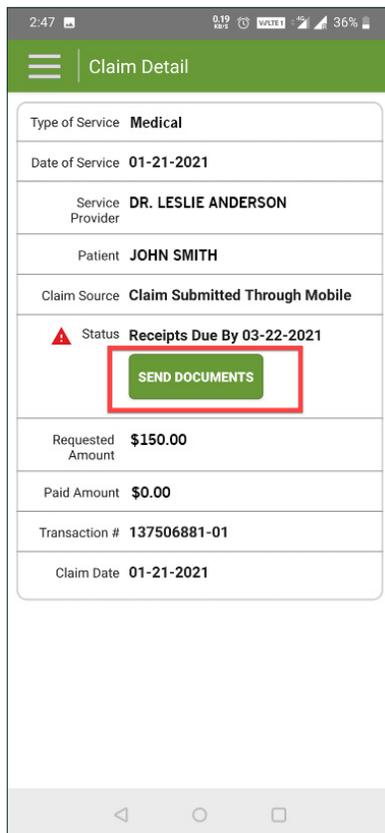
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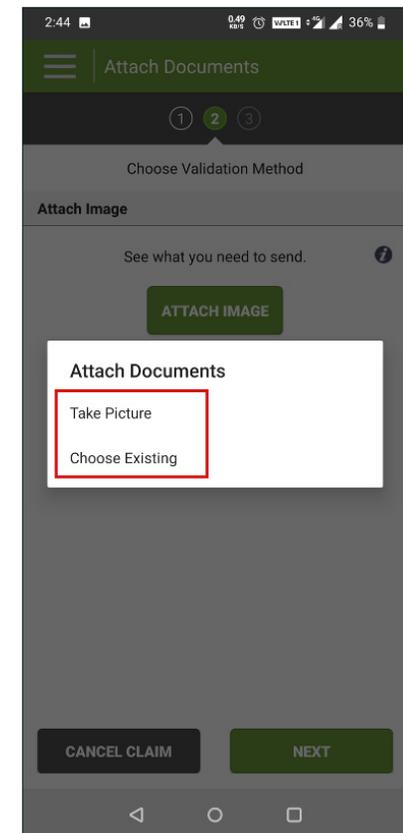
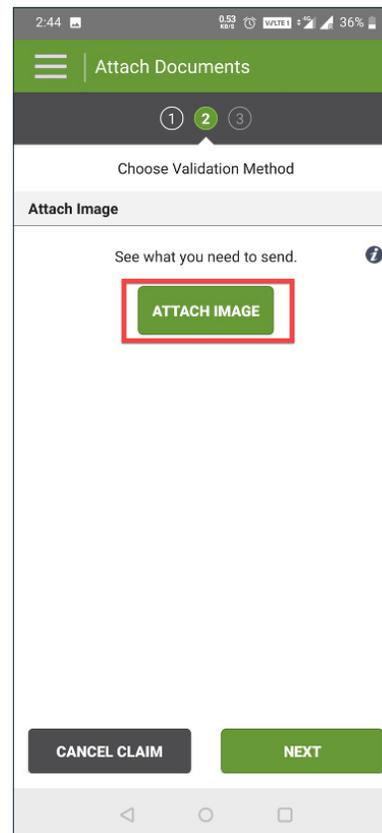
Android Devices

How to Submit Supporting Documentation (continued)

2. From the **Claim Detail** page, click on **Send Documents**.



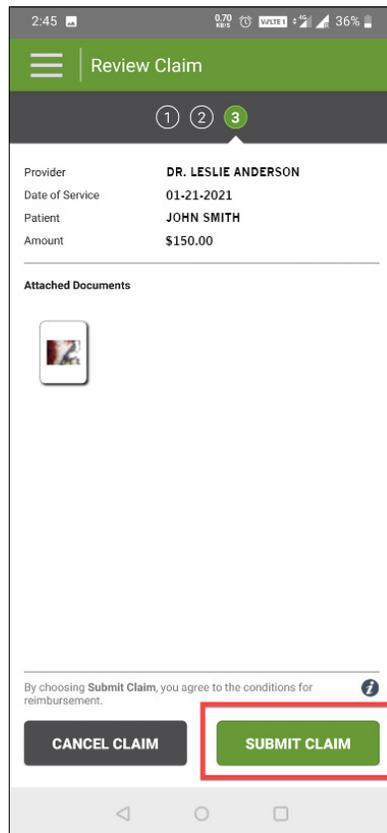
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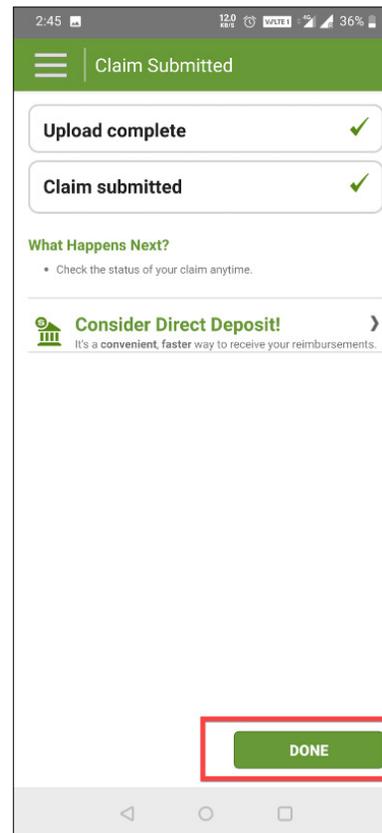
Android Devices

How to Submit Supporting Documentation (continued)

4. Review your claim detail and attachments to ensure accuracy. Then scroll to the bottom of the page and select **Submit Claim**.



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