

AVIBEN CONSUMER MOBILE APP GUIDE



Welcome to your Aviben Consumer Mobile App. This one-stop portal gives you 24/7 access to view information and manage your Flexible Spending Account (FSA), Health Reimbursement Account (HRA), and Health Savings Account (HSA). It enables you to:

- File a claim online.
- Upload receipts and track expenses.
- Scan for eligible expenses.
- Scan an EOB to create an automatic claim.
- View up-to-the-minute account balances.
- Review your account activity, claims history and payment (reimbursement) history.
- Report a lost/stolen card and request a new one.
- Update your personal profile information.
- Change your login ID and/or password.
- Download plan information, forms, and notifications.

Your mobile app is designed to be easy to use and convenient. The app is available on both IOS and Android devices.

If you need additional assistance, please reach out to our Service Team by phone or email.

Monday through Friday, 7:00am to 6:00pm CST.

Email: claimsupport@aviben.com

Aviben™ Benefits Administrator is a division of Educators Benefits Consultants, LLC, 1995 E. Rum River Dr. South, Cambridge, MN 55008

HOW DO I ACCESS THE APP?

1. Go to the google play or Apple store and search for Aviben Benefits Administrator
2. Download the app and tap on the icon to open it.

HOW DO I LOG IN TO THE HOME PAGE?

1. Tap on the app icon.
2. Enter your login ID and password.
3. Click **Login**.

FIRST-TIME USER DEFAULT USERNAME AND PASSWORD?

Username:

First letter of your first name

Last Name

Last 4 digits of your SSN

All lowercase, no spaces

Password:

Last 5 digits of your SSN

Example: Martha Stewart

Username: mstewart1234

Password: 12345

Difficulty logging in? Please contact our Service Team for assistance.



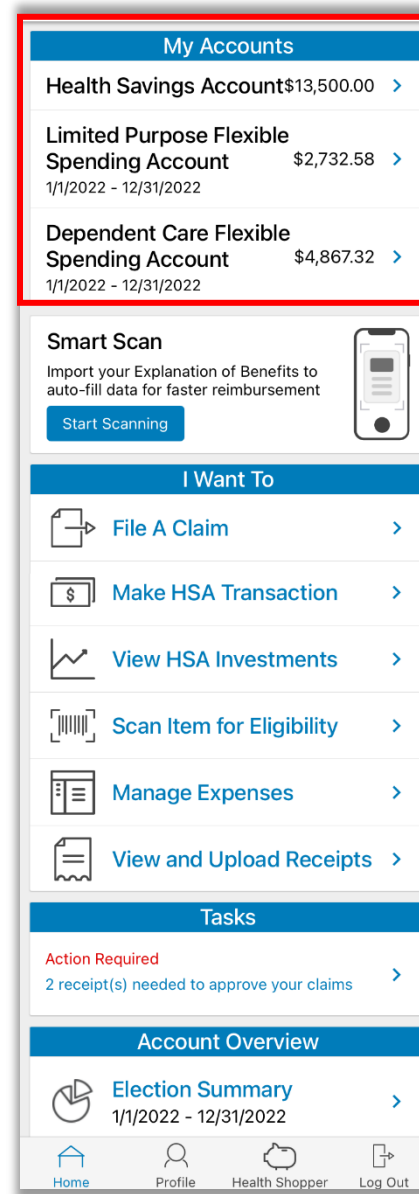
Available in your Google Play or App Store

The Consumer Mobile App Home Page is easy to navigate:

- Easily access the **Available Balance** and **“I Want To”** sections to work with your accounts right away.
- The **My Accounts** section links to your Accounts, Investments, and Profile.
- **Smart Scan** section allows you to import your Explanation of Benefits and auto-create a claim.
- The **I Want To** section contains the most frequently used features for the consumer.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.

HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

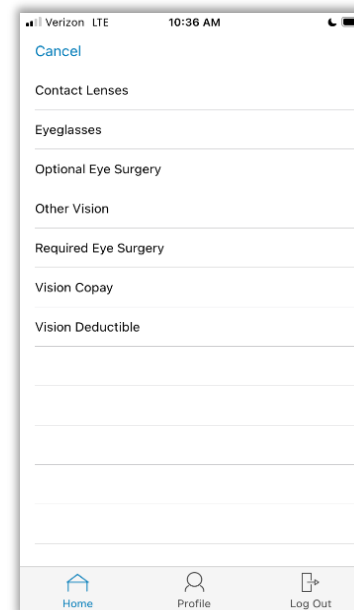
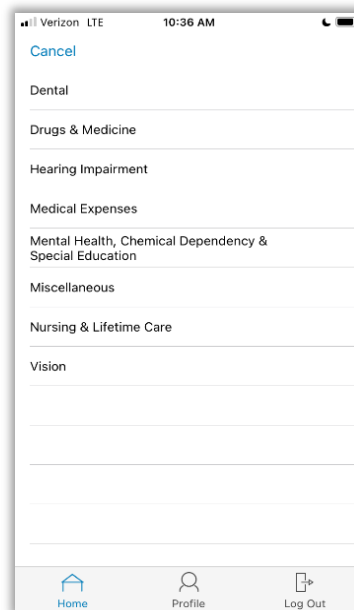
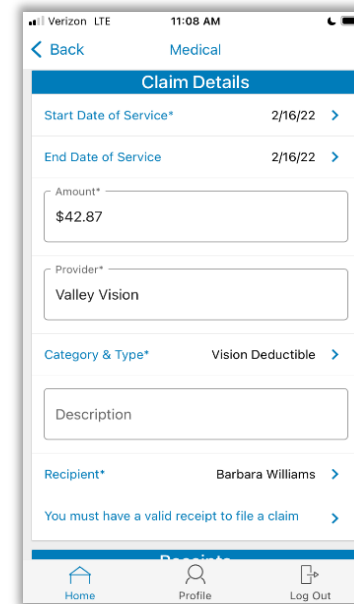
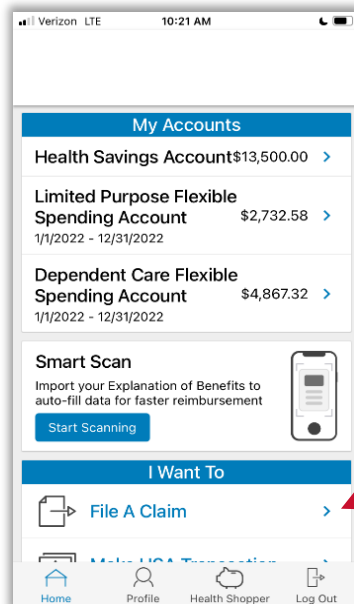
1. The **My Accounts** section shows your current balance.
2. Tap on the plan name to see additional details include account activity.



HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

1. On the **Home Page**, you can simply tap “**File a Claim**” under the “I want to” section.
2. The claim filing wizard will allow you to enter all your claim information on one page.
3. Select the start and end date of service.
4. Enter the cost of your service in the Amount section and complete the Provider section.
5. Tap on Category & Type to pick from a list of expense categories and types.
6. You can attach a receipt by either choosing a photo from your camera, taking a new picture, or selecting an image from the receipt organizer.

NOTE: If you see a **Receipts Needed** link in the Tasks section of your Home Page, click on it. You will be taken to the **Claims** page where you can see the claims that require documentation. You can easily upload the receipts from this page or use one of your **mobile quick receipts**.





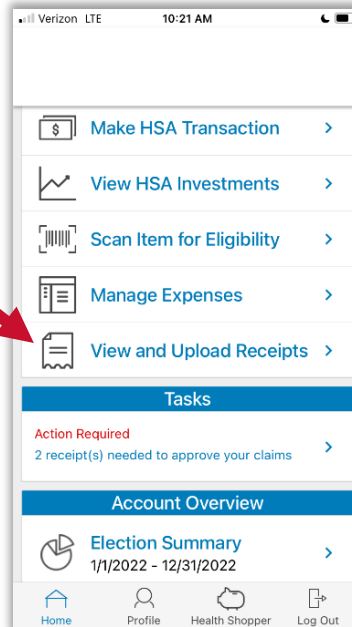
Benefits Administrator. Elevated Solutions.

HOW DO I ADD A RECEIPT ON THE GO?

Use the **Receipt Organizer** to add and organize receipts on the go.

1. Tap on View and Upload Receipts under the “I Want To” section.
2. Use the + icon to upload a receipt from your photos or to take a picture of your receipt with your camera.
3. Tap the three dots on the upper right side of each image to:
 - View the receipt
 - Remove the image
 - Add or edit the label

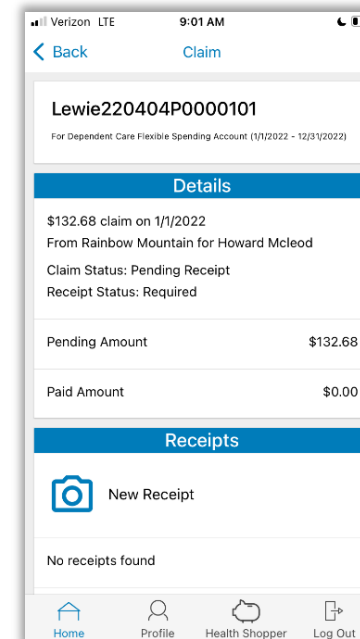
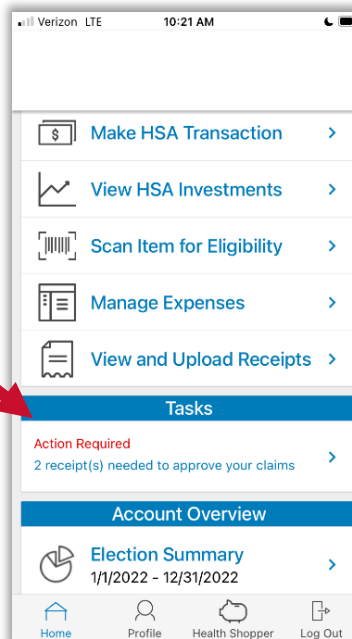
*Please note the receipt organizer does not submit your claims or receipts. It only files your receipts for later use.



HOW DO I UPLOAD A RECEIPT FOR A DEBIT CARD CLAIM?

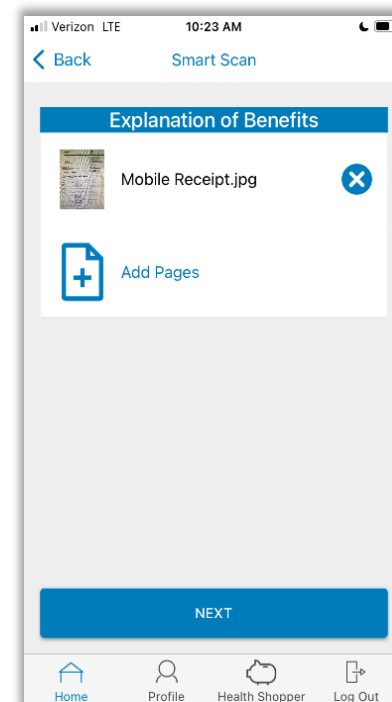
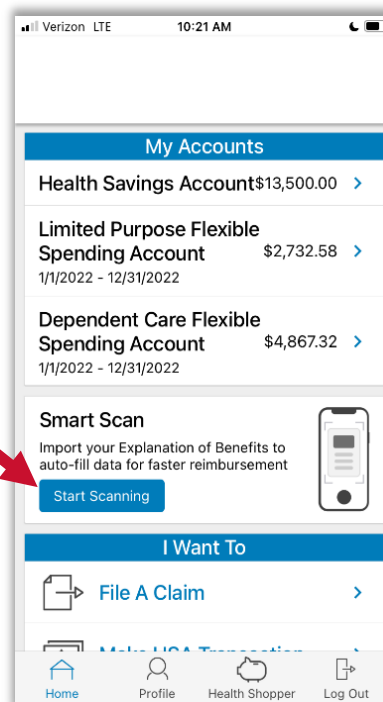
The tasks section updates in real time with receipts needed notifications when you use your debit card. Simply,

1. Tap on the “Action Required” task.
2. Tap on the claim you have a receipt for.
3. Tap on “New Receipt” to:
 - Add an image from your Receipt Organizer
 - Use your camera to take a picture, or
 - Choose a picture from your photo album



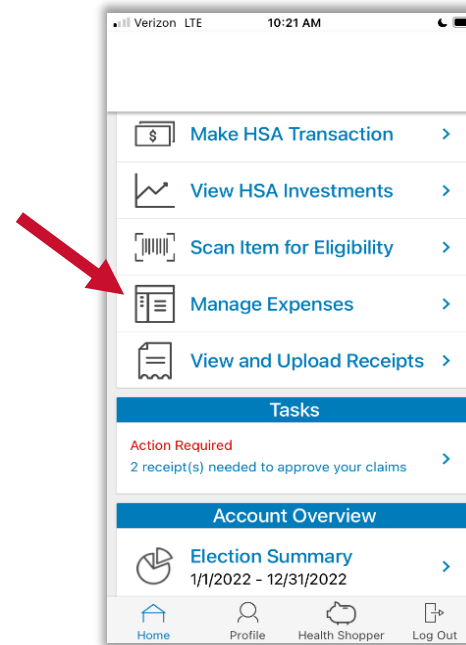
HOW DO I SCAN AN EXPLANATION OF BENEFITS (EOB)?

1. On the **Home Page**, you can simply tap “**Start Scanning**”.
2. Choose the type of EOB you will be scanning.
3. Tap on your insurance provider name, or if your provider doesn’t appear select “I don’t see my carrier”.
4. Add EOB pages using:
 - Receipt Organizer
 - Camera, or
 - Photos
5. The AI will scan your EOB and give you the opportunity to review and edit you claim details before saving it for later or paying the expense now.



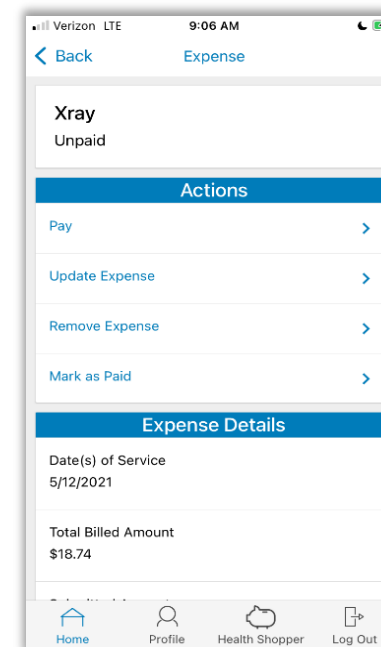
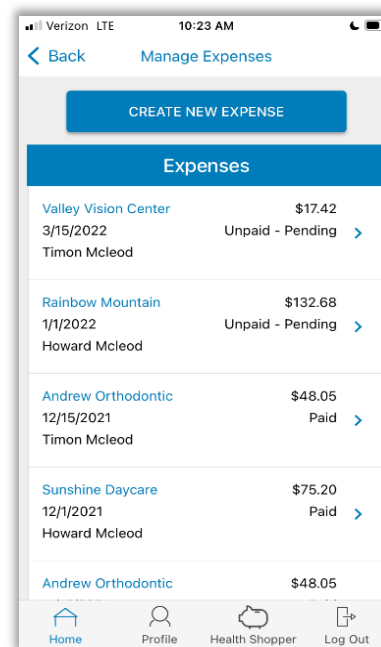
ALL HEALTH CARE EXPENSE ACTIVITY IN ONE PLACE
To view and manage ALL healthcare expense activity from EVERY source, use Expense Manager

1. Under the **I Want to** section is the **Manage Expenses** option. The **Expense Manager** provides you with an easy-to-use, consolidated view of expenses for ongoing management of medical claims, premiums, and card transactions.
2. At-a-glance details make it easy to review recent transactions.
3. Tap on “create new expense” to add a saved expense or file a new claim.
4. Quickly review transaction details by tapping on the desired expense.



HOW DO I ADD AN EXPENSE TO THE EXPENSE MANAGER?

1. From the **Expense Manager** Page click on the **Create New Expense** button on the top of the page.
2. Complete the expense detail fields. You can even upload a copy of the receipt and, add notes for your records.
3. Once the expense has been added to the **Expense Manager** you can submit the expense, if desired.

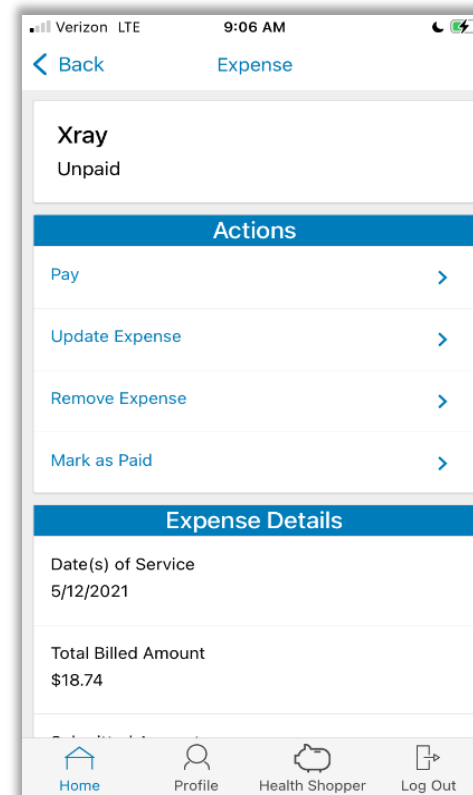


HOW DO I PAY AN EXPENSE?

1. You may process payments/ reimbursements for unpaid expenses directly from the **Expense Manager**.
2. Expenses will be categorized and **payment** can be initiated for unpaid expenses by on the expense details.
3. Simply choose which expenses you would like paid and you will be presented with the eligible accounts from which you can initiate payment.
4. When you tap **Pay**, the claim details from the **Expense Manager** will be pre-populated within the claim form. Review and edit the claim details as needed.
5. You will have the option to either request a reimbursement to yourself or pay the provider.

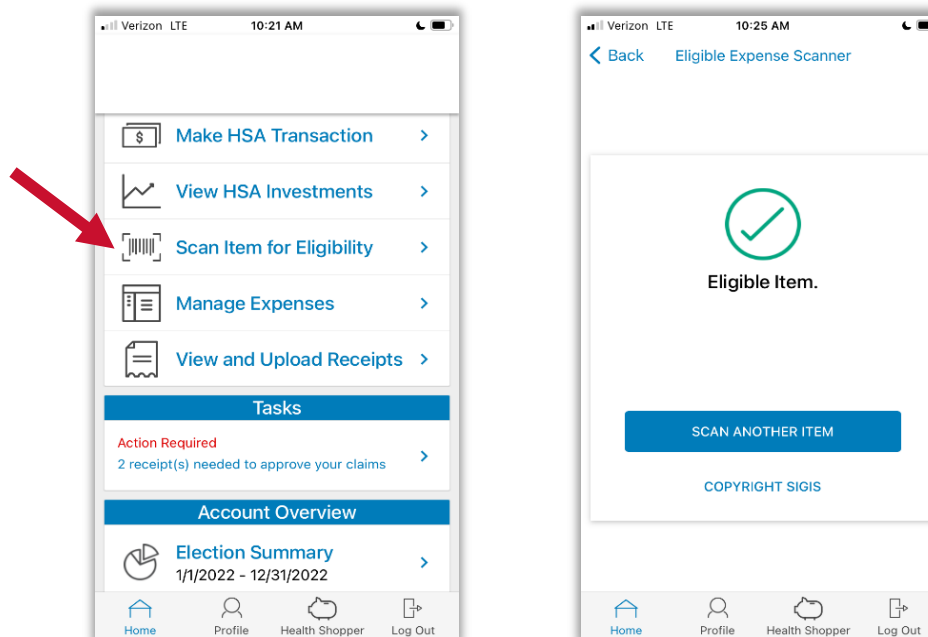
HOW DO I EDIT AN EXISTING EXPENSE IN THE EXPENSE MANAGER?

1. You can edit expense details for all claim statuses directly from the **Expense Manager** page.
2. Expand the claim details visible by clicking on the expense line item from the Dashboard.
3. You will be presented with options to add expense notes, update the expense details, mark the expense as paid/unpaid or, remove the expense from the **Expense Manager**.



HOW DO I TELL WHAT PRODUCTS ARE ELIGIBLE?

The **Eligible Expense Scanner** gives you the ease of scanning the barcodes of products you normally buy to see if they are eligible. Simply open the expense scanner and use your camera to view the barcode. You will know immediately if the product is eligible, ineligible, or eligible only with a doctor's note or prescription.



HOW DO I VIEW MY CLAIMS HISTORY AND STATUS?

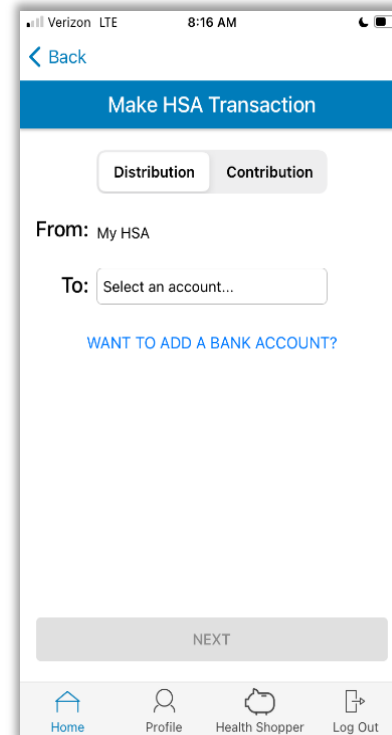
1. From the **Home Page**, tap on the plan name to see your claims history.
2. By tapping on the line of the claim, you can expand the data to display additional claim details.

Did you Know? For an alternative perspective, you may also view claims history and status for all claim on the **Expense Manager** page.



HOW DO I MAKE AN HSA TRANSACTION?

1. Tap on **Make HSA Transaction** under the “I Want To” section.
2. You can choose to either make a **Contribution** from your bank account or a **Distribution** to yourself or a provider.
3. When making a distribution you can choose to pay a provider via check or yourself via check or direct deposit.
4. Complete the form with the amount, who the distribution is for, the expense type, and who the patient/recipient was.
5. Tap Next to review your distribution and submit it.



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< Back

Make HSA Transaction

Distribution Contribution

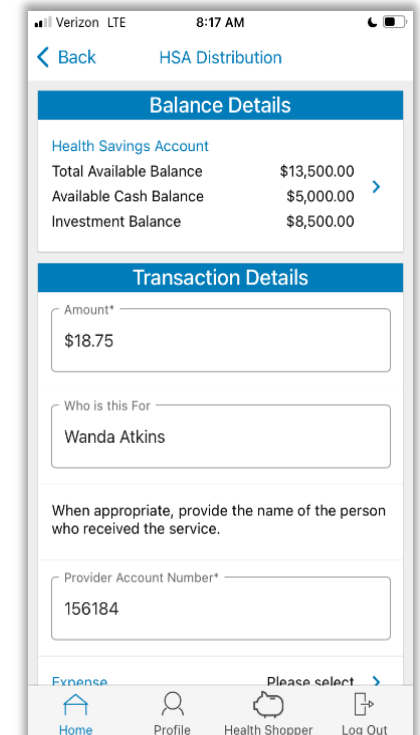
From: My HSA

To: Select an account...

WANT TO ADD A BANK ACCOUNT?

NEXT

Home Profile Health Shopper Log Out



Verizon LTE 8:17 AM

< Back HSA Distribution

Balance Details

Health Savings Account	
Total Available Balance	\$13,500.00
Available Cash Balance	\$5,000.00
Investment Balance	\$8,500.00

Transaction Details

Amount* \$18.75

Who is this For Wanda Atkins

When appropriate, provide the name of the person who received the service.

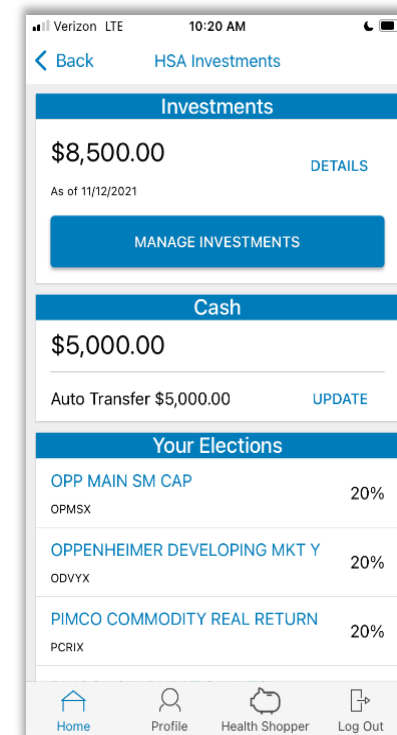
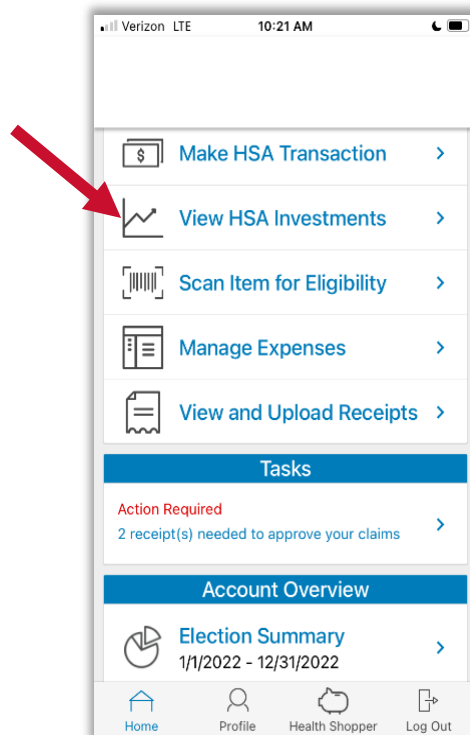
Provider Account Number* 156184

Please select...

Home Profile Health Shopper Log Out

HOW DO I MANAGE MY HSA INVESTMENTS?

1. From the home page tap on **View HSA Investments** under the “I Want To” section.
2. You can view your current investments, update your investment auto transfer or manage your investment allocations all from this page.
3. To update your auto transfer simply tap UPDATE and AUTO TRANSFER SETTINGS to change your minimum cash balance threshold.
4. Tap MANAGE INVESTMENTS to:
 - Realign your portfolio
 - Realign your portfolio and update your elections for future investments
 - Complete a fund-to-fund transfer to sell and then buy specific funds
 - Buy into selected funds
 - Sell from selected funds



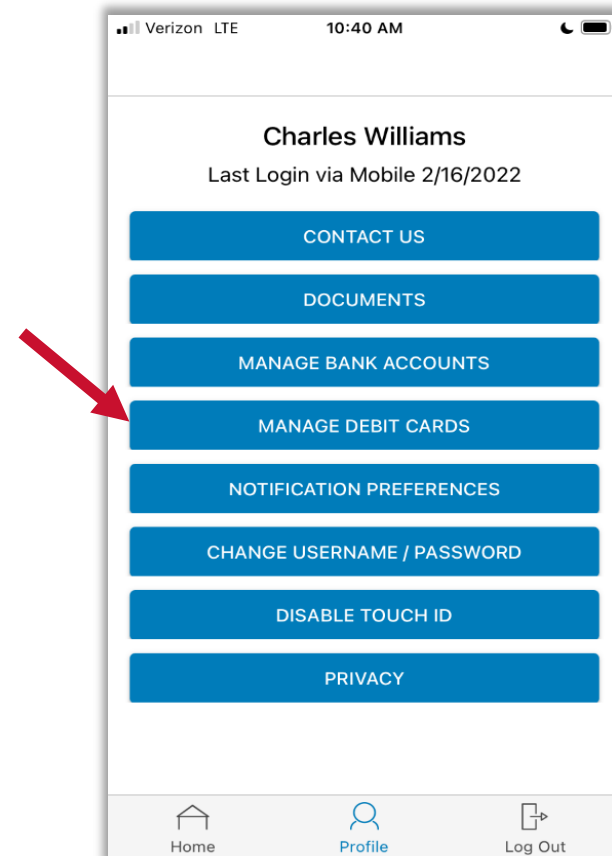
HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. From any page, tap on the Profile icon.
2. Tap on Manage Debit Cards to put a debit card on hold or report it lost or stolen.

HOW DO I GET MY REIMBURSEMENT FASTER?

The fastest way to get your money is to sign up online for direct deposit to your personal checking account. Before you begin, make sure that your employer is offering direct deposit setup online.

1. From the **Home Page**, under the **Tools & Support** tab, click **Change Payment Method** under the “**How Do I**” section
2. Select **Update** for the appropriate plans. Update the secondary reimbursement method to **Direct Deposit**.
3. Enter your bank account information and click **Submit**.
4. The **Payment Method Changed** confirmation displays.
5. If there is a bank validation requirement, you will be notified on the portal to look for a small transaction or “micro-deposit” in your designated bank account in the next couple of days to enter online, which will validate your account.



HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. From any page, tap on the **Profile** icon, and tap **Change Username/Password**.
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. Tap **Save**.

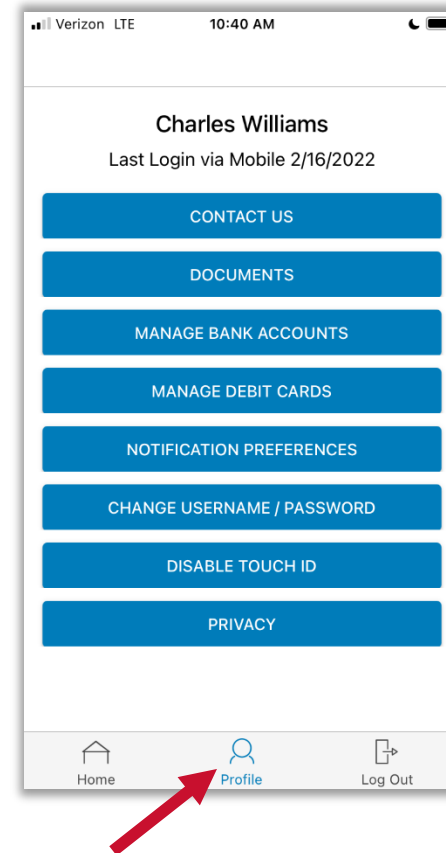
HOW DO I VIEW OR ACCESS:

...DOCUMENTS & FORMS?

1. From any page, tap on the **Profile** icon.
2. Tap **Documents** tap on the form or document of your choice.

...NOTIFICATIONS?

1. From any page, tap on the **Profile** icon.
2. Tap on **Notification Preferences**.
3. Tap on any notification or document as well as adjust notification preferences.



FREQUENTLY ASKED QUESTIONS

- **Can you speak with my spouse or representative?**

Aviben will not communicate with anyone other than the account holder unless an authorization form is submitted giving us permission to speak with the individual listed.

- **Why are my claims always denied?**

By far, the most common reason a claim is denied is due to lack of documentation. The Internal Revenue Code requires that all eligible expenses be verified with itemized receipts, third-party statements, or an Explanation of Benefits. Be sure your documentation includes a provider name, date of service, patient name, description of service/product and the amount billed. Remember – cancelled checks, credit card receipts and bank statements are not proper forms of documentation.

- **I provided everything, why is my claim still denied?**

- Be sure your claim documentation shows the services provided.
- Your documentation must include a description of the billable charges.
- “Professional Services,” “Balance Forward,” “Office Visit”, and other generic descriptions are not acceptable.

Need More Help? Contact Aviben! Aviben Service Team Customer Support is available

Monday through Friday, 7:00am to 6:00pm CST.

Phone: 763-552-6053

Email: claimsupport@aviben.com

Address: 1995 E Rum River Dr. S, Cambridge, MN 55008

