



Welcome to your **FlexPro State of Indiana (SOI) Retirement Medical Benefit Account (RMBA)**, Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your **RMBA**. It enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of two ways to navigate this site:

1. Work from sections within the Home Page, or
2. Hover over or click on the four tabs at the top.

HOW DO I LOG ON TO HOME PAGE?

1. Go to <https://FlexPro.lh1ondemand.com>
2. Enter your login ID and password.
3. Click **Login**.

The **Home Page** is easy to navigate:

- Easily access the **Available Balance** and **“I Want To”** sections to work with your accounts right away.
- The **I Want To...**section contains the most frequently used features for the Consumer Portal.
- The **Accounts** section links to your Accounts and Profile.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Recent Transaction** section displays the last 3 transactions on your account(s).
- The **Quick View** section graphically displays some of your key account information.

You can also hover over the tabs at the top of the page.

The screenshot displays the FlexPro Home Page interface. At the top, there are navigation tabs: Home, Accounts, Tools & Support, and Message Center (with a notification icon). A 'Take Action' banner encourages managing healthcare expenses. Below this is the 'I Want To' section with buttons for Reimburse Myself, Send Payment, Contribute to HSA, Manage Investments, and Manage My Expenses. The 'Accounts' section shows a table of account balances for 1/1/2022 - 12/31/2022, including Cash Account (\$2,000.00), Investment Account (\$12,200.00), and Health Reimbursement Accounts (\$2,750.00 and \$2,743.22). The 'Tasks' section includes a projected payment alert and a 'My HSA Planner' tool with goals like setting annual and long-term goals, and identifying eligible expenses. The 'Recent Transactions' table shows a medical expense of \$18.78 on 6/28/2021. The 'Quick View' section features two bar charts: 'HSA Contributions & Distributions' for 2020, 2021, and 2022, and 'HSA Contributions by Tax Year' for 2020, 2021, and 2022, comparing current contributions to maximum limits.

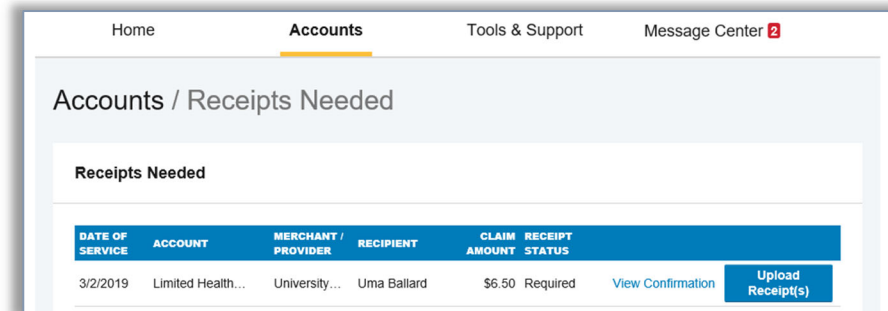
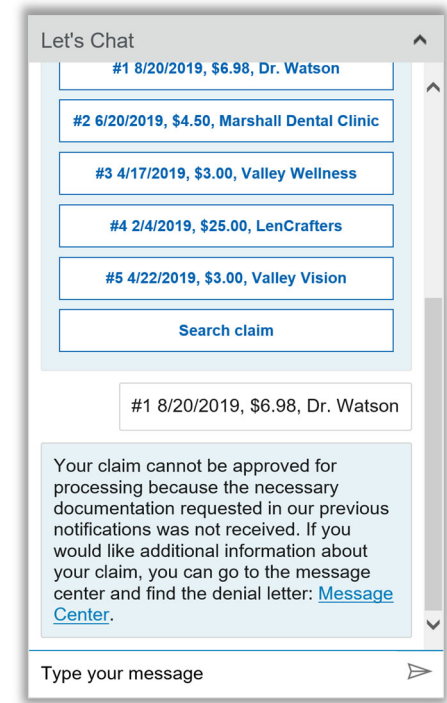
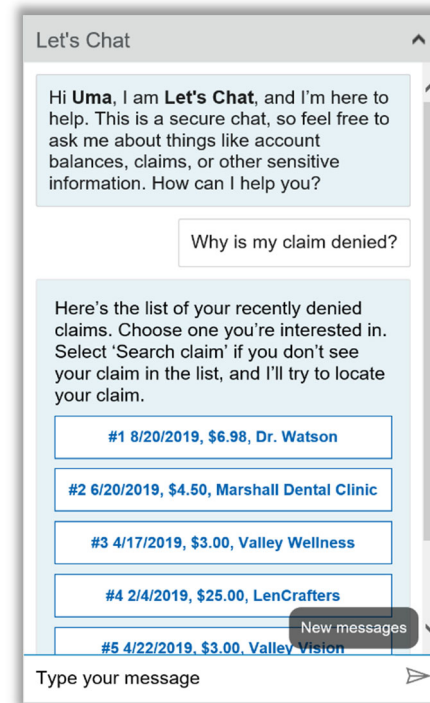
HOW DO I GET ASSISTANCE WITH MY CLAIM?

1. From any page you can open the Let's Chat window from the bottom right icon.
2. Asking about claim denial or claims needing receipt will prompt the chat window to help you review your claims and find where you can attach receipts.

HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

3. On the **Home Page**, you may simply select "**Reimburse Myself**", **OR** from any page on the portal, expand the **Accounts** tab on the top of the screen.
4. The claim filing wizard will walk you through the request including entry of information, payee details and uploading a receipt.
5. For submitting more than one claim, click **Add Another**, from the **Transaction Summary** page.
6. When all claims are entered in the **Transaction Summary**, agree to the terms and conditions click **Submit** to send the claims for processing.
7. 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, you can upload the receipt from this screen or print a **Claim Confirmation Form** to submit to the administrator with the required receipts.

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**.



HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

1. For current Account Balance only, on the **Home Page**, see the **Accounts** section.
2. For all Account Activity, click on the **Accounts** tab from the Home Page 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.

NOTE: You can see election details by clicking to expand the line item for each account.

HEALTH SAVINGS ACCOUNT		01/01/2018 - 12/31/2018	
	AVAILABLE		AVAILABLE
Cash Account	\$2,012.50	Limited Health Care Flex...	\$2,445.95
Advance	\$0.00	Dependent Care Flexible...	\$1,918.30
Investment Account	\$795.00	Parking Reimbursement...	\$1,280.00
Available to spend <small>Includes Advance</small>	\$2,807.50		

[Contact Us](#) | [Uma Ballard](#) | [Logout](#) | [Shopping Cart \(0\)](#)

[Home](#) | **[Accounts](#)** | [Tools & Support](#) | [Message Center](#)

Accounts / Account Summary

The information displayed on the Account Summary page will vary depending upon your specific healthcare benefits. [View More](#)

Health Savings Account

TOTAL AVAILABLE BALANCE	\$5,153.00
AVAILABLE CASH BALANCE	INVESTMENT BALANCE
\$4,050.00	\$1,103.00 <small>* Current as of 3/13/2019</small>

01/01/2019 - 12/31/2019 ESTIMATED PER PAY PERIOD DEDUCTION: \$1,161.66

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
+ Limited Health Care Flexible Spend...	\$2,700.00	\$26.50	\$0.00	\$16.50	\$10.00	\$2,683.50
+ Dependent Care Flexible Spending...	\$5,000.00	\$14.00	\$0.00	\$14.00	\$0.00	(\$14.00)
+ Parking Reimbursement Account	\$3,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
+ Transit Pass Reimbursement Account	\$3,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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

1. Under the **Accounts** menu is the **Dashboard**. The **Dashboard** provides you with an easy-to-use consolidated view of healthcare expenses for ongoing management of premiums.
2. Easily filter expenses by clicking on the **filter options** on the navigation pane on the left side of the screen or, by clicking on the **field headers** within the **Dashboard**.
3. Expenses can be exported into an Excel spreadsheet by clicking on the **Export Expenses** button on the top of the page.

The screenshot shows the WEX Dashboard interface. At the top, there is a navigation bar with 'Home', 'Accounts' (selected), 'Tools & Support', and 'Message Center 2'. The user is logged in as 'Uma Ballard'. The dashboard title is 'Dashboard' with a sub-link 'View Non-Healthcare'. Below the title are buttons for 'Add Expense' and 'Export Expenses'. A 'View by: All' section includes a 'Reset Graph' link and a donut chart titled 'Expenses by Category'. To the right of the chart are filter options: 'View By Category' (selected), 'View By Status', 'View By Year', 'View By Recipient', and 'View By Merchant/Provider'. Below the chart is an 'Expense Summary' table:

Expense Summary	Total Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$416.50	\$265.00	\$151.50
Total Eligible to Submit:	\$65.00		

Below the summary is a 'Filter By' section with a 'Reset Filters' link. The main part of the dashboard is a table of expense entries:

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
+ 3/2/2019	Dental	Uma Ballard	University Clinic	\$6.50	\$
+ 2/1/2019	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 1/1/2019	Medical	Uma Ballard	20/20 Vision	\$10.00	\$
+ 1/1/2019	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 12/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 11/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 10/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 9/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 8/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
+ 7/24/2018	Medical	Jonathan Ballard	Vision 20 Twenty	\$35.00	\$

At the bottom of the table, there is a pagination indicator '1 | 2 | 3 >>' and a 'Next >>' link.

HOW DO I ADD AN EXPENSE TO THE DASHBOARD?

1. From the **Dashboard** click on the **Add 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 **Dashboard** you can pay the expense, if desired.

HOW DO I PAY AN EXPENSE?

1. You may process payments/ reimbursements for unpaid expenses directly from the **Dashboard** page.
2. Expenses will be categorized, and **payment** can be initiated for unpaid expenses by clicking on the button to the right of 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 click **Pay**, the claim details from the **Dashboard** will be pre-populated within the claim form. Review & edit the claim details as needed.
5. You will have the option to request a reimbursement to yourself.

The screenshot displays the WEX Dashboard interface. At the top, there are navigation links for 'Contact Us', 'Uma Ballard', a shopping cart icon with '(0)', and 'Logout'. Below this is a secondary navigation bar with 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center 2'. The main content area is titled 'Dashboard' with a link to 'View Non-Healthcare'. Two buttons, 'Add Expense' and 'Export Expenses', are prominently displayed. A red arrow points from the 'Add Expense' button to the 'Expenses by Category' donut chart. The chart shows a breakdown of expenses by category: Medical (green), Undefined (blue), Vision (yellow), Pharmacy (orange), and Dental (purple). To the right of the chart are several filter options: 'View By Category' (selected), 'View By Status', 'View By Year', 'View By Recipient', and 'View By Merchant/Provider'. Below the chart is an 'Expense Summary' table with the following data:

Expense Summary	Total Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$416.50	\$265.00	\$151.50



Below the summary is a row for 'Total Eligible to Submit: \$65.00'. A 'Filter By' dropdown and 'Reset Filters' link are also present. At the bottom, there is a table listing individual expenses:

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
3/2/2019	Dental	Uma Ballard	University Clinic	\$6.50	\$
2/1/2019	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
1/1/2019	Medical	Uma Ballard	20/20 Vision	\$10.00	\$
1/1/2019	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
12/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
11/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
10/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
9/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
8/1/2018	Medical	Uma Ballard	ABC Eyewear	\$5.00	\$
7/24/2018	Medical	Jonathan Ballard	Vision 20 Twenty	\$35.00	\$

At the bottom left of the table, there is a pagination indicator '1 | 2 | 3 >>' and at the bottom right, a 'Next >>' link.

HOW DO I EDIT AN EXISTING EXPENSE IN THE DASHBOARD?

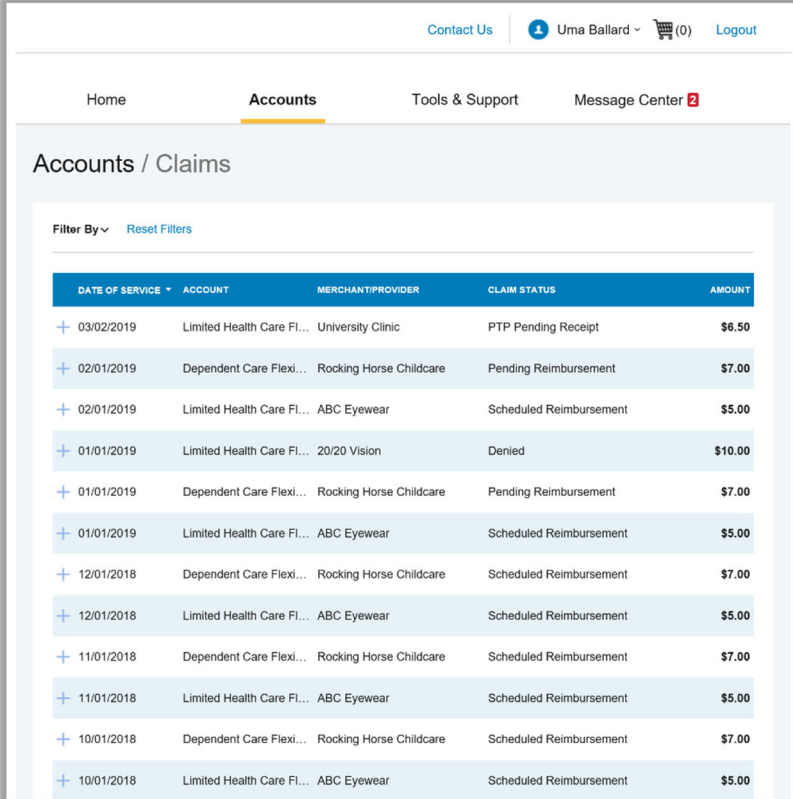
1. You can edit expense details for all claim statuses directly from the **Dashboard** page.
2. Expand the claim details visible by clicking on the expense line item from the Dashboard.
3. You will be presented with options to add expense notes, update the expense details, mark the expense as paid/unpaid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

Total Eligible to Submit: \$8.00 					
DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
9/1/2018	Medical	Amity Anderson	ABC Ortho	\$3.00	\$
8/1/2018	Medical	Amity Anderson	ABC Ortho	\$3.00	\$
7/1/2018	Medical	Amity Anderson	ABC Ortho	\$3.00	\$
6/6/2018	Dental	Amity Anderson	Downtown Dental	\$3.00	\$ Pay
Expense Details	Description: Cavity		Date(s) of Service: 6/6/2018		
	Source: Online		Total Billed Amount:  \$3.00		
	Expense Amount: \$3.00		Received Date: 6/1/2018		
	Payable Amount: \$3.00				
	Upload Receipt(s)	Add Expense Note	Mark as Paid		
	Remove Expense	Update Expense			

HOW DO I VIEW MY CLAIMS HISTORY AND STATUS?

1. From the **Home Page**, click on the **Accounts Tab**, and then click on the **Claims** link to see your claims history. You can apply filters from the top of the screen. You can filter by plan year, account type, claim status or receipt status.
2. By clicking 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 types on the **Dashboard** page. You can apply filters from the top of the screen. Filter options on the Dashboard screen include: expense type, status, date, recipient or merchant/provider. You may also search for a specific expense by entering a description into the search field.

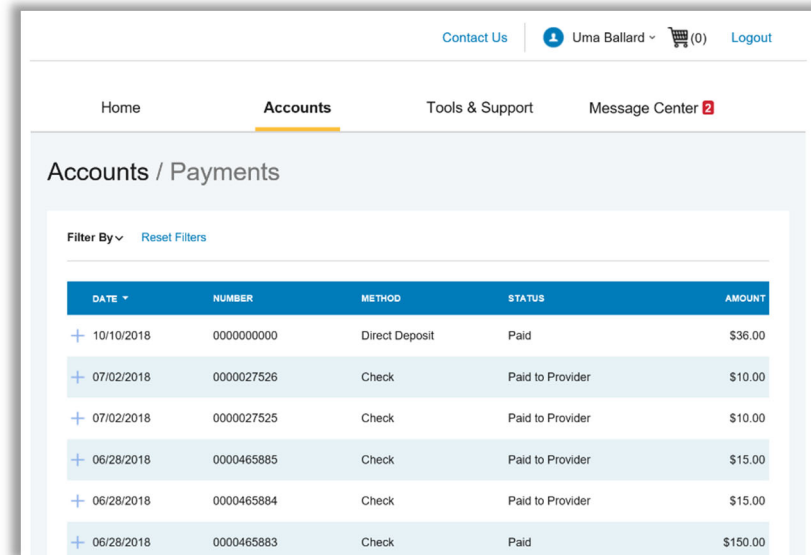


The screenshot shows the 'Accounts / Claims' page in a web application. At the top right, there are links for 'Contact Us', a user profile for 'Uma Ballard', a shopping cart icon with '(0)', and a 'Logout' link. Below this is a navigation bar with 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center 2'. The main content area is titled 'Accounts / Claims' and includes a 'Filter By' dropdown and a 'Reset Filters' link. Below the filters is a table with the following data:

DATE OF SERVICE	ACCOUNT	MERCHANT/PROVIDER	CLAIM STATUS	AMOUNT
+ 03/02/2019	Limited Health Care Fl...	University Clinic	PTP Pending Receipt	\$6.50
+ 02/01/2019	Dependent Care Flexi...	Rocking Horse Childcare	Pending Reimbursement	\$7.00
+ 02/01/2019	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 01/01/2019	Limited Health Care Fl...	20/20 Vision	Denied	\$10.00
+ 01/01/2019	Dependent Care Flexi...	Rocking Horse Childcare	Pending Reimbursement	\$7.00
+ 01/01/2019	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 12/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 12/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 11/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 11/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 10/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 10/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00

HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

1. From the **Home Page**, under the **Accounts** tab, click **Payments**. You will see reimbursement payments made to date.
2. By clicking on the line of a payment, you can expand the data to display additional details about the transaction.



The screenshot shows the WEX Accounts / Payments page. The page has a navigation bar with 'Home', 'Accounts' (selected), 'Tools & Support', and 'Message Center 2'. Below the navigation bar, there is a 'Filter By' dropdown and a 'Reset Filters' link. The main content is a table with the following columns: DATE, NUMBER, METHOD, STATUS, and AMOUNT. The table contains six rows of payment data.

DATE	NUMBER	METHOD	STATUS	AMOUNT
+ 10/10/2018	0000000000	Direct Deposit	Paid	\$36.00
+ 07/02/2018	0000027526	Check	Paid to Provider	\$10.00
+ 07/02/2018	0000027525	Check	Paid to Provider	\$10.00
+ 06/28/2018	0000465885	Check	Paid to Provider	\$15.00
+ 06/28/2018	0000465884	Check	Paid to Provider	\$15.00
+ 06/28/2018	0000465883	Check	Paid	\$150.00

HOW DO I UPDATE MY PERSONAL PROFILE?

1. From the **Home Page**, under the **Accounts Tab**, you will find links to update profile information including profile summary details and covered dependents.
2. Click the appropriate link under Profile for your updates: **Update Profile** or **Add/Update Dependent**. Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click **Submit**.

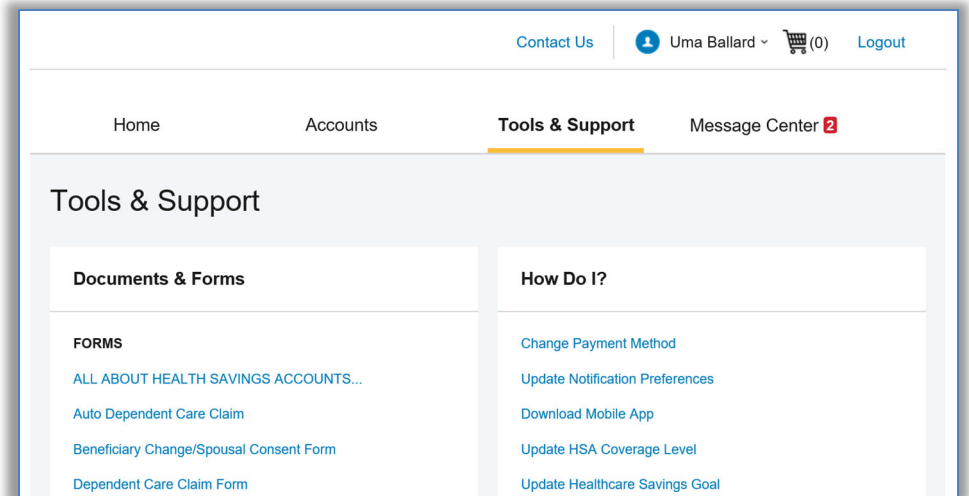
The screenshot displays the 'Profile / Profile Summary' page for a user named Uma Ballard. The page is part of a web application with a navigation bar at the top containing 'Contact Us', a user profile icon for 'Uma Ballard', a shopping cart icon with '(0)', and a 'Logout' link. Below the navigation bar, there are tabs for 'Home', 'Accounts' (which is selected), 'Tools & Support', and 'Message Center' with a notification badge '2'. The main content area is titled 'Profile / Profile Summary' and is divided into three sections: 'Profile', 'Dependents', and 'Beneficiaries'. The 'Profile' section includes fields for 'UMA BALLARD' with home and mailing addresses, an email address, and 'GENDER' and 'MARITAL STATUS' both set to 'Unspecified'. The 'Dependents' section lists 'JONATHAN BALLARD' with birth date and student status, and a 'View / Update' link. The 'Beneficiaries' section shows 'No beneficiaries' and an 'Add Beneficiary' link.

Profile	Update Profile	Dependents	Add Dependent
UMA BALLARD Home Address 6029 Etiam Av Wieze, MN 83483 United States employee@pde.com GENDER Unspecified CONSUMER COMMUNIC... 131		JONATHAN BALLARD Birth Date: 5/2/2015 Student: No View / Update	
Beneficiaries	Add Beneficiary		
No beneficiaries			

HOW DO I GET MY REIMBURSEMENT FASTER?

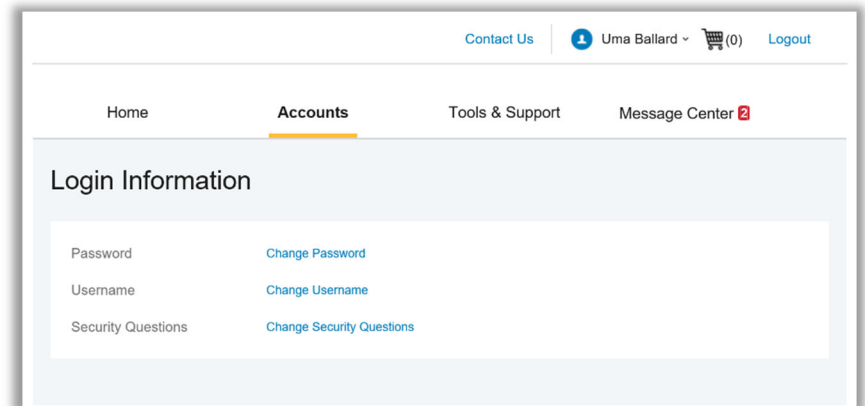
The fastest way to get your money is to sign up online for direct deposit to your personal checking account. **Before you begin, make sure that your employer is offering direct deposit setup online.**

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.



HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. From the **Home Page**, click on the **Accounts Tab**, and click **Login Information**.
2. Follow instructions on the screen.
3. Click **Save**.



HOW DO I VIEW OR ACCESS:

...DOCUMENTS & FORMS?

1. From the **Home Page**, click the **Tools & Support** tab.
2. Click any form or document of your choice.

...NOTIFICATIONS?

1. From the **Home Page**, click the **Message Center** tab.
2. Click any link of your choice. You will be able to view and archive current documents, as well as reference documents archived previously.
3. In addition, you can **Update Notification Preferences** by clicking on the link next to Notifications.

...PLAN INFORMATION?

1. On the **Home Page**, under the **Accounts Tab**, you will be directed to the **Account Summary** page
2. Click onto the applicable account name and the **Plan Rules** will open in a pop-up window.
OR from the **Home Page**, under the **Tools & Support** page, you may view **Plan Summaries** for basic information. Then click each applicable plan to see the plan details.

The screenshot shows the Message Center interface. At the top, there are navigation tabs: Home, Accounts, Tools & Support, and Message Center (which is highlighted). Below the tabs, there are links for "Update Notification Preferences" and "View Statements". The main section is titled "Current Messages" and contains a table of messages. Each message row includes a checkbox, a date/time, a "FROM" field (mostly "Auto-generated"), a "SUBJECT" field, and an "ATTACHMENT" field.

DATE/TIME	FROM	SUBJECT	ATTACHMENT
3/5/2019 8:15 AM	Auto-genera...	HSA Account Summary (2/1/2019 - 2/28/...	HSA Account Summary (2/1/2019 - 2/28/...
2/5/2019 10:06...	Auto-genera...	HSA Account Summary (1/1/2019 - 1/31/...	HSA Account Summary (1/1/2019 - 1/31/...
1/12/2019 1:08 AM	Auto-generated	1099-SA (2018)	1099-SA (2018)
1/4/2019 7:20 AM	Auto-generated	HSA Account Summary (12/1/2018 - 12/31/...	HSA Account Summary (12/1/2018 - 12/31/...
12/5/2018 9:54 AM	Auto-generated	HSA Account Summary (11/1/2018 - 11/30/...	HSA Account Summary (11/1/2018 - 11/30/...
11/5/2018 3:11 PM	Auto-generated	HSA Account Summary (10/1/2018 - 10/31/...	HSA Account Summary (10/1/2018 - 10/31/...
10/10/2018 12:00 AM	Auto-generated	Advice of Deposit	Advice of Deposit

The screenshot shows the Accounts / Account Summary page. At the top, there are navigation tabs: Home, Accounts (highlighted), Tools & Support, and Message Center. Below the tabs, there is a message: "The information displayed on the Account Summary page will vary depending upon your specific healthcare benefits. View More". The main section is titled "Health Savings Account" and shows the following balances:

- TOTAL AVAILABLE BALANCE: \$5,153.00
- AVAILABLE CASH BALANCE: \$4,050.00
- INVESTMENT BALANCE: \$1,103.00 * Current as of 3/13/2019

Below the balances, there is a table for the period 01/01/2019 - 12/31/2019. The table has columns for ACCOUNT, ELIGIBLE AMOUNT, SUBMITTED CLAIMS, PAID, PENDING, DENIED, and AVAILABLE BALANCE. The ESTIMATED PER PAY PERIOD DEDUCTION is \$1,161.66.

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
+ Limited Health Care Flexible Spend...	\$2,700.00	\$26.50	\$0.00	\$16.50	\$10.00	\$2,683.50
+ Dependent Care Flexible Spending...	\$5,000.00	\$14.00	\$0.00	\$14.00	\$0.00	(\$14.00)
+ Parking Reimbursement Account	\$3,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
+ Transit Pass Reimbursement Account	\$3,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00