



# My Benefits FSA/HSA Portal

Simplify your healthcare finances with convenience, online access to your tax-advantaged benefit account

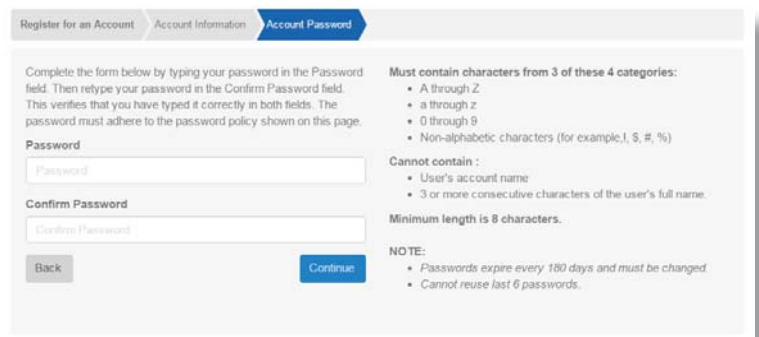
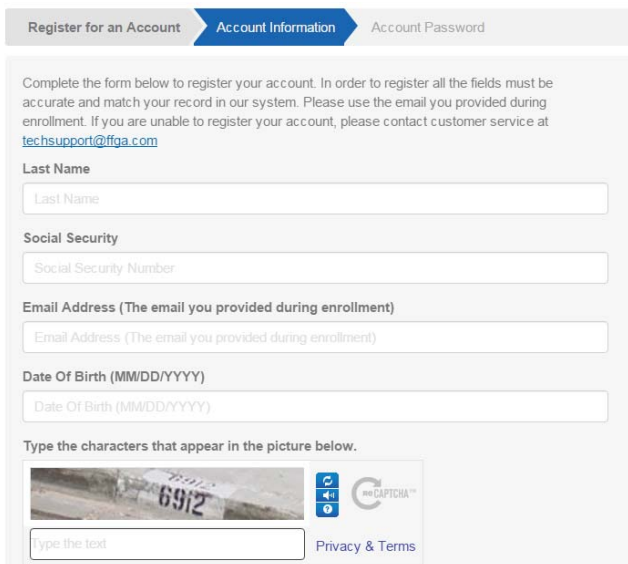
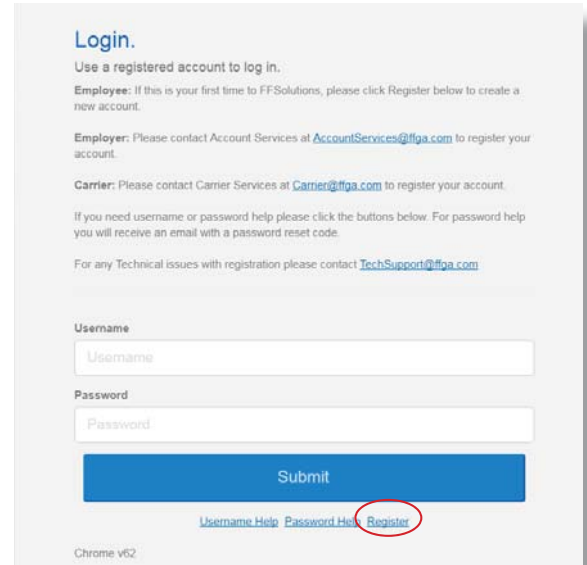
## Getting started

- The My Benefits FSA/HSA Portal can be accessed by visiting [www.ffga.com](http://www.ffga.com)
- From [www.ffga.com](http://www.ffga.com), click on Log In on the top of the page. Select “Employee”. This will take you to the login page. Click Register to begin the registration process.

## Registration

If this is your first time accessing My Benefits Portal, click **Register** to begin the registration process.

- Account Information: Please enter your information along with the ReCaptcha values and click the Continue button.
- Account Password: If all of your information is matched in our system you will be shown the password page. Follow the password requirements shown on the right and enter your password in both fields and click Continue.



Need help? Contact [techsupport@ffga.com](mailto:techsupport@ffga.com)

## Navigating your online experience

The navigation bar gives you instant access to the key areas and function in the portal. The navigation bar is located atop every page in the portal



1. **Page menus.** Hover over the menu name to view a list of available pages.
2. **Contact us.** Send us a message.
3. **Cards.** Access and manage your debit card(s).
4. **Alerts.** View important account alerts.
5. **Messages.** Important claim, reimbursement, and reminder messages.
6. **Communication settings.** Manage your email and SMS text alert settings & preferences
7. **User profile.** View and manage your profile settings
8. **Log out.** End your session.

## Checking your account balance(s)

Navigate to the *benefit account summary* page to access a quick view of your account balance(s). Each of your accounts displays in its own box, and provides at-a-glance details regarding your balance, funds spent, and important dates.

Flexible Spending Account - 1772 (07/01/20 -06/30/20 )

Account Balance

Available Balance \$888.<sup>99</sup>

Spent \$311.<sup>01</sup>

Account Summary

Annual Election	\$1,200. <sup>00</sup>
Payroll Deposits YTD	\$0. <sup>00</sup>
Spent	\$311. <sup>01</sup>
Balance	\$888. <sup>99</sup>

Deadlines

Plan Start	Jul 1, 20 XX
Plan End	Jun 30, 20 XX
Last Day to Submit Claims	Oct 15, 20 XX
Last Day for Spending	Jun 30, 20 XX

VIEW DETAILS TRANSACTIONS SUBMIT CLAIM

Displays how much of your annual election has been spent, and how much is still available

Important dates, such as the last day to spend funds, and the last day claims can be submitted.

Links to additional account details, transactions, and claim submission forms.

## Submitting expenses and filing claims for FSA Plans Only

The portal allows you to enter new FSA claims and expenses, as well as view and edit pending claims. If you have receipts or documentation to substantiate your claim, you can attach these to expedite the reimbursement process.

What is the difference between a claim and expense?

- **Claim.** Claims are simply reimbursement requests submitted for costs incurred when receiving eligible services, products, or procedures.
- **Expense.** Expenses are used to track & manage your medical, dental, vision, prescription, and other potentially eligible expenses. Once entered, expenses can be submitted for reimbursement (just like a claim). Expenses can be submitted now or at a later date.

Submitting a claim

To enter a claim and request reimbursement, open the *submit claim* page and complete the form. Be sure to upload a receipt image if you have one. You can click *browse* to navigate to the file, or you can drag and drop from your computer. Click *submit* to send the request for processing.

Add claim for immediate reimbursement

\* - Required Field

Claimant

Service Start Date \*

Service End Date \*


Account Number

Claim Amount \*

Pay provider? \*  Yes  No

Provider Name \*

Upload Receipt

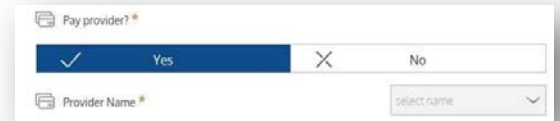


**DRAG & DROP**  
your receipts here

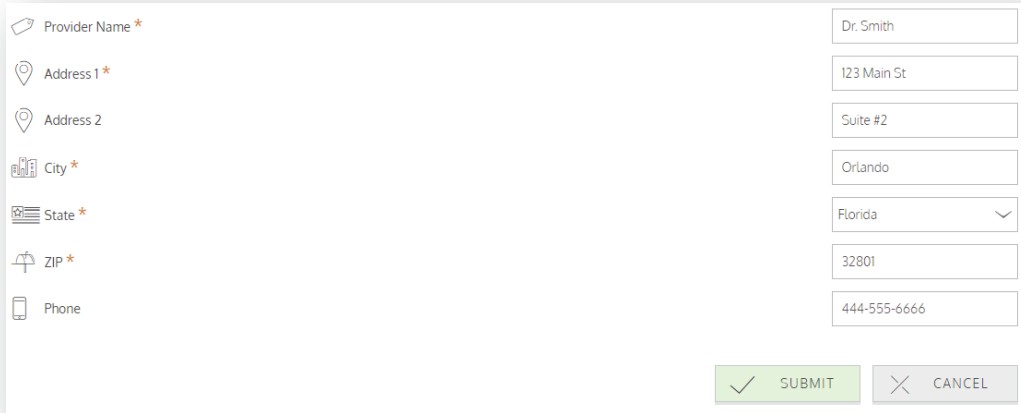
**FOR HSA PLANS ONLY**

**Send payment to your service provider.** When entering a claim, you can choose to have the reimbursement funds sent directly to you, or you can have payment sent directly to your provider (on your behalf).

If you pay a provider, choose your provider name from the dropdown menu. If you don't see your provider listed, select *add new provider record* to add your provider.



A dialog box titled "Pay provider?\*" with two radio buttons: "Yes" (selected) and "No". Below it is a "Provider Name\*" dropdown menu with the text "select name" and a downward arrow.



A form titled "Provider Name\*" with the following fields and values:

- Provider Name\*: Dr. Smith
- Address 1\*: 123 Main St
- Address 2: Suite #2
- City\*: Orlando
- State\*: Florida
- ZIP\*: 32801
- Phone: 444-555-6666

At the bottom right are two buttons: "SUBMIT" (with a checkmark icon) and "CANCEL" (with an X icon).

### Adding an expense for future payment

Similar to claim submission, to enter an expense, open the add expense for future payment page and complete the form. Be sure to include a receipt, if you have one.

- **Billed amount.** Full amount billed for services provider.
- **Insurance allowed amount.** The maximum amount your health insurance plan will pay for services provided.
- **Insurance paid amount.** The amount covered by your health insurance plan.
- **Paid non-reimbursable.** The cost included in the insurance allowed amount that are for ineligible items or services.
- **My responsibility.** Any part of the insurance allowed amount that is not covered by your health insurance plan.
- **Reimbursed from my accounts.** The amount reimbursed from your benefit accounts.
- **My remaining responsibility.** The remaining amount you can submit for reimbursement.

### Viewing claims and expenses

Once entered, claims and expenses can be viewed on the *claims list* page. From here, you can view claim status, attach receipts, and request reimbursement for eligible expenses.

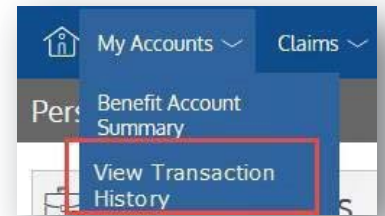
Action Needed			
\$100.00	Eligible for Reimbursement	Claim Date of Service: Oct 26, 2016	REQUEST REIMBURSEMENT
Approved/Paid/Submitted			
(\$32.99)	Paid	Claim Date of Service: Nov 4, 2016 Date of Transaction: Nov 9, 2016	
(\$43.99)	Paid	Claim Date of Service: Nov 3, 2016 Date of Transaction: Nov 9, 2016	
(\$54.00)	Paid	Claim Date of Service: Nov 9, 2016 Date of Transaction: Nov 9, 2016	
(\$8.00)	Paid	Claim Date of Service: Nov 7, 2016 Date of Transaction: Nov 9, 2016	
\$100.00	Submitted	Claim Date of Service: Oct 26, 2016	ADD RECEIPT
Page 1 of 1			
Denied			
\$34.00	Denied	Claim Date of Service: Nov 9, 2016 Date of Transaction: Nov 9, 2016	

## Resolving pending debit card transactions

If you swipe your debit card for eligible products or services, you may be required to submit a receipt or other documentation before the debit card transaction can be approved. To aid in resolving pending debit card transactions, you can take the following action:

- **Step 1.** Navigate to the *transactions* page.
- **Step 2.** Located the pending transaction (using the search filters)
- **Step 3.** Click to expand the transaction, and click *add receipt* to attach your supporting documentation to the transaction.

We will review the documentation you've submitted and update the transaction accordingly.



 A screenshot of the transaction details page. At the top, there are filters for Year (2017), Plan (Dependent Care FSA (Curr)), and Type (All). Below the filters, there are checkboxes for transaction status: Approved/Posted, Pending/Processing, and Denied. A search bar is labeled 'SEARCH FOR TRANSACTIONS'. The main content area shows a transaction for \$40.00, categorized as 'Dependent Care FSA Card', with a status of 'Pending' (highlighted by a black box). The transaction date is Feb 27, 2017. Below the transaction details, there are buttons for 'ADD RECEIPT' and 'PRINT'. A 'RECEIPTS' section indicates 'No receipts to display.'
 

Year	2017	Plan	Dependent Care FSA (Curr)	Type	All
Which transactions do you want to see? Select here					
<input checked="" type="checkbox"/>	Approved/Posted	<input checked="" type="checkbox"/>	Pending/Processing	<input checked="" type="checkbox"/>	Denied
SEARCH FOR TRANSACTIONS					
(\$40.00)	Dependent Care FSA	Card	Feb 27, 2017		
	Pending				
Date Of Service	Feb 27, 2017		RECEIPTS	No receipts to display.	
Description	DR. SMITH				
Claimant	NewApp Two				
Account Type	DCA				
Plan Start Date	Jan 1, 2017				
Plan End Date	Dec 31, 2017				
Merchant Name	DR. SMITH				

## Updating your user profile

To access and edit your user profile, click the username hyperlink on the right side of the navigation bar. From this page, you can:

1. Update your reimbursement method
2. Add a new dependent
3. Update an existing dependent



## Updating your address or phone number

To update your address and phone number, please contact your employer or techsupport@ffga.com.

## Ordering or Editing Dependent Cards

To Add or Edit Dependent cards Click + Add Family Members.

 A screenshot of the 'Family Members' section. At the top right, there is a blue button with a plus sign and the text 'ADD FAMILY MEMBER'. Below this, there are two entries: 'Joanna Smith' with the relationship 'Spouse or Common Law Spouse' and 'Jim Smith' with the relationship 'Child'.
 

Family Members		
	Joanna Smith	Spouse or Common Law Spouse
	Jim Smith	Child

## Changing your password

To change your portal password, visit [www.ffga.com](http://www.ffga.com) and click the "Log In" button. Once you reach the login page, click on "Password Help" and follow the prompts.

NOTE: Changing the password inside of the portal (not on the Log In page) will reset your mobile app password, not your online portal password. For additional help, email [techsupport@ffga.com](mailto:techsupport@ffga.com).

**Login.**  
Use a registered account to log in.

**Employee:** If this is your first time to FFSolutions, please click Register below to create a new account.

**Employer:** Please contact Account Services at [AccountServices@ffga.com](mailto:AccountServices@ffga.com) to register your account.

**Carrier:** Please contact Carrier Services at [Carrier@ffga.com](mailto:Carrier@ffga.com) to register your account.

If you need username or password help please click the buttons below. For password help you will receive an email with a password reset code.

For any Technical issues with registration please contact [TechSupport@ffga.com](mailto:TechSupport@ffga.com)

Username

Password

**Submit**

[Username Help](#) [Password Help](#) [Register](#)

Chrome v62

## Viewing and managing alerts & messages

The envelope icon in the navigation bar alerts you to any unread messages awaiting your review. Depending on your communication preferences and your group's setup, these messages could be anything from confirmation of an email address or password change, to notification that a claim you submitted has been received, to an alert that a card transaction was denied, to a wide variety of other messages.



Click on an individual message to see the full text:

Alerts			
<input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Email		SEARCH FOR ALERTS	
	Feb 14, 2017	Password Change	Your password has changed
	Feb 14, 2017	EmployeeEmailAddressChangePartnerAlert	Email Address Changed
	Feb 14, 2017	DepositReceivedPartnerAlert	Contribution Received

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[show all](#)

## Changing your message preferences

You can change whether or not you receive certain message types, as well as how you receive them from the *communication settings* page. This page can be accessed by clicking the sprocket symbol in the navigation bar.

You may choose, for each alert type, whether you receive it via mobile, email, both, or neither. Click *save* when you are done editing your preferences. You can also use this page to update your email address, and to register your mobile phone for SMS text alerts.



Alert Details

Feb 14, 2017 1:31 pm  
 noreply@yourtpa.com

Your password has changed

Administrator Name: Consumer Funding Solutions  
 Administrator Address: 10 Main Street  
 Beverly, MA 01915  
 Employer Name: Sample Group  
 Participant Name: John Tester

**Password Changed**

You have successfully updated your password information for accessing the Wealth Care Portal.

If you have any questions or concerns, please contact us at:  
 888-888-8989

Thank you,  
 WealthCare Demo Administrator

**PRINT** **CLOSE**



## HSA Investments

You can invest funds in your HSA account once you have accumulated over \$1000. Click the investment tab to open your investment account. The application will be processed within 24 to 48 hours.

## Forms & Documents

Navigate to the Resources tab to see the Forms & Documents available in our library.