



<Return Address>
<City>, <State> <ZIP Code>

Client logo

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*****SNGLP T1 P1
<<First Name>> <<Last Name>>
<<Address Line 1>>
<<Address Line 2>>
<<City>>, <<State>> <<ZIP CODE>>

Enhancements to Your Via Benefits <<funding long name>> are coming

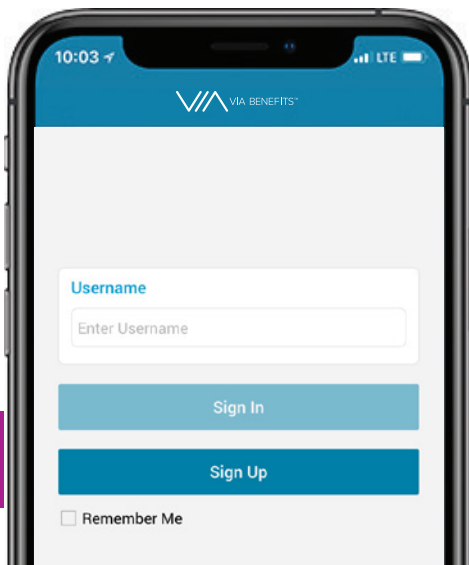


We have great news!

We are making upgrades and enhancements to your reimbursement experience for your <<funding long name>> <<funding short name>>.

Beginning November 8, 2019, PayFlex will no longer serve as the administrator of your <<funding short name>>. Via Benefits will now manage your entire experience.

Along with a website upgrade, we have a new app that will be available.



Look inside for more details!



Between <<Start Date>> and <<EndDate>> the reimbursement website will be temporarily unavailable while we make improvements.

Improvements and enhancements developed with you in mind

Your feedback matters and has encouraged us to think about what improvements need to happen in order to simplify and streamline the overall reimbursement experience. Please continue to share your thoughts with us as you submit and receive reimbursements through this new process.

You'll have a single number to call to get answers for all your <<funding short name>>-related questions, process your reimbursement requests, and provide enrollment support and advocacy throughout the year. This communication explains the enhancements coming with this update, as well as what will stay the same.

A small change to your bank statement

If you have signed up for direct deposit, you will notice after the transition it reads "Via Benefits" on your bank statement.



The following items will stay the same – no action is necessary:

- The phone number will continue to be: <<ClientPhoneNumber>>.
- The website will continue to be: my.viabenefits.com/funds.
- Your user name and password for your Via Benefits online account will remain the same.
- Your bank account information contained within your online account will remain intact.
- Any Automatic Premium Reimbursements you have in place will remain intact.
- The address to submit reimbursement requests won't change.



Get Informed Faster



Signing up for email and text notifications allows you to track your reimbursement request every step of the way – from submission to processing to reimbursement.

Please note: If you previously signed up for electronic notifications, you will need to sign up for those again. We apologize for the inconvenience.

Featured enhancements include:

- **Experienced support.** A larger, well-trained team of support personnel is ready to answer all your <<funding short name>>-related questions.
- **Timely updates.** By signing up to receive text and email notifications, you'll be able to track your reimbursement request every step of the way – from submission to processing to reimbursement.
- **Clear directions.** When your reimbursement request isn't approved, we'll clearly communicate the appropriate next steps.
- **Streamlined reimbursement process.** Forgot to include supporting documentation with your reimbursement request? No problem. Moving forward, you'll only need to provide the missing pieces of the claim and won't be required to resubmit the reimbursement form.
- **New website.** After signing into your online account, you'll notice there is a new website to experience.
 - A dashboard provides your available balance, account details, and quick links to submit reimbursement requests.
 - Your account activity can be reviewed and filtered by expense type and plan year.
 - Your expense history can be used to track and understand the status of each reimbursement that you submit.



Top menu

VIA BENEFITS DASHBOARD HRA RECEIPTS

HELP CENTER

Profile and preferences

JOHN SAMPLE

Submit reimbursements

PREMIUM REIMBURSEMENT OUT-OF-POCKET REIMBURSEMENT

Welcome

Here is a snapshot of your account.

Account balance

Total Available Balance **\$1,178.64**

Payments on Hold \$256.12
Scheduled Payments \$436.12

Breakdown per Year

Available From 2019	+\$256.12
Available From 2018	+\$589.32
Available From 2017	+\$157.43
Available From 2016	+\$175.77

[VIEW ACCOUNT](#) [MORE](#)

Account Updates

HRA	Contribution	+\$500.00	PROCESSED
HRA	Contribution	+\$300.00	PROCESSED

Sign up for text alerts

Did you know?

- Update Payment Method**
Direct deposit will help you receive payments up to 5 days faster!
[SET UP DIRECT DEPOSIT](#)
- Receive Text Alerts**
Get recent activity and alerts sent directly to your mobile device.
[SIGN UP FOR TEXT ALERTS](#)

Sign up for email notifications

- Go Electronic**
Get informed fast. Receive email notifications.
[SIGN UP FOR EMAIL](#)

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How to create an online account:

The following instructions are only for those who haven't created an online account yet. **If you already have an account, there's no need to create a new one.**

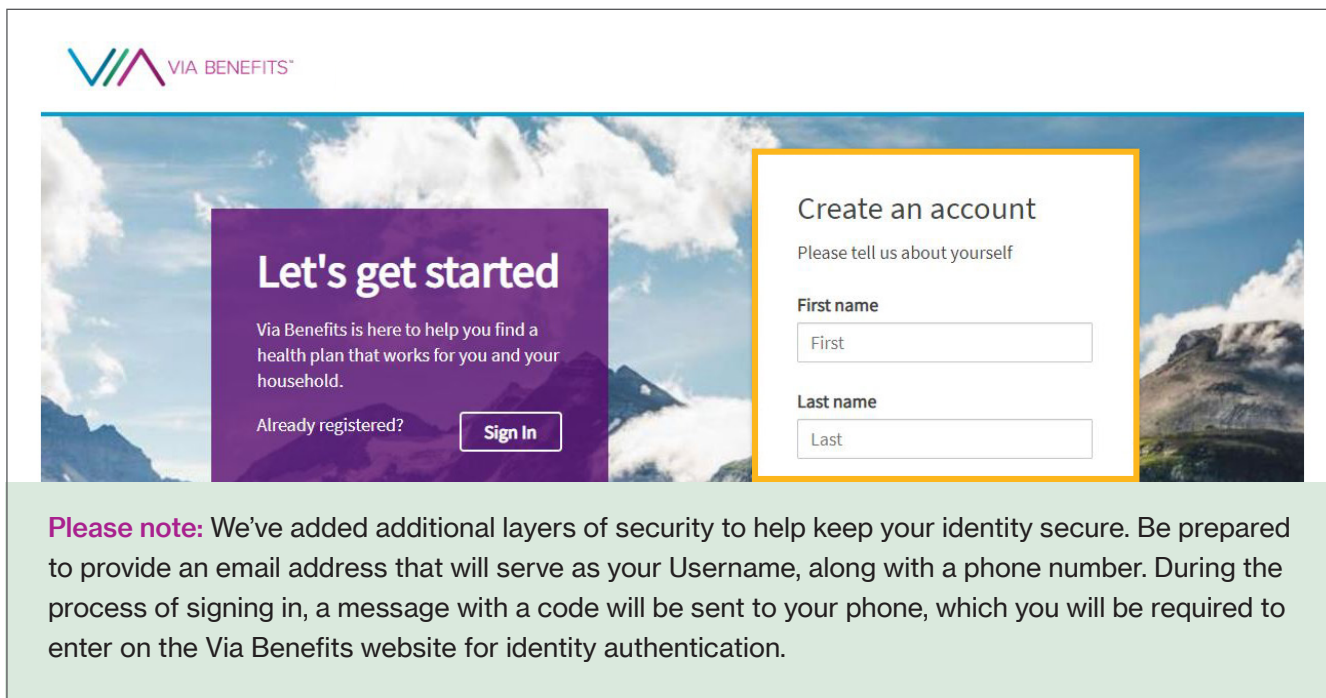
Creating an online account is easy and allows you to see your plan details, save your personal information (e.g., medications, providers, etc.), adjust your communication preferences, and manage your reimbursement requests. To create your online account, complete the following steps:

1

Sign into my.viabenefits.com/funds.
Select **Register** at the top of the page.

2

Under **Create an account**, provide all of the information requested and follow the on-screen directions.



The screenshot shows the Via Benefits website interface. On the left, there is a purple box with the text "Let's get started" and "Via Benefits is here to help you find a health plan that works for you and your household." Below this is a "Sign In" button. On the right, there is a white box titled "Create an account" with the subtext "Please tell us about yourself". This box contains two input fields: "First name" and "Last name". A yellow border highlights the "Create an account" form area. The background of the website is a scenic mountain landscape under a blue sky with clouds.

Please note: We've added additional layers of security to help keep your identity secure. Be prepared to provide an email address that will serve as your Username, along with a phone number. During the process of signing in, a message with a code will be sent to your phone, which you will be required to enter on the Via Benefits website for identity authentication.

A New Via Benefits Mobile App

After the improvements are complete, Via Benefits will offer an easy-to-use mobile application that is integrated with our full website. Its intuitive design allows you to complete account management tasks quickly. Using this app, you will be able to:

- Stay up to date on actions that need your attention
- Complete reimbursement requests quickly
- Upload documents directly to the app
- Check the available balance of your account



You can access this app and download it from your mobile App Store. It is available for both Apple and Android users.