



Participant Reference Guide

Welcome to TASC

We hope you will find your TASC Health Reimbursement Arrangement (HRA) to be an efficient and valuable service. This guide will walk you through the initial login process, how to use your TASC Card, and how to request a reimbursement, as well as how to use several other Participant web tools.

Please retain this guide for future reference. If you have additional questions, log in to our Participant website (partners.tasconline.com/tasc1ppt) or call Customer Care at 608-243-8277 or toll-free at 877-933-3539.

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Online Account Management

TASC offers a variety of ways to manage your Health Reimbursement Arrangement! These include our online portal, the TASC Mobile application for Android and Apple devices, and text messaging using any SMS compatible device.

Login

To access your account, point your browser to **partners.tasconline.com/tasc1ppt**. Enter the TASC Username and Password provided in your Welcome New Participant email or letter.

If you did not receive the Welcome New Participant email or letter with access instructions, please call Customer Care at 608-243-8277 or toll-free at 877-933-3539.

In the event you forget your Username or Password, click on the Forgot Username hyperlink or Forgot Password hyperlink and answer the security questions to reset your information.

If you need assistance accessing the TASC website or logging in, please contact Customer Care for further assistance.

Profile Settings

Select Update Profile to view and update contact and demographic information, including your phone number and email address.

All Participants are obligated to maintain up-to-date contact information in the TASC system; this includes email and mailing addresses, and phone numbers. TASC periodically sends important Plan notifications (regarding balances, deadlines, and/or Plan changes). We are not responsible for any consequences resulting from communications not received due to inaccurate contact information.

Email and Text Notification services are available. Sign up to receive notifications concerning your reimbursement requests by clicking on the Statements & Notifications tab, then on the Update Notification Preferences link. Only benefits-related emails specific to your account are emailed; no SPAM or other notifications are sent.

Summary Plan Description

Your Summary Plan Description (SPD) will detail the HRA deductible amount (if required), your Plan benefits, and maximum amounts eligible for reimbursement.

The HRA deductible is the amount for which you are responsible prior to any HRA reimbursement. Participants must submit claims with an Explanation of Benefit (EOB) statement for substantiation of claims that apply to the HRA deductible as well as for claims eligible to be reimbursed per the HRA Plan design. Employer responsibility amounts (by percentage) are those amounts that your HRA Plan will cover for eligible expenses.

The benefit types allowed for reimbursement are typically tied to your health insurance plans. Your SPD will detail which expenses are reimbursable through your HRA. Typical expenses include medical deductible, coinsurance, copay, and/or prescription expenses.

Account Overview

Online: A quick view of your current Plan Year balance and reimbursements can be found in graph form on the Home tab. For a detailed summary of your account balance, claim submissions, and reimbursements, click on the Accounts tab.

For a detailed listing of claim submissions, click on Account Activity.

Educational materials and resources can be located on the Tools & Support tab.

Mobile: For the ultimate convenience, you can access your account information from anywhere, at any time with the TASC “eflex Benefits” Mobile App. And by using your phone or mobile device camera, you can submit Requests for Reimbursement along with any substantiation documents directly to TASC. To download the TASC Mobile App, visit the Apple App Store or Android Market and search for “eflex Benefits”.

TASC Mobile runs on most Android-based phones and tablets and the Apple iPhone, iPad, and iPod Touch. TASC Mobile provides fingertip access to the same features available through your online account.



The TASC Card

Your employer may have elected the TASC Card feature for your Plan. If so, the TASC Card request is implemented as soon as your enrollment is approved. The card is generated in your name and mailed directly to your home address, along with the Cardholder Agreement.

Your TASC Card is good for four years, so hang on to it! Even if you deplete this year's benefits funds, you'll be able to use the TASC Card again next year when you re-enroll in your Plan.

Participants must notify TASC immediately to report a lost or stolen TASC Card. To do so, log in to your online account, click on the Profile tab, click on Banking/Cards and then on Report Lost/Stolen, or call Customer Care at 608-243-8277 or toll-free at 877-933-3539.

The TASC Card works like a typical debit card, but is used as a credit card. Rather than paying out-of-pocket and waiting to be reimbursed, the TASC Card allows you to pay for eligible expenses when the service is provided. Card purchases are limited to merchants identified as providing eligible purchases per your HRA Plan design. All TASC Card transactions and services must occur within the Plan Year.

When using your TASC Card, the amount of the expense is automatically deducted from your Plan's balance and paid directly to the authorized provider. Remember to save documents which support and validate your TASC Card transactions as you may be required to provide them to TASC for review.

If you pay for an eligible expense without the TASC Card, simply submit a request for reimbursement via the TASC Mobile App or online by logging into your online account and clicking File a Claim from the home page.

Requests for Reimbursement (Filing claims)

Requests for Reimbursement (claims) may be filed online or via the TASC Mobile App (if these options are elected by your employer), or by fax or mail.

You may request reimbursement any time a qualified expense has been incurred. The service related to the expense needs only to have taken place; it need not be paid before requesting reimbursement. Submit Requests for Reimbursements only for eligible expenses (a) incurred during the applicable Plan Year, (b) incurred by eligible Plan Participants, (c) not reimbursed previously under this or any other benefits plan, and (d) not claimed as an income tax deduction. It is your responsibility to comply with these guidelines and to avoid submitting duplicate or ineligible Requests for Reimbursement.

MyTASC Mobile App

The TASC Mobile App provides the simplest and quickest method to request a reimbursement. Simply enter the required information as prompted and attach your receipt to the Request for Reimbursement by taking a photo using your mobile device camera.

To download the TASC Mobile App, visit the Apple App Store or Android Market and search for "eflex Benefits".

Online Request for Reimbursement

It's easy to submit reimbursement requests along with substantiation online! Follow these steps:

1. Log in to your secure TASC account online and click File a Claim.
2. Enter all required information (Start Date of Service, End Date of Service, Amount, Provider, Category, Type, Recipient).
3. Click Upload Valid Documentation to attach documentation.
4. Review your request carefully to ensure its accuracy, then Add Another to enter additional requests or click Submit.

Mail or Fax

Download a Claim Reimbursement Form from www.tasconline.com/benefits-participant-materials, complete, and submit with documentation to TASC.

Reimbursement Disbursements

Requests for Reimbursement are processed daily. Once a request is reviewed and approved, a reimbursement is issued via direct deposit or check. Expenses will be reimbursed up to your total Plan Year allowance less prior reimbursements.

Direct Deposit

To establish direct deposit to a personal bank account, click Profile, Banking/Cards, Add Bank Account. Remember to verify receipt of deposits before writing checks against expected payments. TASC is not responsible for any bank fees associated with overdraft charges.

Managing Your Requests

To view your submitted Requests for Reimbursements and payments, click the Accounts tab, then Claims. You can also obtain this information from your mobile device using the Mobile App.