

Humana Access

Health Reimbursement Arrangement for Employees of the Town of Sellersburg



Humana Access Online User Guide

Simplify your healthcare finances with convenient, online access to your tax-advantaged spending accounts

Contents

Introduction.....	Error! Bookmark not defined.
Getting Started	4
HOW TO REGISTER YOUR SPENDING ACCOUNT(S).....	5
REGISTRATION – STEP 2	5
REGISTRATION – STEP 3	5
REGISTRATION – STEP 4	5
Quick Reference Guide.....	6
CHECKING YOUR ACCOUNT BALANCE(S).....	6
ACCOUNT TRANSACTIONS	8
SETTING YOUR COMMUNICATION PREFERENCES	8

Getting Started

HOW TO REGISTER YOUR SPENDING ACCOUNT(S)

1. Go to www.HumanaAccess.com.



2. Click the **REGISTER** button in the upper right corner of the home screen.

REGISTRATION – STEP 1

1. Choose a username & password
2. Enter your name and email address
3. For the **Registration ID**, select Employer ID from the drop down menu. Then enter your selection in the next box.
 - Your Employer ID which is **HUM531220MV**
4. Enter your **Employee ID** which is your Social Security Number
5. Click the box to accept Terms of Use
6. Click **NEXT**. The process may take a few seconds. Do not click your browser's back button or refresh the page.

 A screenshot of the registration form. It contains the following fields from top to bottom:

- Username ***: A text input field.
- Password ***: A text input field.
- Password Strength**: A label indicating the password strength.
- Confirm Password ***: A text input field.
- First Name ***: A text input field.
- Initial**: A text input field.
- Last Name ***: A text input field.
- Email ***: A text input field.
- Employee ID ***: A text input field.
- Registration ID ***: A dropdown menu currently showing "Employer ID" and a text input field below it.
- I accept Terms of Use**: A checkbox.

REGISTRATION – STEP 2

The next phase of registration involves setting up your secure authentication. This crucial step helps ensure your account is secure and private.

1. Select your security questions. From the list, please select four security questions and provide your answers. These questions will be randomly asked during subsequent logins to ensure security.
2. When finished, click **NEXT**.

REGISTRATION – STEP 3

1. On the next page, you will be prompted to verify your email.
2. Click **NEXT**.

Register - Secure Authentication

STEP 1 STEP 2 STEP 3 STEP 4

First Name Test

Last Name Account

Confirm Email * hjones@alegeus.com

The email address entered is used for security encryption only. It is not used for solicitation purposes.

CANCEL NEXT

REGISTRATION – STEP 4

1. Review the information you entered during the secure authentication process.
2. After you've reviewed and confirmed the accuracy of this information, click **SUBMIT SETUP INFORMATION**.
3. A confirmation page will display the successful completion of your registration.

Customer Service:

For help with your spending account(s), contact Humana's Customer Care Team at 1-800-604-6228 (TTY: 711), 8:00 a.m. and 7:00 p.m. Eastern.

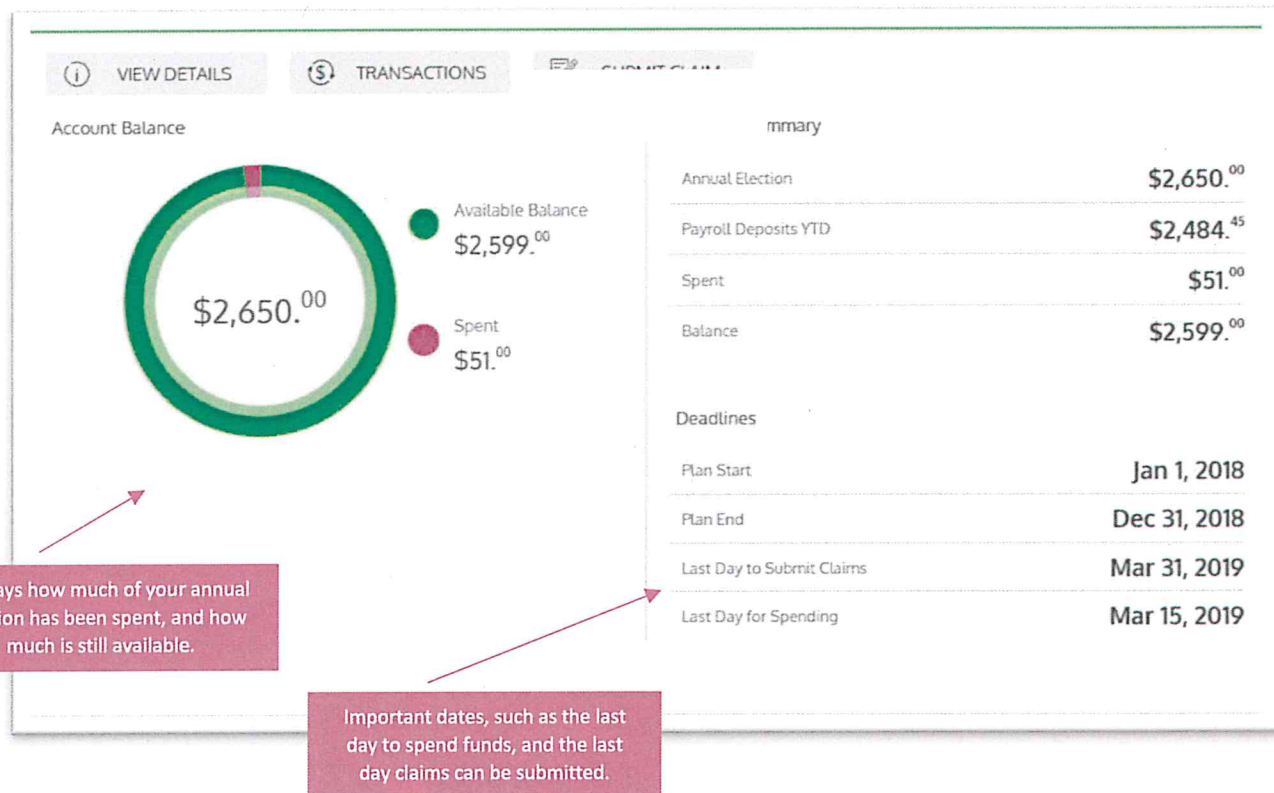
Quick Reference Guide

CHECKING YOUR ACCOUNT BALANCE(S)

Humana Access provides at-a-glance details regarding your balance, funds spent, and important dates.

To view plan details:

1. Sign in to your account at www.HumanaAccess.com.
2. From the main menu, select *My Accounts > Benefit Account Summary*.



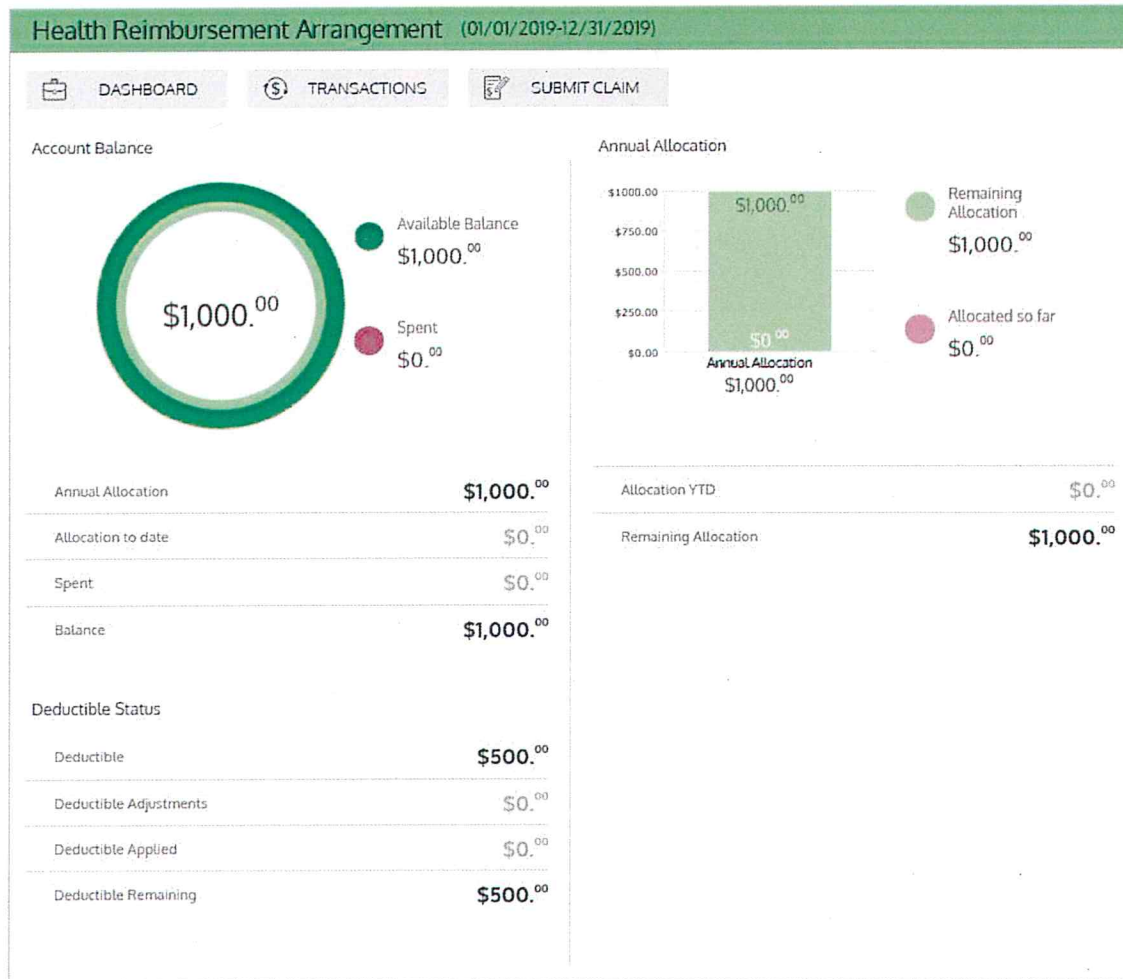
CHECKING YOUR DEDUCTIBLE

Humana Access tracks how much of your medical plan deductible you must first meet before your HRA funds are available.

To view plan details:

1. Sign in to your account at www.HumanaAccess.com.
2. From the main menu, select *My Accounts > Benefit Account Summary*.

Click **VIEW DETAILS** button



Family Details

The following family members are linked to this account:

Name	Individual Deductible	Payments	Additional Deposits	Remaining Deductible	Current Status
SUBSCRIBER*	\$200. ⁰⁰	\$0. ⁰⁰	\$0. ⁰⁰	\$200. ⁰⁰	Active
DEPENDENT 1	\$200. ⁰⁰	\$191. ³⁵	\$0. ⁰⁰	\$8. ⁶⁵	Active
DEPENDENT 1	\$0. ⁰⁰	\$0. ⁰⁰	\$0. ⁰⁰	\$0. ⁰⁰	Active

*This participant is the primary account holder.

ACCOUNT TRANSACTIONS

Humana Access provides detailed information about your account activity. To view your recent transactions:

1. Sign in to your account at www.HumanaAccess.com.
2. From the home page/personal dashboard, locate the **Recent Transactions** box.
 - The first column shows the amount of the transaction.
 - The second column shows which account.
 - The third column shows the status of the activity:
 - Posted = Available dollars
 - Approved = Transactional item (in the case below on 1/3/2019, a file attempted to load and did not post until 1/8/19)
 - Denied = a reimbursement claim was declined
 - The last column shows the date and type of transactions such as a deposit or reimbursement

Recent Transactions			
\$125. ⁰⁰	Health Reimbursement Arrangement	Posted	Deposit Jan 11, 2019
(\$4. ⁸⁰)	Health Reimbursement Arrangement	Denied	Claim Jan 10, 2019
(\$79. ²⁹)	Health Reimbursement Arrangement	Denied	Claim Jan 10, 2019

claim.

SETTING YOUR COMMUNICATION PREFERENCES

1. Sign in to your account at www.HumanaAccess.com.
2. Click on the **GEAR** icon in the upper right corner on the green menu bar.
3. On the left side of the screen, select how you want to receive each type of alert for your account – by mobile, email, both or none.
4. Confirm your email address. If your email address is wrong, please call our Customer Care Team at 1-800-604-6228 (TTY: 711), 8:00 AM - 7:00 PM Eastern, to have it corrected.
5. Add your mobile phone number if desired. You will need to provide your phone number if you want to receive mobile text alerts. NOTE: Alerts will be sent from 97487.