HealthHub.com
Quick Reference Guide

Logging into HealthHub

- At HealthHub.com, select **Employee Account Login**.
- Enter your **Username & Password** and click **Login**.
- If you are a new participant, click on **Register** and enter your member number (which could be your Social Security Number or Employer assigned number) and click **Register**.
- Select a security question and answer.
- Then create your own username and password and click **Confirm**.

*Make sure to sign up to receive electronic account updates via *eNotify* by following the directions on the back.

Account balances & alerts

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password**.
- **My Dashboard** shows your account balance, whether your card is inactive, claims that need attention and your next claim payment.
- To view your most recent claims, payments and deposits, click on the **Financial Center** and select the account you wish to view.

Link to the tools you need

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password**.
- Under the ***Quick Links*** panel, you will find the information and tools you need the most.
    - My HealthHub Resources
    - File a claim
    - Manage my debit card(s)
    - Frequently asked questions

File a claim

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password**.
- Click on **File a Claim** under ***Quick Links***.
- Enter your claim information: type of expense, date of expense and the amount of expense.
- To add additional claims, select **Add Another Claim**.
- Once you have entered in all of your claims, click **Next**.
- Confirm all expense details, then click **Next**. To make changes, click **Previous**.
- Select **Fax** or **Upload** (Upload requires claims to be provided in PDF format).
- To "Fax", click on **Create Coversheet**, then print, sign and fax the form and itemized receipts to (866) 932-2567.
- To "Upload", use the **Browse** button to select your receipts in PDF format from your computer.
- To add additional documents, click on **Add Additional Document**.
- Check the **Signature Box** at the bottom of the page to sign your claim.
- Click **Submit**. If you signed up for *eNotify*, PayFlex will send you a confirmation email once your claim has been processed.

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Order additional PayFlex Cards

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password**.
- Select **Manage My Debit Card(s)** under ***Quick Links***.
- You will see the status of your card, the names for who we issued cards to and which accounts are connected to that card.
- If you would like to order an additional debit card for a dependent or spouse, **Order A Dependent Debit Card**.
- Enter the first and last name of your dependent or spouse.
- Select the dependent's relationship to the cardholder and click **Submit**.
- Your card will arrive within 10-15 business days.
- If your card is lost or stolen, please contact us at 800.284.4885.

Shop online with your PayFlex Card™

Accessible through the **Consumer Center** at HealthHub.com, you can buy items such as glasses, contacts, and eligible over-the-counter items using your PayFlex Card or any other major credit card.

If an item is not identified as "FSA Eligible", you will need to use a form of payment other than your PayFlex Card. If you use a personal credit card for an eligible expense, please keep your printed receipt(s) to submit with your claim for reimbursement.

Sign up for electronic account updates

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password**.
- Select **My Settings** at the top of the page.
- Select **Change Email** and check the *eNotify* box.
- Enter your email address and then re-enter to confirm.
- Then click **Submit**.

For fast reimbursements, enroll in Direct Deposit

- At HealthHub.com, select **Employee Account Login**.
- Enter **Username & Password**.
- Select **My Accounts and Services** on left hand navigation.
- Then select **Enroll in Direct Deposit**.
- Select your employer and bank account type, and then enter account number and routing number, and enter Institution Name, then click **Next**.
- Review your account information.
- If the information is correct, click **Confirm**. If you need to make a change, click **Previous**.
- Once you have confirmed your account information, a confirmation message will be displayed.

Access education & planning tools

Visit **My HealthHub Resources** at HealthHub.com, to access planning tools such as a savings calculator or a listing of eligible expenses to help you estimate your expenses. You'll also find a digital library designed to help you understand your HealthHub account and educational materials to better assist you with your spending account(s).

Questions?

You can view a listing of FAQs at HealthHub.com under ***Quick Links*** or contact Customer Service at 800.284.4885, 7am - 7pm, Monday - Friday and Saturday 9am - 2pm CT.

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