WEX HEALTH CLOUD CONSUMER PORTAL QUICKSTART GUIDE

PIPE INDUSTRY
HEALTH & WELFARE FUND
OF COLORADO

Welcome to your Pipe Industry Health and Welfare Fund of Colorado Benefit Account Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your Health Reimbursement Account. It enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Change your login ID and/or password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of two ways to navigate this site:

1. Work from sections within the Home Page, or

2. Hover over or click on the four tabs at the top.

HOW DO I LOG ON TO HOME PAGE?

1. Go to https://pipeindustrymbr.lh1ondemand.com/login.aspx

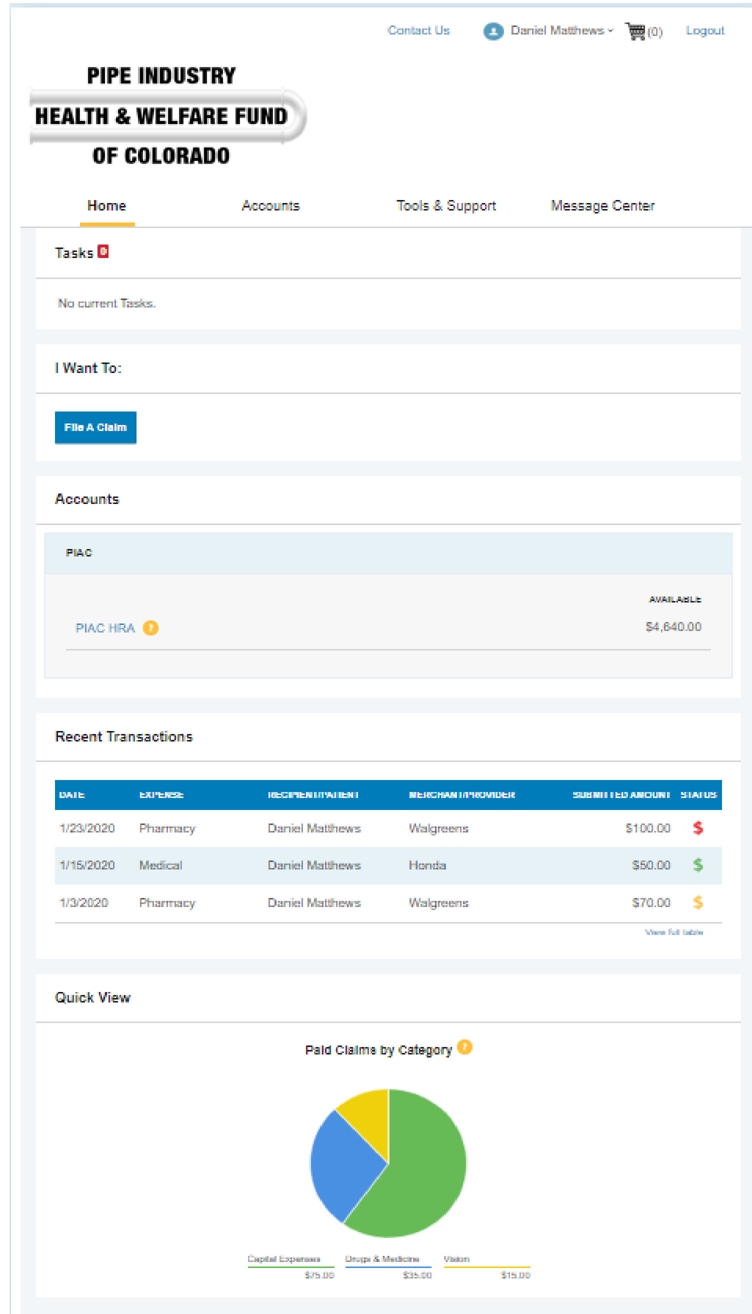
2. Click on **create new username and password** under the "New User" category. *(Even if you and your dependents are not new to the HRA, a new account must be set up for access to the new system.)*

3. Enter the information prompted (*Please ensure all your information is correct. An account cannot be set up if it doesn't match the Fund Office's records.)*

The **Home Page** is easy to navigate:

- Easily access the **Available Balance** and **"I Want To"** sections to work with your accounts right away.
- The **I Want To**…section contains the most frequently used features for the Consumer Portal.
- The **Accounts** section links to your Accounts, Claims, and Profile.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Recent Transaction** section displays the last 3 transactions on your account(s).
- The **Quick View** section graphically displays some of your key account information.

You can also hover over the tabs at the top of the page.



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HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

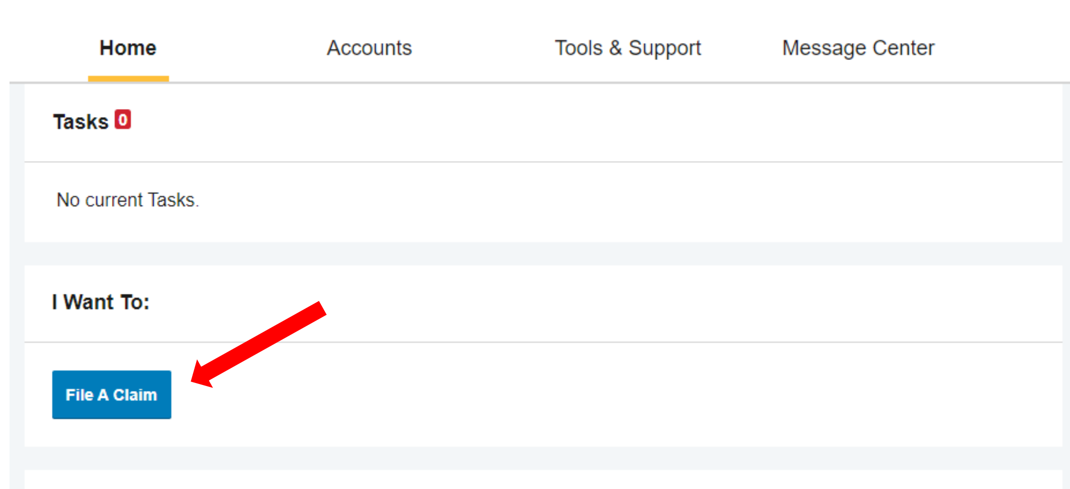
1. On the **Home Page**, you may simply select the "**File a Claim**" under the "I want to…" section, **OR** from any page on the portal, expand the **Accounts** tab on the top of the screen.

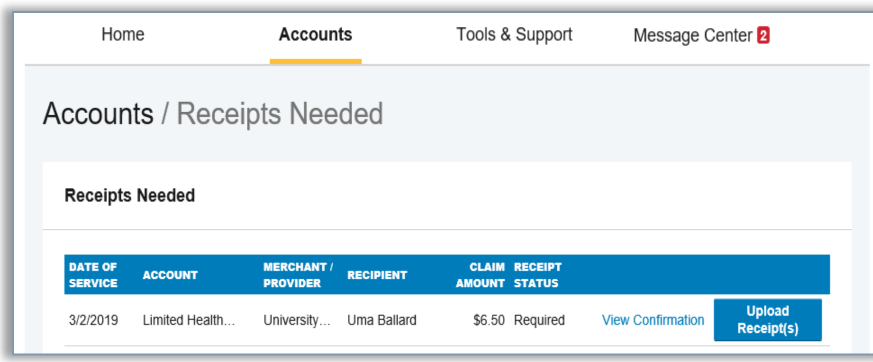
2. The claim filing wizard will walk you through the request including entry of information, payee details and uploading a receipt.

3. For submitting more than one claim, click **Add Another**, from the **Transaction Summary** page.

4. When all claims are entered in the **Transaction Summary**, agree to the terms and conditions click **Submit** to send the claims for processing.

5. The **Claim Confirmation** page displays. You may print the **Claim Confirmation Form** as a record of your submission. If you did not upload a receipt, you can upload the receipt from this screen or print a **Claim Confirmation Form** to submit to the administrator with the required receipts.





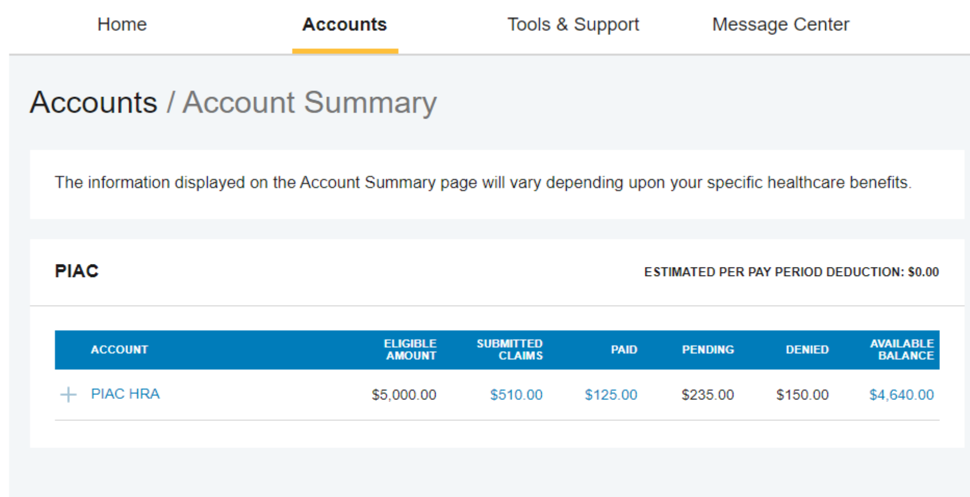
NOTE: If you see a **Receipts Needed** link in the Tasks section of your Home Page, click on it. You will be taken to the **Claims** page where you can see the claims that require documentation. You can easily upload the receipts from this page. Simply click to expand the line item to view claim details and the **upload receipts link.**

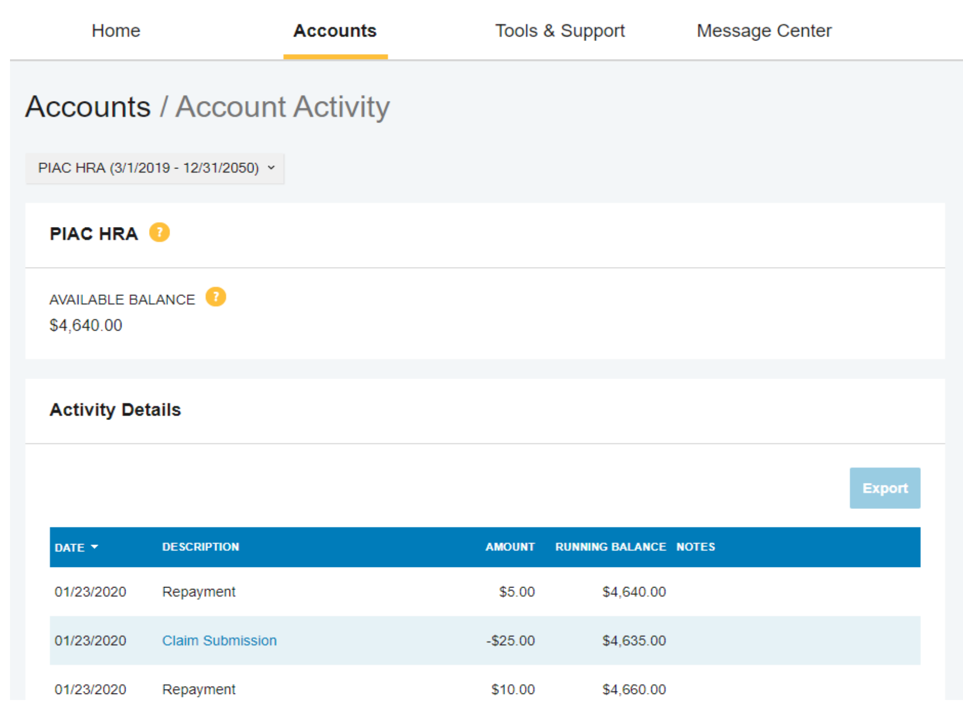
HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

1. For current Account Balance only, on the **Home Page**, see the **Accounts** tab.

2. For all Account Activity, click on the **Accounts** tab from the Home Page to bring you to the Account Summary page. Then you may select the underlined dollar amounts for more detail.

NOTE: You can hover over the **Accounts** tab for more options.





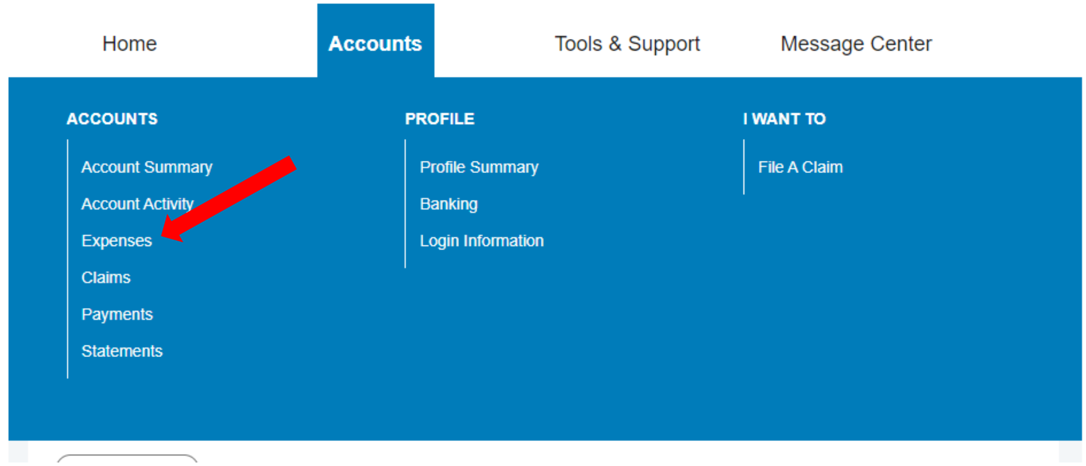
ALL HEALTH CARE EXPENSE ACTIVITY IN ONE PLACE!

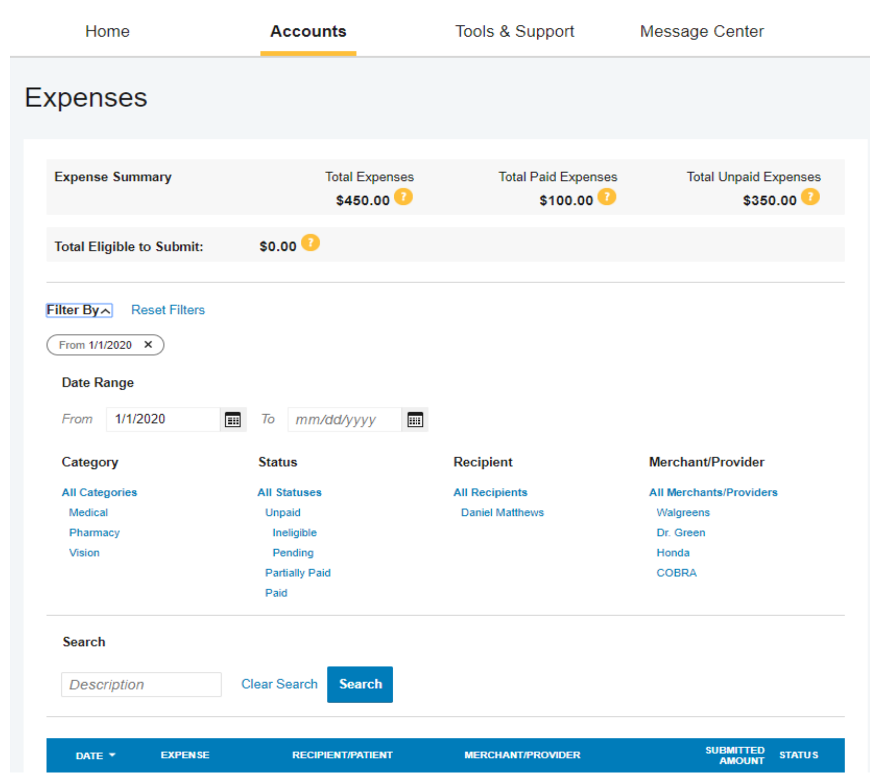
To view and manage ALL healthcare expense activity from EVERY source, use the Expenses link under the Accounts tab.

1. Under the **Accounts** tab is the **Expenses Section.** The **Expenses Section** provides you with an easy-to-use consolidated view of healthcare expenses for ongoing management of medical claims and card transactions.

2. Easily filter expenses by clicking on the **filter options** on the left side of the screen.

NOTE: Filter options on the Dashboard screen include: expense type, status, date, recipient or merchant/provider. You may also search for a specific expense by entering a description into the search field. Sorting can also be done by clicking on the column. Example: Date, Expense, Merchant, etc.





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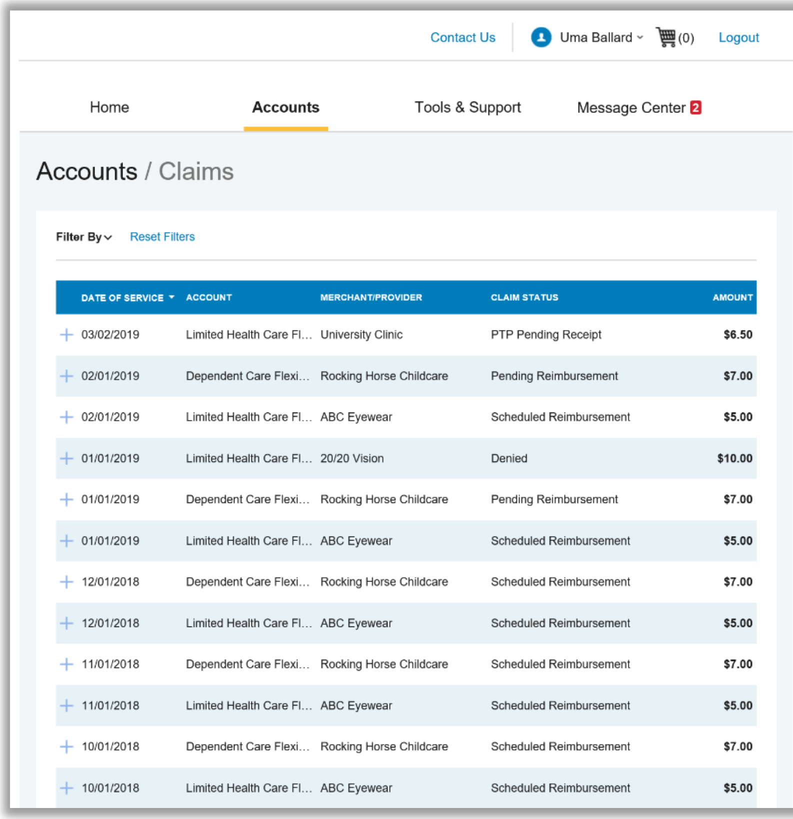
HOW DO I VIEW MY CLAIMS HISTORY AND STATUS?

1. From the **Home Page**, click on the **Accounts Tab,** and then click on the **Claims** link to see your claims history. You can apply filters from the top of the screen. You can filter by plan year, account type, claim status or receipt status.

2. By clicking on the line of the claim, you can expand the data to display additional claim details.



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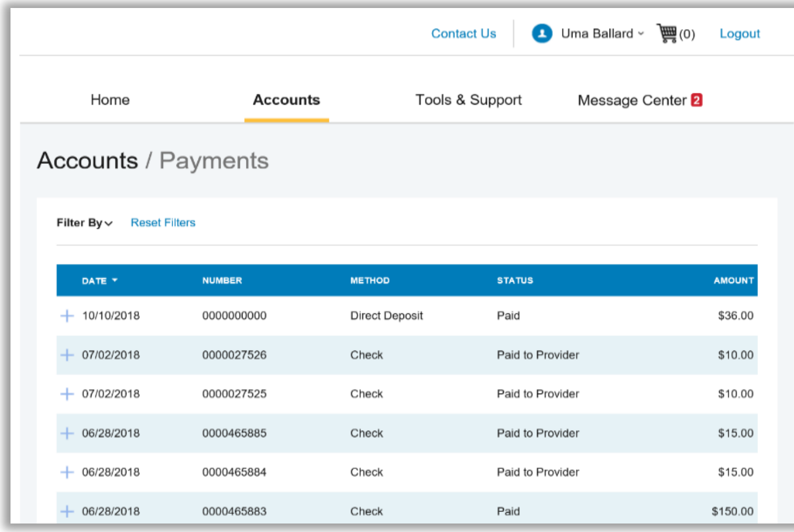
HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

1. From the **Home Page**, under the **Accounts** tab, click **Payments**. You will see reimbursement payments made to date, including debit card transactions.

2. By clicking on the line of a payment, you can expand the data to display additional details about the transaction.

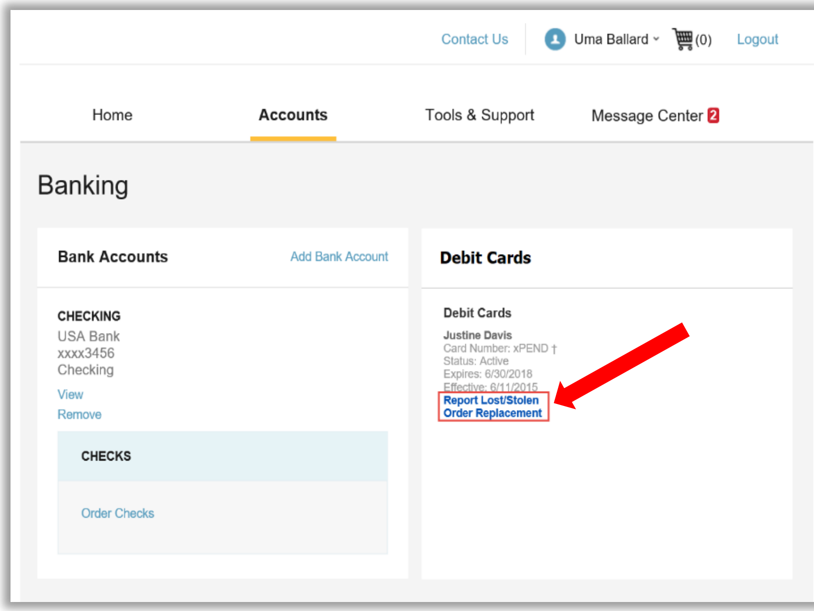


HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. From the **Home Page**, under the **Accounts Tab**, click the **Banking** link.

2. Under the Debit Cards column, click **Report Lost/Stolen** or **Order Replacement** and follow instructions.

NOTE: If you suspect your card has been compromised or has been used fraudulently, please call the Fund Office immediately for further instructions on how to lock your account and contact information will be given to initiate an investigation.



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HOW DO I UPDATE MY PERSONAL PROFILE?

Any changes you would like to make to your profile such as adding a dependent, changing address/phone number, name changes, etc., please contact the Fund Office to make these changes. Additional documentation may be required before an update on the account can occur.

PIPE INDUSTRY ADMINISTRATION COMPANY, LLC

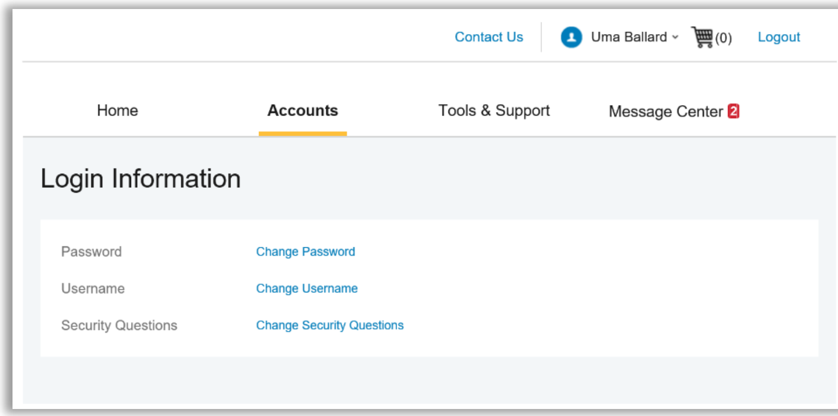
Colorado Pipe Industry Trust Funds
Address: 1391 Speer Blvd. Denver, CO 80204
Phone: 720-923-7791
Toll-Free: 800-257-2168
Fax: 833-263-8956

HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. From the **Home Page**, click on the **Accounts Tab**, and click **Login Information**.

2. Follow instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)

3. Click **Save**.



HOW DO I VIEW OR ACCESS...

...PLAN INFORMATION?

1. On the **Home Page**, under the **Accounts Tab**, you will be directed to the **Account Summary** page

2. Click onto the applicable account name and the **Plan Rules** will open in a pop-up window.
   <u>**OR**</u> from the **Home Page**, under the **Tools & Support** page, you may view **Plan Summaries** for basic information.

...DOCUMENTS, FORMS, & HELPFUL LINKS?

1. From the **Home Page**, click the **Tools & Support** tab.

2. Click any forms, documents or links of your choice.

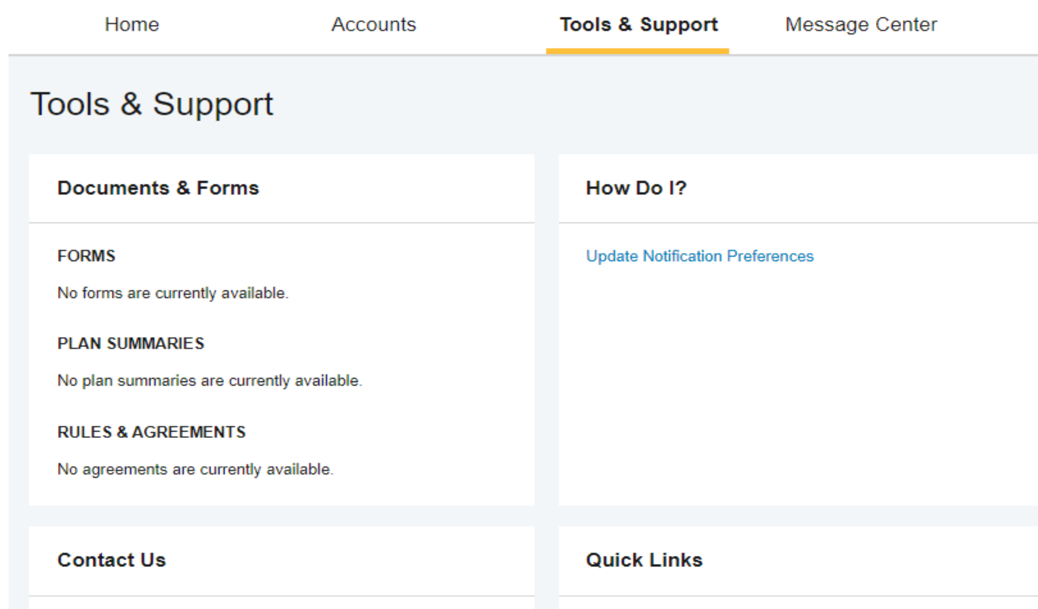
...NOTIFICATIONS?

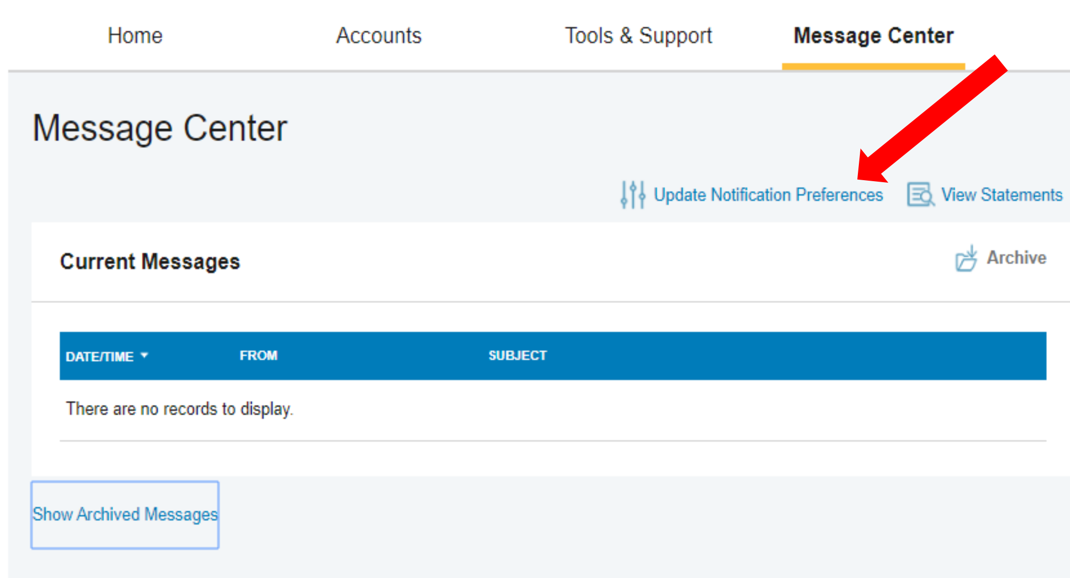
1. From the **Home Page**, click the **Message Center** tab.

2. Click any link of your choice. You will be able to view and archive current documents, as well as reference documents archived previously.

3. In addition, you can **Update Notification Preferences** by clicking the link on the right above current messages.

NOTE: Please contact the Fund Office if you have any questions or issues. This contact information can be found on the **Tools & Support** tab at the bottom left on the screen.





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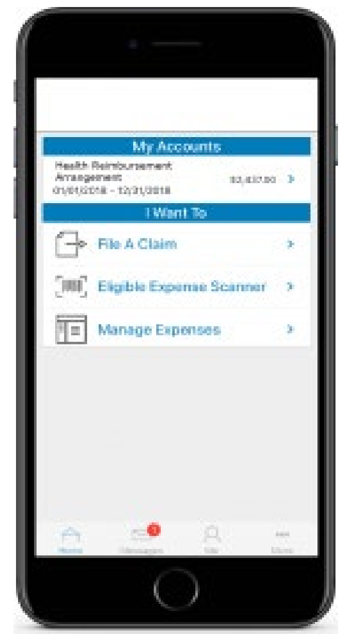
Get the Mobile App!



Manage your health benefits on the go.

Want a simple, easy way to check your healthcare account balances and submit receipts from anywhere? The Pipe Industry Health and Welfare Fund of Colorado HRA app lets you securely access your health benefit HRA account with a touch of a finger. Designed so you can quickly find what you need most, our Mobile App provides easy, on-the-go access to all your health expenses.

Stay up to speed

With Pipe Industry Health and Welfare Fund of Colorado HRA, you can get to the healthcare account information you need—fast. Wondering whether you have enough money to pay a bill or make a purchase? Pipe Industry Health and Welfare Fund of Colorado puts the answers at your fingertips*:

- Enjoy real-time access including an intuitive app design and navigation
- Log in to your account with ease
- Quickly check available balances and account details on your Health Reimbursement Account
- View charts summarizing account information
- View in-app messages and text alerts that provide instant notifications about your account
- Link to an external web page to obtain helpful information such as a list of eligible expenses
- Retrieve a lost username or password
- Use your device of choice – including Apple® and Android™-powered smartphones

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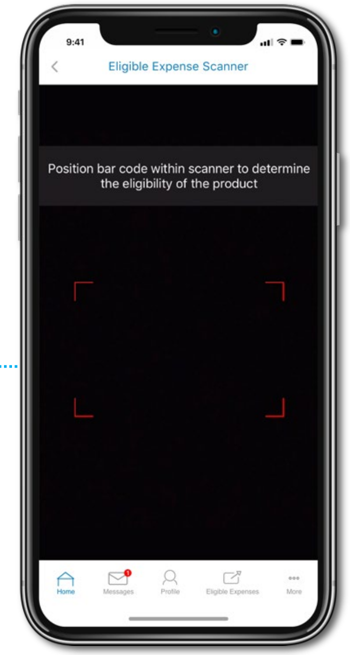
Imagine what you could do with your Pipe Industry Health and Welfare Fund of Colorado HRA!

Check Balances

Wondering whether you can pay for an elective procedure or a mounting bill? Do a quick account check to see your current balance. No need to wait for an answer – it's right at your fingertips.

Scan Expenses

How can you easily determine which products can be paid for using your account funds? With Pipe Industry Health and Welfare Fund of Colorado you can simply scan a product bar code to help determine eligibility as a qualified medical expense. That's peace of mind with a touch of a button.



With a quick barcode scan, you'll know in an instant whether an item qualifies as an eligible expense

Get started with Pipe Industry Health and Welfare Fund of Colorado HRA in minutes.

Download on the App Store | ANDROID APP ON Google Play

Download the Pipe Industry Health and Welfare Fund of Colorado HRA app for your chosen device from the Apple App Store or Google Play and log in using the password you use to access the Pipe Industry Health and Welfare Fund of Colorado HRA consumer portal.

* Some functionality listed may require additional products and services

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