

## **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://pipeindustrybr.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.

**PIPE INDUSTRY HEALTH & WELFARE FUND OF COLORADO**

Contact Us Daniel Matthews (0) Logout

Home Accounts Tools & Support Message Center

Tasks 0

No current Tasks.

I Want To:

File A Claim

Accounts

PIAC

ACCOUNT	AVAILABLE
PIAC HRA <span>1</span>	\$4,640.00

Recent Transactions

DATE	EXPENSE	RECIPIENT/WHEN	RECIPIENT/PROVIDER	SUBMITTED AMOUNT	STATUS
1/23/2020	Pharmacy	Daniel Matthews	Walgreens	\$100.00	\$
1/15/2020	Medical	Daniel Matthews	Honda	\$50.00	\$
1/3/2020	Pharmacy	Daniel Matthews	Walgreens	\$70.00	\$

View full table

Quick View

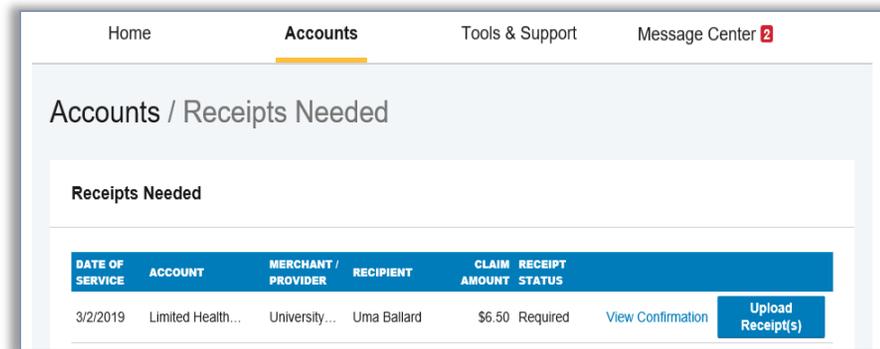
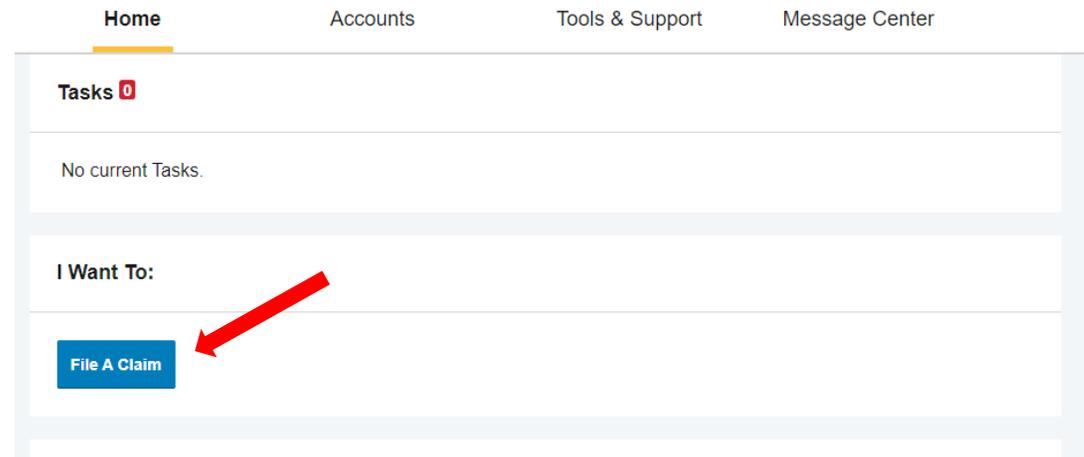
Paid Claims by Category 1

Category	Amount
Capital Expenses	\$75.00
Drugs & Medicine	\$35.00
Vision	\$15.00

## 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.

Home **Accounts** Tools & Support Message Center

### Accounts / Account Summary

The information displayed on the Account Summary page will vary depending upon your specific healthcare benefits.

**PIAC** ESTIMATED PER PAY PERIOD DEDUCTION: \$0.00

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
+ <u>PIAC HRA</u>	\$5,000.00	\$510.00	\$125.00	\$235.00	\$150.00	\$4,640.00

Home **Accounts** Tools & Support Message Center

### Accounts / Account Activity

PIAC HRA (3/1/2019 - 12/31/2050) ▾

**PIAC HRA** ?

AVAILABLE BALANCE ?  
\$4,640.00

**Activity Details**

Export

DATE ▾	DESCRIPTION	AMOUNT	RUNNING BALANCE	NOTES
01/23/2020	Repayment	\$5.00	\$4,640.00	
01/23/2020	Claim Submission	-\$25.00	\$4,635.00	
01/23/2020	Repayment	\$10.00	\$4,660.00	

## 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.

The screenshot displays the WEX Health Accounts dashboard. At the top, there are navigation tabs: Home, Accounts (highlighted), Tools & Support, and Message Center. Below the navigation, the dashboard is divided into three main sections: ACCOUNTS, PROFILE, and I WANT TO. The ACCOUNTS section includes links for Account Summary, Account Activity, Expenses (highlighted with a red arrow), Claims, Payments, and Statements. The PROFILE section includes Profile Summary, Banking, and Login Information. The I WANT TO section includes File A Claim.

Below the dashboard, the Expenses section is shown. It features a summary table with the following data:

Expense Summary	Total Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$450.00 ?	\$100.00 ?	\$350.00 ?

Below the summary table, there is a section for filtering expenses. It includes a "Filter By" dropdown, a "Reset Filters" button, and a date range filter set to "From 1/1/2020". The date range filter is labeled "Date Range" and has "From" and "To" fields. The "To" field is currently empty and labeled "mm/dd/yyyy".

Below the date range filter, there are four columns of filter options:

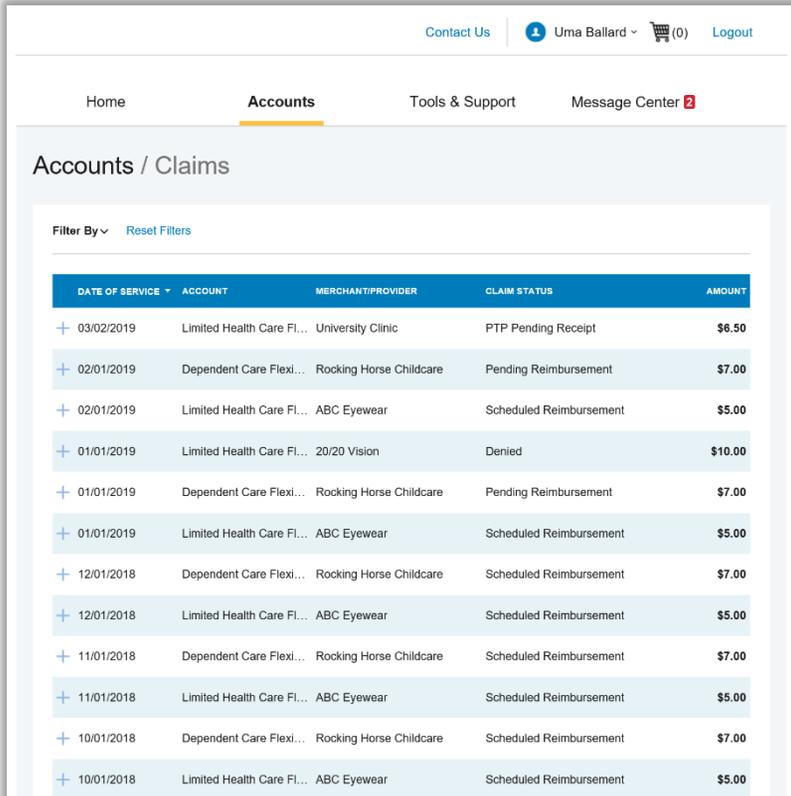
Category	Status	Recipient	Merchant/Provider
All Categories	All Statuses	All Recipients	All Merchants/Providers
Medical	Unpaid	Daniel Matthews	Walgreens
Pharmacy	Ineligible		Dr. Green
Vision	Pending		Honda
	Partially Paid		COBRA
	Paid		

Below the filter options, there is a search section with a "Description" input field, a "Clear Search" button, and a "Search" button.

At the bottom of the Expenses section, there is a table with the following columns: DATE, EXPENSE, RECIPIENT/PATIENT, MERCHANT/PROVIDER, SUBMITTED AMOUNT, and STATUS.

## 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.

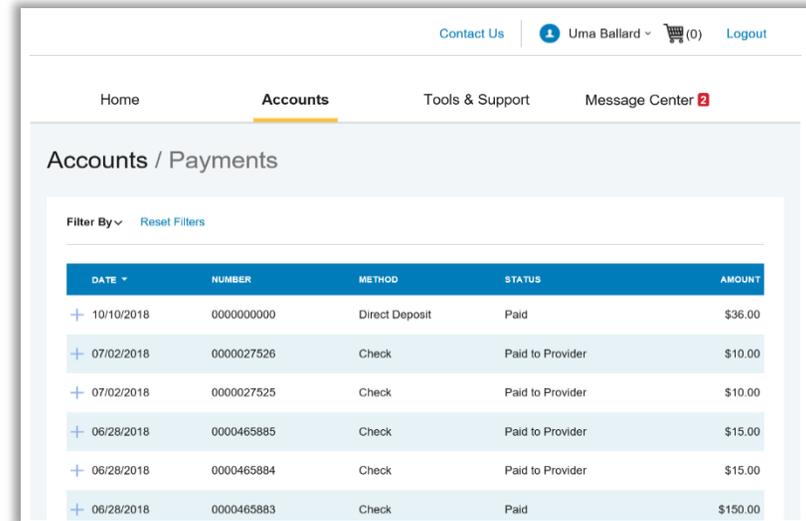


The screenshot shows the 'Accounts / Claims' page in a web application. At the top right, there are links for 'Contact Us', a user profile for 'Uma Ballard', a shopping cart icon with '(0)', and a 'Logout' link. Below this is a navigation bar with 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center' with a notification icon. The main heading is 'Accounts / Claims'. Below the heading is a 'Filter By' dropdown menu and a 'Reset Filters' link. The main content is a table with the following columns: 'DATE OF SERVICE', 'ACCOUNT', 'MERCHANT/PROVIDER', 'CLAIM STATUS', and 'AMOUNT'. The table contains 13 rows of claim data, each with a plus sign icon to its left, indicating it can be expanded.

DATE OF SERVICE	ACCOUNT	MERCHANT/PROVIDER	CLAIM STATUS	AMOUNT
+ 03/02/2019	Limited Health Care Fl...	University Clinic	PTP Pending Receipt	\$6.50
+ 02/01/2019	Dependent Care Flexi...	Rocking Horse Childcare	Pending Reimbursement	\$7.00
+ 02/01/2019	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 01/01/2019	Limited Health Care Fl...	20/20 Vision	Denied	\$10.00
+ 01/01/2019	Dependent Care Flexi...	Rocking Horse Childcare	Pending Reimbursement	\$7.00
+ 01/01/2019	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 12/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 12/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 11/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 11/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00
+ 10/01/2018	Dependent Care Flexi...	Rocking Horse Childcare	Scheduled Reimbursement	\$7.00
+ 10/01/2018	Limited Health Care Fl...	ABC Eyewear	Scheduled Reimbursement	\$5.00

## 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.



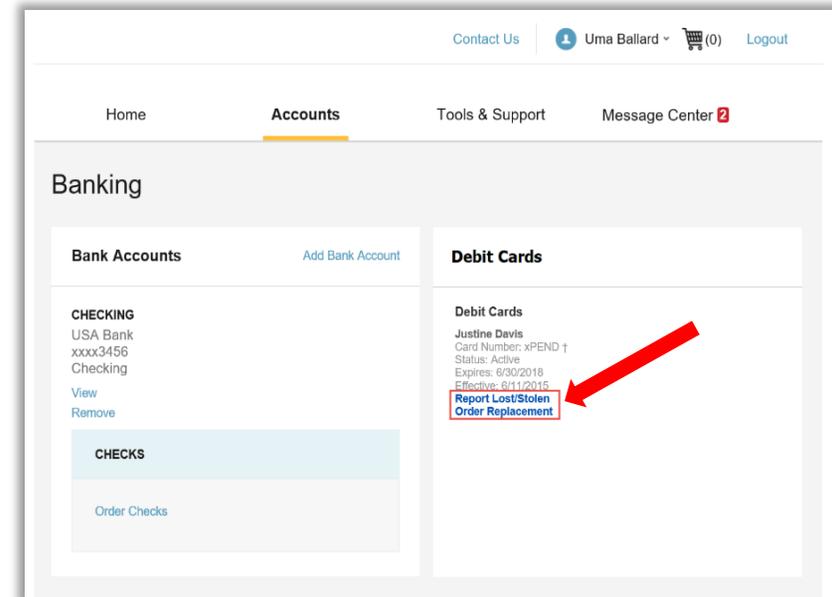
The screenshot shows the 'Accounts / Payments' page. At the top, there are navigation links for 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center 2'. Below the navigation is a 'Filter By' dropdown and a 'Reset Filters' link. The main content is a table with the following data:

DATE	NUMBER	METHOD	STATUS	AMOUNT
+ 10/10/2018	0000000000	Direct Deposit	Paid	\$36.00
+ 07/02/2018	0000027526	Check	Paid to Provider	\$10.00
+ 07/02/2018	0000027525	Check	Paid to Provider	\$10.00
+ 06/28/2018	0000465885	Check	Paid to Provider	\$15.00
+ 06/28/2018	0000465884	Check	Paid to Provider	\$15.00
+ 06/28/2018	0000465883	Check	Paid	\$150.00

## 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.



The screenshot shows the 'Banking' page. At the top, there are navigation links for 'Home', 'Accounts' (highlighted), 'Tools & Support', and 'Message Center 2'. Below the navigation is a 'Bank Accounts' section with a 'CHECKING' account listed for USA Bank. To the right is a 'Debit Cards' section for Justine Davis. A red arrow points to the 'Report Lost/Stolen' and 'Order Replacement' links in the Debit Cards section.

## 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.

## 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**.



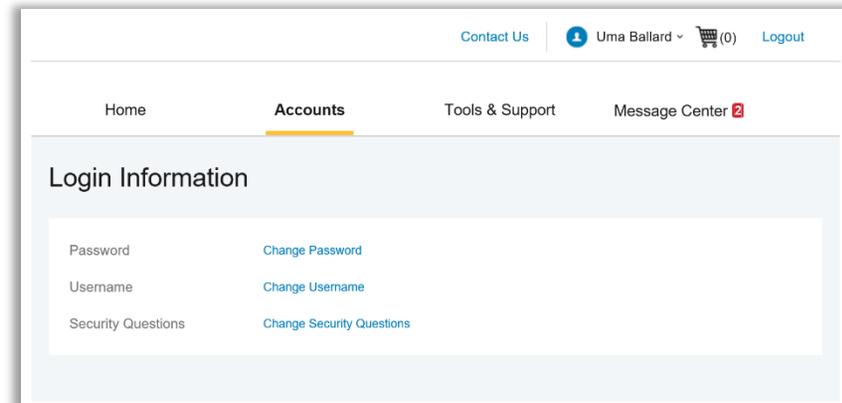
### Colorado Pipe Industry Trust Funds

**Address: 1391 Speer Blvd. Denver, CO 80204**

**Phone: 720-923-7791**

**Toll-Free: 800-257-2168**

**Fax: 833-263-8956**



## HOW DO I 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.  
**OR** 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.

Home Accounts **Tools & Support** Message Center

### Tools & Support

**Documents & Forms**

**FORMS**  
No forms are currently available.

**PLAN SUMMARIES**  
No plan summaries are currently available.

**RULES & AGREEMENTS**  
No agreements are currently available.

**How Do I?**

[Update Notification Preferences](#)

**Contact Us** **Quick Links**

Home Accounts Tools & Support **Message Center**

### Message Center

[Update Notification Preferences](#) [View Statements](#)

**Current Messages** [Archive](#)

DATE/TIME	FROM	SUBJECT
There are no records to display.		

[Show Archived Messages](#)

## Get the Mobile App!

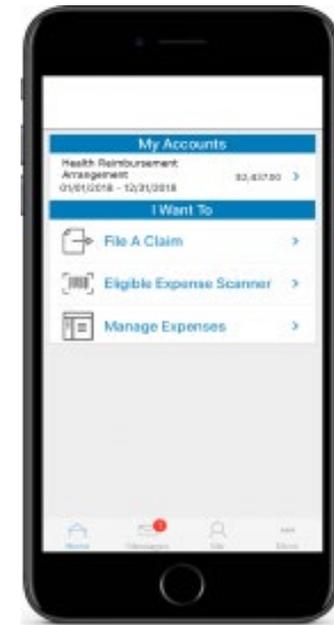
### Manage your health benefits on the go.

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



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

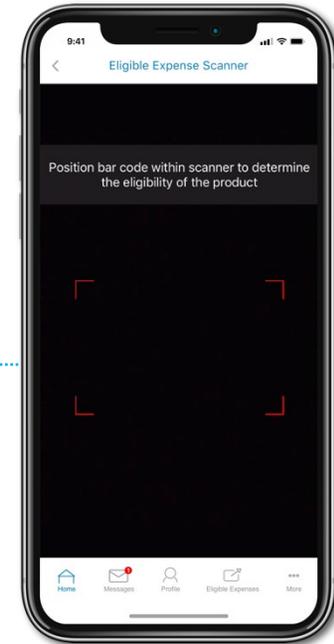
## Check Balances

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 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