ArmadaCare®

Feel The Benefits

Member Portal & Mobile App

Your Member Portal gives you 24/7 access to manage your ArmadaCare claims. With the secure Member Portal, you can:

- **File claims online***
- **Upload documentation**
- **View claim status and notifications**
- **Refer to reimbursement history**
- **See balance of benefit limits (by category)**
- **Set up direct deposit for faster reimbursements**

Please click on the question and it will link to the answer in this document.

*Portal login is for the primary member only. Dependents do not receive their own login, but dependent claims can be filed using the primary member's portal login.

For security purposes, you will have limited access to the ArmadaCare Member Portal and mobile app when traveling outside the U.S. and Puerto Rico. Access will only be available in these international countries: Canada, France, Germany and Mexico.

1. How do I access the Member Portal?

To log into your Member Portal, visit:

Ultimate Health/HealthPro: ArmadaCare.com/myaccount
Plena Health: ArmadaCare.com/myportal
ComplaMed: ArmadaCare.com/myclaims

If you are a first-time user, you will need to create a new account by clicking the **"Get Started"** button in the **"First-Time User"** box on your Member Portal login page. Once your account is created, you will be able to use your Username and Password to log in as an **Existing User.**

2. How do I file a claim and upload documentation?

a. On the Home Page, select the "I Want To… **File A Claim**" button. *(Exhibit 1)*

b. Scroll down to the **Pay From** dropdown menu and click on the down arrow to select the account type. *(Exhibit 2)*

c. Then select **Me** from the **Pay To** dropdown menu. Click Next.

d. Click on **Upload Valid Documentation** and follow the onscreen prompts to upload the required documentation such as Explanation of Benefits (EOB) from your primary insurance, provider invoice, or a detailed receipt. (Note: Your documentation must be JPEG, GIF, PNG, or PDF and cannot exceed 8MB.)

e. Complete the **Claim Details** section and select **Next** to proceed. If you are submitting more than one claim, click **Add Another**.

f. Select the **Account/Benefit Category**, complete the form and click **Add Claim**. When all claims are entered, agree to Terms and Conditions, and click **Submit** to send the claims for processing. *(Exhibit 3)*

g. The Claim Confirmation will display. You may print the Claim Confirmation as a record of your submission.

EXHIBIT 1

EXHIBIT 2

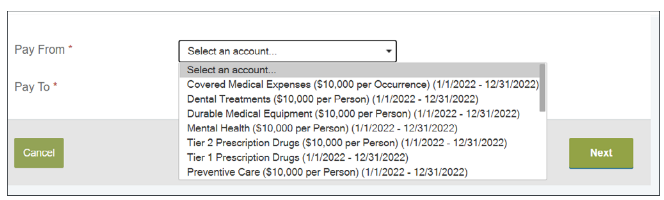
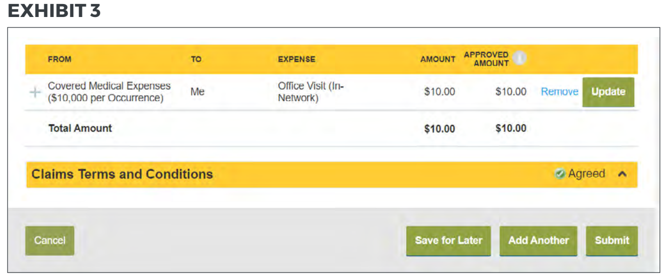


EXHIBIT 3



PRO TIPS

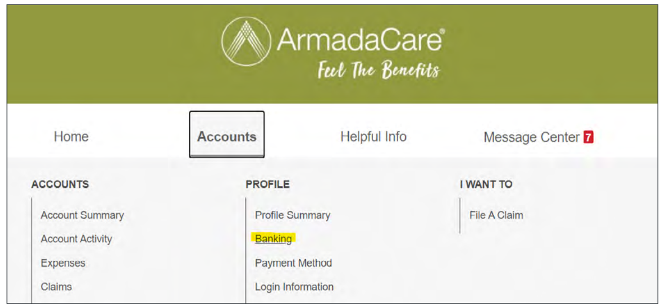
Please be sure to file one claim for each date of service and each claimant. Do not file multiple services in a single claim or there will be a delay in processing.

Once you log out, your claims will be deleted if they are not submitted. If you need to log out, submit any claims you have uploaded instead of using the "save for later" button.

3. How do I set up direct deposit?

The fastest and most secure way to get paid is to sign up online for direct deposit to your personal checking or savings account.

EXHIBIT 4



Step 1. Enter Your Information *(Exhibit 4)*

a) When hovering over **Accounts**, under the **Profile** tab, click **Banking** and then select **Add Bank Account**.

b) The **Banking/Add Bank Account** page displays.

c) Enter your bank account information. Click **Submit.**

Step 2. Account Verification

a) Once submitted, your information will be verified in real-time, and you will be able to begin using that bank account for receipt of claim reimbursements. No further action is required.

b) If verification fails, you will receive a message asking you to confirm your account information and try again.

   a. If verification fails a second time, you will be redirected to a micro-deposit verification process. You will receive a message in the **Tasks** section the Home Page of your Member Portal alerting you that your account requires activation.

PRO TIP

You can update the method of payment to direct deposit for each open plan year instead of just the current plan year. You can access this feature from either the **Accounts** or **Profile** tabs.

4. How do I sign up for direct deposit using the mobile app?

Signing up for Direct Deposit using your mobile app is the same as signing up from the Member Portal. Simply navigate to the Profile screen on your mobile app and tap on the Direct Deposit button. Steps for setting up your Direct Deposit Account are listed above.

5. What is micro-deposit verification and how does it work?

A micro-deposit credit and debit transaction is a popular method used by companies such as PayPal when verifying account status to complete registration. This is how it works:

A deposit amount ranging from $0.01 and $0.99 will be made to the account you would like to activate for direct deposit in the next 1-3 business days. Once you confirm the deposited amount, the account will be activated and available for you to use. You can confirm the deposited amount by clicking on the link in the **Tasks** section your Member Portal.

6. Where can I find more information, tools and tips on how to use my plan?

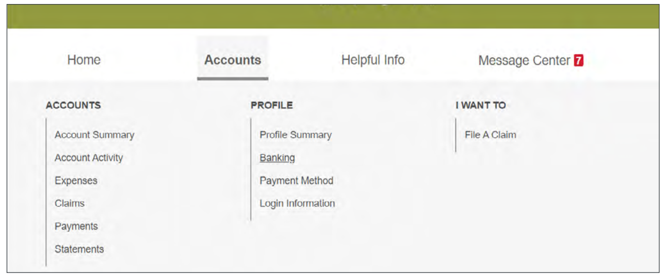
From your Member Portal Home Page, click on the **Helpful Info** tab and then select **Tools and Support** on the left. This is the Helpful Info/ Tools & Support Page which houses a wealth of resources. It is organized by category:

a) **Documents and Forms:** Here you will find links to downloadable forms such as Claim Forms, Letter of Medical Necessity, Policy Foms, Authorization for Access, Use and Disclosure of Health Information Form and more.

b) **How Do I?** Follow links to get specifics on how to use your valuable plan support services, manage your notification preferences or download the mobile app.

c) **Quick Links:** Direct links to websites or resources unique to your ArmadaCare plan.

EXHIBIT 5



PRO TIP

If you can't find what you're looking for, contact Member Services. Their contact information is listed at the top and bottom of the screen on every page of the portal.

7. How do I see notifications?

On the **Home Page**, you can look under the **Tasks** section to see notifications in blue for items that are waiting for you to take action, such as signing up for direct deposit or missing claim documentation.

By clicking on the **Message Center** tab in the top right, you can view messages such as **Denials**, **Requests for More Information** and **Payment Notifications** in more detail. You may also access message attachments here.

PRO TIP

Message Center attachments not visible? Try disabling your pop-up blocker or add this site to the list of those allowed to show pop-ups within your web browser.

8. How do I upload documentation to an existing claim?

Your claim won't be processed unless it has the proper documentation. If you receive a Request for More Information (RMI) on a claim, you don't need to submit a whole new claim with that paperwork. Simply add the additional documentation to that claim following these steps:

EXHIBIT 6

a) On the **Home** page of your online Member Portal, scroll down to the **Tasks** section.

b) Click on **Receipts Needed** to view your claims.

c) Click on **Review Request(s)** to view the documentation required to process the claim.

d) Click on **Upload Receipts** to upload additional documentation. Choose the file you want to add (from your computer) and click **Submit**.

e) The claim will go back in queue for processing, which typically takes 5-7 business days. *(Exhibit 7)*

9. How do I change my username, password and security questions?

On the **Home Page**, when hovering over the **Accounts** tab under the **Profile** section, click **Login Information**. Follow the prompts and click **Submit**. *(Exhibit 8)*

10. How do I see the status of my claims?

a) Hover over the **Accounts** tab under the Accounts section and select **Expenses**. You will see the status of claims in the far-right column. The red **$** signifies unpaid claims (either ineligible or pending). The yellow **$** signifies partially paid claims. The green **$** signifies paid claims. *(Exhibit 9)*

b) Click on the "+" symbol to the left of each claim to see additional information on that specific claim.

EXHIBIT 8

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
+ 10/31/2019	Medical	Jane Doe	Dr. Harold Green	$100.00	$
+ 10/15/2019	Medical	Jordan Doe	Central Hospital	$1,000.00	$
+ 10/1/2019	Medical	John Doe	Dr. Alice Jacobs	$750.00	$
+ 10/1/2019	Medical	John Doe	Dr. Alice Jacobs	$100.00	$
+ 10/1/2019	Medical	John Doe	Dr. Alice Jacobs	$100.00	$

11. How do I review my reimbursement history?

Under the **Accounts** tab you will see a section called **Payments**, click it.

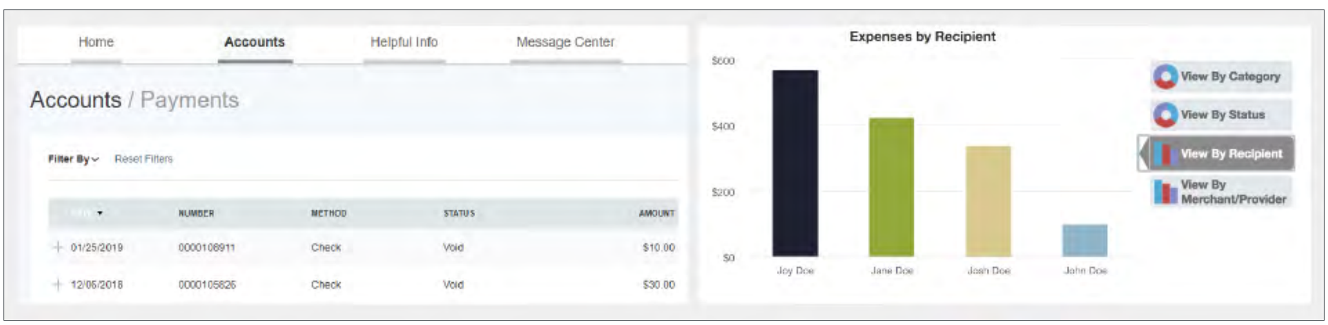
a) Click on each payment to view more detail.

b) Click **Filter By** to select the specific **Method** or **Status** or **Date** to filter the view. *(Exhibit 10)*

PRO TIP

On the **Accounts** tab, under **Expenses**, you can see charts filtered by category, status, year, recipient and provider to give various views into your benefit usage.

EXHIBIT 9



12. How do I use my ArmadaCare mobile app?

Use your same username and password as the portal to log in to the mobile app. Next, you will be asked to assign a four-digit passcode. You can then choose to activate Face ID or Touch ID for ease in logging in next time. You can use the mobile app to:

» File claims for the primary member or any dependents, as you do with the Member Portal
» Check the status of your claims
» Manage text notifications
» Sign up for direct deposit
» Check over-the-counter eligibility right in the pharmacy with the scanner feature*

Download the Mobile App by searching for **ArmadaCare** in your device's app store.

*This feature is only available with select Expense Reimbursed plans.

13. How do I see notifications on the mobile app?

From the **Home Screen**, select the **Profile** icon at the bottom then select **Documents**. All notifications will be listed here.

14. How do I change my password using the mobile app?

a) Log into the mobile app using your four-digit passcode. *Note: If you are unable to log into the app, you will need to log in using your computer to update your information*.

b) Select the **Profile** icon at the bottom of screen.

c) Next, select **Change Username/Password**.

d) You can change your Username and/or Password from this screen.

15. How do I file a claim using the mobile app?

To file a claim using the mobile app:

a) Scroll down and under "I Want To," click on **File a Claim**. A pop-up window appears, where you will select type of claim (such as Mental Health).

b) Then you will complete the following information:

   a. **Date of Service:** Date you received care.

   b. **Amount:** Amount of reimbursement you are requesting.

   c. **Provider:** Name of doctor/licensed provider.

   d. **Category & Type:** Choose from the drop-down menu.

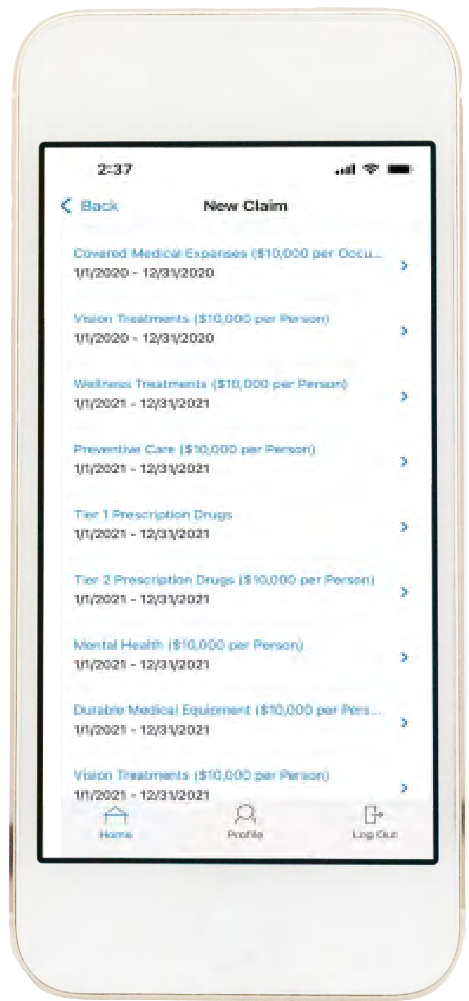
   e. **Description (optional):** Add a description about the service you received.

   f. **Recipient:** Click on **Recipient** and a window appears that shows the primary member's name and any dependents we have on file. Select the **name of the claimant** for this claim.

   g. **Receipts:** Click on **Upload Receipt** to take a picture of the supporting documentation or to upload an existing image from your camera roll. You may upload multiple images per claim.

c) Click **Submit** in the top right corner.

d) You can repeat the process to add another claim.



PRO TIP

Did you know you can upload a picture from your camera roll instead of having to take a picture at the time of filing your claim? Just take a picture of your EOB or invoice whenever it is convenient for you (at the doctor/dentist office or the pharmacy). Then file the claim when you reach your home or office.