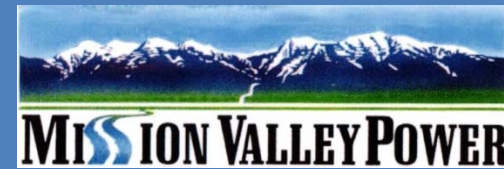


CONSUMER PORTAL QUICKSTART GUIDE



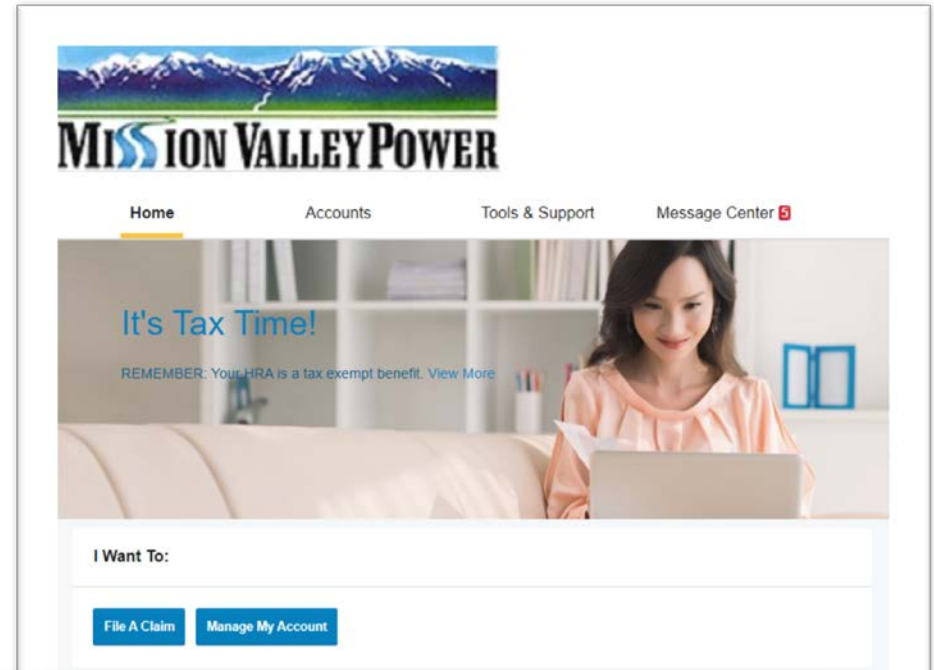
Welcome to your Benefit Account Consumer Portal Managed by CompuSys.

This one-stop portal gives you 24/7 access to view information and manage your **Mission Valley Power Health Reimbursement Arrangement (HRA)**. 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
- Update your personal profile information
- Change your 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 tabs at the top of the page to see more options available to you.



HOW DO I LOG ON TO HOME PAGE?

1. Go to www.missionvalleypowerhra.com you will find a link to the consumer portal on the Home Page.
2. Enter your login ID (first initial, last name, last 4 of social security number, i.e. lastname1234) and password (Compusys) .
3. Click **Login**.

WHAT CAN I DO ON THE HOME PAGE?

- The **I Want To...** section contains the most frequently used features for the Consumer Portal, **File A Claim** and **Manage My Expenses**.
- Under the **Accounts...** section, you can see a quick snapshot of your available balance. For more details on transactions that have posted to your account, you can click on MVPHRA to go directly to your Account Detail page or click on Manage My Expenses in the **I Want To** section.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Recent Transactions** section shows the last three transactions that have posted to your account. You can click on *See More* to see additional transactions.
- The **Quick View** section graphically displays some of your key account information.

The screenshot displays the user interface of the consumer portal. At the top, under the heading "I Want To:", there are two blue buttons: "File A Claim" and "Manage My Account". Below this is the "Accounts" section, which shows a table for the HRA account. The table has a header row with "HRA" and "AVAILABLE". The data row shows "MVPHRA" with a yellow notification icon and a balance of "\$ 1,000.00".

Below the accounts section is the "Tasks" section, which has a red notification icon and a message: "1 receipt(s) needed to approve your claims" with a yellow notification icon.

At the bottom is the "Recent Transactions" section, which features a table with the following headers: DATE, EXPENSE, RECIPIENT/PATIENT, MERCHANT/PROVIDER, SUBMITTED AMOUNT, and STATUS.

HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

On the **Home Page**, you may simply select the **File a Claim** button in the *I Want to...* section **OR** on the **Accounts** tab, click **FileA Claim** link. Some important things to remember when filing a claim:

- The Pay From and Pay To sections are autopopulated for you. Click **Next** to upload your documentation.
- Cash register receipts should not be submitted for reimbursement without the accompanying Explanation of Benefits or detailed provider statement unless it is for over the counter items that are HRA eligible.
- Do not lump multiple dates of service into one claim. Enter each date of service separately and provide documentation for each claim.

If you are submitting a substantiation “receipt” due to a request for further information, you can go to the **Tasks** section and click on the Exclamation point for the claim in question and then follow the steps to upload your documentation. The same rules apply for reimbursement of an expense.

- Cash register receipts should not be submitted for reimbursement without the accompanying Explanation of Benefits or detailed provider statement unless it is for over the counter items that are HRA eligible.

HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

- For current Account Balance only, on the **Home Page**, see the **Accounts** section.
- For all Account Activity, click the **Manage My Account** button.

Accounts / File A Claim

Available Balance

MVPHRA
\$11,147.77

Create Reimbursement * Required

Online claims filing is a fast and easy way to file claims. Just click the "File Claim" button next to the account you wish to use and start filing!

Cash register receipts are not valid for reimbursement. Please submit an Explanation of Benefits (EOB) or detailed provider statement that details any credits/adjustments from your insurance.

Please enter each date of service as a separate claim. This is required to ensure that claim payment is not duplicated. Please be advised that claims entered that include multiple dates of service will be denied.

Once a claim has been uploaded through the online portal, you do not need to submit a paper claim.

Pay From * MVPHRA (5/1/2014 - 12/31/2022)

Pay To * Me

Based on your selection, you will be requesting a Claim Reimbursement.

Cancel Next

I Want To:

File A Claim Manage My Account

The Expenses are summarized for you at the top of the **Expenses** page.

→ In the details below, you can click the PLUS sign to see more detail for the claim.

→ Easily filter expenses by clicking on the **Filter By** above the claim details.

→ You can search for specific expenses using the **search field** in the filter section

Expenses can be exported into an Excel spreadsheet by clicking on the **Export Expenses** button at the top of the page.

Expenses

[Add Expense](#) [Export Expenses](#)

Expense Summary	Total Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$1,000.00	\$1,000.00	\$0.00

Total Eligible to Submit: \$0.00

Filter By [Reset Filters](#)

From 1/1/2020

DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
1/1/2020	Medical	Your Name	IHC Hospital	\$217.00	\$

Payment Details

Date(s) of Service: 10/31/2019	Claim Number: MVPHRA
Requested On: 1/1/2020	Account: MVPHRA
Expense Category: Medical Services and Health P...	Paid: \$217.00
Source: Debit Card	Receipt Status: Received

[Upload Receipt\(s\)](#)

+ 12/13/2019	Medical	Your Name	Express Scripts	\$319.60	\$
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Filter By [Reset Filters](#)

From 1/1/2020

Date Range

From 1/1/2020 To mm/dd/yyyy

Category	Status	Recipient	Merchant/Provider
All Categories	All Statuses	All Recipients	All Merchants/Providers
Medical	Paid	Your Name	Walgreens The City Hospital CostCo Eye Center
Dental			
Pharmacy			
Vision			

Search

Description [Clear Search](#) [Search](#)

HOW DO I UPDATE MY PERSONAL PROFILE?

1. Hover over the **Accounts** tab, click on profile summary to see your current profile.
2. Click on **Update Profile** to update your information. Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click **Submit**.

HOW DO I CHANGE MY LOGIN AND/OR PASSWORD?

1. Hover over the **Accounts** tab, click on **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 CHANGE MY NOTIFICATIONS AND GET DOCUMENTS...

The **Tools & Support** tab contains links to the available documents, forms and Plan Summaries that you can download and view.

You can change your Notifications under **Change Notification Preferences**.

To order a replacement card or to mark it lost or stolen, visit the **Report Card Lost or Stolen**.

Login Information

Password [Change Password](#)

Security Questions [Change Security Questions](#)

The screenshot displays the Mission Valley Power website interface. At the top, there is a navigation bar with the following items: Home, Accounts, Tools & Support (which is highlighted with a yellow underline), and Message Center with a notification icon. Below the navigation bar, the main content area is titled "Tools & Support" and is divided into four columns:

- Documents & Forms:**
 - FORMS**
 - [Claims Terms and Conditions Disclaimer](#)
 - [HRA Reimbursement Form](#)
 - PLAN SUMMARIES**
 - [MVPHRA Plan Rules](#)
 - [MVPHRA Plan Descriptions](#)
 - [MVPHRA Plan Details](#)
- Contact Us:**
 - HRA Customer Service
2156 West 2200 South
Salt Lake City, UT 84119
 - Phone: (800) 926-5581 ext. 129
Fax: (801) 461-2716
Email: hrahelp@compusysut.com
- Quick Links:**
 - [FSA Store - Your online store for HRA eligible medical supplies.](#)
 - [IRS Publication 502 \(Medical Expenses\)](#)
 - [Mission Valley Power](#)