CONSUMER PORTAL QUICKSTART GUIDE

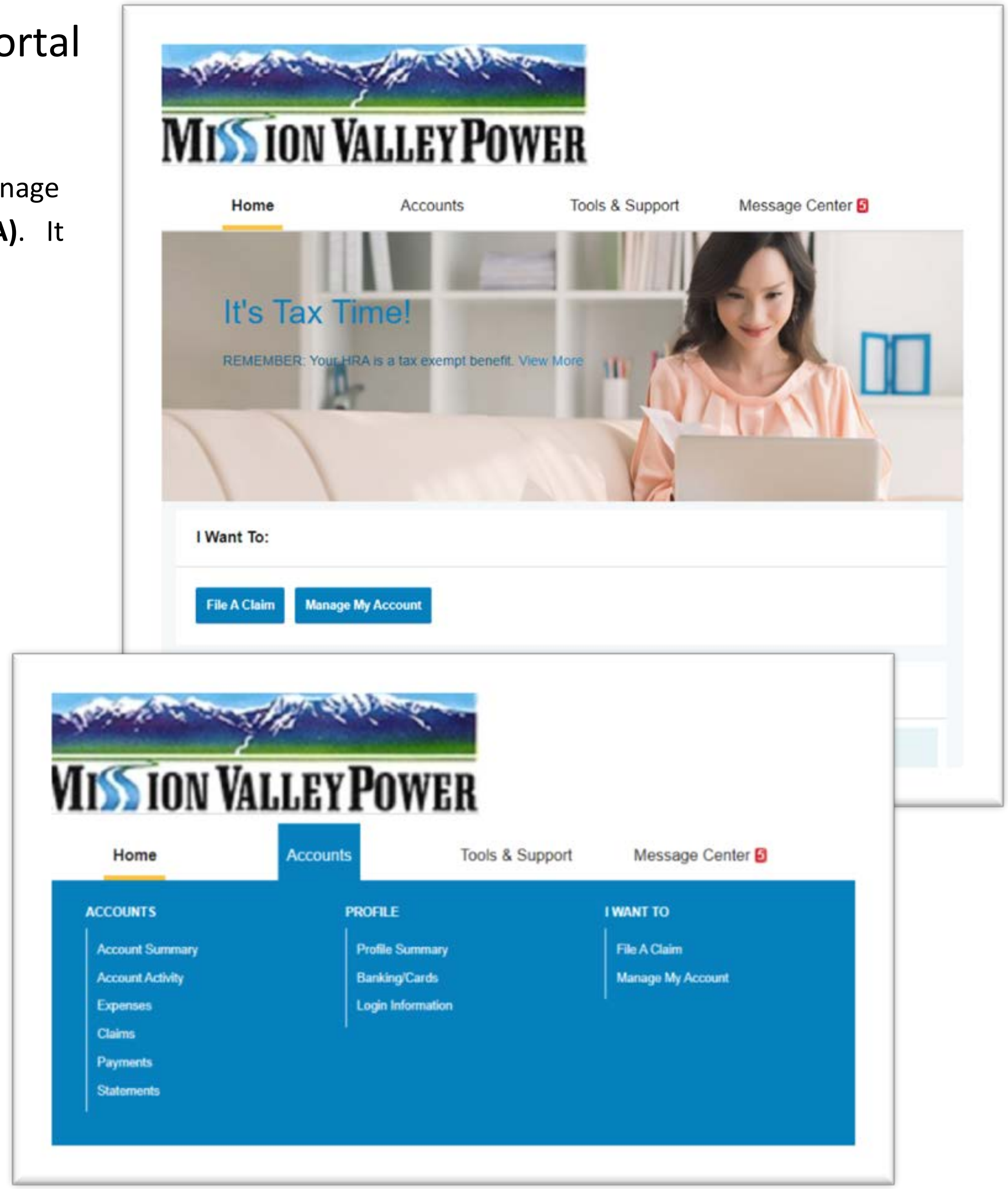
Welcome to your Benefit Account Consumer Portal Managed by CompuSys.

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.



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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. flastname1234) and password (Compusys) .
3. Click **Login**.

WHAT CAN I DO ON THE HOME PAGE?

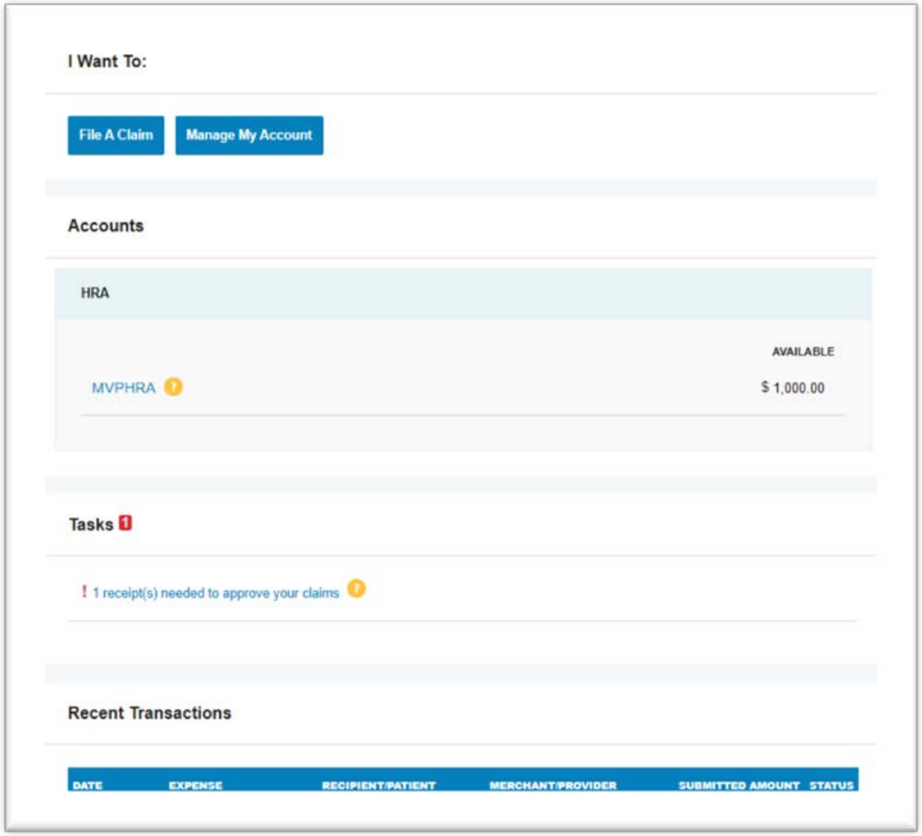
- The **I Want To**… section contains the most frequently used features for the Consumer Portal, **File A Claim** and **Manage My Expenses**.

- 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.

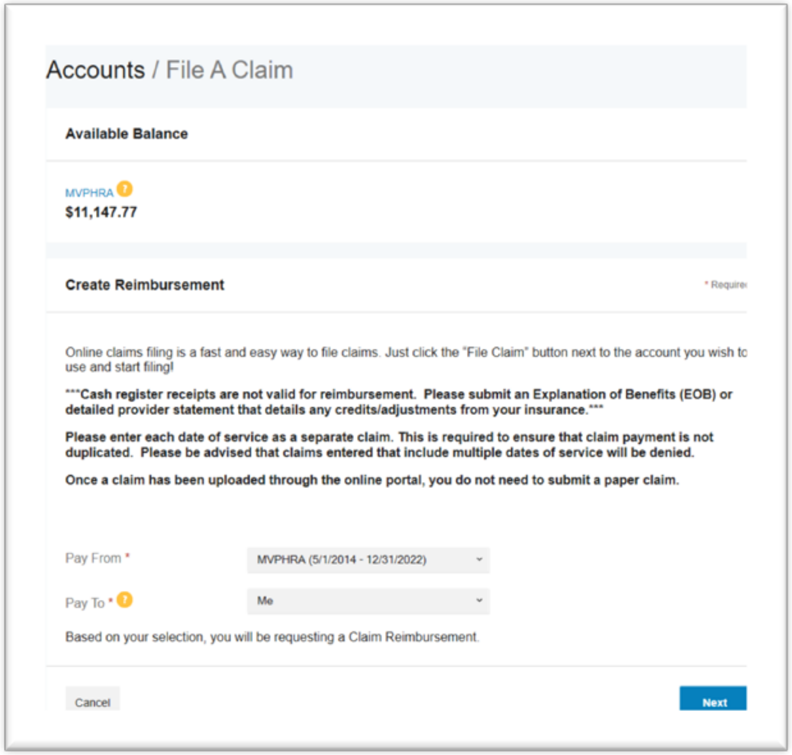
- The **Quick View** section graphically displays some of your key account information.



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.

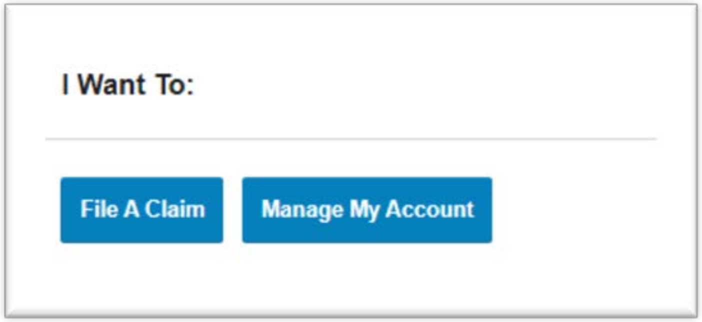


If you are submitting a substantiation "receipt" due to a request for further information, you can go to the **Tasks** section and click on the Exclamation point for the claim in question and then follow the steps to upload your documentation. The same rules apply for reimbursement of an expense.

- 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.



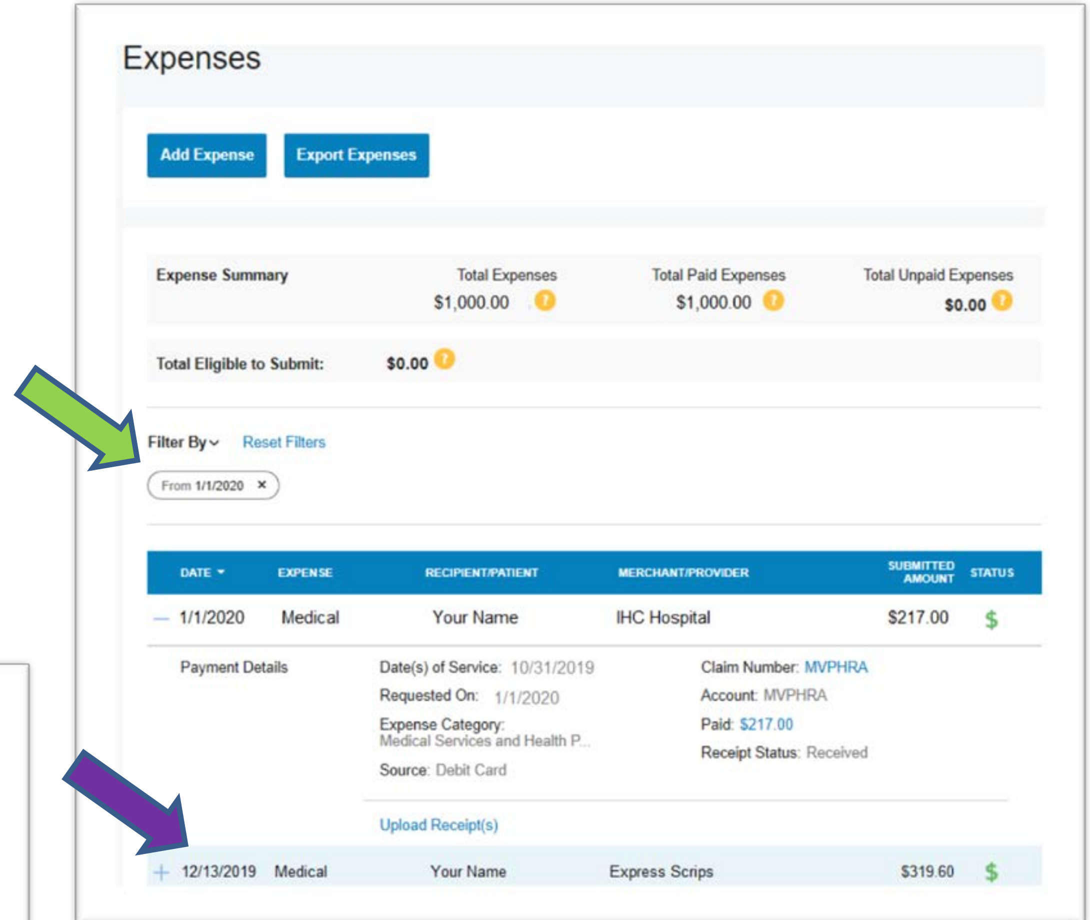
The Expenses are summarized for you at the top of the **Expenses** page.

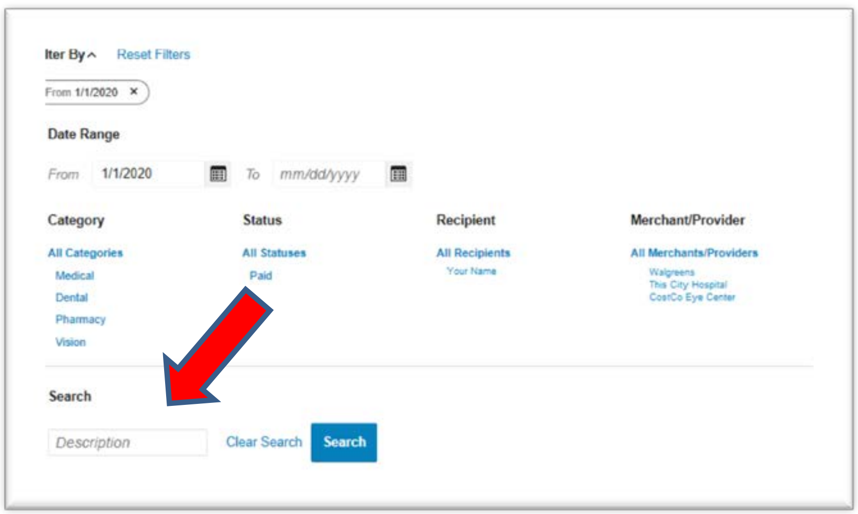
→ In the details below, you can click the PLUS sign to see more detail for the claim.

→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

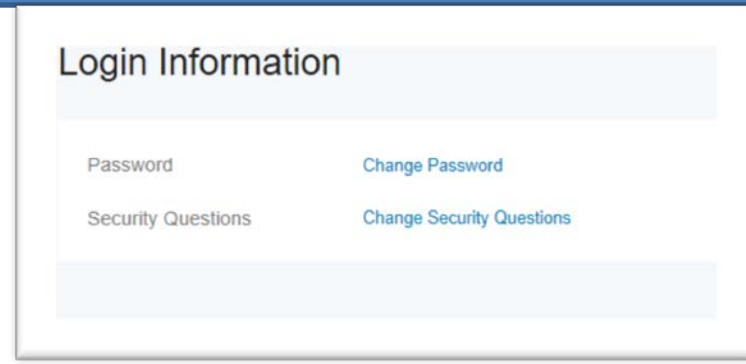
Expenses can be exported into an Excel spreadsheet by clicking on the **Export Expenses** button at the top of the page.





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.**