



Member Services
800-700-6756

fundoffice.lh1ondemand.com

QUICKSTART GUIDE

CMRCC MRA Benefit Account

Consumer Portal & Mobile App

A step-by-step guide to managing your Medical Reimbursement Account (MRA) for the **Central Midwest Regional Council of Carpenters** — anytime, on the web or your phone.

Everything you need to manage your account is here, organized into two parts — one for the web portal and one for the mobile app.

1 Consumer Portal

Manage your account online at fundoffice.lh1ondemand.com

- Logging in & navigating the Home Page
- Filing claims & uploading receipts
- Viewing balances, activity & payment history
- Managing your card & profile
- Faster reimbursement & password changes
- Documents, forms, notifications & plan info

2 Mobile App

BeneSys Member Reimbursement — on [Apple App Store](#) & [Google Play](#)

- Getting the app & logging in
- Smart Scan: scanning an EOB
- Filing claims & managing receipts on the go
- Expense Manager: all expenses in one place
- Balances, claims history & eligible scanner
- Profile: card, reimbursement, login & documents

PART 1

Consumer Portal

Manage your Medical Reimbursement Account online at fundoffice.lh1ondemand.com

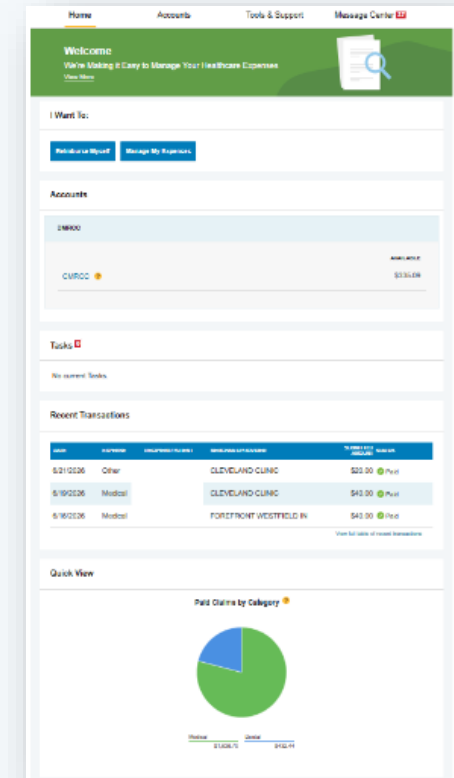
Welcome to Your Consumer Portal

Portal

This one-stop portal gives you 24/7 access to view information and manage your Medical Reimbursement Account (MRA). It's designed to be easy to use — work from the Home Page sections, or use the four tabs across the top.

What you can do

- ✓ File a claim online
- ✓ Upload receipts & track expenses
- ✓ View up-to-the-minute account balances
- ✓ View account activity & claims history
- ✓ View payment (reimbursement) history
- ✓ Report a lost/stolen card & request a new one
- ✓ Update your profile & change your password
- ✓ Download plan info, forms & notifications



Logging In & the Home Page

Portal

How do I log on?

- Go to fundoffice.lh1ondemand.com
- Go to the EXISTING USERS section
- Username = first initial + full last name + last 4 of your SSN
- Click NEXT
- Create your password at initial registration, then enter it
- Trouble logging in? Call Member Services at 800-700-6756

Login

Existing Users

Username [Forgot Username?](#)

[Next](#)

Getting around the Home Page

- **Available Balance** and **"I Want To"** sections for quick actions
- **Accounts** section links to your accounts and profile
- **Tasks** section shows alerts and helpful links
- **Recent Transactions** shows your last 3 transactions
- **Quick View** graphs your key account information

Home Accounts Tools & Support Message Center 123

Welcome
We're Making it Easy to Manage Your Healthcare Expenses
[View More](#)

I Want To:

[Refill my Rx](#) [Manage My Expenses](#)

Accounts

018000

CURCO

Available Balance: \$3,361.00

Tasks

No current tasks.

Recent Transactions

DATE	DESCRIPTION	AMOUNT	TO FROM (CITY, STATE)	PAID
5/21/2026	Other	\$23.00	CLEVELAND CLINIC	Paid
5/19/2026	Medical	\$49.00	CLEVELAND CLINIC	Paid
5/18/2026	Medical	\$49.00	FOREFRONT WESTFIELD IN	Paid

[View full table of recent transactions](#)

Quick View

Paid Claims by Category

Medical 81.68% Dental 18.32%

Filing a Claim & Uploading a Receipt

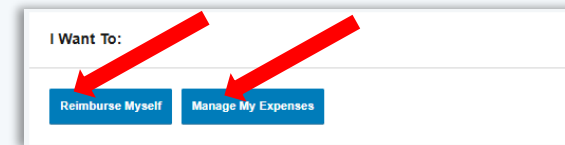
Portal

Need help with a claim?

- Contact the Benefit office at 800-700-6756

How do I file a claim & upload a receipt?

- From “I Want To,” choose Reimburse Myself or Manage My Expenses — or use the Accounts tab
- The wizard walks you through claim info, payee details and uploading a receipt
- Click Add Another to submit more than one claim
- Agree to the terms and click Submit; print the Claim Confirmation as your record
- Tip: a Receipts Needed link in Tasks takes you to claims that need documentation



A screenshot of the "Accounts / Receipts Needed" page. The page has a navigation bar with "Home", "Accounts" (highlighted), "Tools & Support", and "Message Center 2". Below the navigation bar is a section titled "Accounts / Receipts Needed". Under this section is a table with the following data:

DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	RECIPIENT	CLAIM AMOUNT	RECEIPT STATUS		
3/2/2019	Limited Health...	University...	Uma Ballard	\$6.50	Required	View Confirmation	Upload Receipt(s)

Balances, Activity & Payment History

Portal

View current balances & activity

- For your current balance, see the Accounts section on the Home Page
- For all activity, click the Accounts tab to open the Account Summary page
- Select any underlined dollar amount to view more detail (e.g., Eligible Amount)

View payment (reimbursement) history

- From the Accounts tab, click Payments to see reimbursements made to date, including debit card transactions
- Click a payment line to expand and view additional transaction details

The left screenshot shows the 'Accounts / Account Activity' page. It includes a navigation bar with 'Home', 'Accounts', 'Tools & Support', and 'Message Center'. Below the navigation bar, there is a section for 'Selected an Account' with a dropdown menu showing 'CMRCC (1/1/2023 - 12/31/2050)' and a 'Submit' button. The main content area displays the 'AVAILABLE BALANCE' as '\$335.09'. Below this, there is a section for 'Activity Details' with an 'Export' button. A table of activity details is shown, with columns for DATE, DESCRIPTION, AMOUNT, RUNNING BALANCE, and NOTES.

DATE	DESCRIPTION	AMOUNT	RUNNING BALANCE	NOTES
06/21/2026	Claim Submission	-\$40.00	\$335.09	
06/21/2026	Debit Card Refund Contribution	\$20.00	\$375.09	
06/18/2026	Claim Submission	-\$40.00	\$355.09	
06/02/2026	Employer Contribution	\$184.00	\$395.09	
05/08/2026	Claim Submission	-\$27.00	\$211.00	
05/25/2026	Claim Submission	-\$20.00	\$238.09	
05/04/2026	Employer Contribution	\$230.00	\$258.89	
04/23/2026	Claim Submission	-\$200.00	\$28.89	

The right screenshot shows the 'Accounts / Payments' page. It includes a navigation bar with 'Home', 'Accounts', 'Tools & Support', and 'Message Center'. Below the navigation bar, there is a section for 'Accounts / Payments' with a 'Filter By' dropdown and a 'Reset Filters' button. A table of payment history is shown, with columns for DATE, NUMBER, METHOD, STATUS, and AMOUNT.

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
06/26/2018	0000465885	Check	Paid to Provider	\$15.00
06/26/2018	0000465884	Check	Paid to Provider	\$15.00
06/26/2018	0000465883	Check	Paid	\$150.00
06/26/2018	0000465881	Check	Paid to Provider	\$5.00
06/26/2018	0000465879	Check	Paid to Provider	\$7.00
06/26/2018	0000465867	Check	Paid to Provider	\$5.00
06/26/2018	0000000000	Direct Deposit	Paid	\$24.00
06/26/2018	0000000000	Direct Deposit	Paid	\$3.00

Managing Your Card & Profile

Portal

Report a card lost/stolen or order a new one

- From the Accounts tab, click the Banking link
- Under Debit Cards, click Report Lost/Stolen or Order Replacement and follow the prompts

Update your personal profile

- From the Accounts tab, click Update Profile – here you can update your mobile number, time zone, and email address
- Complete your changes in the form and click Submit

Home Accounts Tools & Support Message Center 37

Banking / Cards

Bank Accounts	Debit Cards
No bank accounts exist	John Carpenter Card Number: x4851 † Card Status: Active Expires: 8/31/2030 Effective: 8/26/2025 Purse Status: Active CMRCC: Active Report Lost/Stolen Order Replacement

Home Accounts Tools & Support Message Center 37

Profile / Update Profile

Contact Information *Required

Mobile Number * -

Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone *

Email Address

Confirm Email Address

By providing an email address, you will receive communications electronically about your benefits in lieu of paper documents. Your email address will not be shared or used for any other purpose.

Faster Reimbursement & Password

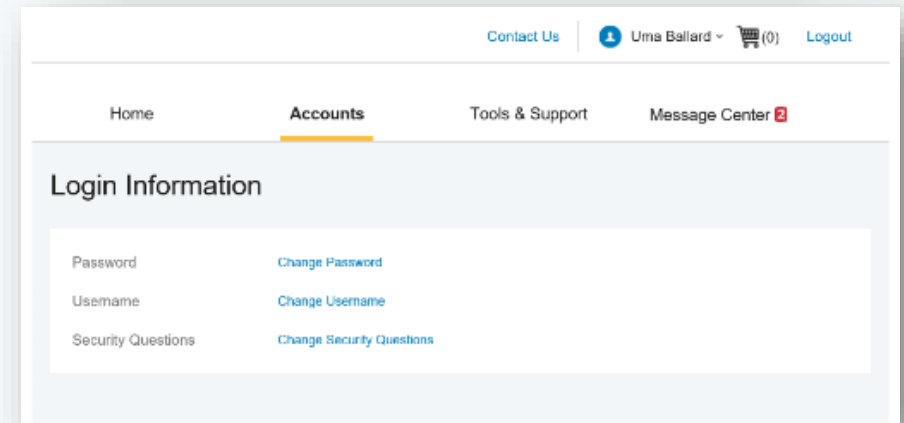
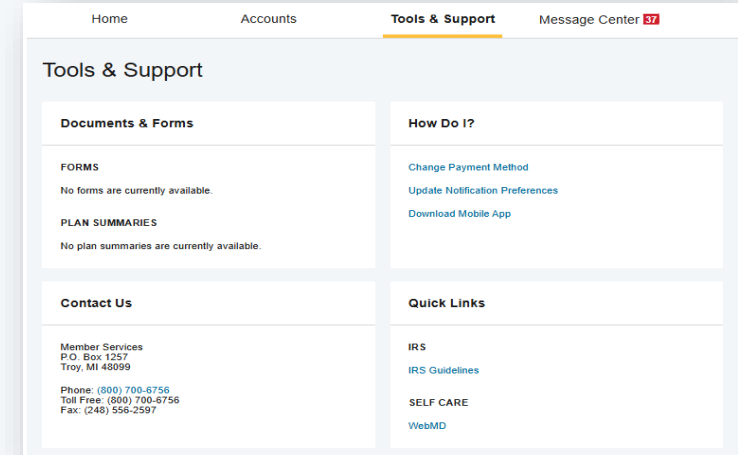
Portal

Get your reimbursement faster (direct deposit)

- From Tools & Support, click Change Payment Method under “How Do I”
- Select Update for the appropriate plans and set the reimbursement method to Direct Deposit
- Enter your bank account information and click Submit
- The Payment Method Changed confirmation displays

Change your password

- From the Accounts tab, click Login Information
- Follow the on-screen instructions (new accounts are prompted to change the assigned password)
- Click Save



Documents, Forms, Notifications & Plan Info

Portal

Documents & forms

- From the Tools & Support tab, click any form or document of your choice

Notifications

- Open the Message Center tab to view and archive documents
- Click Update Notification Preferences to manage alerts

Plan information

- Accounts tab → Account Summary → click a plan name to open Plan Rules
- Or use Tools & Support → Plan Summaries for plan details

The image displays three overlapping screenshots of the WEX Portal interface, illustrating the layout and content of the Documents, Forms, Notifications, and Plan Info sections.

Tools & Support Screenshot: This screenshot shows the 'Tools & Support' tab selected in the navigation bar. The main content area is divided into four sections: 'Documents & Forms' (with sub-sections for FORMS and PLAN SUMMARIES, both indicating no forms or summaries are currently available), 'How Do I?' (with links for Change Payment Method, Update Notification Preferences, and Download Mobile App), 'Contact Us' (providing Member Services contact information), and 'Quick Links' (with links for IRS, IRS Guidelines, SELF CARE, and WebMD).

Message Center Screenshot: This screenshot shows the 'Message Center' tab selected. It displays a list of 'Current Messages' with columns for DATE/TIME, FROM, and SUBJECT. The messages are all 'Auto-generated' and 'Debit Card Purchase Notification'.

Accounts / Account Summary Screenshot: This screenshot shows the 'Accounts' tab selected. It displays the 'Accounts / Account Summary' page, which includes a table for 'CMRCC' (Central Midwest Regional Council of Carpenters) with columns for ACCOUNT, ELIGIBLE AMOUNT, SUBMITTED CLAIMS, PAID, PENDING, DENIED, and AVAILABLE BALANCE. The table shows a balance of \$335.09.

PART 2

Mobile App

Take your account on the go with the BeneSys Member Reimbursement app

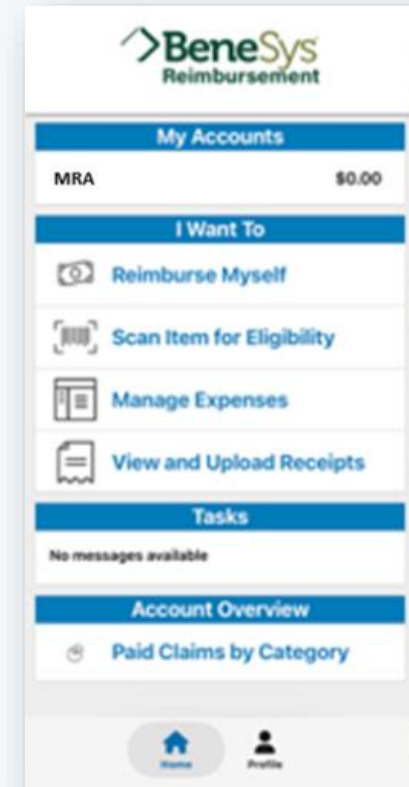
Welcome to the Mobile App

Mobile App

Your Benefit Accounts Mobile App gives you 24/7 access to manage your Medical Reimbursement Account (MRA) from anywhere — designed to be simple and convenient.

What you can do

- ✓ File a claim & upload receipts
- ✓ Scan for eligible expenses
- ✓ Scan an EOB to auto-create a claim
- ✓ View up-to-the-minute balances
- ✓ Review activity, claims & payment history
- ✓ Report a lost/stolen card & request a new one
- ✓ Update your personal profile
- ✓ Change your login ID and/or password
- ✓ Manage all expenses in one place
- ✓ Download plan info, forms & notifications



Getting the App & Logging In

Mobile App

Access the app

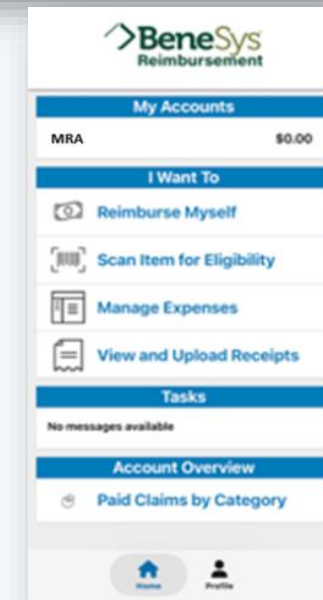
- In Google Play or the Apple App Store, search BeneSys Member Reimbursement
- Download the app and tap the icon to open it

Log in to the Home Page

- Tap the app icon; enter your login ID and password
- Login ID = first initial + full last name + last 4 of SSN
- Create password upon initial registration
- Tap Login
- Having trouble logging in? Call 800-700-6756

Getting around the Home Page

- Available Balance and “I Want To” for quick actions
- My Accounts (accounts and profile), Smart Scan, and Tasks

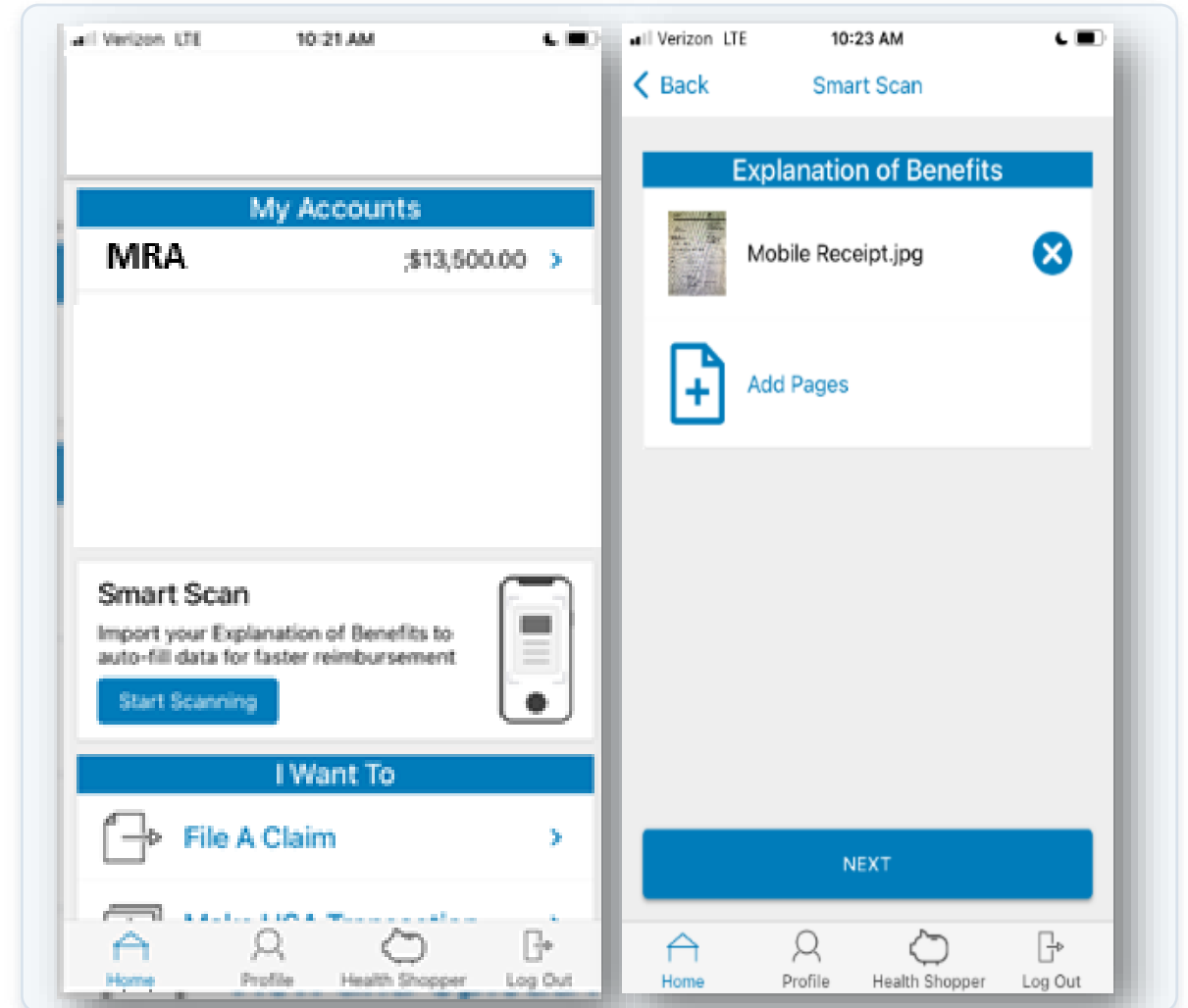


Smart Scan: Scanning an EOB

Mobile App

How do I scan an Explanation of Benefits (EOB)?

- On the Home Page, tap Start Scanning
- Choose the type of EOB you will be scanning
- Tap your insurance provider name — or select “I don’t see my carrier”
- Add EOB pages using the Receipt Organizer, Camera, or Photos
- The AI scans your EOB and lets you review and edit the claim details
- Save the claim for later, or pay the expense now



Filing a Claim & Uploading Receipts

Mobile App

How do I file a claim & upload a receipt?

- On the Home Page, tap File a Claim under “I Want To”
- Enter all your claim information on one page
- Select the start and end date of service
- Enter the cost in Amount and complete the Provider section
- Tap Category & Type to choose an expense category and type
- Attach a receipt from your camera, a new photo, or the receipt organizer

Receipts needed?

- A Receipts Needed link in the Tasks section takes you to the Claims page
- Upload receipts there, or use one of your mobile quick receipts

The image displays three sequential screenshots of a mobile application interface for filing a claim. The first screenshot, titled 'Medical' and 'Claim Details', shows a form with fields for 'Start Date of Service' (2/16/22), 'End Date of Service' (2/16/22), 'Amount' (\$42.87), 'Provider' (Valley Vision), 'Category & Type' (Vision Deductible), 'Description', and 'Recipient' (Barbara Williams). The second screenshot shows a list of categories: Dental, Drugs & Medicine, Hearing Impairment, Medical Expenses, Mental Health, Chemical Dependency & Special Education, Miscellaneous, Nursing & Lifetime Care, and Vision. The third screenshot shows a list of types: Contact Lenses, Eyeglasses, Optional Eye Surgery, Other Vision, Required Eye Surgery, Vision Copay, and Vision Deductible. All three screenshots feature a bottom navigation bar with 'Home', 'Profile', and 'Log Out' icons.

Managing Receipts on the Go

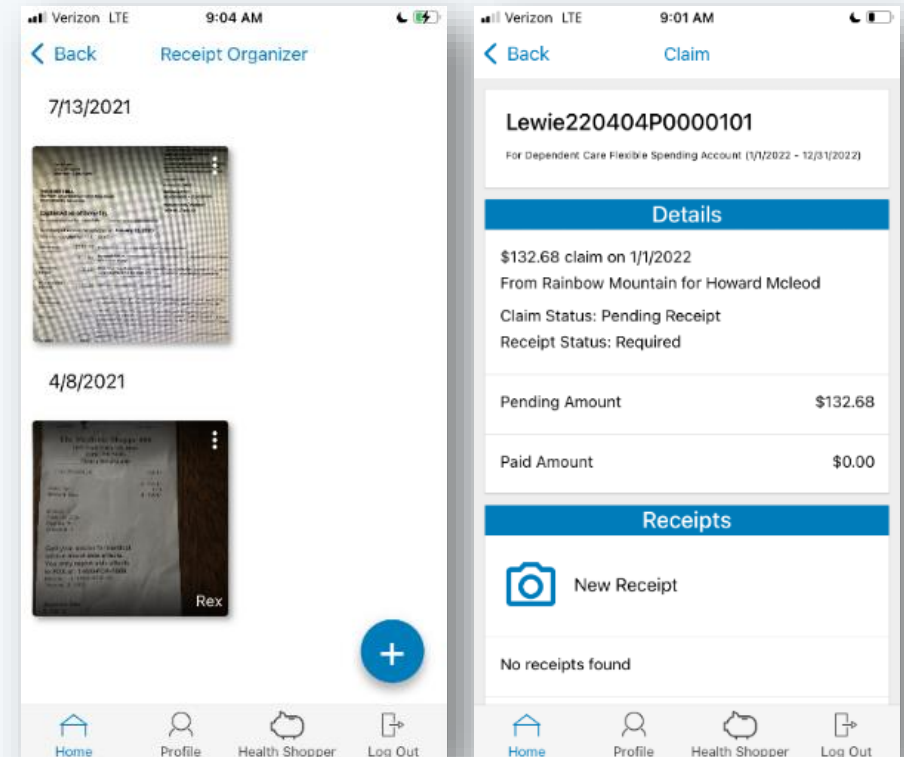
Mobile App

Add a receipt on the go (Receipt Organizer)

- Tap View and Upload Receipts under “I Want To”
- Use the + icon to upload from your photos or take a picture
- Tap the three dots on an image to view it, remove it, or add/edit its label

Upload a receipt for a debit card claim

- The Tasks section shows real-time “Receipts Needed” alerts when you use your card
- Tap the Action Required task, then the claim you have a receipt for
- Tap New Receipt to add from the Receipt Organizer, camera, or photo album



Balances, Claims History & Eligible Scanner

Mobile App

View balances & activity

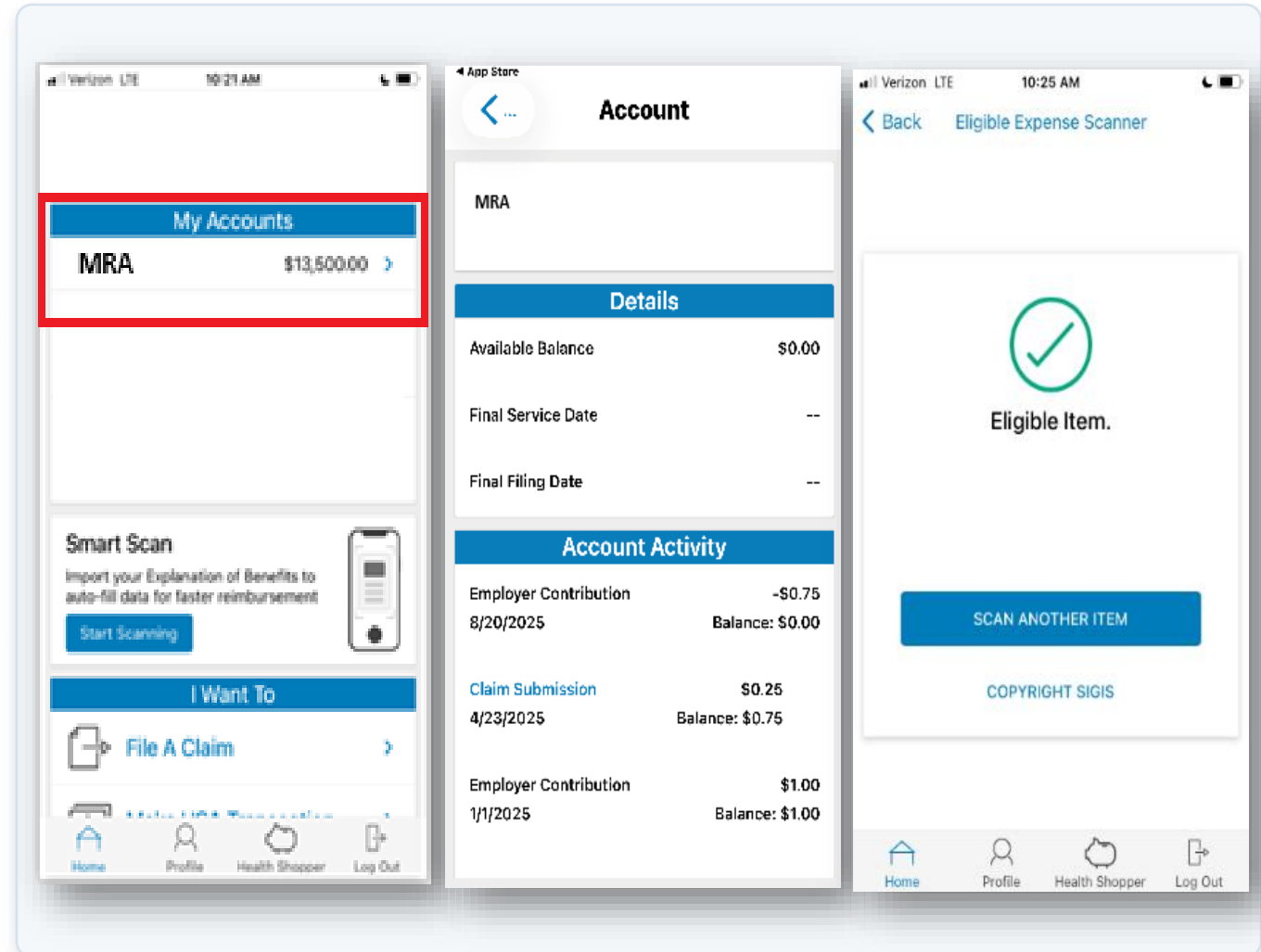
- The My Accounts section shows your current balance
- Tap a plan name to see additional details, including account activity

View claims history & status

- From the Home Page, tap the plan name to see your claims history
- Tap a claim line to expand the details

Tell what products are eligible

- Open the Eligible Expense Scanner and point your camera at a product barcode
- See instantly if it's eligible, ineligible, or eligible with a prescription
- IMPORTANT NOTE: the CMRCC MRA Plan does NOT cover over the counter medications or items – the smart scan feature may show items as eligible based on IRS regulations, it's important that you follow the CMRCC plan guidelines for eligible items.



Profile: Card, Reimbursement, Login & Documents

Mobile App

Report a card missing / request new

- From any page, tap the Profile icon
- Tap Manage Debit Cards to put a card on hold or report it lost or stolen

Get reimbursed faster

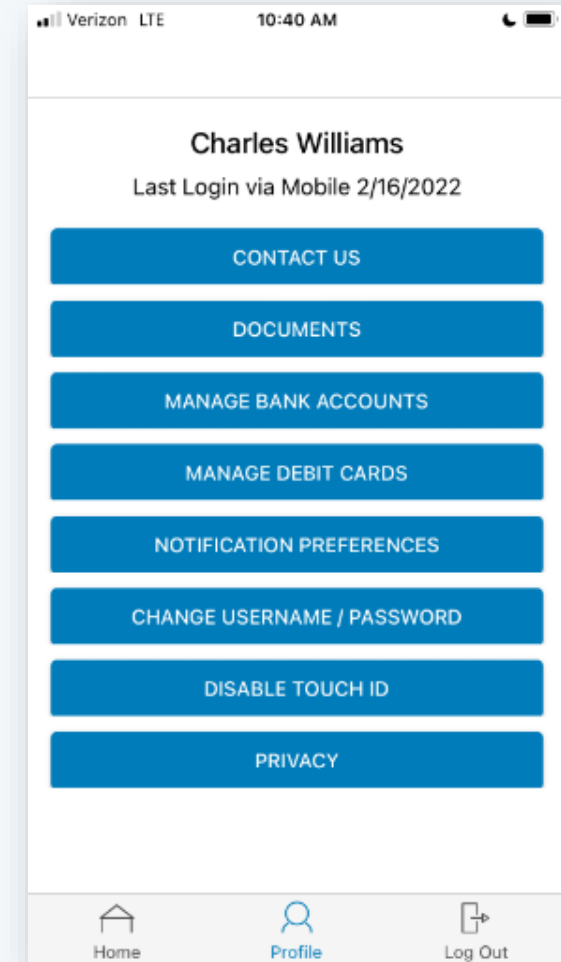
- Tools & Support → Change Payment Method
- Set the method to Direct Deposit, enter bank info and Submit
- Watch for a micro-deposit to validate your account

Change login &/or password

- From any page, tap Profile → Change Username/Password
- Follow the on-screen steps and tap Save

Documents & notifications

- Profile → Documents for forms and documents
- Profile → Notification Preferences to view and adjust alerts



Need a Hand?

We're here to help you get the most out of your benefit accounts.

Member Services

800-700-6756

For login help and account questions

Consumer Portal

fundoffice.lh1ondemand.com

Manage your account on the web

Mobile App

BeneSys Reimbursement



On Apple App Store & Google Play