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.

Member Services
800-700-6756

fundoffice.lh1ondemand.com

What's Inside

Overview

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

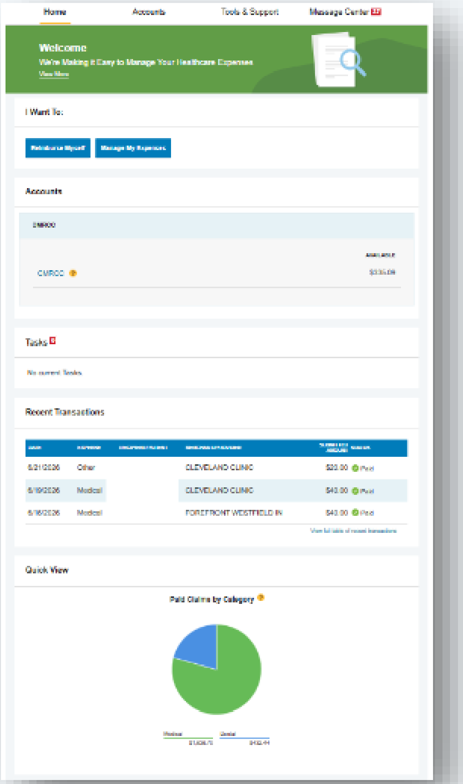
Manage your Medical Reimbursement Account online at **fundoffice.lh1ondemand.com**

Welcome to Your Consumer Portal

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

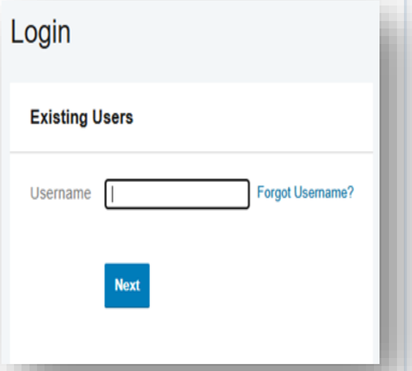


Logging In & the Home Page

Portal

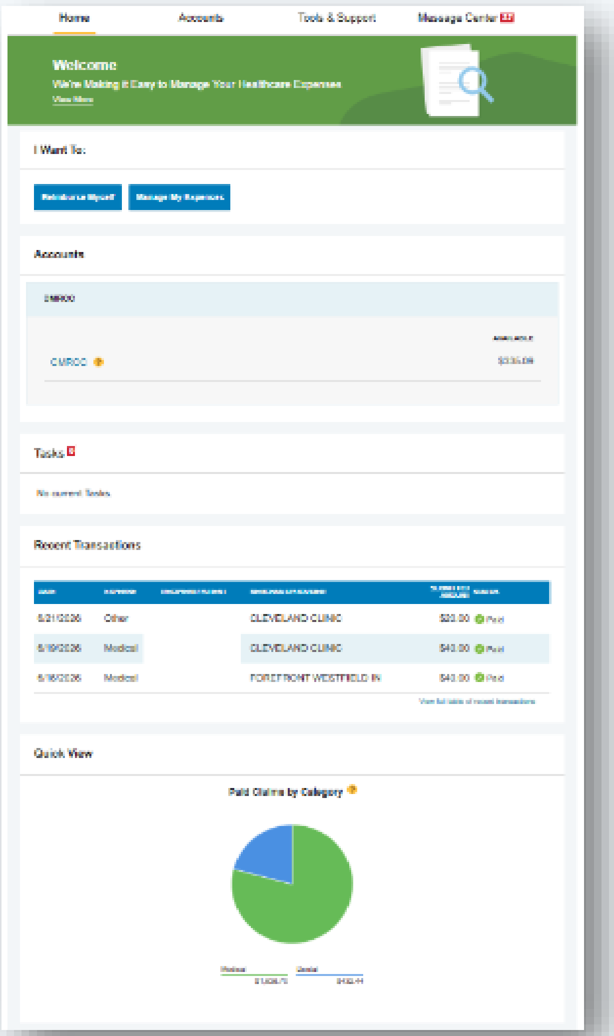
How do I log on?

- 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



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



Filing a Claim & Uploading a Receipt

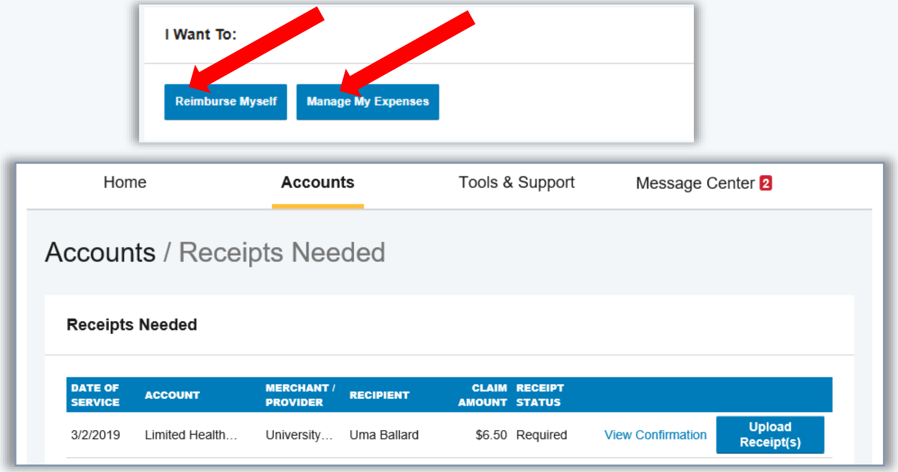
Portal

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



Balances, Activity & Payment History

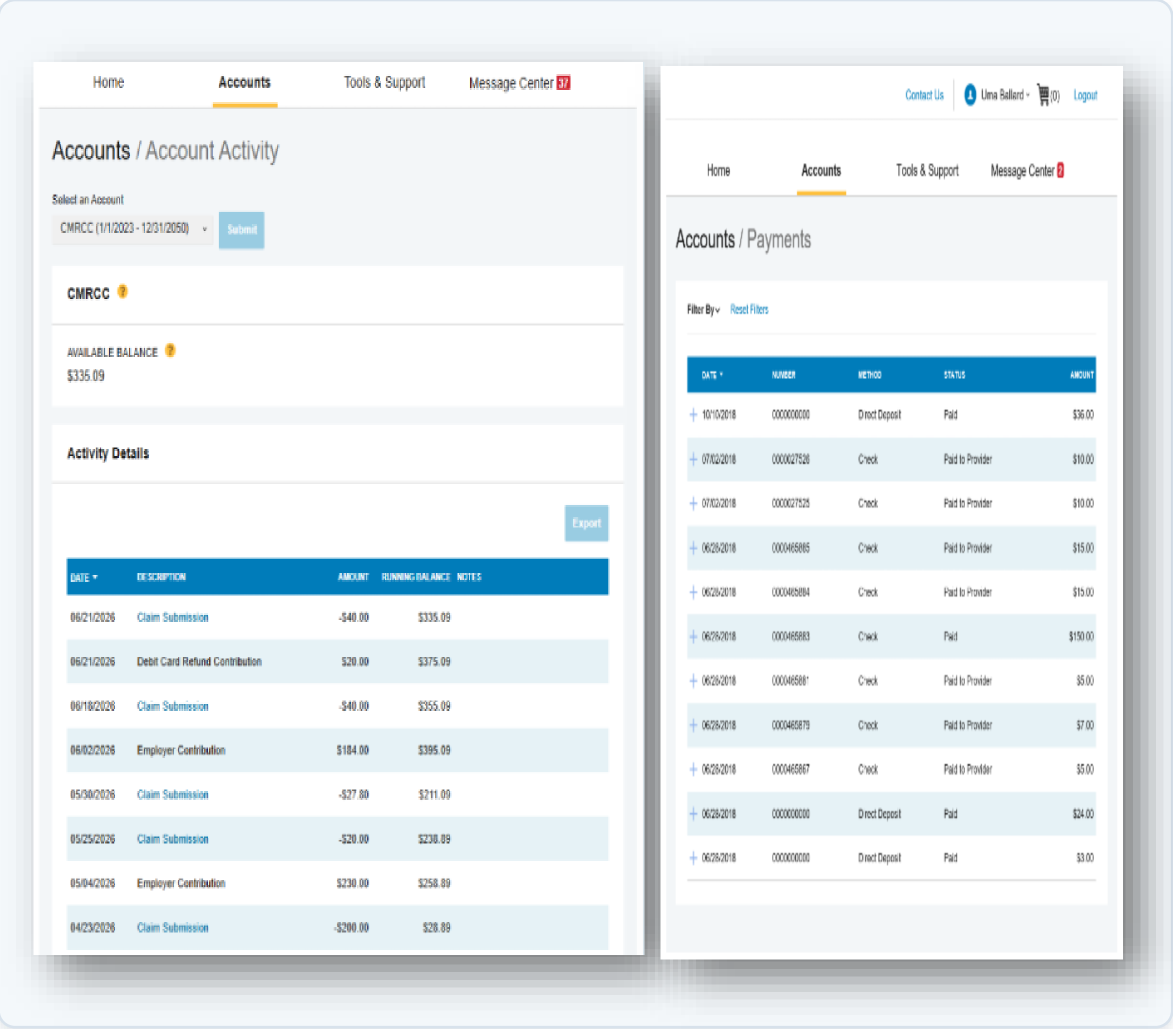
Portal

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

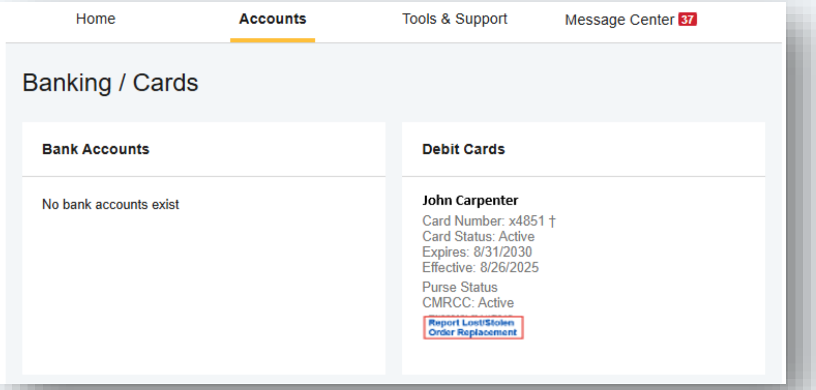


Managing Your Card & Profile

Portal

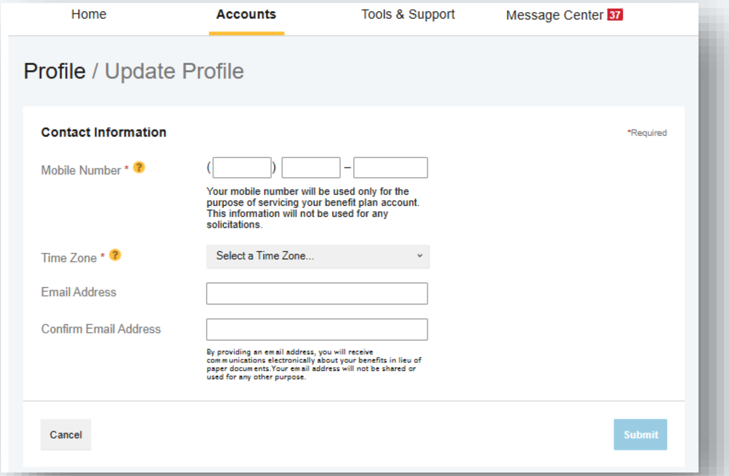
Report a card lost/stolen or order a new one

- 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



Faster Reimbursement & Password

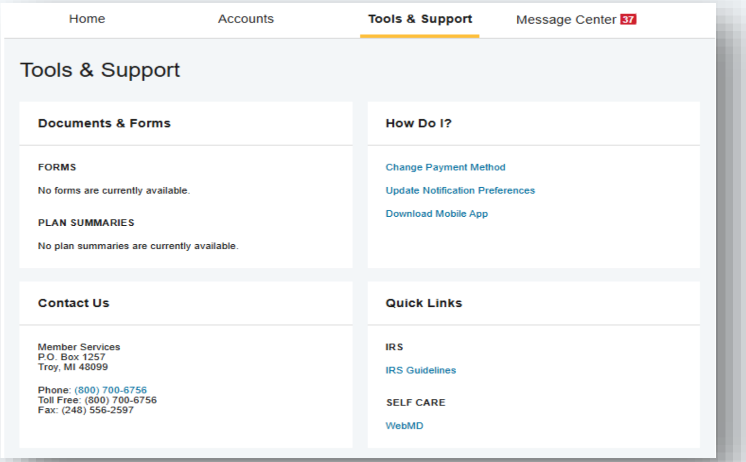
Portal

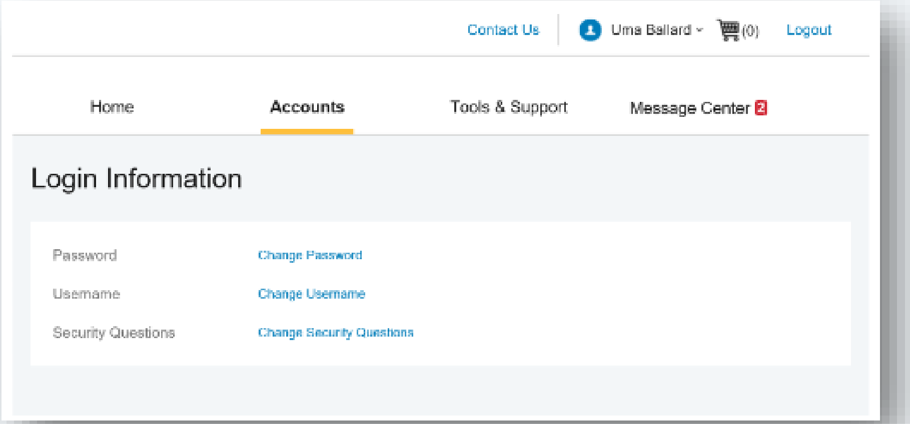
Get your reimbursement faster (direct deposit)

- 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

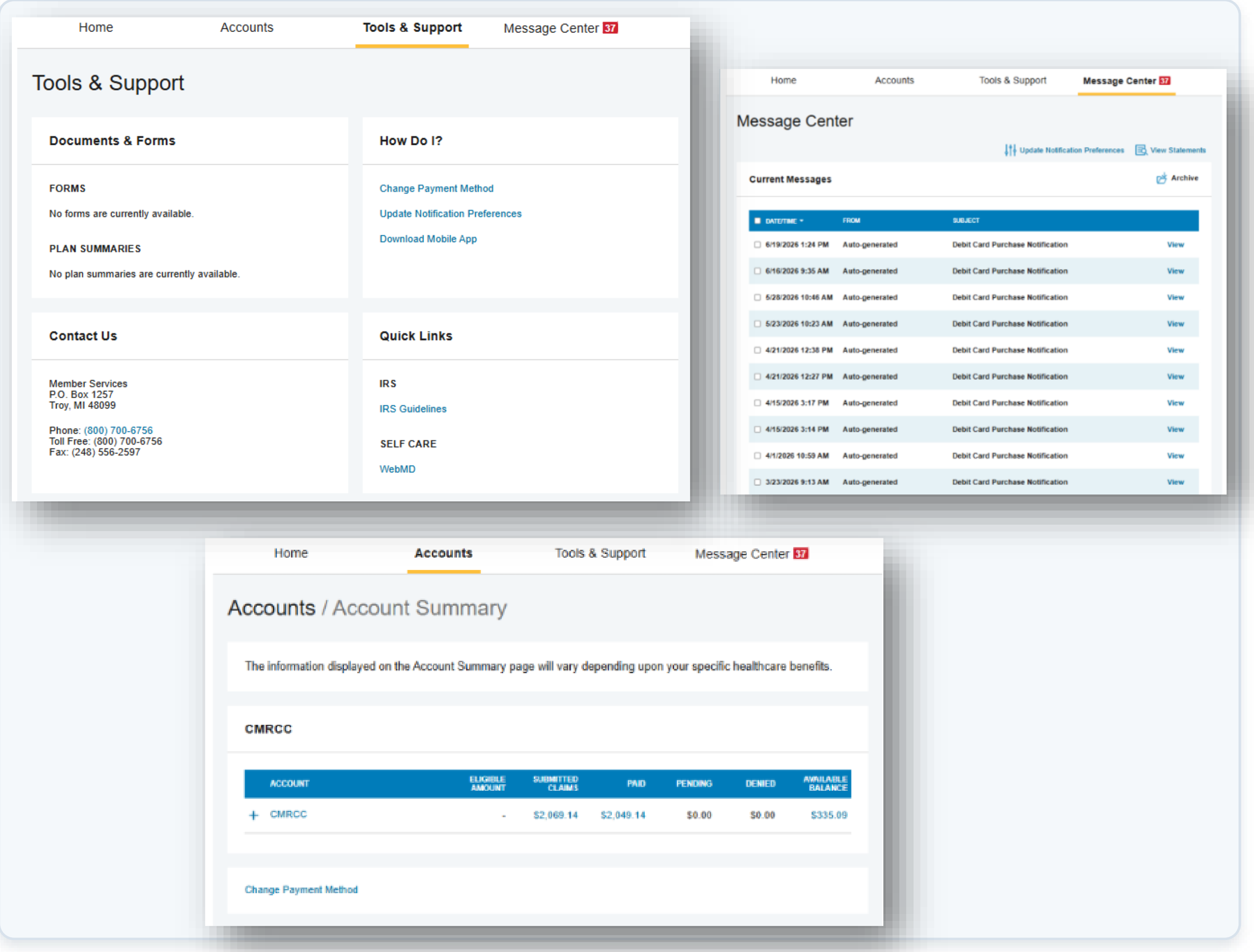
- From the Tools & Support tab, click any form or document of your choice

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



PART 2

Mobile App

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

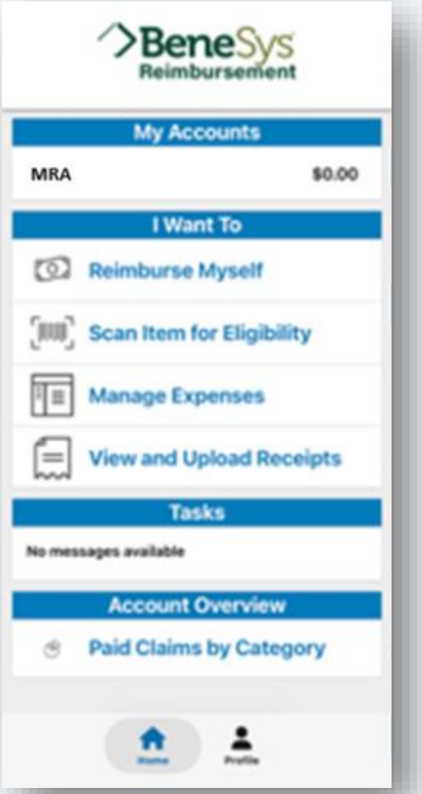
Welcome to the Mobile App

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

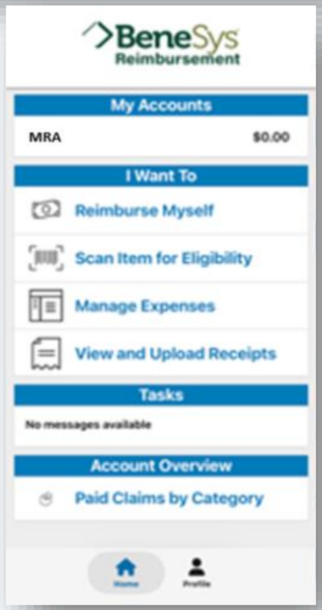
- In Google Play or the Apple App Store, search BeneSys Member Reimbursement
- Download the app and tap the icon to open it

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

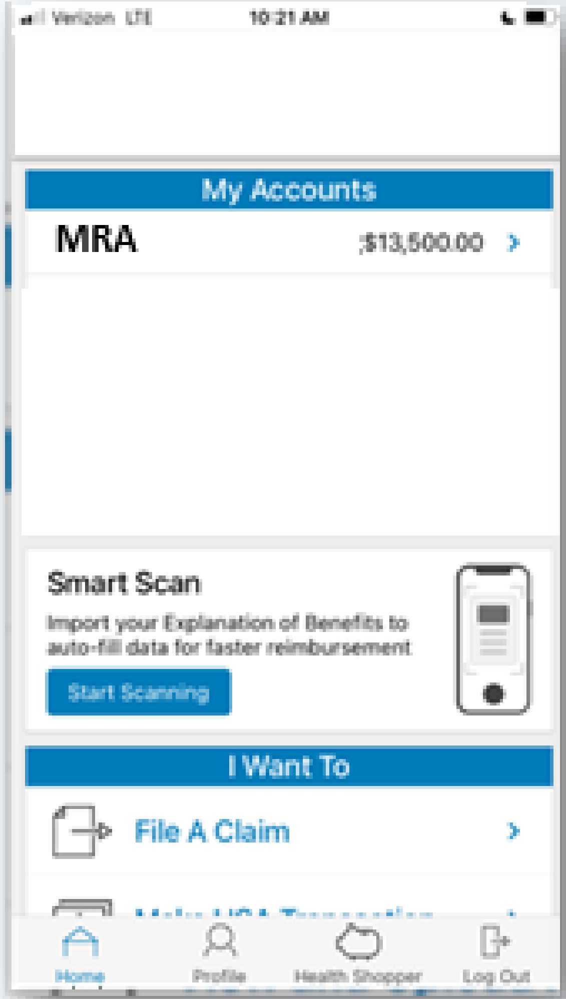


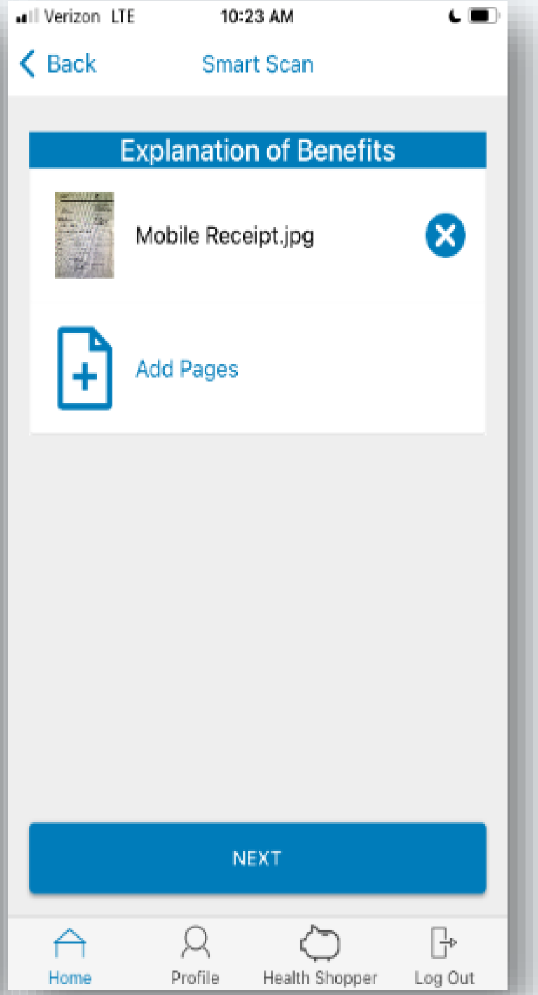
Smart Scan: Scanning an EOB

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

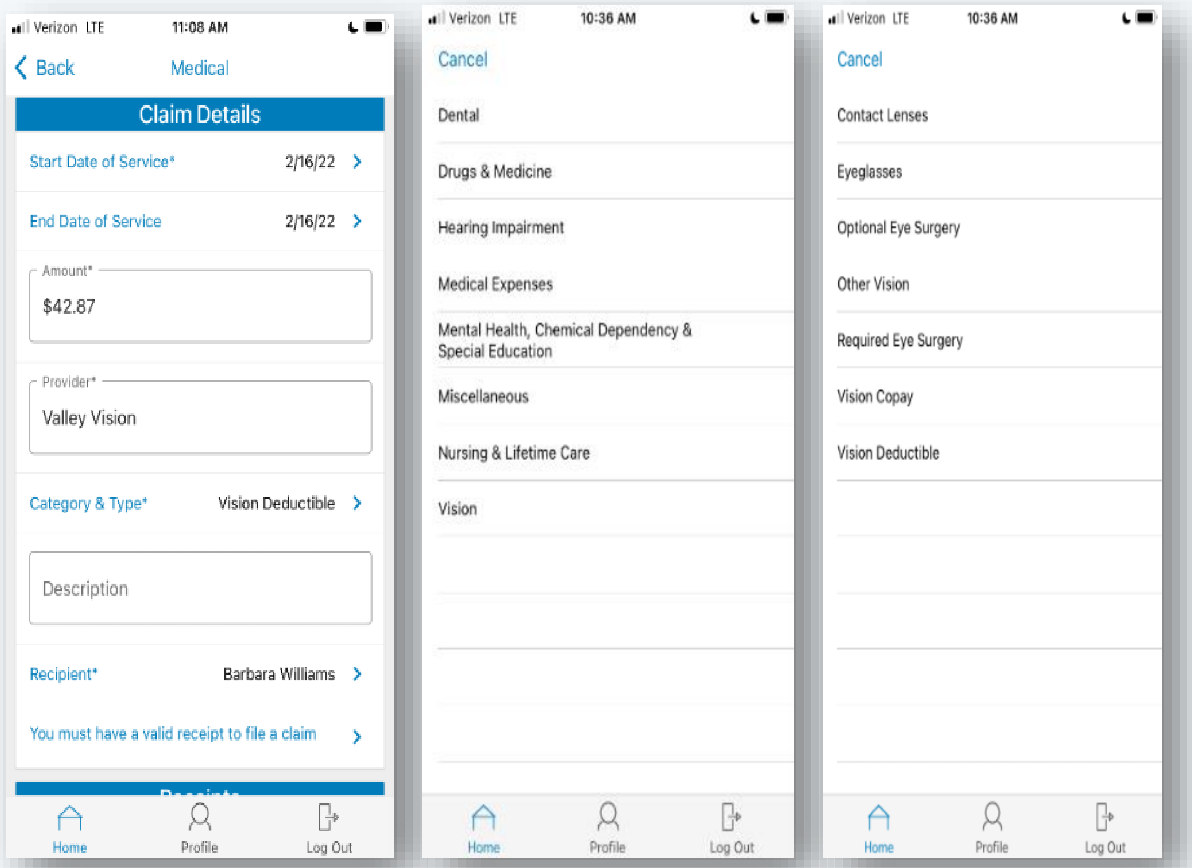
Mobile App

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



Managing Receipts on the Go

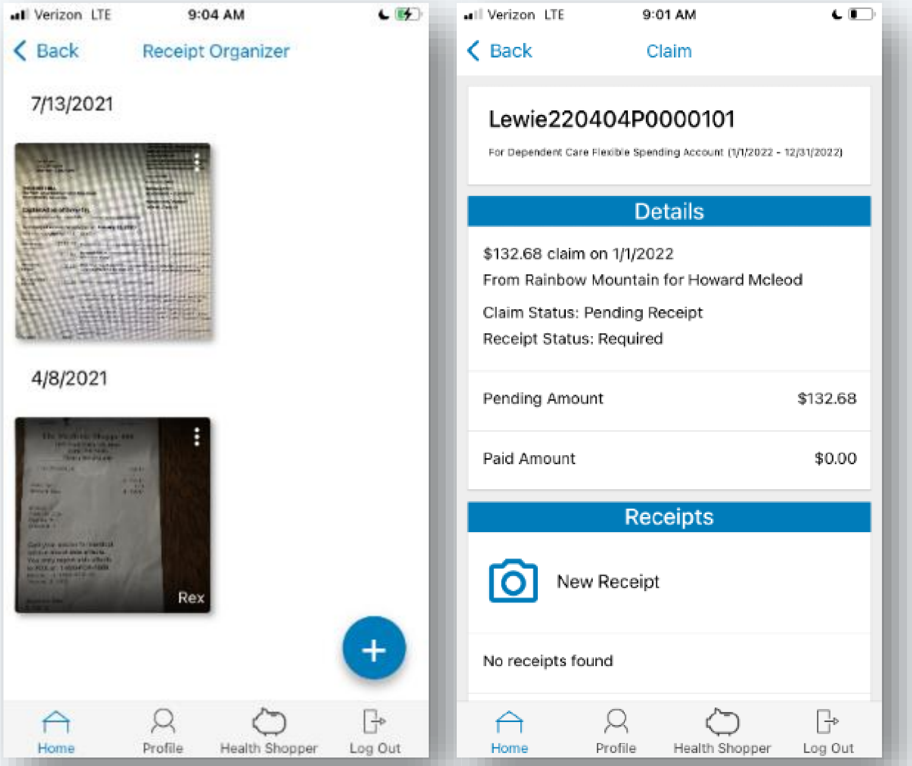
Mobile App

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

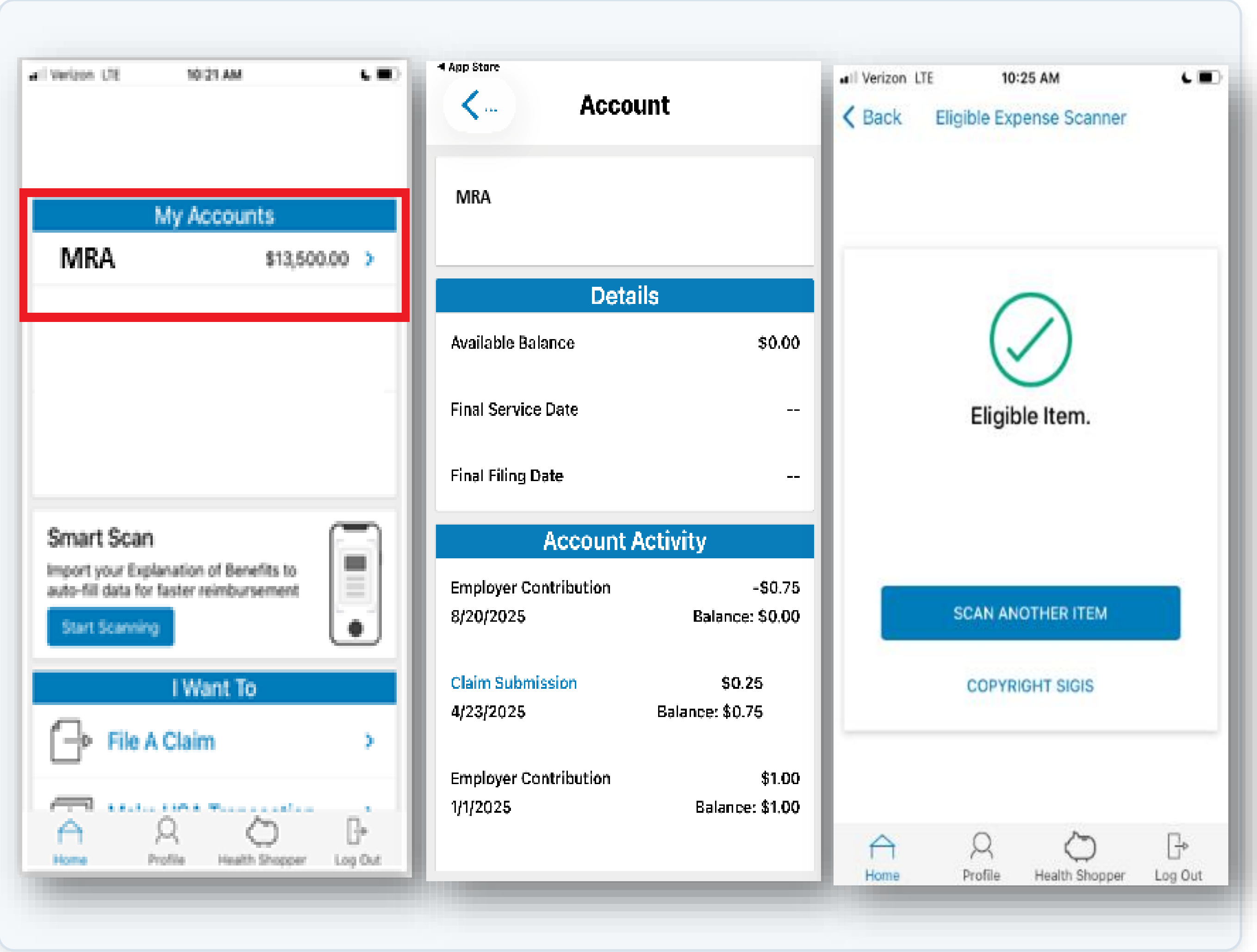
- The My Accounts section shows your current balance
- Tap a plan name to see additional details, including account activity

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 <u>NOT</u> 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

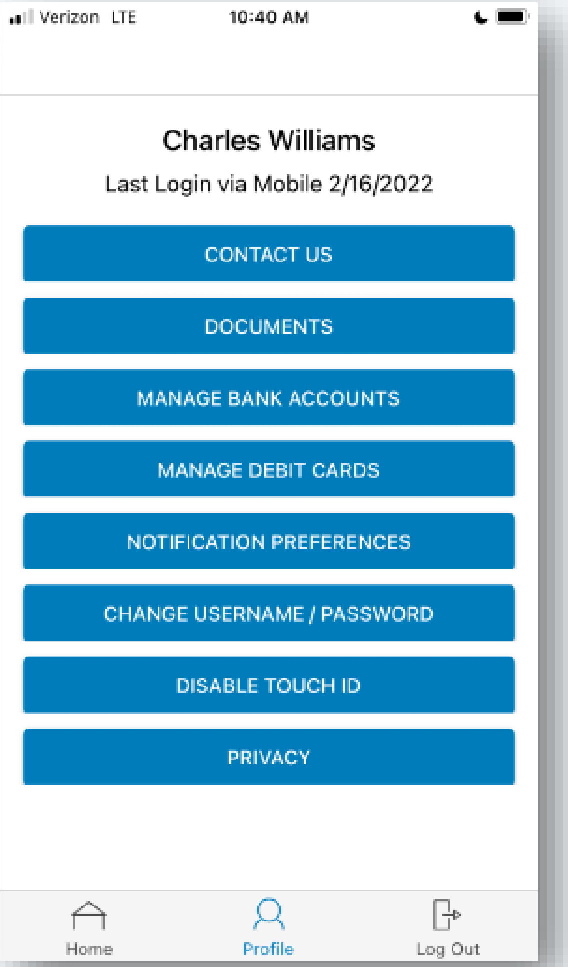
- Tools & Support → Change Payment Method
- Set the method to Direct Deposit, enter bank info and Submit
- Watch for a micro-deposit to validate your account

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

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Manage your account on the web

Mobile App

BeneSys Reimbursement

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