

How to pay a provider using the BenefitWallet® mobile app

You can quickly and easily pay a health care provider with the BenefitWallet mobile app by following the steps below. Please note: Proper documentation is required to complete this transaction.

Step 1

Log in to the BenefitWallet mobile app.

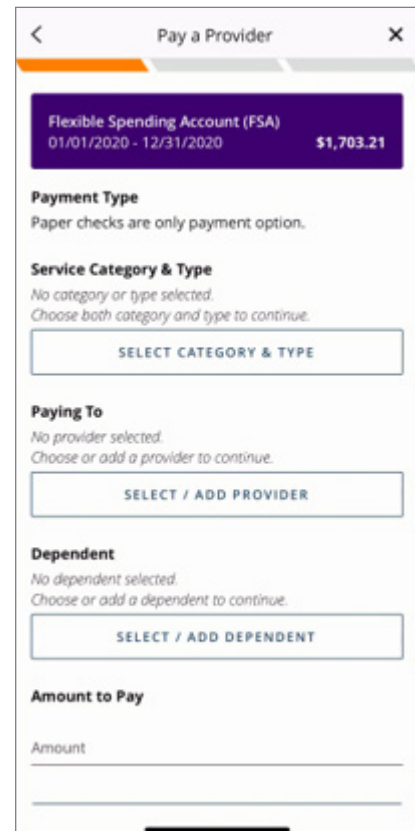
- If you have forgotten your User ID, tap **Forgot User ID**.
- If you have forgotten your Password, tap **Forgot Password**.
- If you have never logged in to the mobile app before, tap **Register**.

Step 2

To get started with paying a provider:

- Tap **Pay a Provider** on the home screen.
- Tap **Category & Type** to select the category and type of service for your claim.
- For **Paying To**, select the provider to pay by tapping **Select/Add Provider**.
 - If you have already saved one or more providers, tap the provider's name from your list and then tap **Select Provider**.
 - If you need to add a new provider, click [here](#) for instructions on how to add a provider for one transaction only or to permanently add a provider to your Saved Providers list.
- If you are paying a provider on behalf of one of your dependents, tap **Select/Add Dependent**; if you are paying a provider on your own behalf, skip this step.
- Enter the **Amount to Pay** and then tap **Continue**.

Please note: You can only pay a provider using a paper check; electronic transfer is not currently available.



The screenshot shows the 'Pay a Provider' screen in the BenefitWallet mobile app. At the top, there's a header with a back arrow, the title 'Pay a Provider', and a close 'X' button. Below the header, a purple box displays 'Flexible Spending Account (FSA)' with the dates '01/01/2020 - 12/31/2020' and a balance of '\$1,703.21'. The screen is divided into several sections: 'Payment Type' with the text 'Paper checks are only payment option.'; 'Service Category & Type' with the text 'No category or type selected. Choose both category and type to continue.' and a button 'SELECT CATEGORY & TYPE'; 'Paying To' with the text 'No provider selected. Choose or add a provider to continue.' and a button 'SELECT / ADD PROVIDER'; 'Dependent' with the text 'No dependent selected. Choose or add a dependent to continue.' and a button 'SELECT / ADD DEPENDENT'; and 'Amount to Pay' with a label 'Amount' and a text input field.

Step 3

Complete the next several screens to submit payment to your provider:

- **Start Date/End Date:** Indicate the start and end dates for the service by manually entering the dates or by tapping the calendar icon and making a selection.
- **Attach Document:** Attach and upload one or more documents to support your claim from your phone or take a picture using your phone's camera; this is a required field.
- **Transaction Memo:** Enter any text to be printed on both the check and the check stub (e.g., an invoice number or account number).
- **Note to Payee:** Enter any text to be printed on the check for the payee's reference (e.g., an invoice number or account number).

To finish paying your provider:

- Confirm you've entered all of the information correctly.
- Acknowledge the Sufficient Funds notice by tapping **I Agree**.
- A screen will display confirming your payment was successfully scheduled.

Pay a Provider

Start & End Dates of Service

Start Date

03/05/2020

End Date

03/05/2020

Attach Document

Please provide documentation that supports your claim

ATTACH

Transaction Memo

Prints on Check and Check Stub

Note to Payee

Prints on Check Stub only

CONTINUE

Pay a Provider

Flexible Spending Account (FSA)

01/01/2020 - 12/31/2020

\$1,703.21

Payment Summary

Payment Type

Amount

Provider

Category

Type

Dependent

Start & End Dates of Service

Total to be paid

Paper Check

\$250.00

Dr. Spence

Vision

Eyeglasses

JENNIFER

03/05/2020 - 03/05/2020

\$250.00

SUBMIT

Pay a Provider

Flexible Spending Account (FSA)

01/01/2020 - 12/31/2020

\$1,703.21

Please make sure that there are sufficient funds in your account.

Once you click on I Agree, you may edit or delete this payment in the BenefitWallet web application up until 5pm Eastern Time on the Issue Date for that payment. Payments become final after the Issue Date. Allow 5-7 business days after Issue Date for the payment to post your account.

Your account balance is increased or decreased when an electronic deposit transfer posts to your account or when

CANCEL

I AGREE

SUBMIT

Pay a Provider

A payment of \$250 will be paid via PAY_CHECK

Dr. Spence

You're all done here!

CLOSE

Select New Provider or Add New Provider

When using the **Pay a Provider** function in the BenefitWallet mobile app, you can select a provider from your list of **Saved Providers**, or you can add a new provider for one transaction only.

To add a provider for *one transaction only* in the app:

- Tap **New Provider** on the **Select Provider** screen.
- Complete the required fields.
- Tap **Continue** to complete your transaction.

< Select Provider

Choose an existing provider, or enter in details for a new provider. To add more providers to your list, please use the BenefitWallet website.

Saved providers New provider

Name

Address Line 1

Address Line 2

City

State > Zip Code

CONTINUE

To *permanently* add a provider* to your **Saved Providers** list in the app:

- Log in at www.mybenefitwallet.com.
- Click **Pay a Provider** from the purple navigation bar.
- Follow the prompts to add a new provider.

**Note: New providers can only be added through www.mybenefitwallet.com at this time.*

< Select Provider

Choose an existing provider, or enter in details for a new provider. To add more providers to your list, please use the BenefitWallet website.

Saved providers New provider

Dr. Wendy Forman ✓

Dr. Akash Patel

Dr. Diego Garcia

SELECT PROVIDER