

Guide to Your Online Account (Benefits)



**BENEFITS
MADE EASY**

Welcome to Mercer Marketplace!
Log in to your online account.

Login

Existing User
Login to your account [Get Login Help](#)

Username [Forgot Username?](#)

Password [Forgot Password?](#)

New User
[Create your new username and password](#)

about recent healthcare expenses. The expenses can be sorted by category, status, recipient or provider to get better insight into where the benefit dollars are being allocated.

The Accounts tab is also where you can add expenses and upload supporting documentation. You can choose to “Pay Expense Now” or “Save For Later.” Paying for an eligible expense now will move it into the claim-filing process, while saving it for later will simply log the purchase as a tracked expense.

After logging in to your online account, here’s what you’ll see on your homepage. From this page, you can see your balance, read quick updates on new features or tools in the site banners or view any actions needed from you in the Tasks section.

Home Accounts Videos & Forms Message Center 7

ADD DIRECT DEPOSIT
Contribute to your Health Savings Account quickly and easily from your bank account.
[SIGN UP NOW](#)

I Want To:

[File A Claim](#) [Make HSA Transaction](#) [Manage Investments](#) [Manage My Expenses](#) [Place Computer Order](#)

The Accounts tab is where you can access real-time data

Dashboard [View Non-Healthcare](#)

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

View by: All [Reset Filters](#)

Expenses by Category

View By Category
View By Status
View By Recipient
View By Merchant/Provider

Expense Summary	Total Expense	Total Paid Expense	Total Unpaid Expense
	\$175.00 i	\$0.00 i	\$175.00 i
Total Eligible to Submit:	\$175.00 i		

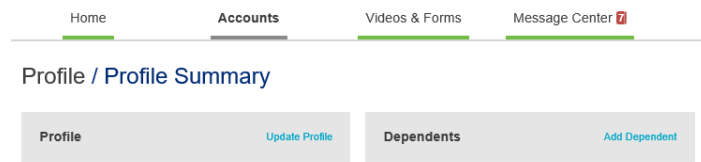
Filter By [Reset Filters](#)

The Accounts tab offers the ability to view account details

Guide to Your Online Account (Benefits), continued

and statements, view claim details within the Claims section and review payment history information and election/plan description details. If you're enrolled in a Health Savings Account (HSA), this is also where you can go to make investment selections.

You can use the Accounts tab to access your Profile Summary. From there, you have the ability to review personal demographic information, add dependents, add an authorized representative, direct deposit information, order additional or replacement debit cards (if applicable to the plan design) and update login information.



The Videos & Forms tab is where you can find videos, forms and other documents to help you manage your plans and learn more about your benefits.



Resolve Your Claim Denial

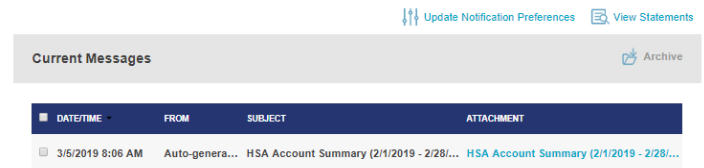
Federal regulations require us to obtain documentation for transactions that aren't automatically substantiated at the point of sale. An Explanation of Benefits from your insurance carrier generally provides all of the information required by the IRS. Watch this short video for a brief overview of how to submit documentation and to learn more about what information the IRS requires in order to approve expenses. Please note that your documentation and

Authorize Individuals on Your Account

We take your protected health information seriously and complying with HIPAA laws is a priority. If you would like someone else to have access to information on your account, please complete the Authorized Representative Form. However, any changes that you wish to make to the account, such as resetting your password, must always be requested by the primary account holder. Please fill out the form in its entirety to ensure we can

The Message Center is where you can view any notifications you've received regarding activity on your account or any updates to it. You can also update your notification preferences in the Message Center.

Message Center



The "I Want To..." menu, which is visible from every page of your online account, is where you can access quick buttons for the most common actions on your account, including filing a claim, making an HSA transaction and managing investments and expenses.