

# Benefits Resources & Contact Information



## Benefits debit card

The benefits debit card is the fastest and most convenient way to pay for eligible expenses.

Just one debit card is all you need for your benefits regardless of how many plans you have with us.

If we're unable to automatically approve your benefits card transaction, we'll ask you for a receipt (non-HSA plans only). Receipts must include:

- Date of service
- Type of service
- Dollar amount
- Provider name
- An itemized receipt or Explanation of Benefits (EOB) from your insurance carrier typically has all the required information. We can't accept credit card receipts.



## Benefits Mobile App & online account

Access your benefits 24/7 with the Accounts by Mercer Marketplace Mobile App. Our app is free, convenient and offers real-time access to all your benefits accounts.

Don't have a smartphone? Access the same features on your desktop by logging in to your online account at [accounts.mercermarketplace.com](https://accounts.mercermarketplace.com).

- Get instant updates on the status of your claims.
- File a claim and upload documentation in seconds.
- Scan an item's bar code to determine if it's an IRS Code Section 213(d) eligible expense.
- Order additional debit cards.
- Check your balance and view account activity.
- Set up direct deposit for quicker reimbursement.
- Set up and manage HSA investments, if applicable.

## Questions? Contact us.

### Participant Services

Phone: 877-248-0510

Fax: 855-717-6571

Email:

[mercermarketplaceaccounts@serviceaccount.com](mailto:mercermarketplaceaccounts@serviceaccount.com)

Hours of Operation

7 a.m. to 10 p.m. ET (M-F)

Scan the QR code to access the mobile app



# Mercer Marketplace 365+