nyhart
www.nyhart.com

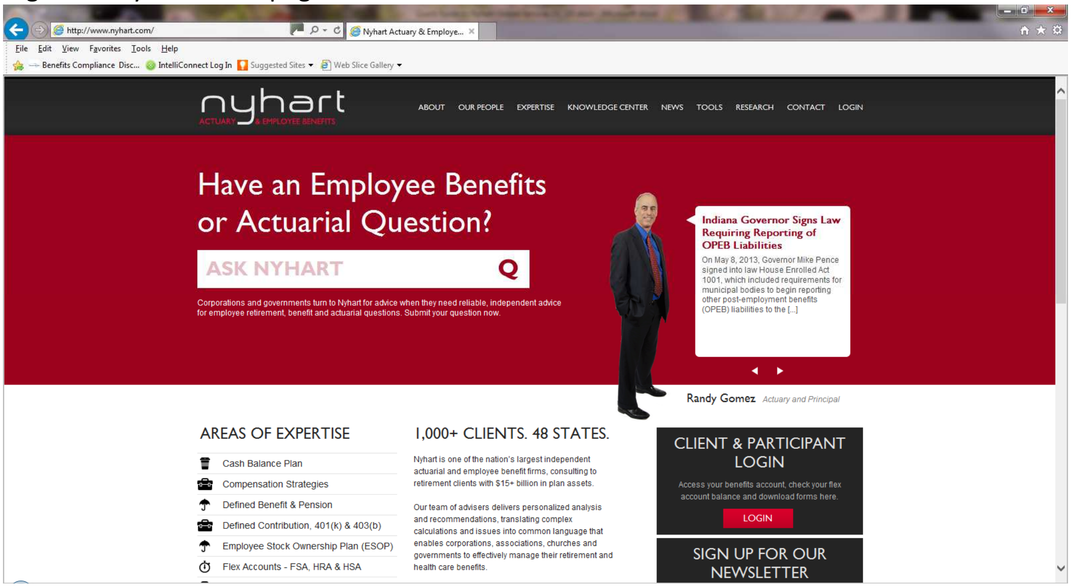
Quick Guide to Nyhart Online Services

Welcome to Nyhart's Online Services. This guide will walk you through how to login, how to check your balances, how to check receipts due, and several other activities.

HOW TO LOGIN TO NYHART'S ONLINE SERVICES

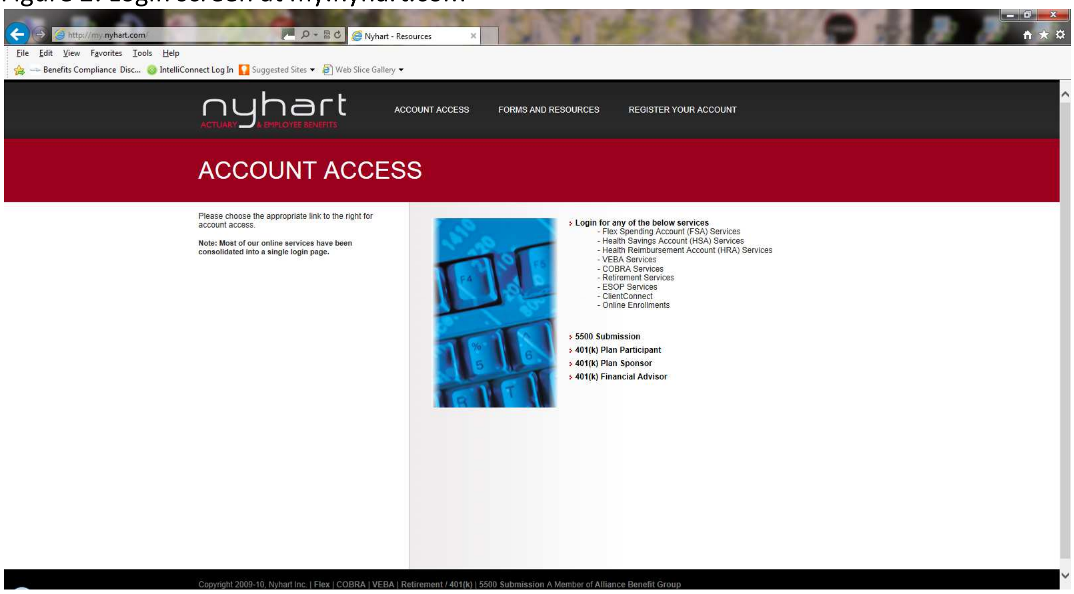
1. Go to http://www.nyhart.com

Figure 1: Nyhart Homepage



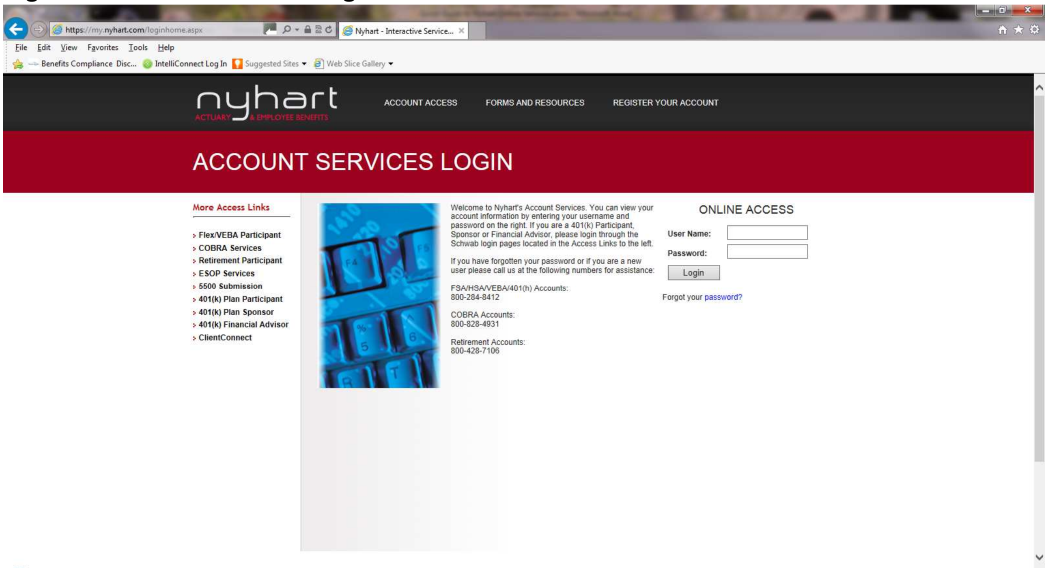
2. Click on the red **Login** button located in the black box on the right side of the homepage.

Figure 2: Login screen at my.nyhart.com



3. Click **Login for any of the below services** as illustrated in Figure 2 above. The mouse cursor will become a hand when you are over the link.

Figure 3: Account Services Login screen

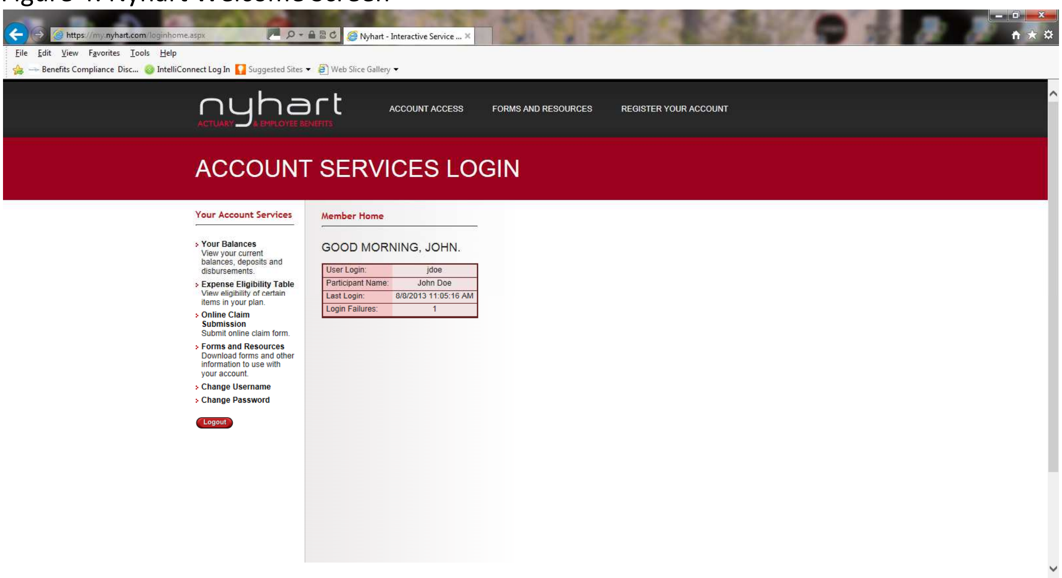


4. Enter your User Name and Password
   a. Your defaults will be:

User Name:	Member’s SSN
Password:	Member’s Zip Code

5. Click **Login.** The next screen will appear as shown in Figure 4 below.

Figure 4: Nyhart Welcome Screen



6. From this screen, you can select several options:
   Your Balances
   Expense Eligibility Table
   Online Claim Submission
   Forms and Resources
   Change Password
   Change Username

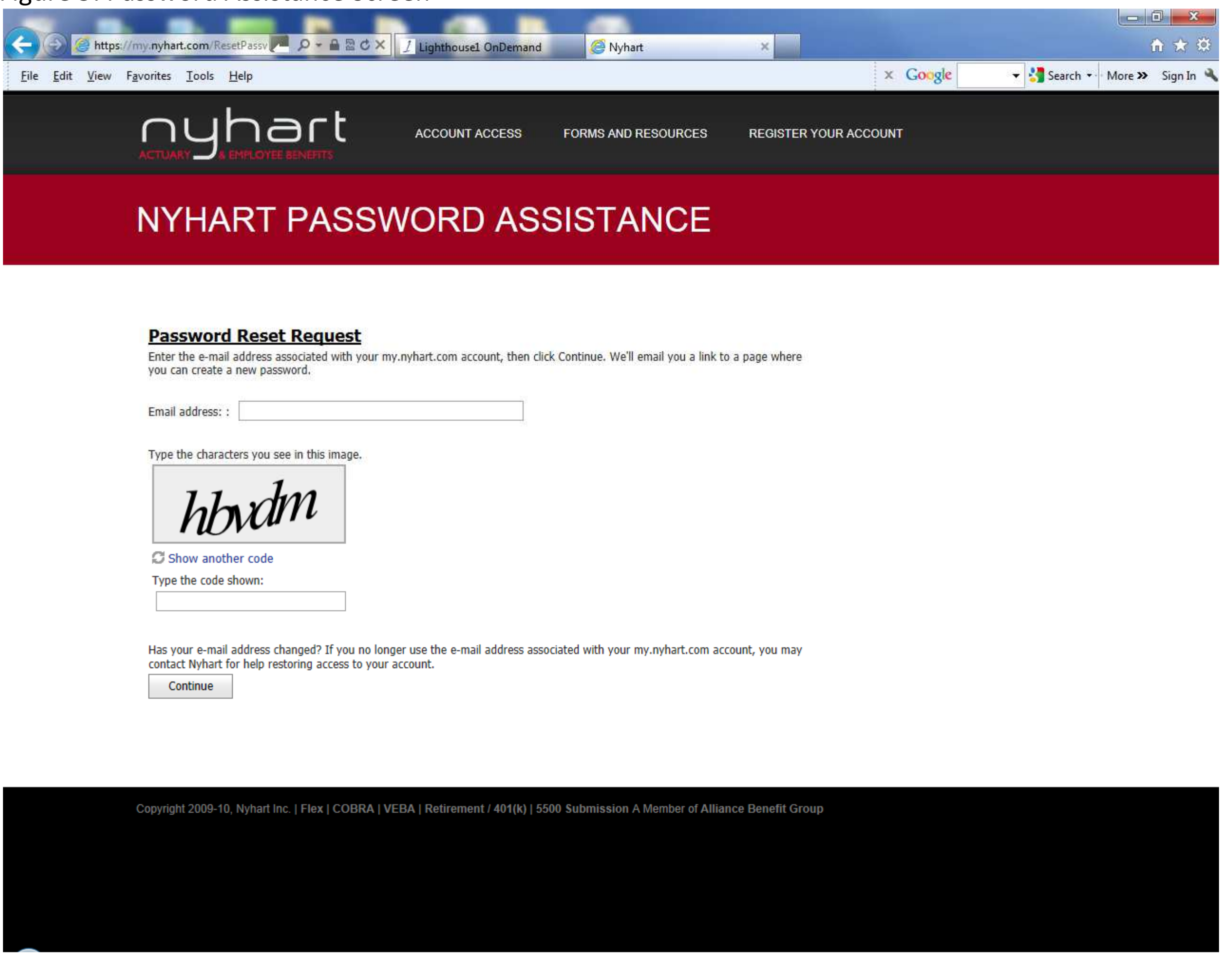
We will go into further detail on several of these topics in this Guide.

NEW: HOW TO RESET PASSWORD

In Figure 3, you will see a "Forgot your password?" link added below the login boxes. This will give you the ability to change a forgotten password with a few clicks of the mouse.

1. Click on **password?** to open the Password Assistance screen as shown below in Figure 5.

Figure 5: Password Assistance Screen



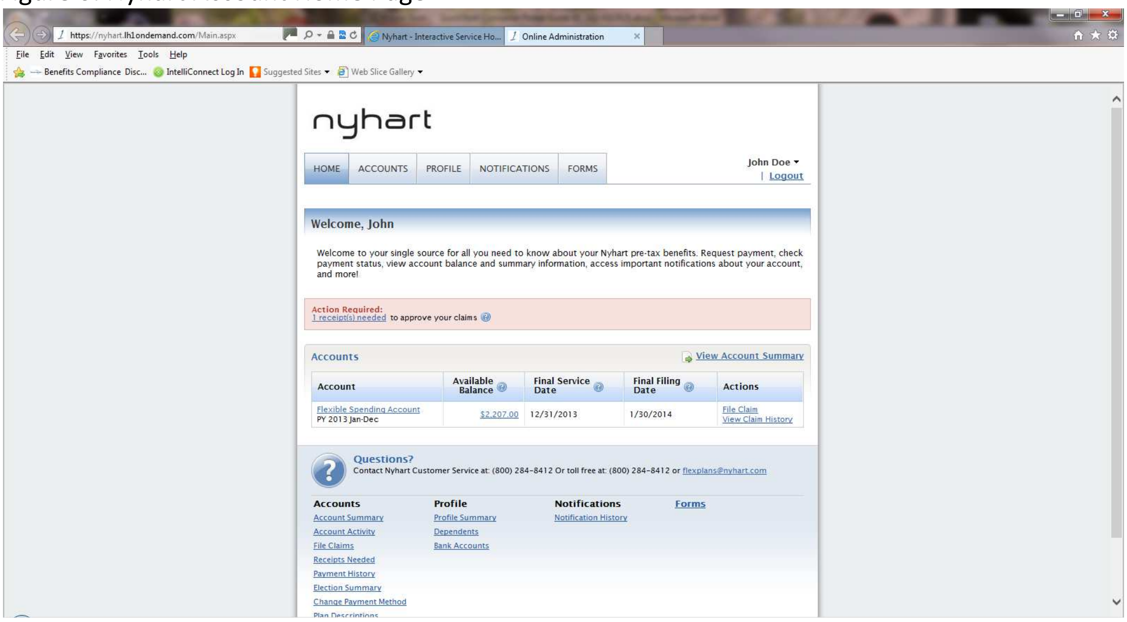
2. In the email address box, you will need to enter the email address that you receive notifications to.
3. Enter the code shown above, and click **Continue**.
4. An email will be sent to your email address with a link and further instructions for resetting your password. (You will need to click the link sent to your email address to continue.)
5. The link will take you to a screen that lists the password criteria and will allow you to enter your new password twice.
6. After your password has been changed, you can sign in immediately with it.

Note: If you have trouble accessing your account, please call us at 1-800-284-8412. We are available 7:30 am to 5 pm Eastern Standard Time to assist you with questions about your account and one-on-one assistance with the website.

HOW TO VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY

1. Click **Your Balances** from the Welcome Screen illustrated in Figure 3 above. Depending on your browser setup, another tab or window will open with the Nyhart Account Home Page as illustrated below in Figure 6.

Figure 6: Nyhart Account Home Page



2. For current Account Balance only on the **Accounts** section, see the **Available Balance** column next to the applicable account.
3. For an Account Summary of your account(s), click under the **Accounts** tab, and select **Account Summary** on the drop-down menu.
4. For all Account Activity, on the **Home Page**, click on the **Available Balance Amount** link for the plan. The Account Activity screen will appear.
5. To view an Account Activity from another account, you will need to click on **View Account Activity for Other Accounts**. This will load another screen that will allow you to pick a plan year to view activity.

Note: This screen will show the previous year's plan(s) that you were enrolled in. Looking at past activity may help when selecting your election amount in future years.

HOW TO FILE A CLAIM AND UPLOAD A RECEIPT

Figure 7: File Claims Screen

1. Under the **Accounts** tab, click **File Claims** on the drop-down menu. The File Claim screen will appear as shown in Figure 7 above. Click **File Claim** next to the applicable account.
2. Enter your claim information, and upload the receipt, on the form that appears and click **Add Claim**. The claim is then added to the **Claims Basket**.
3. For submitting more than one claim, click **File New Claim**, select the plan and complete the form and click **Add Claim**.
4. After uploading, you may also click **View Confirmation** and print the form for your records.
5. When all claims are entered in the **Claims Basket**, click **Submit** to send the claims for processing.
6. The **Claim Confirmation** page displays. You may print this screen for your records.

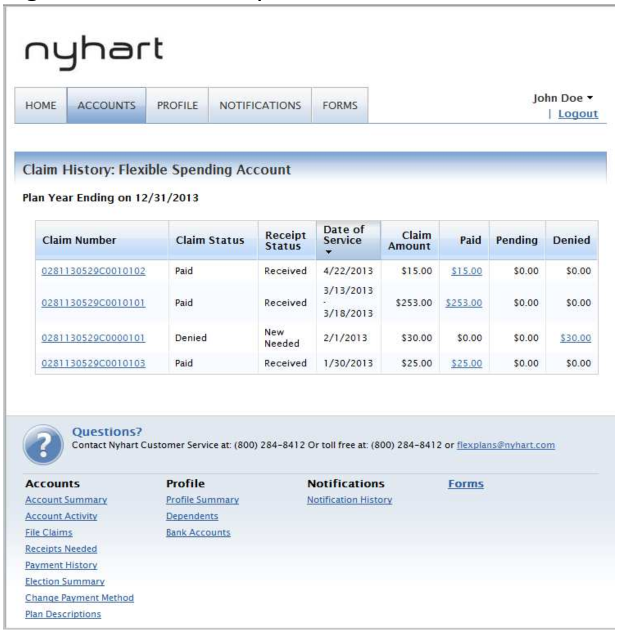
Figure 8: Receipts Needed Screen

NOTE: If you see a **Receipts Needed** link in the Action Required section of your Home Page, click on it. A listing of any **Claims Requiring Receipts or Debit Card Transactions Requiring Substantiation** will appear.

HOW TO VIEW YOUR CLAIMS HISTORY

1. Under the **Accounts** tab, click **File Claim** on the drop-down menu. Then click **View History** on the far right on the File Claim screen.

Figure 9: Claim History Screen



As shown in Figure 9, Claim History will open a screen with list of all claims that have been filed. The status of the claims, Date of Service, Claim Amount, Paid, Pending and Denied amounts are listed. This provides an easy way to track the claims that have been submitted.

The website is updated in real time. This means that once a submission is received and processed, it is immediately available for viewing on your account.

HOW TO VIEW YOUR PAYMENT (REIMBURSEMENT) HISTORY

1. Under the **Accounts** tab, click **Payment History** on the drop-down menu.
2. You will see reimbursement payments made to date, including debit card transactions.
3. Click **View Detail** on the far right to see claim details.

HOW TO VIEW OR ACCESS…

…FORMS

1. Click on the **Forms** tab.
2. Click any form of your choice.

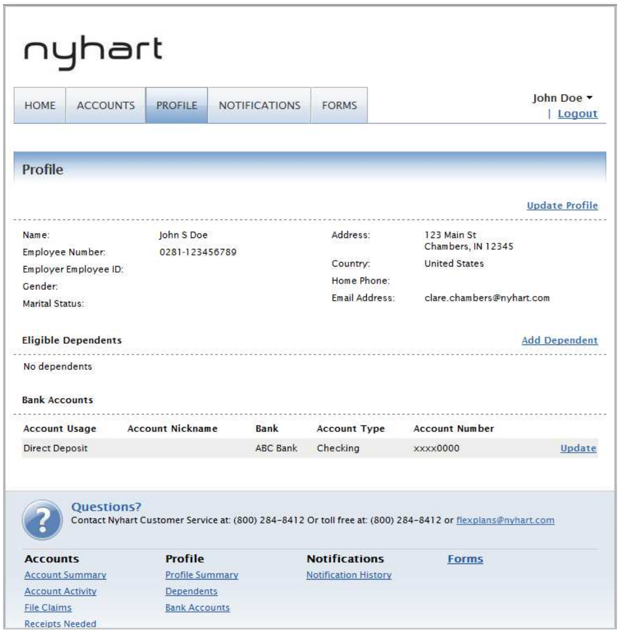
…NOTIFICATIONS

1. Under the **Notifications** tab, click **Notification History** on the drop-down menu.
2. Click any link of your choice. **Receipt Reminders**, **Account Statements**, **Advice of Deposits**, **Denial Letters**, or **Denial Letters with Repayments** are a few options.

HOW TO UPDATE YOUR PERSONAL PROFILE

1. Under the **Profile** tab, click your choice on the drop-down menu: **Profile Summary** or **Bank Accounts**. Figure 10 shows the Profile Summary Screen. It gives you the ability to **Update Profile, Add Dependent,** and **Update** your bank information.

Figure 10: Profile Summary Screen



2. Click any link on the Profile screen: **Update Profile** or **Add/Update Dependent** or **Update Bank Account.** Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click **Submit**.