



NueSynergy

CUSTOMER FOCUSED & TECHNOLOGY DRIVEN



BENEFIT ACCOUNT WELCOME KIT



NueSynergy
CUSTOMER FOCUSED & TECHNOLOGY DRIVEN

Full-service administration of consumer-driven and traditional account-based plans.
855.890.7239 • 4601 College Blvd. Suite 280, Leawood, KS 66211 • www.NueSynergy.com



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FSA/HRA WELCOME KIT

Checklist



Welcome to Your NueSynergy FSA Account!

Congratulations on opening your Flexible Spending Account (FSA) with NueSynergy. To help you get started and make the most of your benefits, we've created a simple checklist of essential first steps. Following these steps will ensure your account is set up correctly, your reimbursements are processed quickly, and you have easy access to all the tools and resources available.

- 1. Register Online**
 - Go to www.NueSynergy.com
 - Click Log in > Participant and select Register
 - Enter Employer ID, Employee ID, and verify via email or text
- 2. Set Up Direct Deposit**
 - After logging in, select Get Reimbursed Faster.
 - Enter your routing and account number from your check.
 - Save to enable faster reimbursements.
- 3. Download the Mobile App**
 - Search for NueSynergy in App Store or Google Play.
 - Log in using the same credentials as the participant portal.
 - Use the app to view balances, submit claims, and upload receipts.
- 4. Update Communication Preferences**
 - Enable email and SMS alerts for account activity and security.
 - Update your email and mobile number in Profile Settings.
- 5. Add Additional Dependents**
- 6. Verify Enrollment Information**

By completing these steps, you'll ensure your NueSynergy FSA account is ready for smooth and efficient use. Remember to keep your receipts, monitor your account regularly, and take advantage of the mobile app for quick access and claim submissions.

Need help? Contact us at 855.890.7239 (ext. 2) or email customerservice@nuesynergy.com.

HOW TO GUIDE

Online Registration

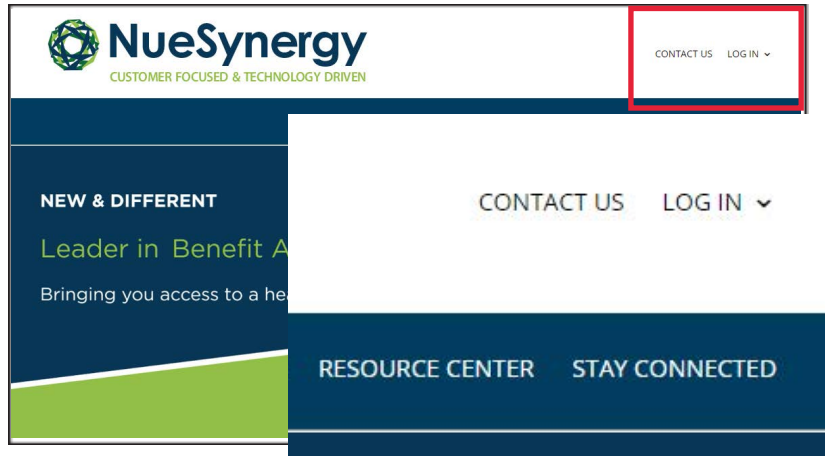


Accessing your account through the online member portal will enable you to submit claims electronically for faster approval, access balance and claims history, important communications and more.

Setting up your account for online access is easy! Just follow the steps below.

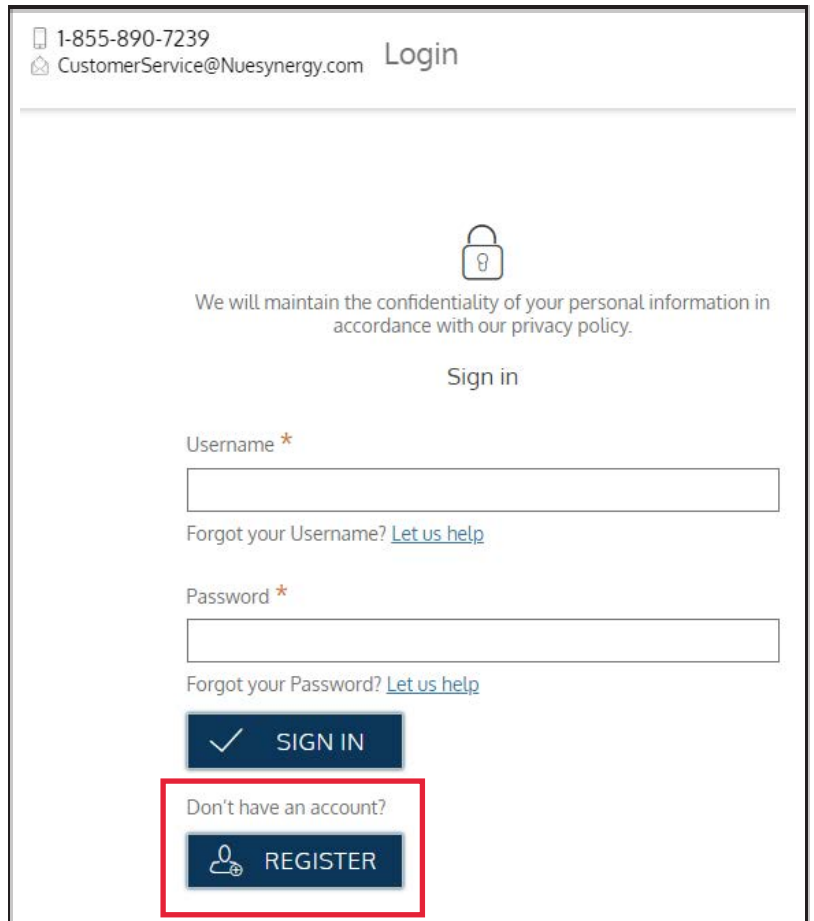
Go to our website

Go to www.NueSynergy.com. Click on Log In > Participant and select "Log-In" under Participant (HSA/HRA/FSA) box.



Login Page

Once you get to the Login page, click on the *Register* button.





STEP 1

Enter your first name, last name, zipcode, and benefit card number optional).

Registration

STEP 1
STEP 2
STEP 3
STEP 4
STEP 5
STEP 6

You are on step 1 of 6

Let's get you registered - please provide the information below.

First Name *

Last Name *

Zip Code *

Check this box if you received a debit card for your benefit account.

✕ CANCEL
✓ NEXT

STEP 2

Enter your Employer ID and Employee ID and click Next.

STEP 1
STEP 2
STEP 3
STEP 4
STEP 5
STEP 6

You are on step 1 of 6

Enter your employer information and we'll securely retrieve your information!

👤 Employer ID *

To register with this site, you must have an **Employee ID** which could be your Health Plan Member Number, Social Security Number, an ID provided by your Employer or an alternate ID created by your Administrator, and a **Registration ID** which could be your Benefit Debit Card Number or your Employer.

If you do not know your ID or were not provided an ID, please contact your Administrator.

👤 Employee ID *

✕ CANCEL
← BACK
✓ NEXT



STEP 3

Select a method to verify your information through E-mail or text.

Registration

STEP 1 > **STEP 2** > STEP 3 > STEP 4 > STEP 5 > STEP 6

You are on step 2 of 6

We found you! Pick a method to receive a verification code now.

Send code to email:****ins@nuesynergy.com E-MAIL

Send code via text:***-***-5128 TEXT

[I cannot receive a verification code](#)

STEP 4

Confirm your verification code and click *Next*.

Registration

STEP 1 > **STEP 2** > STEP 3 > STEP 4 > STEP 5 > STEP 6

You are on step 2 of 6

An SMS has been sent to the following phone:
--9876

Enter the verification code that you received via SMS below:

OTP will expire in 14m 41s

[resend verification code](#)

[I did not receive my code](#)



STEP 5

Fill out the remaining fields and click *Next*.

Registration

STEP 1 STEP 2 **STEP 3** STEP 4 STEP 5 STEP 6

You are on step 3 of 6

Create a user name, email and password for your account.

User Id * ?

Email *

Mobile Number

Password * ?

Password Strength

Confirm Password *

STEP 6

Fill out the security questions and click *Next*.

Registration

STEP 1 STEP 2 STEP 3 **STEP 4** STEP 5 STEP 6

You are on step 4 of 6

Select Question 1 *

Question 1 Response *

Select Question 2 *

Question 2 Response *

Please use the select boxes labelled select question 1, select question 2, select question 3, and select question 4 to choose questions which are relevant to you and then enter answers to those questions.

STEP 7

Confirm your E-mail address and click *Next*.

Registration

STEP 1 STEP 2 STEP 3 STEP 4 **STEP 5** STEP 6

You are on step 5 of 6

First Name

Last Name

Confirm Email *

The email address entered is used for security encryption only. It is not used for solicitation purposes.




STEP 8

Verify your information and click *Submit* when it is correct.


Registration

STEP 1 > STEP 2 > STEP 3 > STEP 4 > STEP 5 > STEP 6

You are on step 6 of 6

 Your setup information has not yet been submitted. Please verify your information below before clicking **Submit**. If you need to make a change before submitting, click the appropriate **Edit Info** link

Questions and Answers

Question 1  EDIT INFO

In which city was your grandmother born (father's mother)?

NueSynergy

Question 2


What was the name of your junior high school? (Enter only Riverdale for Riverdale Junior High School)

NueSynergy


FINISHED!


You have successfully completed your registration process. Click *Done*.

Registration

 **Success**

You have successfully completed the registration process

- The next time you sign on to access your account information you will be asked to provide your **username** and **password**
-  To protect your personal information you may occasionally be required to complete additional authentication

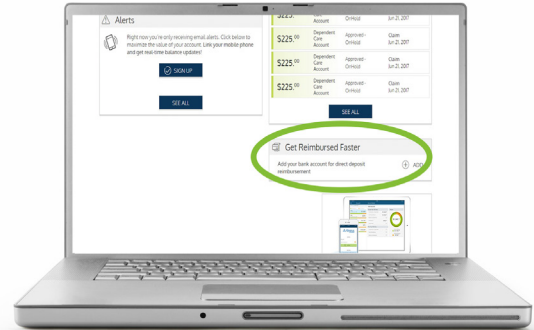


HOW TO GUIDE ONLINE DIRECT DEPOSIT



STEP 1

- After registering, sign in to your account and select 'Get Reimbursed Faster' on the homepage



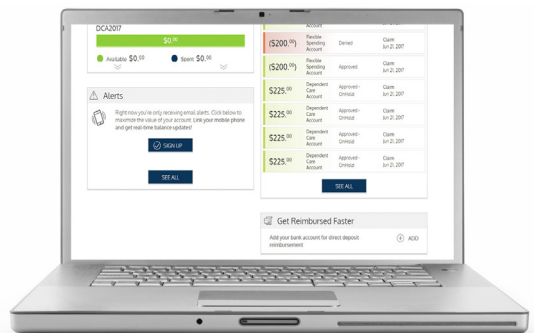
STEP 2

- Review the example on the screen of where to find your routing and account number on your check
- Input both numbers exactly as they appear on your check.
- Click save



FINISHED!

- You've successfully completed the online direct deposit process





NUESYNERGY MOBILE APP

NueSynergy is excited to offer you a new way to access your account! By downloading the NueSynergy Mobile app on either your Apple or Android mobile device, you will have a single access point to manage your benefit account.



NueSynergy Mobile enables you to:

- See detailed account information
- View your account balance and plan details
- Review recent transactions and details
- View all email and SMS alerts
- Contact administrator from mobile application via email or mobile phone
- Submit a claim for substantiation
- Take a photo of a receipt or bill and attach it to a new or existing claim or debit card transaction for approval

You can download the NueSynergy Mobile Application by going to the App Store on your Apple device or GooglePlay on your Android and search for NueSynergy:

STEP 1

- Access App Store (iPhone) or GooglePlay (Android)
- Search for NueSynergy
- Select install and accept app permissions
- Select the app once NueSynergy Mobile is downloaded



STEP 2

- Sign in using the same username and password as for your Participant Portal at www.NueSynergy.com (If you have not setup your account on the participant portal, you will need to do so before signing onto NueSynergy Mobile)

HOW TO GUIDE MANAGING YOUR CLAIMS



FILE YOUR CLAIM **ONLINE**

One of the easiest ways to submit your claim for reimbursement is by completing our online claim form at www.NueSynergy.com. Once your claim is processed an email notification will be sent to your email address on file confirming approval or requesting additional documentation.

Participant Portal



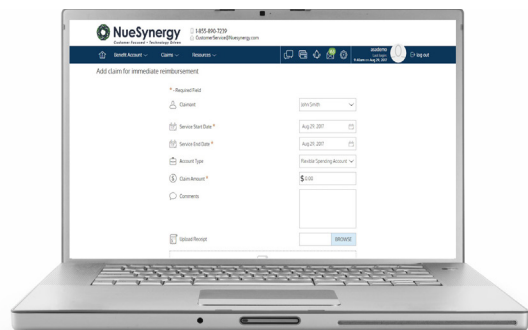
STEP 1

- Go to www.NueSynergy.com
- Log-in to your online account
- Click claims
- Select add claim for immediate reimbursement or
- Add claim for future reimbursement



STEP 2

- Enter your claim detail
- Drag and drop, or upload your scanned receipts
- Read certification statement
- Click box to agree
- Click submit





Filing a claim with the free NueSynergy mobile app is fast and easy. Once your claim is processed, an email notification will be sent to your email address on file confirming approval or requesting additional documentation.

Mobile App



STEP 1

- Log-in to the NueSynergy Mobile App
- Click claims
- Select add claim for immediate reimbursement or
- Add claim for future reimbursement



STEP 2

- Take photo of receipt and upload
- Select preview after taking your photo
- Select submit if all information is correct
- Accept the disclosure





Account Activity

Once you are logged in, click "Claims" and select "Account Activity." On this page you can view account activity by year, status, action, type, date, amount, provider, plan and claim number. Expanding a transaction will provide detail including account, payee, and IRS reporting category. Data can also be exported to Microsoft Excel.

Account Activity is a list of all monetary actions taken on your account, this includes: Transactions, Claims, Payments, Reimbursements, Pending Items, and more.

[EXPORT TO EXCEL](#)

+ ADD NEW Year: 2022 View: Status Action Type Date Claim Amount Provider Plan Claim Number Clear

Status	Action	Type	Transaction Date	Amount	Provider/Service Date/Account
Action Required	Eligible For Reimbursement	Member Expense	Oct 21, 2021	\$1.00	Request Reimbursement
Approved	HSA TRANSACTION - Approved	HSA Transaction	Feb 7, 2022	(\$0.05)	3BB_ADVANCEHSA_71
Pending	Submitted - Under Review	Card Transaction	Feb 4, 2022	\$2.12	AUTOMATIONTEST
Approved	HSA TRANSACTION - Approved	HSA Transaction	Feb 6, 2022	\$0.64	3BB_ADVANCEHSA_71
Pending	Submitted - Under Review	Card Transaction	Feb 4, 2022	\$2.12	TESTAUTOMATION
Action Required	Eligible For Reimbursement	Member Expense	Oct 21, 2021	\$1.00	Request Reimbursement
Action Required	Eligible For Reimbursement	Member Expense	Apr 23, 2021	\$1.03	Request Reimbursement
Denied	HSA BILLPAY - Failed	HSA Bill Pay	Aug 1, 2021	\$20.00	ANY Testing Custom Description

Required Attention Items

Once logged in, claims and card transactions that require additional documentation appear within the required attentions items widget on your dashboard. You can simply click "add receipt" to easily upload a copy of the required documentation.

Items that require your attention

\$0.⁰¹	Claim May 2, 2017 May 2, 2017	Submitted - No Receipt	ADD RECEIPT
(\$54.⁸⁷)	Card Apr 20, 2017 Apr 20, 2017	Needs Receipt NEW STATUS	ADD RECEIPT
\$50.⁰⁰	Claim Sep 12, 2016 Apr 12, 2017	Submitted - No Receipt	ADD RECEIPT
(\$25.⁴³)	Card Apr 12, 2017 Apr 12, 2017	Needs Receipt NEED RECEIPT	ADD RECEIPT
(\$12.⁸⁸)	Card Apr 12, 2017 Apr 12, 2017	Needs Receipt NEED RECEIPT	ADD RECEIPT
(\$45.⁸⁷)	Card Apr 12, 2017 Apr 12, 2017	Needs Receipt NEED RECEIPT	ADD RECEIPT



eCLAIMS MANAGER

Provides access to an employee's claims data or explanation of benefits (EOBs), allowing increased auto-substantiation of debit card claims and easier electronic manual claim submission. eClaims Manager is fully integrated into the NueSynergy member portal and allows employees centralized access to their EOBs, simplifying the management of their HSA, FSA or HRA.

WHAT IS eCLAIMS MANAGER?

Centralized Access to Carrier Claims



HOW TO GUIDE

Repaying an Ineligible Claim



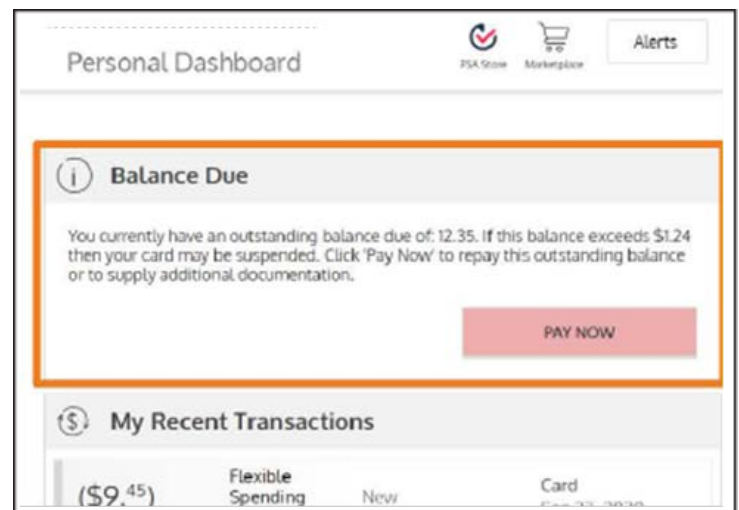
If you must repay the plan for an ineligible claim, please follow the below repayment instructions for both the participant portal and mobile app.

Participant Portal



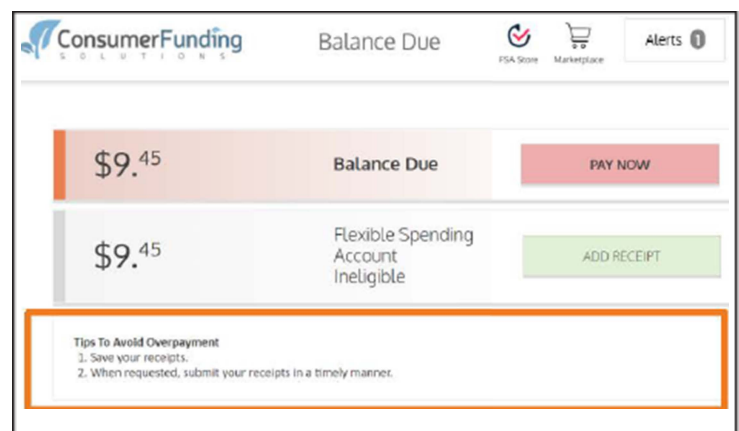
STEP 1

Click on *Pay Now*, located on the right-hand side of your dashboard screen within the box labeled "Balance Due."



STEP 2

On the "Balance Due" page, you will see the amount of the balance due. Click *Pay Now* located to the right of the balance listed.





STEP 3

You have 3 payment options:

1. Pay the balance in full
2. Pay partial amount
3. Or select each transaction individually

Lastly, verify your bank information, check the box authorizing the payment, then click *Submit*.

You may use your previously-provided direct deposit bank account to repay the outstanding amount, or opt to use a different bank account. If a new bank account is entered, you must go through the usual account validation steps if enabled.

Repay Your Overpayment Now

Repayment Amount

Repay full amount \$15.00

Repay partial amount \$ 0.00

Repay individual transactions

<input type="radio"/>	\$4.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
<input checked="" type="radio"/>	\$3.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
<input type="radio"/>	\$2.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
<input type="radio"/>	\$1.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022
<input checked="" type="radio"/>	\$5.00	Health Reimbursement	Tyler Chatwood	Feb 18, 2022

Your Bank Information

Repay from Account: **Community Bank(****6789)** [View or Change Account](#)

I authorize a payment of \$8.00 to be taken from Community Bank to pay my outstanding balance.

Note: You may only store one bank account for both direct deposit claim reimbursement and online payment. Credit cards are not accepted.

FINISHED!

After clicking *Submit*, a confirmation screen will appear.

Note: Your repayment can take up to two business days to process.

Submitted Successfully

Repayment Amount: \$9.45

Your Bank Information

Paid from Account Direct Deposit(****2432)

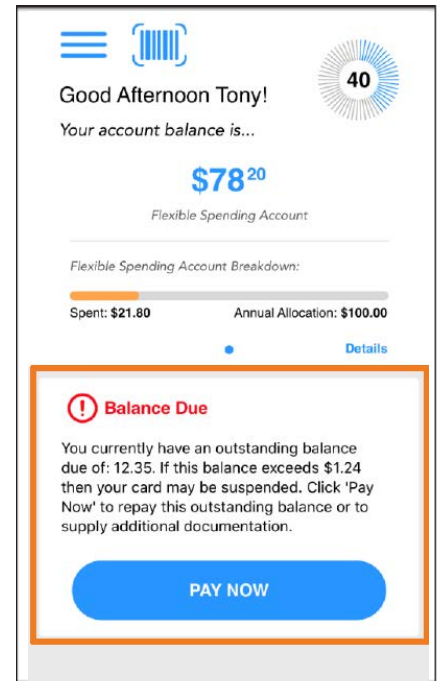
Your payment request for \$9.45 has processed successfully.



Mobile App

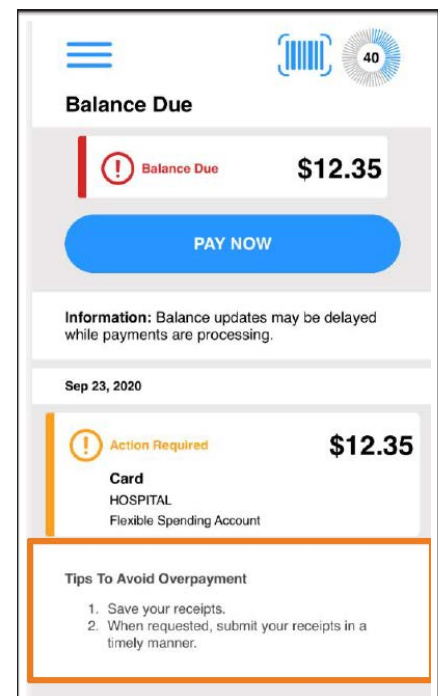
STEP 1

Click on *Pay Now* located below "Balance Due" at the bottom of your screen.



STEP 2

On the "Balance Due" screen, you will see the amount of the balance due. Click *Pay Now* located under the balance listed.





STEP 3

You have 3 payment options:

1. Pay the balance in full
2. Pay partial amount
3. Or select each transaction individually

Lastly, verify your bank information, check the box authorizing the payment, then click *Pay Now*.

You may use your previously-provided direct deposit bank account to repay the outstanding amount, or opt to use a different bank account. If a new bank account is entered, you must go through the usual account validation steps if enabled.

Note: You may only store one bank account for both direct deposit claim reimbursement and online payment. Credit cards are not accepted.

FINISHED!

After clicking the *Pay Now* button, a confirmation screen will appear.

Note: Your repayment can take up to two business days to process.



NUESYNERGY DEBIT CARD

The NueSynergy benefits debit card provides a convenient method to pay for out-of-pocket medical expenses for you, your spouse and/or any tax dependents. The IRS imposes strict regulations on where the NueSynergy benefits debit card can be used and when follow-up documentation is required to substantiate a qualified expense. The card is a convenient benefit, but it is important that you take a moment and understand how it works.

Where is the NueSynergy benefits debit card accepted?

Participants can use the debit card at qualified merchants (as determined by the employer's plan document) to pay for:

- Office visit co-pays
- Deductible-related expenses
- Prescriptions
- Dental work (including orthodontia)
- Eyeglasses & contacts

How does NueSynergy verify that the benefits debit card is used only for qualified expenses?

The IRS-imposed limitations help ensure that the card is used only for qualified expenses. When the card is swiped at a qualified merchant and there is a sufficient balance available in the participant's benefit account, the qualified purchase will be paid directly from the reimbursement account

The IRS requires participants to keep all receipts for benefit account expenses for seven years in the event of a tax audit. If there is a discrepancy or unusual transaction amount, NueSynergy is required by the IRS to verify the transaction. If a transaction cannot be electronically substantiated a participant will be sent a notification via email to submit a third-party receipt showing the date of service, description or type of treatment and the amount owed.

All plan communication pertaining to your account activity is provided solely via email at the www.NueSynergy.com website. It is important to notify NueSynergy if you change your email address.

What are the advantages of using the NueSynergy benefits debit card?

Participants who use the card at qualified merchants may pay for eligible expenses without having to submit a claim and wait for reimbursement. Participants can logon to www.NueSynergy.com for real-time, online account information including balance, deposits made to date and a list of pending and completed payments.

Recurring benefit debit card expenses for the exact amount at the same provider can be set up as a recurring transaction. When you submit your initial documentation, please include a note stating the transaction will be a recurring expense. This will prevent the need for additional documentation on future purchases of the same item purchased at the same provider.

Does the participant always have to use the NueSynergy benefits debit card for claim reimbursement?

No. There will be times when a merchant does not accept the benefits debit card. This does not mean that the expense is not eligible. Participants will need to pay for the expense from their personal funds and then submit a claim for reimbursement. Claim forms are provided to participants at Open Enrollment and can be found at www.NueSynergy.com.

How do I send my required documentation for substantiation of my NueSynergy benefits debit card transactions?

You can submit documentation by using NueSynergy Mobile or your member portal at www.NueSynergy.com, fax or mail completed forms and copies of bills, receipts, or invoices to:

NueSynergy, Inc.
4601 College Blvd., Ste. 280, Leawood, KS 66211
Fax: 855.890.7238

*The debit card is not offered with all plans.

HOW TO GUIDE

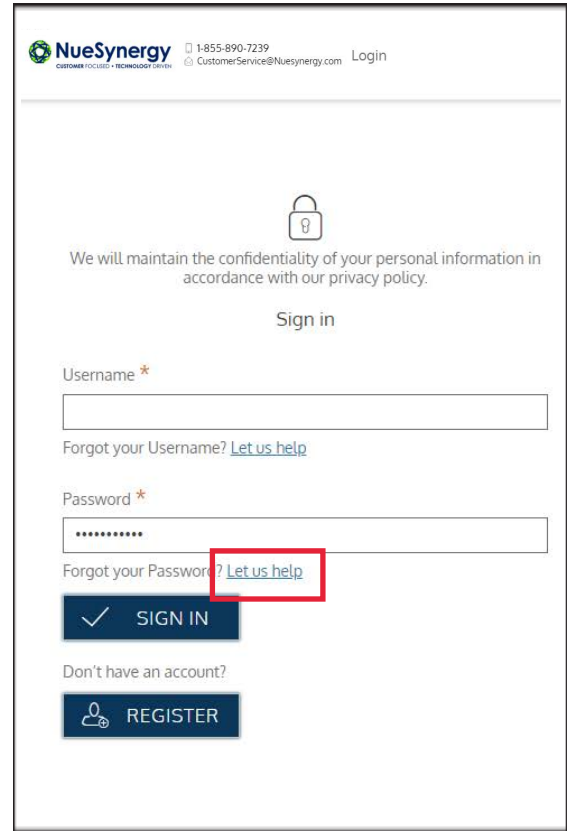
Forgot Username



If you forgot your username, please follow the below instructions.

STEP 1

To reset your username, click on *Let us Help*.



NueSynergy 1-855-890-7239 Login
CustomerService@Nuesynergy.com

We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Sign in

Username *

Forgot your Username? [Let us help](#)

Password *

Forgot your Password? [Let us help](#)

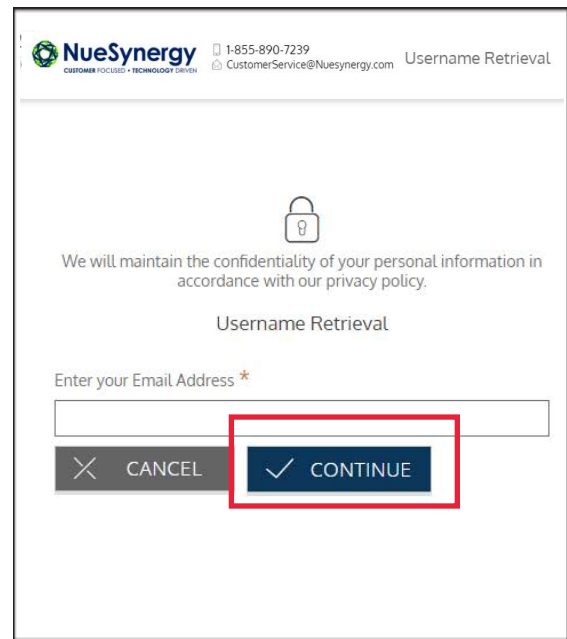
SIGN IN

Don't have an account?

REGISTER

STEP 2

You will be asked to provide the email associated with the account. Once provided, click *Continue*.



NueSynergy 1-855-890-7239 Username Retrieval
CustomerService@Nuesynergy.com

We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Username Retrieval

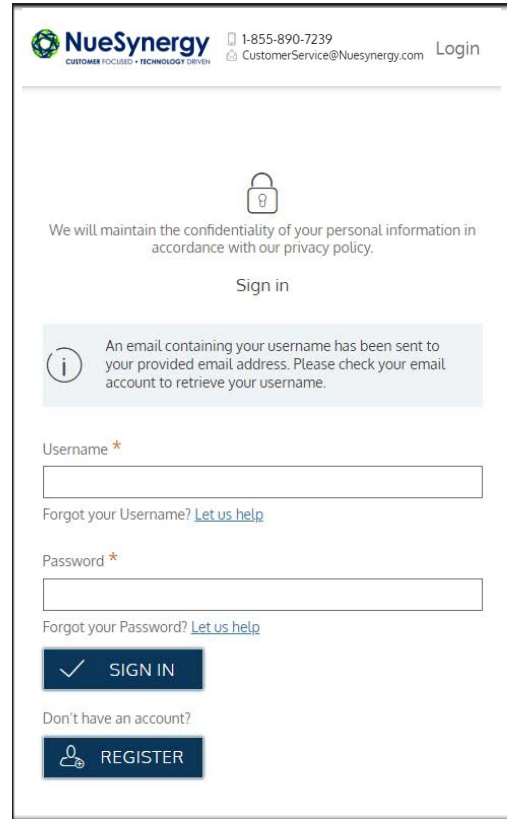
Enter your Email Address *

CANCEL CONTINUE




FINISHED!


You will be redirected to the log in screen notifying you that your username was sent to the provided email.



NueSynergy 1-855-890-7239 Login
CUSTOMER FOCUSED • TECHNOLOGY DRIVEN CustomerService@Nuesynergy.com


We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Sign in


 An email containing your username has been sent to your provided email address. Please check your email account to retrieve your username.

Username *


Forgot your Username? [Let us help](#)

Password *

Forgot your Password? [Let us help](#)

 SIGN IN

Don't have an account?

 REGISTER

HOW TO GUIDE

Passwords



If you forgot or want to change your password, please follow the below instructions.

Reset Password Process



STEP 1

To reset your password, click on *Let us Help*.

The screenshot shows the NueSynergy login interface. At the top, there is a header with the NueSynergy logo, contact information (1-855-890-7239, CustomerService@Nuesynergy.com), and a 'Login' link. Below the header, there is a lock icon and a privacy policy statement: 'We will maintain the confidentiality of your personal information in accordance with our privacy policy.' The main heading is 'Sign in'. A red error message reads: 'Login Unsuccessful. The information provided does not match our records. You may retrieve your credentials using Forgot Username or Forgot Password.' Below this, there are two input fields: 'Username *' containing 'Bluegrass73' and 'Password *' which is empty. A red box highlights the 'Let us help' link next to the password field. At the bottom, there are two buttons: 'SIGN IN' (with a checkmark icon) and 'REGISTER' (with a person icon). A link 'Don't have an account?' is also present.

STEP 2


A confirmation window will pop up, click on *Proceed*.

The screenshot shows a confirmation dialog box titled 'Forgot password'. The text inside the dialog reads: 'Please confirm that you are requesting a password reset for user Bluegrass73'. At the bottom of the dialog, there are two buttons: 'CANCEL' (with an 'X' icon) and 'PROCEED' (with a checkmark icon). A red box highlights the 'PROCEED' button.



STEP 3

Choose a method to receive the verification code.



Protecting your information is our first priority. In order to access this site or perform this specific function you must receive a confirmation code to the device of your choice. You will be asked to enter the code on the next screen.

Confirmation Code Delivery Method

Email

Email


Mobile Phone (SMS)

Phone (SMS)

✕ CANCEL

✓ GENERATE CODE


✕ CANNOT RECEIVE CODE



To proceed, please press the generate code button. If you wish to cancel, you will be asked to enter a code the next time you login or try to perform this specific function.


STEP 4

Enter the code.




Please check your email or mobile phone for the security code needed to access this site or site function. Once received, please enter the code exactly as it appears in the screen below. If you didn't receive your code, you can have the code resent by selecting that button below.

Change Password

 Confirmation Code*

841216

Sent by SMS: ***-***-1358 [Resend Code](#)



A valid password must contain between 8 and 16 characters.

A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ , # , etc.)
- A number

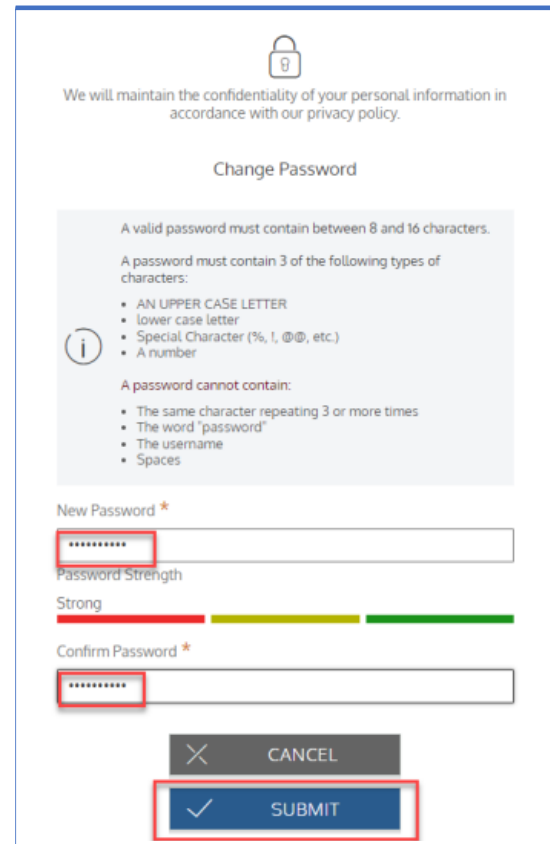
A password cannot contain:


- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces



STEP 5

You will be asked to create a new password. Once created, click *Submit* at the bottom.





We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Change Password

A valid password must contain between 8 and 16 characters.

A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ # , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces

New Password *

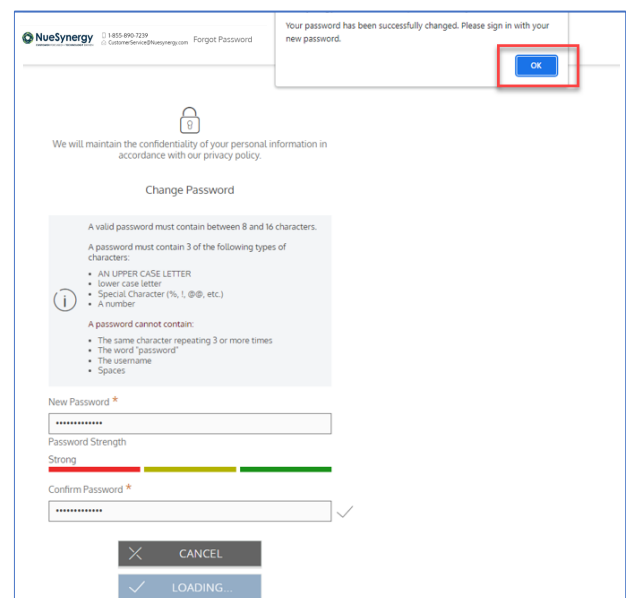
Password Strength

Strong

Confirm Password *


FINISHED!

Once submitted, you will be asked to sign in with your new password. Click *Ok*.



NueSynergy 180.890.7239 | © 2016 NueSynergy.com | Forgot Password

Your password has been successfully changed. Please sign in with your new password.



We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Change Password

A valid password must contain between 8 and 16 characters.

A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ # , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces

New Password *

Password Strength

Strong

Confirm Password *

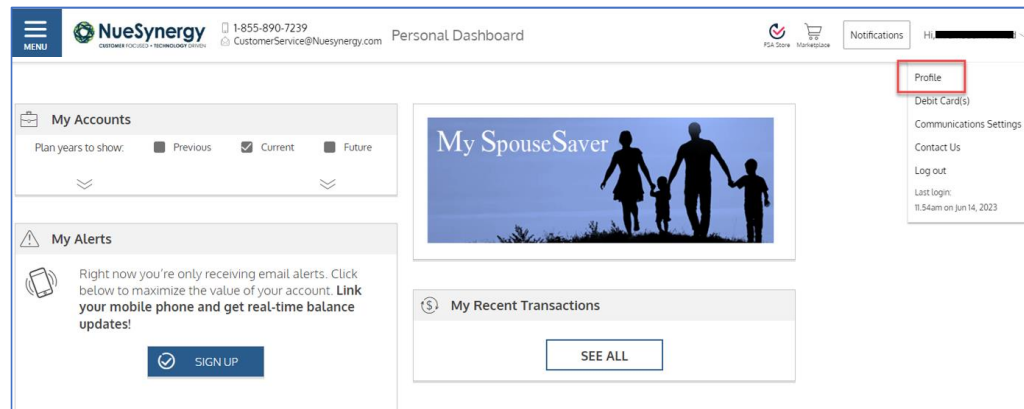


Change Password Process



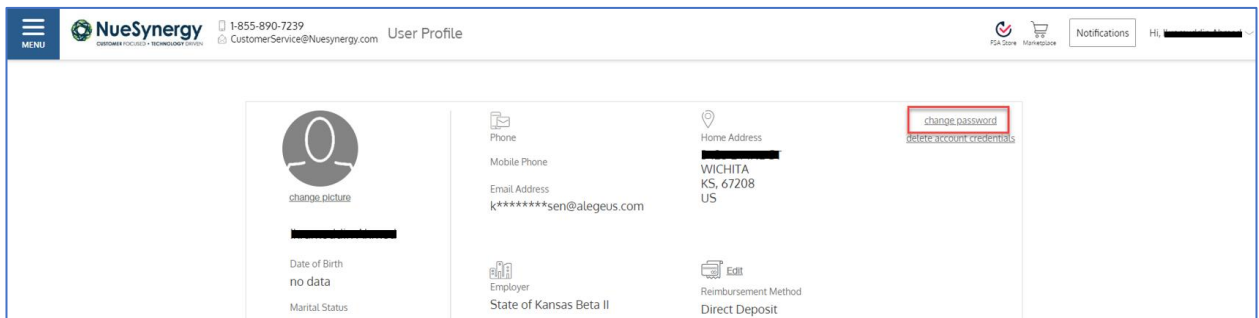
STEP 1

If you are signed in and want to change your password, click on *Profile* on the top right corner.



STEP 2


Once you are at the User Profile page, click on *change password* on the top right corner.





STEP 3

Choose a method to receive the verification code.



Protecting your information is our first priority. In order to access this site or perform this specific function you must receive a confirmation code to the device of your choice. You will be asked to enter the code on the next screen.

Confirmation Code Delivery Method

Email

Email


Mobile Phone (SMS)

Phone (SMS)

✕ CANCEL

✓ GENERATE CODE


✕ CANNOT RECEIVE CODE



To proceed, please press the generate code button. If you wish to cancel, you will be asked to enter a code the next time you login or try to perform this specific function.


STEP 4

Enter the code.




Please check your email or mobile phone for the security code needed to access this site or site function. Once received, please enter the code exactly as it appears in the screen below. If you didn't receive your code, you can have the code resent by selecting that button below.

Change Password

 Confirmation Code*

841216

Sent by SMS: ***-***-1358 [Resend Code](#)



A valid password must contain between 8 and 16 characters.

A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ , # , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces



STEP 5

You will be asked to create a new password. Once created, click *Submit* at the bottom.

We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Change Password

A valid password must contain between 8 and 16 characters.
A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ # , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces

New Password *

Password Strength

Strong

Confirm Password *

CANCEL

SUBMIT

FINISHED!

Once submitted, you will be asked to sign in with your new password. Click *Ok*.

MENU NueSynergy 1-855-890-7239 Change Password Your password has been successfully changed.

CustomerService@NueSynergy.com

We will maintain the confidentiality of your personal information in accordance with our privacy policy.

Change Password

A valid password must contain between 8 and 16 characters.
A password must contain 3 of the following types of characters:

- AN UPPER CASE LETTER
- lower case letter
- Special Character (% , ! , @ # , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces

New Password *

Password Strength

Strong

Confirm Password *

CANCEL

LOADING...

OK

HOW TO GUIDE

Changing Your Message Preference



You can change whether or not you receive certain message types, as well as how you receive them from the communication settings page. This page can be accessed by clicking the sprocket symbol in the navigation bar.



You may choose, for each alert type, whether you receive it via mobile, email, both, or neither. Click 'save' when you are done editing your preferences. You can also use this page to update your email address, and to register your mobile phone for SMS text alerts.

Note: It is recommended to enable all notifications for both email and mobile devices to receive immediate alerts in case of any suspicious or unauthorized activity. This can help you quickly respond to and prevent potential fraud.

The notifications below are available to you. Please define the delivery method for these notifications. If mobile number and/or email is not an available delivery method, please **make sure you have an active email address and registered mobile number** listed on the right.

	mobile	email	both	none
Account Balance Alert	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Account Deductible Met	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Billing Address Change	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Card Mailed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Card Transaction Approved	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Card Transaction Denied	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completed HSA Payment Notice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Deposit Received	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enrollee Welcome Email	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Failed HSA Payment Notice	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual Claim Entered	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Password Change	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Year End Reminder	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

SAVE

email@email.com

Phone Registration Status

11234567891 Pending

You will receive a text to the number shown above asking you to complete the registration process. Once registered, your phone's status will show as Registered instead of Pending. If your number remains in Pending status or if you never receive the registration text, please contact support for assistance in resolving the issue. Once registered, text BAL to 97487 to receive your current year account balances. You can opt-out at anytime by texting STOP. For help with text commands, please text HELP to 97487.



NUESYNERGY CONTACT US

Have questions about your account? NueSynergy is here to help! Our knowledgeable team will make sure you get the support you need. We look forward to hearing from you.



NueSynergy, Inc.
4601 College Boulevard, Suite 280
Leawood, KS 66211



855.890.7239 (ext. 2)



customerservice@nuesynergy.com

NueSynergy **ABOUT US**

Since 1996, NueSynergy has provided clients with full-service administration of consumer-driven and traditional account-based plans, as well as COBRA administration. Located in Leawood, Kansas, we have built a reputation throughout the US with both Fortune 1000 corporations and small businesses for our technology-based solutions and knowledgeable, personalized service. All operational divisions from executive management to customer service are housed at our corporate headquarters. This operational design translates into improved communication and operational efficiencies, ensuring clients receive faster, seamless service. NueSynergy offers a fully integrated suite of administration services, managed by subject matter experts with an average of 10 years direct industry experience.

Our administration services include:

- Flexible Spending Arrangements
- Health Savings Accounts
- Health Reimbursement Arrangements
- COBRA
- Direct Bill
- Consolidated Billing

