



TAG Member Portal

Simplify your healthcare finances with convenient, online access to your tax-advantaged benefit account

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Getting started

The TAG Member Portal can be accessed by visiting the following URL:

- enrollwithtag.wealthcareportal.com

Registration

- **Step 1:** If this is your first time accessing the TAG Member Portal, click the *register* button atop the right corner of the home screen.
- **Step 2:** Complete the registration form (as shown in the image on the lower right).
 - Choose a username & password
 - Enter your demographic information
 - Obtain your *employee ID* and *employer ID* from The Advantage Group (TAG)

If you already have a TAG issued benefit debit card, the debit card number can be used in place of the *employer ID* in the *registration ID* field.

Before clicking *register*, be sure to view and accept the terms of use.

- **Step 3:** Click *register*. The process may take a few seconds. Do not click your browser's back button or refresh the page.

Secure authentication

The next phase of registration involves setting up your secure authentication. This crucial step helps ensure your account is secure and private.

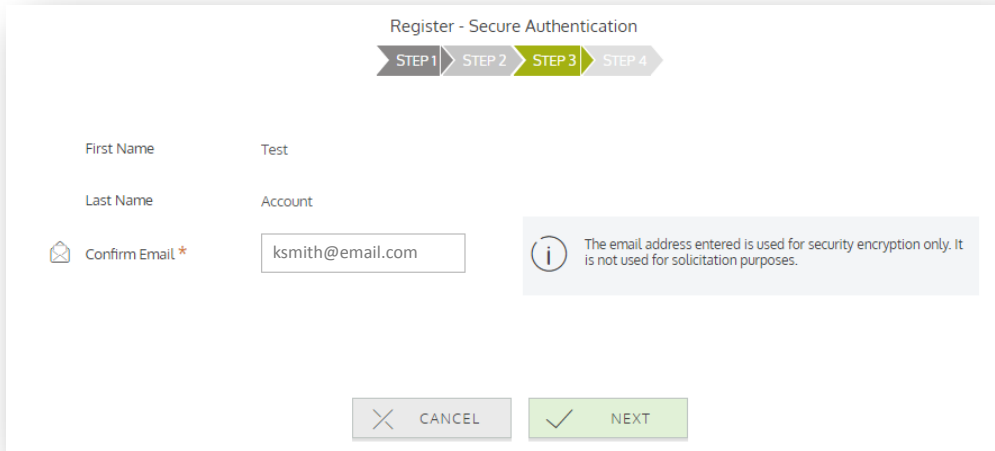
After the registration form is successfully completed, you will be prompted to complete the secure authentication setup process.

- **Step 1.** Select your security questions. From the list, please select four security questions and provide your answers. These questions will be randomly asked during subsequent logins to ensure security. When finished, click *next*.
- **Step 2.** Verify your email address.

The screenshot shows the TAG Member Portal home screen. At the top, there is a logo for 'THE ADVANTAGE GROUP' and contact information: '(877) 506-1660' and 'support@enrollwithtag.com'. Below the header, there is a lock icon and a message: 'We will maintain the confidentiality of your personal information in accordance with our privacy policy.' The main content area has a 'Sign in' section with a 'Username' input field, a 'Forgot your Username? [Let us help](#)' link, and a green 'SIGN IN' button. Below this is a blue box with an information icon and text: 'To protect your personal information, we collect your password on a separate page.' At the bottom, there is a 'Don't have an account?' section with a green 'REGISTER' button.

The screenshot shows the registration form. It includes the following fields: 'Username *', 'Password *', 'Password Strength', 'Confirm Password *', 'First Name *', 'Initial', 'Last Name *', 'Email *', 'Employee ID *', 'Registration ID *' (with a dropdown menu showing 'Employer ID'), and a checkbox for 'I accept [Terms of Use](#)'.

On the next page, you will be prompted to verify your email. Click *next*.



The image shows a registration form titled "Register - Secure Authentication". At the top, there is a progress bar with four steps: STEP 1, STEP 2, STEP 3 (highlighted in green), and STEP 4. The form fields are as follows:

- First Name: Test
- Last Name: Account
- Confirm Email *: ksmith@email.com

Below the email field, there is a light blue information box with an 'i' icon and the text: "The email address entered is used for security encryption only. It is not used for solicitation purposes."

At the bottom of the form, there are two buttons: "CANCEL" (with a close icon) and "NEXT" (with a checkmark icon).

- **Step 3.** Submit setup information. On the next page, you'll be asked to verify the information you entered during the secure authentication process. After you've reviewed and confirmed the accuracy of this information, click *submit setup information*.

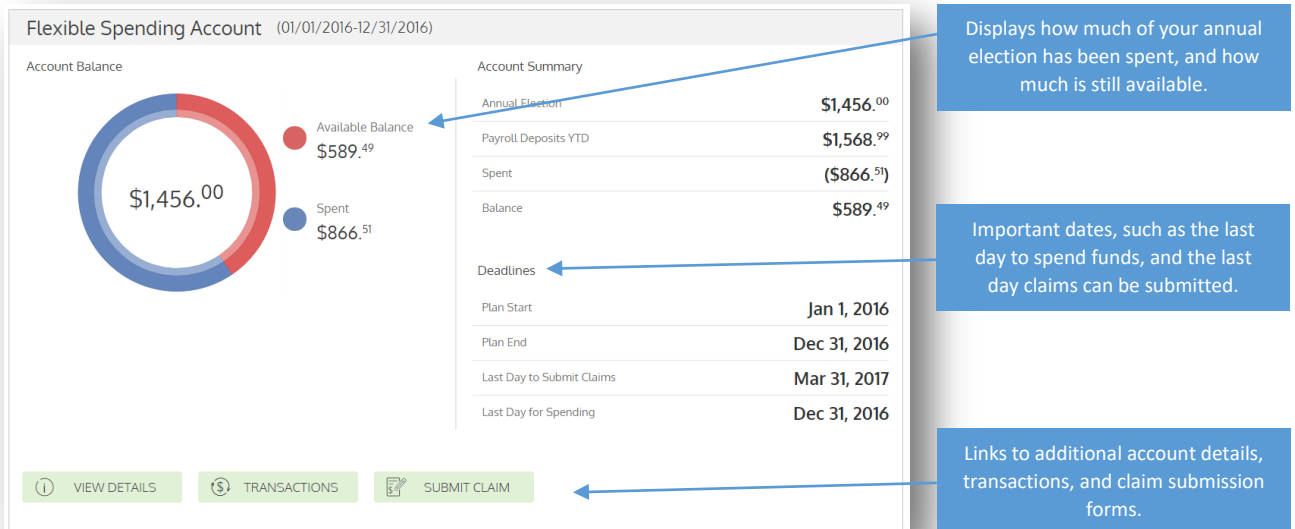
A confirmation page will display the successful completion of your registration.

Your first login

Once registered, you will be able to enter your username, answer security questions, and enter your password on all subsequent login attempts.

Checking your account balance(s)

Navigate to the *benefit account summary* page to access a quick view of your account balance(s). Each of your accounts displays in its own box, and provides at-a-glance details regarding your balance, funds spent, and important dates.

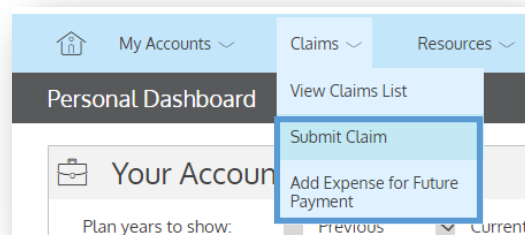


Submitting expenses and filing claims

The TAG Member Portal allows you to enter new claims and expenses, as well as view and edit pending claims. If you have receipts or documentation to substantiate your claim, you can attach these to expedite the reimbursement process.

What is the difference between a claim and expense?

- **Claim.** Claims are simply reimbursement requests submitted for costs incurred when receiving eligible services, products, or procedures.
- **Expense.** Expenses are used to track & manage your medical, dental, vision, prescription, and other potentially eligible expenses. Expenses can be manually entered by you, or can also be automated fed into your profile via electronic data feeds from your insurance carrier. Once entered, expenses can be submitted for reimbursement (just like a claim). Expenses can be submitted now or later.



Submitting a claim

To enter a claim and request reimbursement, navigate to the *add claim* page (by clicking *submit claim* or via the menu bar) and complete the form. Be sure to upload a receipt image if you have one. You can click *browse* to navigate to the file, or you can drag and drop from your computer. Click *submit* to send the request for processing.

Add Claim

* - Required Field

 Claimant	Steve Sample
 Reimbursement Method	Card
 Service Start Date *	select date
 Service End Date *	select date
 Service Type *	-- Select One --
 Claim Amount *	\$ 0.00

 Would you like to submit this as a recurring payment?

 Yes	 No
---	--

 Provider Name

 Comments

 Upload Receipt *

[BROWSE](#)



DRAG & DROP
your receipts here

 SUBMIT
 CANCEL

Adding an expense for future payment

Similar to claim submission, to enter an expense, open the *add expense for future payment* page and complete the form. Be sure to include a receipt, if you have one.

- **Amount your provider charged.** Full amount billed for services provider.
- **Insurance allowed amount.** The maximum amount your health insurance plan will pay for services provided.
- **Amount covered by insurance.** The amount covered by your health insurance plan.
- **Amount you paid out-of-pocket.** The cost included in the insurance allowed amount that are for ineligible items or services.
- **My responsibility.** Any part of the insurance allowed amount that is not covered by your health insurance plan.
- **Reimbursed from my accounts.** The amount reimbursed from your benefit accounts.
- **My remaining responsibility.** The remaining amount you can submit for reimbursement.

Viewing claims and expenses

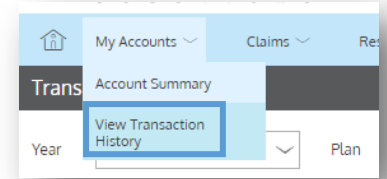
Once entered, claims and expenses can be viewed on the *claims list* page. From here, you can view claim status, attach receipts, and request reimbursement for eligible expenses.

Action Needed			
\$100. ⁰⁰	Eligible for Reimbursement	Claim Date of Service: Oct 26, 2016	REQUEST REIMBURSEMENT
Approved/Paid/Submitted			
(\$32. ⁹⁹)	Paid	Claim Date of Service: Nov 4, 2016 Date of Transaction: Nov 9, 2016	
(\$43. ⁹⁹)	Paid	Claim Date of Service: Nov 3, 2016 Date of Transaction: Nov 9, 2016	
(\$54. ⁰⁰)	Paid	Claim Date of Service: Nov 9, 2016 Date of Transaction: Nov 9, 2016	
(\$8. ⁰⁰)	Paid	Claim Date of Service: Nov 7, 2016 Date of Transaction: Nov 9, 2016	
\$100. ⁰⁰	Submitted	Claim Date of Service: Oct 26, 2016	ADD RECEIPT
Page 1 of 1			
Denied			
\$34. ⁰⁰	Denied	Claim Date of Service: Nov 9, 2016 Date of Transaction: Nov 9, 2016	

Resolving pending debit card transactions

If you swipe your debit card for eligible products or services, you may be required to submit a receipt or other documentation before the debit card transaction can be approved. To aid in resolving pending debit card transactions, you can take the following action:

- **Step 1.** Navigate to the *transactions* page.
- **Step 2.** Located the pending transaction (using the search filters)
- **Step 3.** Click to expand the transaction, and click *add receipt* to attach your supporting documentation to the transaction.



We will review the documentation you've submitted and update the transaction accordingly.

Year: 2017 Plan: Dependent Care FSA (Curr) Type: All

Which transactions do you want to see? Select here

☒ Approved/Posted ☒ Pending/Processing ☒ Denied

SEARCH FOR TRANSACTIONS

(\$40.00)	Dependent Care FSA	Card	Feb 27, 2017
Pending			
Date Of Service	Feb 27, 2017	RECEIPTS	
Description	DR. SMITH	No receipts to display.	
Claimant	NewApp Two		
Account Type	DCA		
Plan Start Date	Jan 1, 2017		
Plan End Date	Dec 31, 2017		
Merchant Name	DR. SMITH		

ADD RECEIPT

PRINT

Updating your user profile

To access and edit your user profile, click the username hyperlink on the right side of the navigation bar. From this page, you can:

1. Update your phone number and address
2. Change your password
3. Update your reimbursement method
4. Add a new dependent
5. Update or remove an existing dependent



The image below shows where each item in the list above is located.

Personal Information:

- Name: NewApp Two
- Date of Birth: Jan 1, 1950
- Employee ID: *****P002
- Marital Status: None
- Gender: None

Contact Information:

- Phone: 555-444-1234
- Email Address: [edit](#) [delete](#) ksmith@email.com

Addresses:

- Address: 1 Main Street, Beverly, MA, 00000, US
- Alternate Address: 40 Elm St, Orlando, FL, 32801, US

Employer Information:

- Employer: New Mobile App One
- SSN: XXX-XX-5678
- Employee Status: New

Reimbursement Method:

- Method: Direct Deposit
- Bank: Eastern Bank
- Account Number: ****2356
- Routing Number: ****1798
- Checking

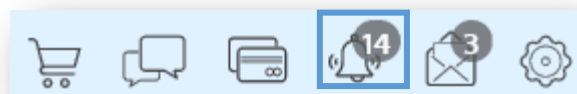
Family Members:

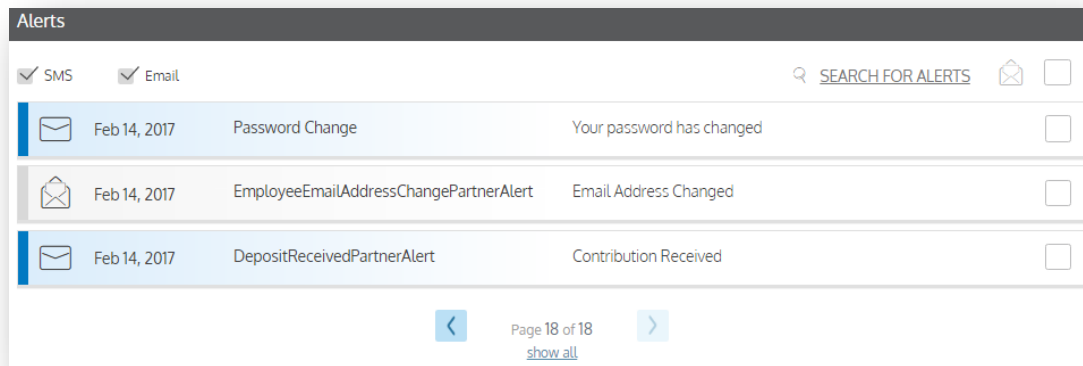
Spouse NewApp Two (Spouse Or Common Law Spouse)

- Date of Birth: Mar 3, 1975
- SSN: *****1555
- Address: 1 Main Street, Beverly, 00000, US

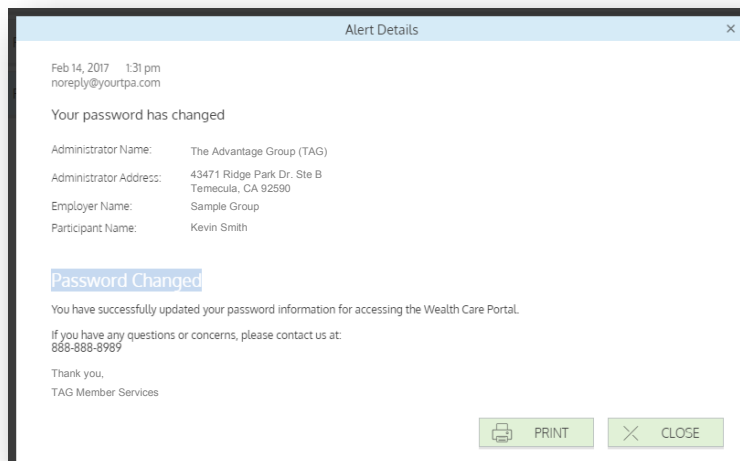
Managing alerts & messages

The bell icon in the navigation bar indicates when you have unread alerts awaiting your review. Depending on your communication preferences and your group's setup, these alerts could be anything from confirmation of an email address or password change, to notification that a claim you submitted has been received, to an alert that a card transaction was denied, to a wide variety of other communication types.





Click on an individual message to see the full text:



Changing your alert preferences

You can change whether you receive certain alert 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.



Assigned Notifications

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	☐	☐	☒	☐
Account Deductible Met	☐	☐	☒	☐
Billing Address Change	☐	☒	☐	☐
Card Mailed	☐	☐	☐	☒
Card Transaction Approved	☐	☐	☒	☐
Card Transaction Denied	☒	☐	☐	☐
Completed HSA Payment Notice	☐	☐	☐	☒
Deposit Received	☒	☐	☐	☐
Enrollee Welcome Email	☐	☒	☐	☐
Failed HSA Payment Notice	☐	☒	☐	☐
Manual Claim Entered	☐	☒	☐	☐
Password Change	☐	☒	☐	☐
Year End Reminder	☐	☒	☐	☐

✓ SAVE

Email Address

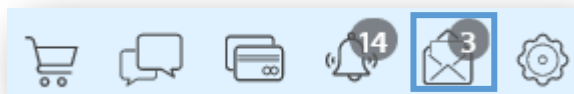
email@email.com

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.

The envelope icon in the navigation bar indicates when you have unread messages awaiting review. These messages include copies of manual claim letters, receipt notification letters, and reimbursement letters. Similar to alerts, you can simply click any message item to see the letter text in full.



Messages			
☒ Unread	☒ Read	SEARCH FOR MESSAGES	☐
☐	May 1, 2018	Pending Letter	☐
☐	Apr 17, 2018	Pending Letter	☐
☐	Apr 17, 2018	Denial Letter	☐

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