

# Mobile App

Before you can login to the mobile app, you must set up your account on the HRA Participant Portal at

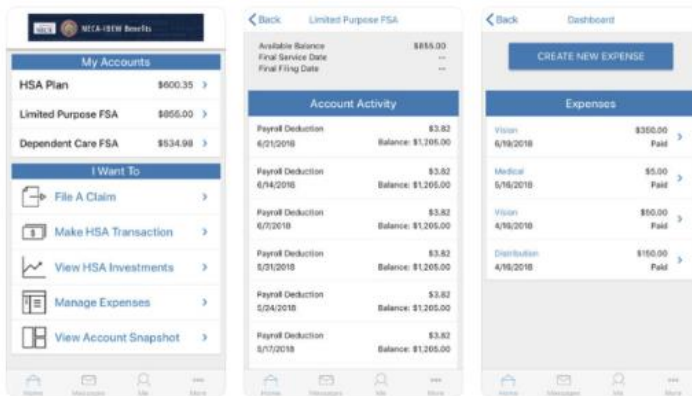
<https://necaibew.lh1ondemand.com>. For instructions on setting up your account, please refer to this document in the Documents and Forms Library:

🔍 neca ibew hra benefits ✕



**NECA IBEW**  
**HRA Benefits**  
Health & Fitness

OPEN



How to Login to the HRA Participant Portal

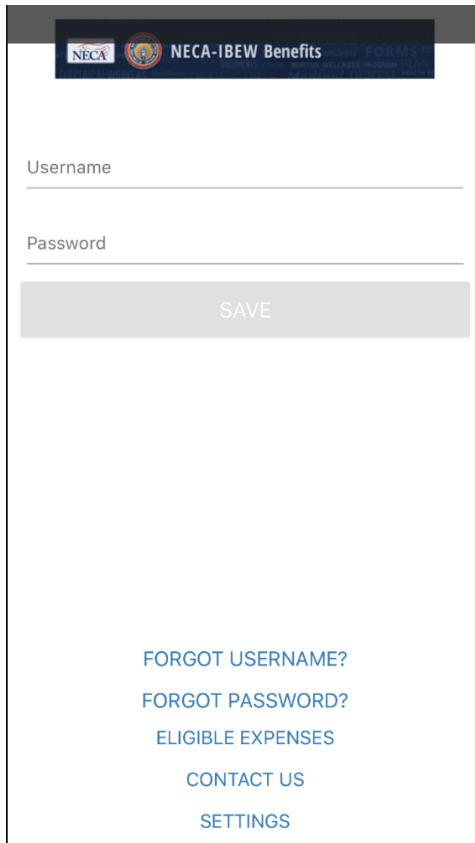
HRA Documents

Download

After your account is set up, download the mobile app from the iTunes store (for iPhone users) or Google Play (for Android users). Use 'NECA IBEW HRA Benefits' as the search term. The mobile app icon looks like this:



# Mobile App

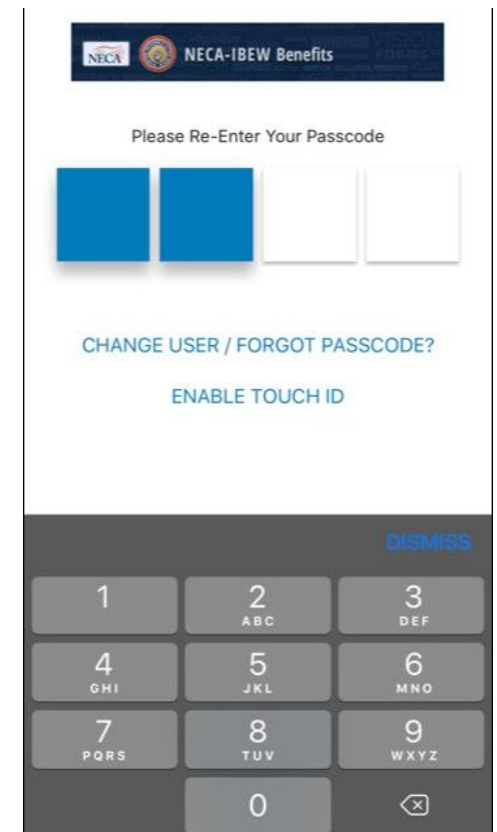


The screenshot shows the login interface of the NECA-IBEW Benefits mobile app. At the top, there is a dark blue header with the NECA and IBEW logos and the text "NECA-IBEW Benefits". Below the header, there are two input fields: "Username" and "Password". A grey "SAVE" button is positioned below the password field. At the bottom of the screen, there are several links: "FORGOT USERNAME?", "FORGOT PASSWORD?", "ELIGIBLE EXPENSES", "CONTACT US", and "SETTINGS".

After you download the mobile app, you can login using the username and password created on the HRA Participant Portal.

After you log in successfully, you will be prompted to create a 4-digit PIN code. This will be your login for the mobile app. You will be asked to enter it twice.

You can also choose to enable Fingerprint Login by clicking on **ENABLE TOUCH ID**.



The screenshot shows the PIN creation screen of the NECA-IBEW Benefits mobile app. At the top, there is a dark blue header with the NECA and IBEW logos and the text "NECA-IBEW Benefits". Below the header, the text "Please Re-Enter Your Passcode" is displayed. There are four input boxes for the PIN, with the first two filled with blue. Below the input boxes, there are three links: "CHANGE USER / FORGOT PASSCODE?", "ENABLE TOUCH ID", and "DISMISS". At the bottom, there is a numeric keypad with buttons for digits 1-9, 0, and a backspace key.

# Mobile App

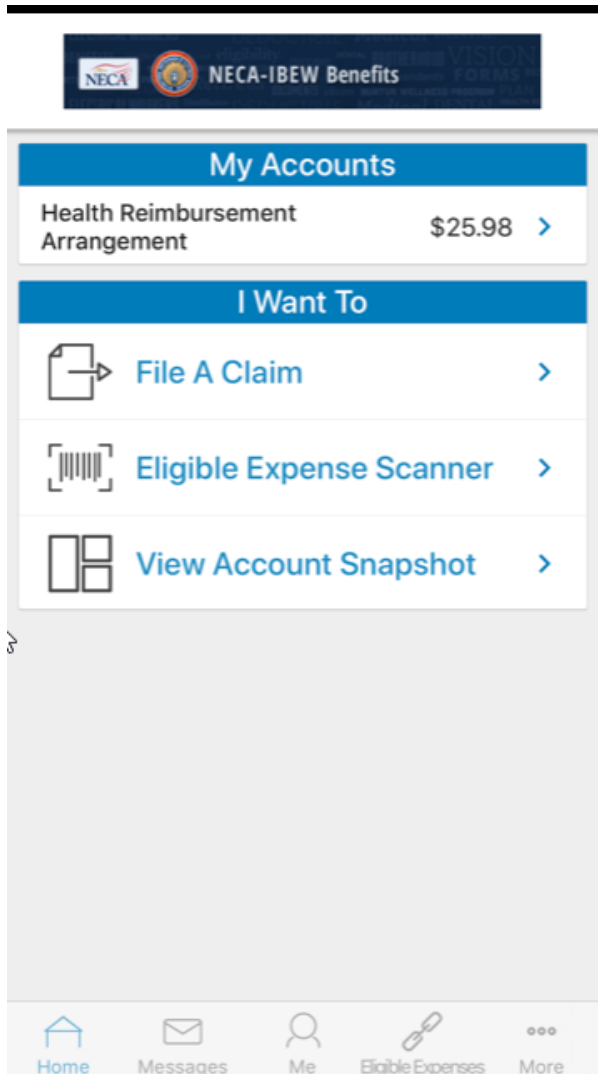
This is the home screen. You can:

- View your Account Activity under My Accounts
- File a Claim
- Eligible Expense Scanner - NEW
- View Account Snapshot

## Note:

**If you used your Benny Card to pay a bill, you do **NOT** need to file a claim! There is no 'I Want To submit a receipt for a debit card transaction'. Instead, you will see an Alert in the Messages at the bottom of your screen. This indicates that the debit card transaction claim has been created and is ready for you to upload a receipt. (this may take a few days after you use the card).**

**Also, the terms 'receipt' and 'supporting documentation' are used interchangeably. A receipt does not necessarily mean just a payment receipt; it could refer to an EOB or a billing statement from the provider.**



# Mobile App

Health Reimbursement Arrangement

Available Balance	\$25.98
Final Service Date	--
Final Filing Date	--

### Account Activity

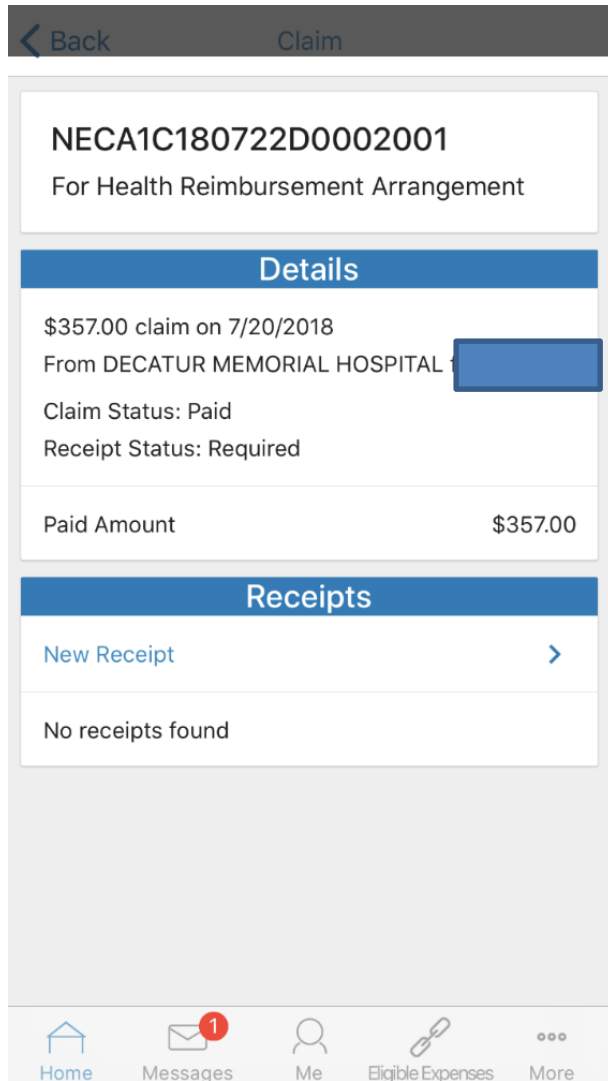
Interest	\$0.07	
8/15/2018	Balance: \$25.98	
Adjustment	\$152.00	
8/13/2018	Balance: \$25.91	
Employer Contribution A...	\$152.00	
8/7/2018	Balance: \$177.91	
<b>Claim Submission</b>	\$357.00	>
7/22/2018	Balance: \$25.91	
Interest	\$1.08	
7/15/2018	Balance: \$382.91	
<b>Claim Submission</b>	\$77.66	>
7/12/2018	Balance: \$381.83	

Home Messages Me Eligible Expenses More

Your claim that was created by using your Benny Card is highlighted in blue and is titled **Claim Submission**.

Click the arrow on the **Claim Submission** line to access the claim information and to upload receipts. Note: on an Android device, this line item may have a different font color rather than an arrow.

# Mobile App



Your claim will be displayed.

Click on [New Receipt](#) to upload a receipt (also called supporting documentation).

When you click on [New Receipt](#), the mobile app will access your device's camera function, which will then allow you to simply take a picture of your receipt(s). You can also access your camera roll to select a photo.



# NECA-IBEW Benefits



## What Documentation Do I Need to Send?

- **Paid Receipt from the Provider**
- **Billing Statement from the Provider**
- **EOB(s)**
- **Itemized Statement from the Provider**
  
- If you have other insurance/Coordination of Benefits
  - Itemized Statement from the Provider or an EOB from other insurance
  - If we do not have your dependents in our system and the claim is for them, will need marriage certificate, birth certificate, etc. as applicable

*Just in Case → Save your documentation*





# NECA-IBEW Benefits



## Save all of your documentation!

### From the Provider

- ✓ Pharmacy Tags
- ✓ Pharmacy Receipts
- ✓ Doctor Visit Notes
- ✓ Doctor Visit Bills
- ✓ Itemized Statements
- ✓ Hospital Bills



### From NECA-IBEW

- ✓ Documentation Requests
- ✓ Emails
- ✓ Explanation of Benefits (EOBs)





# NECA-IBEW Benefits



Visit [www.neca-ibew.org](http://www.neca-ibew.org) for More Information!

**IMPORTANT NOTICE** Posted 3/20/18: Notice to Pension Contributing Employers

Search ...

**NECA-IBEW BENEFITS**

Home About Us Welfare Trust Fund Pension Trust Fund FAQ Employers Contact Us

**NEW ONLINE OPTION!**

**ELECTRONIC DATA CARDS!**

For your convenience, NECA-IBEW Welfare Trust Fund now offers the option to complete your Data Card online. This eliminates the need to print and mail the form; just complete and sign online and it will automatically be sent to the Fund Office. Please note that a current Data Card is required to process your claims.

**Retirees** **Documents & Forms** **Wellness Power** **Health Reimbursement Account**

**How Do I.....**

**HOME**

**Health and Welfare Plan Benefits**

**Health News**

Click here to see HRA information

