

ALLEGIANCE ADVANTAGE

NEW PLATFORM Q&A FOR PARTICIPANTS

Why did Allegiance update the reimbursement accounts website?

The participant website allows participants easier access to account balances, especially with the new mobile application. The employer website was enhanced to improve the ability to manage participant accounts and provide more reporting options.

How do I log in to the new website?

If you have not set up a new username or password since your current flex account was moved to the enhanced platform, you will need to do that by visiting www.askallegiance.com, clicking Login Member, then clicking New User and entering the information requested.

If you receive the message No User Exists, that probably means you have already set up new credentials and should click Forgot Password or Forgot Username if you don't remember one or the other. If you receive the message No User Exists and you cannot recall either your username or password, please contact Allegiance and we will reset your account.

Once a username and password is recognized, the system will present either one or two options: Reimbursement Accounts and Health. To access your flex or transportation plan, click Reimbursement Accounts. To access your Allegiance group health plan, click Health. If your employer offers a health reimbursement arrangement (HRA) or direct reimbursement plan (DR), you'll have to check both options to see where your account is set up.

How can I bookmark the website for quick access?

Employers and participants may bookmark www.askallegiance.com, the website landing page. No one should bookmark screens viewed after log in. The Allegiance single sign-in allows our clients and their employees to access two different software systems. If a screen viewed after the single sign-on has occurred is bookmarked, returning to that screen will not allow a user to regain access with their single sign-on username and password. In fact, attempting to log in to a page that is bookmarked after sign-in may result in the user being locked out.

How do I request reimbursement?

There are three ways you can request reimbursement: using the new mobile application (quickest), the website portal (quicker), Allegiance toll-free fax or US Mail (quick).

To download the mobile application, please follow the instructions by clicking here: **Mobile App**. Once you've got the app on your mobile device, simply click File a Claim, complete the information requested, take a picture of your documentation and send.

Using the website to submit a claim is similar to using the mobile app, except you attach your scanned documentation, rather than snapping a picture of it.

If you are submitting one of the reimbursement contracts found under "Tools & Support," Enter the range of dates covered, the contract total as the claim amount and use as your claim documentation.

To fax or mail a reimbursement request, go to www.askallegiance.com, click Enter Website, then Flexible Benefit Plans followed by Member and then Printable Claim Forms. Print the form, then either fax with your documentation to 1-877-424-3539, or mail to Allegiance at P.O. Box 4346, Missoula, MT 59806-4346.

How is each plan identified on the enhanced website?

Each plan type has a letter followed by your group plan number. The plan identifiers, and the associated reimbursement plans, are as follows:

mxxxxxx	general purpose health flexible spending account
dxxxxxx	dependent care flexible spending account limited
lxxxxxx	purpose health flexible spending account qualified
txxxxxx	mass transit account
pxxxxxx	qualified parking account

How can I learn more?

To access the Participant Quickstart Guide, please click here: **Quickstart**. Also, WebEx, a schedule listing times and dates for demonstrations of the new features on the website, is available by visiting www.askallegiance.com, clicking Enter Website, then clicking WebEx Schedule under Flex Advantage News.