# myRSC Mobile App

The *my*RSC Mobile App from DataPath is a tool that will allow you to easily access your benefit information on the web through your mobile device.

Note that you must already have a valid myRSC login through your Group to use the myRSC App.

## **Getting Started**

The quickest way to get started is by going to the App Store for your device, and search for **myRSC.** The app may then be downloaded and installed to your device.



Note that all screenshots may vary depending on which device you are using. For purposes of this guide, Apple device displays will be on the left; Android device displays will be on the right. Sample information shown may not be identicle. The Permissions that are necessary will display.



Choose whether you would like for the myRSC App to automatically update.





The App will now be installed on your device and may be accessed from your apps list or desktop icons.

Note that the icon may appear different based on TPA branding.

Upon opening the App, the login screen will display; you will enter the login and password that you would normally use when logging in to myRSC via your TPA's portal.



## Home Screen

Upon logging in, the Home screen will display with options for you to select.



- **View Accounts** View your HRA, FSA and HSA balances and details, taking you to the Account Summary page.
- Card Activity View your card transactions and card details.
- **Snap Claim** Take photos of Receipts with your mobile device to upload and attach to a claim. (Note: this is an optional add-on feature that may be provided by your TPA.)
- Personal Information View or edit your Personal Information.
- Manage Subscriptions Change your email and notifications settings.
- Logout Log out of the myRSC Mobile App.

### **Account Summary**

Under the Account Summary page, you will see a list of all accounts and balances for the selected plan year. The Benefit Year will default to the latest year.

	M		V 🖬 9
Back Account Summary	Ac	count Summary	
Benefit Year	Sel	ect Benefit Year	
2012	> Be	nefit Year 12	
	Acc	ounts	
Accounts	Int S4	dividually Owned Health Plan 80.00	
Individually Owned Health Plan \$420.00	> FS 50	A Medical	
FSA Medical	> FS	A Dependent Care 542.06	
ESA Dependent Care	Pa 52	rking Reimbursement 160.00	
\$1,382.72	> Tra S1.	ansit Reimbursement 125.00	
Parking Reimbursement \$960.00	> HF	KA Linked 4,111.93	
Transit Reimbursement	> HF \$7	<b>1A Non-Linked</b> 4,896.51	
	Mi	edical Expense Reimbursement Plan 3,783.98	
HRA Linked \$29,841.13	> HS	526.81	
HRA Non-Linked	>		
# 9			
Home Help			

### **Benefit Year**

You may change the Benefit Year by clicking on the tab and choosing the year; only years for which you had benefits will display for selection. The Benefit Year will automatically be defaulted to the current or latest benefit year.

#### Accounts (non-HSA)

Select the Benefit to view. You will be taken to a screen that displays a summary of the benefit.



Select **Benefit** to view the details.

		<b>N</b> M	K 💎 🕯 92
Back HRA Linke	d	Benefit Overview	
Current Annual Election	\$100,000,00	YTD Deposit	\$75,000.05
Current Annual Election	\$100,000.00	YTD Claims	\$84,888.13
YTD Deposit	\$41,666.70	YTD Paid	\$60,888.13
YTD Claims	\$32,082.57	Account Balance	\$14,111.93
YTD Paid	\$11,825.57	View Claims	>
Account Balance	\$29,841.13		
View Claims	>		
A	?		
Home	Help		

NOTE THAT THE SCREENSHOT ON THE RIGHT DOES NOT DIS-PLAY A CURRENT ANNUAL ELECTION AMOUNT; THE CUR-RENT ANNUAL ELECTION FIELD WILL ONLY DISPLAY FOR BENE-FITS IN THE ACTIVE PLAN YEAR. Claims associated with the Benefit will display when selecting **View Claims.** 

Back Claims		1 🖓 🛔 9:38
	Benefit Claims	
<b>5/21/2012 - 5/21/2012</b> \$15.00	> 11/12/2012 - 11/12/2012 \$90.00	>
<b>5/18/2012 - 5/18/2012</b> \$20.00	> 10/23/2012 - 10/23/2012 \$55.55	>
5/18/2012 - 5/18/2012	9/18/2012 - 10/18/2012 \$200.00	>
\$60.00	10/17/2012 - 10/17/2012 \$25.00	>
<b>5/18/2012 - 5/18/2012</b> \$40.00	> 10/17/2012 - 10/17/2012 \$25.00	>
<b>5/12/2012 - 5/12/2012</b> \$102.00	> 10/10/2012 - 10/10/2012 \$90.90	>
5/12/2012 - 5/12/2012	<b>10/1/2012 - 10/1/2012</b> \$45.00	>
Home Help	<b>9/30/2012 - 9/30/2012</b> \$30.00	>
	9/1/2012 - 9/1/2012 \$100.00	>
	<b>4/1/2012 - 4/30/2012</b> \$125.00	>
	<b>4/25/2012 - 4/25/2012</b> \$\$0.00	>
	<b>4/25/2012 - 4/25/2012</b> \$50.00	>
	<b>4/25/2012 - 4/25/2012</b> \$50.00	>
	5 0	·

Clicking on a Claim will show you the details of the claim and reimbursement information. Note that if the Claim was denied or a

Alice A America 2013617692 5245.00 5/7/2012 5/7/2012 5245.00

\$245.00

request for information sent, the denial/request reason does not display at this time.

Rook Cl	aime	<u> </u>
		Benefit Claim Details
Claimant	Alice A America	Claimant
		Claim #
Claim #	2013618044	Amount
Amount	\$70.00	Service Dates
Service Dates	01/30/2012	Paid To Date
	01/30/2012	Reimbursements
	0110012012	5/22/2012
Paid To Date	\$70.00	
Reimbursements		
05/30/2012	\$70.00	
A	0	
Home	Help	

#### Accounts (HSAs)

Different information will display for HSAs, such as amount available on a Card, Investments, Totals, and HDHP information.

Back HSA Overview	v	<b>₩</b>		🐔 🐨 👪 9:49
		Benefit Overview		
Balance		Balance		
Available on Card	\$0.00	Available on Card		\$1,379.80
		Investment		\$97.01
Investment	\$97.00	Total		\$1,526.81
Total	\$1,556.80	Select Health HDHP		
		Effective Date		10/12/2012
Select Health HDHP		Deductible		\$2,500.00
Effective Date	01/01/2012	Tier		Single
Deductible	\$3,000.00	Details		>
Tier	Single			
Details	>			
<b>A</b>	2			
Home	Help			
			0 0	

Selecting **Details** will display further information regarding your HSA benefit.



eso AM No	d Chargers MR	🦸 😴 🛢 11:31
Benefit Overview Benefit Details	Month & Year	
	✓ October 2012	>
	September 2012	>
Cancel Done	February 2012	>
Existing: January 2012	February 2011	>
	November 2010	>
	October 2010	>
January 2012	September 2010	>
February 2012	July 2010	>
March 2012	June 2010	>
e 🖻 🙃	May 2010	>
Home SnapClaim Help	March 2010	>

The **Month & Year** tab allow you to filter your details by month/year.

Select **Type** to filter transaction types.

Benefit Overview	Benefit Detai	ils	Transaction Type	
			All Transactions	
			✓ Deposits	
Cancel		Done	Interest	
Existing: All Tra	nsactions		Requests	
			Withdrawals	
All Transac	ctions	- 10	Fees	
Deposits			Adjustment	
			Cond Swime	
Interest			Card Swipes	

HSA Transactions will display under **Details** based on the filters you set.

Note that all of your submitted expenses, including Snap Claims, Paper Claims, Debit Card transactions, and online claims will be stored in your ClaimVault information.

At this time, HSA Owners may only enter a cash withdrawal request from the regular online site.

## Card Activity

Selecting **Card Activity** from the home screen will give you options to **View Transaction Detail** or **View Account Detail.** 



## View Transaction Detail

Selecting **View Transaction Detail** will display a screen with Card transactions filtered by **Month & Year**.



The Transactions will be color coded, per the Indicator Legend.

Selecting the Transaction will take you to the Transaction Detail screen.

			<ul> <li>II 10-20</li> </ul>
Back Transaction D	etail	Transaction Details	
Amount	\$5678.90	Transaction Detail	
		Date	10/18/2012
Status	Resolved	Amount	\$250.00
Reason		Status	Needs Attention
		Reason	
Statuses		Statuses	
		10/18/2012 Pending	\$0.00
05/29/2012 Pending	\$0	10/18/2012	\$250.00
05/30/2012 Substantiated	\$70.00	10/18/2012	-\$250.00
05/30/2012 Deducted From Benefit Plan	-\$70.00	Deducted From Benefit Plan Unresolved	\$0.00
06/06/2012 Substantiated	\$5608.90		
06/07/2012 Deducted From Benefit Plan	-\$5608.90		
Unresolved Unresolved Amount	\$0		
<b>A</b>	2		
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## **View Account Detail**

Selecting **View Account Detail** from the Card Account screen will display a list of all persons on your benefit plan with a card and the last four digits of the card number.

Reak Select Card I	Holdor		ć 😴 🛔 10:24
Back Select Callul		Select a Card Holder	
ALICE AMERICA	>	ALICE AMERICA	>
ADELE AMERICA xxxx-xxxx-xxxx-0121	>	ADELE AMERICA 2000-2000-2000-0121 AIDEN AMERICA	>
AIDEN AMERICA	>	KODX-XDOX-XDOX-1700 ANDY AMERICA XDOX-XDOX-XDOX-7316	>
ANDY AMERICA	>		
Home	<b>e</b> Help		

To view the details associated with a card, select the person. Note that you will not be able to make changes to this information, however you may Block the card by clicking **Block this card** on Apple Devices or the **Block** button on Android Devices.

East Ac	count Detail	- M	<ul> <li>4 103</li> </ul>
		Account Overview	Block
Card Details		Card Details	
Card Holder	AIDEN AMERICA	Card Holder	ALICE AMERICA
Card Number	xxxx xxxx 1700	Card Number	5113
Issued	04292012	Card Humber	
Activaled	True	Issued	4/25/2012
Black Code	Ran	Activated	True
		Block Code	Dependent Deceased
Account Details		Account Details	
Account #	4095345145	Account #	48095345145
Block Code 1	Filme	Block Code 1	Menia
Block Code 2	. 19210	BIOCK CODE I	1407
Status	Adve	Block Code 2	None
	10	Status	Active
Email	ritaris@duit.com	Email	kbaker@dpath.com
Phone #	5015015544		
Billing Details		Phone #	5016815544
Address	1034 7th Avenue		
Address 2	Ste 1786		
City	Little Rock		
state	ARC.		
ZIP Code	72203		areas - search
Block this card	>	() ()	
6	0		
Home	Hdp		

If Blocking a card, you will be taken to a Block Card screen, where you will need to select the Block information from the **Card Holder, Block Type, Effective** (Date), and **Reason** fields, and click **Save Block** (Apple) or **Save** (Android).



### **Snap Claim**

The Snap Claim feature is an option that may be offered by your TPA which will allow you to enter and substantiate a claim by taking a picture of a receipt and uploading it along with the claim information.

Begin by selecting **Snap Claim** from the home page or option menu at the bottom of the screen and select the Benefit to enter the claim against.



The Claim Form screen will open, where you will be able to input the claim information.

	1)41 PM	Not Charging	<u> </u>	K 💎 🗎 11:32
	-		Claim Form	Save
SnapClaim Clair	n Form	Save	Receipt	~
Purchased With	Personal Funds	>	Service Start Date 12/17/2012	~
Who to pay	Pay Me	>	Service End Date	~
Receipt/EOB			Patient Receiving Service	Ŷ
Claimant			Service Received	v
Date of Birth		>	Service Provider	~
Relationship			Amount	~
Service Start	1/8/2013	>	Self-Attest or Self Certification	Ŷ
Service End Date	1/8/2013	>	Picture No Picture	~
#		2)	🕜 Form Help	~

Enter the method the good/service was Purchased With.\*

Select Who to pay.\*

Enter the name for the **Receipt/EOB**.

Enter the name of the **Claimant.\*** 

Enter the **Date of Birth** of the Claimant.\*

Enter the Relationship of the Claimant.\*

Enter the Service Start Date and Service End Date.

Select the **Patient Receiving Service** from the list of eligible members.\*\*

Select the Service Received and Service Provider.

Select **Amount** or **Out-of-Pocket** (HSA) and enter the amount of the claim.

Enter the date of the Service/Expense.\*

Enter any Note if desired.\*

Select Self Attest or Self Certification.\*\*

Select **Picture**. You will be able to take a new picture of the receipt by clicking **Camera** or upload a picture you have already taken by selecting **Gallery**. The image will attach to the claim form.

Click Save to save the Claim Form.

\*: Field not available for HSA Claim. \*\*: Field exclusive to HSA Claim.

#### Note to HSA Participants

All Self-Attested claims (including Snap Claims) are entered in the ClaimVault with no TPA intervention. If you request your claim to be "PSP Certified", the TPA must release the claim after you have submitted it from your device.

## **Personal Information**

The **Personal Information** page displays all personal information in the RSC system. To edit this information, select an item and enter the new information. Click **Save** when done.

Back	Personal Information		<li>10.39</li>
		Personal Information	Save
First Name *	Alice	First Name	~
M Initial	2	Alice	
Last Name *	Americ a	Middle Initial	~
Gender	۴	Last Name America	~
DOB	05/01/1972	Gender Female	~
Address *	9999 7th Avenue	DOB	~
Address 2	Sile 1786	4/24/1978	
City*	Little Rock	Address 1034 7th Avenue	~
State *		Addr. Line 2 Ster 1786	~
ZIP Code *	72203	City Little Rock	~
Home Phone *	5016815544	State	~
Work Phone			
Fax		72205	~
Email	Hoaker@dpath.com	Home Phone 5016815544	~
Date Of Hire	06/30/2010	Work Phone 5012969980	~
depicts a required field		Fax	
		0	*
Home		Help (	

Fields with an Asterisk are required fields. If you are making a change, there must be a valid entry in order to save your changes.

Changes made will be submitted to your TPA and go through the same approval process of changes made on the classic site.

## Manage Subscriptions

The Manage Subscriptions page will allow you to make changes to your primary and work email addresses, as well as make changes to the way you are notified of information regarding changes to your benefit accounts.

Pad 🐨	2:07 PM	Not Charging 🛲		11:35 🖉 🛱
-		<u> </u>	Subscriptions	
Home	Subscriptions		Email Addresses	
Email add	dresses	distant.	Primary	
Primary	<b>/</b> kbake	er@dpath	Work	
Work	Work	@work.co	Manage Email Addresses	>
			Manage Subscriptions	>
Manage	e Email Addresses	>		
Manage	e Subscriptions	>		
in the second				
<b>*</b>	i i i	2		
Home	SnäpClaim	Holp		

Select **Manage Email Addresses** to make changes or add email addresses.

To add/edit either your primary or work address, select the field, make the changes and click Save.



Select **Manage Subscriptions** to change your automatic notification settings. A list of all notifications will display; select the notification type to change the settings for.

Back Manage Subscriptions		🖬 🖬 🥢 🥐 💼 10.50		
		Manage Subscriptions		
Investment Rebalance	>	✓ Investment Rebalance	>	
✓ Investment Transfer Funds >		Investment Transfer Funds	>	
✓ Investment Change Model	>	✓ Investment Change Model	>	
✓ Investment Enrollment Confirmation		✓ Investment Enrollment Confirmation	>	
✓ Report/Letter for myRSC Display	>	✓ Report/Letter for myRSC Display	>	
Report/Letter For Mail	>	✓ Report/Letter For Mail	>	
		✓ Fax Received	>	
✓ Fax Received	>	✓ Fax Not Received	>	
✓ Fax Not Received	>	✓ Distribution Published	>	
✓ Distribution Published	>	✓ Statement Posted	>	
✓ Statem ent Posted	>	✓ Online Enrollment Application Approved	>	
✓ Online Enrollm ent Application Approved	>	✓ Paper Enrollment Application Approved	>	
✓ Paper Enrollment Application Approved	>	✓ RDC Pull Payments	>	
✓ RDC Pull Payments	>	✓ Claim Received	>	
✓ Claim Received	>			
A 0				
Home Help				
✓ Claim Received       Image: Claim Received       Imag	>			

You may select which email address the notification should be sent to, update your alternate address and select whether to receive email notifications or simply view notifications online. The check mark will appear next to the option you have selected. You may also deselect all options.

Back	Update Subscription	Save	<u></u>	£ 11:21
			Update Subscription	Save
Updating: Investment Rebalance			Updating: Report/Letter for myRSC Display	
Email Address			Email Address	
Primary: mobile@dpath.com		~	✓ Primary	
Work:			Work	
Alternate:			Alternate Update alternate email address	
Update all	ernate email address		Alertnate Email	~
Alt. Bm ail			Options	
Options			Receive Email Notification  View Notification Online	
Receive E	mail Notification	~		
View Notif	ication Online			
	A .	0		
Н	ome	Help		
				191

## Help

If you have further questions and need assistance using the mobile site, select the Help option. This will display the contact info for your employer/TPA, who will be able to provide assistance. If further technical assistance is needed, they will contact technical support on your behalf.

Back	aln		K 👽 🛔 11:25
back Help		Help	
Contacts		myRSCMobile	
myRSCMobile		Name	Larry David
Larry David HR Director		Title	HR.Director
11000 12th Street Little Rock, AR, 72202		Address	11000 12th Street
Phone: 501 5550010 (x010) Fax: 501 5550000		Address 2	
Id@myRSCMobile.com		City	Little Rock
		State	AR
		ZIP	72202
		Phone	501 5550010
	0	Fax	501.5550000
Home	Help	Email	ldijimyRSCMobile.com

## **Frequently Asked Questions**

**Q:** On myRSC, the details of the claim will display claim denial/ request information for the partici[pant. In View Accounts | Select Account | Select Benefit | View Claims, will denial/request reasons be displayed?

A: Not at this time.

**Q:** If the TPA does not license SnapClaimTM, will the SnapClaimTM feature be listed in the app?

A: No. If this feature is not licensed, it will not be viewable on the employee's app.

**Q:** If a TPA offers FSAs, HRA and HSAToday and do not have the Claim or Online Claim Entry Service for their FSA or HRA claims, can the TPA activate the SnapClaimTM feature ONLY for the HSA?

A: Yes.

**Q:** What should we (the TPA) do to troubleshoot issues reported by Mobile App users?

**A:** There are several steps that you can take to help troubleshoot issues for the users of the mobile app.

- First, ensure that the participant has a reimbursement account available on myRSC.com.
- Verify that the participant has money in their accounts.
- Make sure the employer site is configured for the Mobile App:
  - Clients Tab | Under Manage CLients select the Employer | Configure/View Client
    - Verify that Basic Access is available and, if licensed, Snap-ClaimTM.