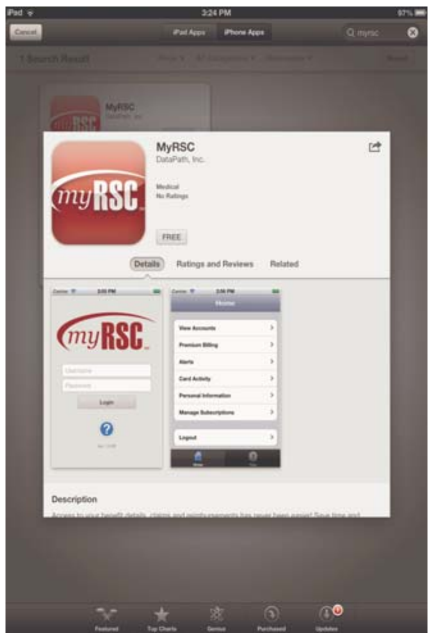
myRSC Mobile App

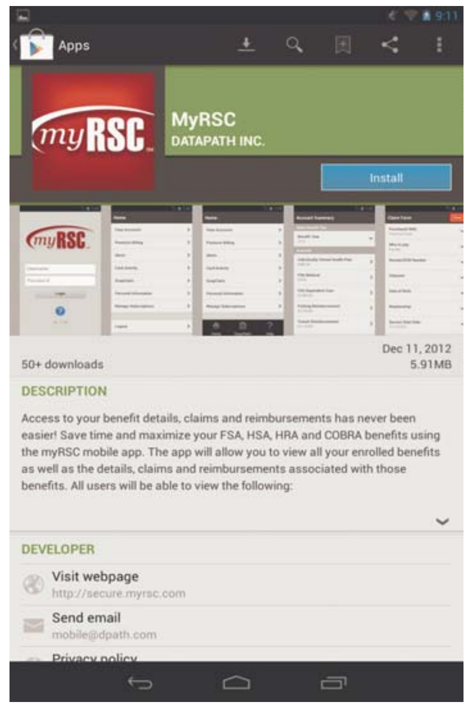
The *my*RSC Mobile App from DataPath is a tool that will allow you to easily access your benefit information on the web through your mobile device.

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

Getting Started

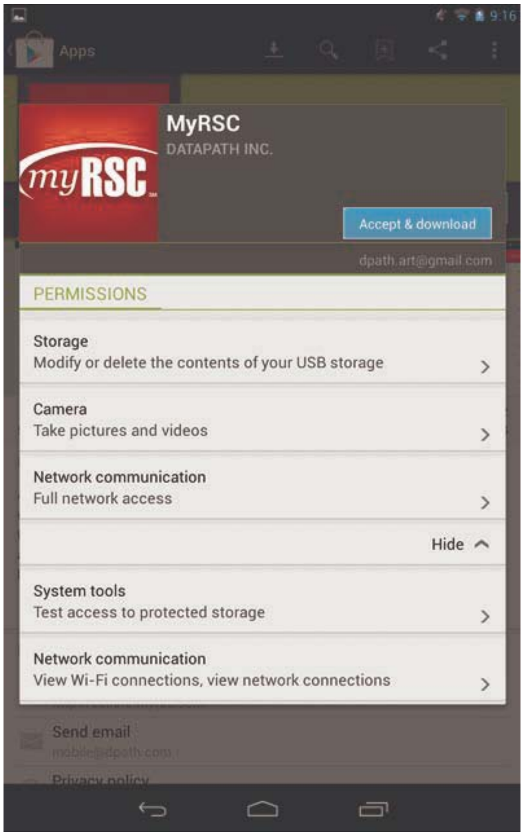
The quickest way to get started is by going to the App Store for your device, and search for **myRSC.** The app may then be downloaded and installed to your device.



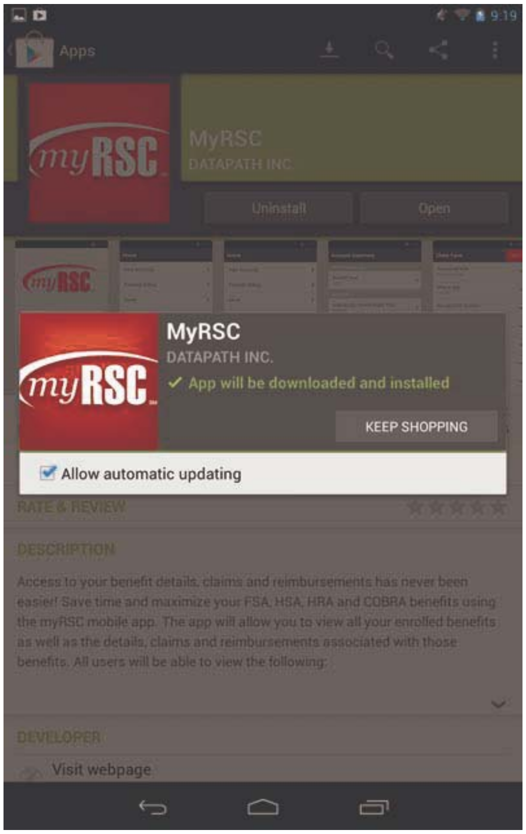


Note that all screenshots may vary depending on which device you are using. For purposes of this guide, Apple device displays will be on the left; Android device displays will be on the right. Sample information shown may not be identicle.

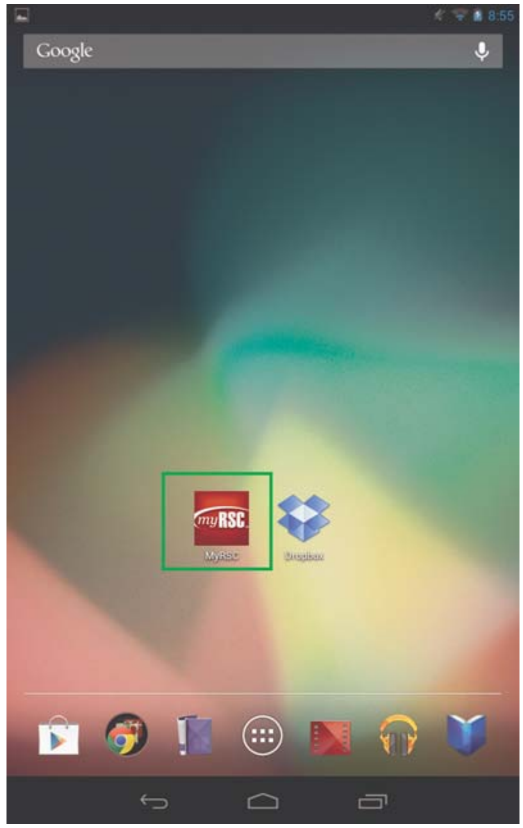
The Permissions that are necessary will display.



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

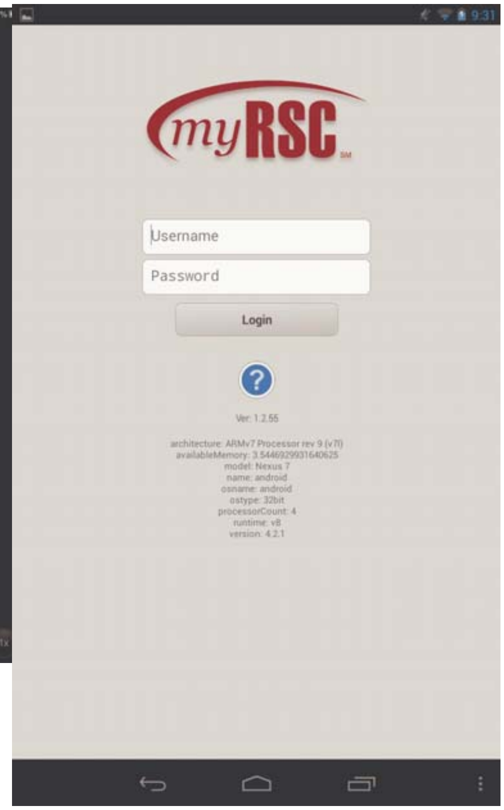


The App will now be installed on your device and may be accessed from your apps list or desktop icons.



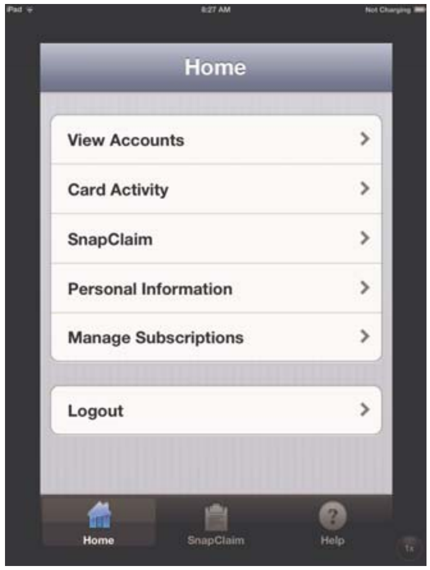
Note that the icon may appear different based on TPA branding.

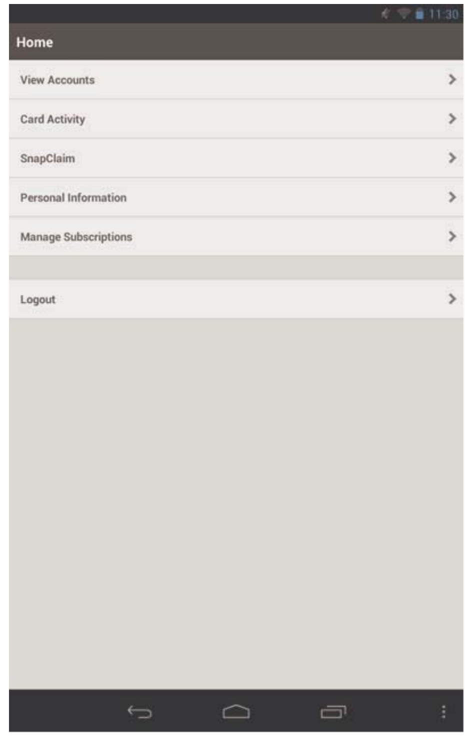
Upon opening the App, the login screen will display; you will enter the login and password that you would normally use when logging in to myRSC via your TPA's portal.



Home Screen

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

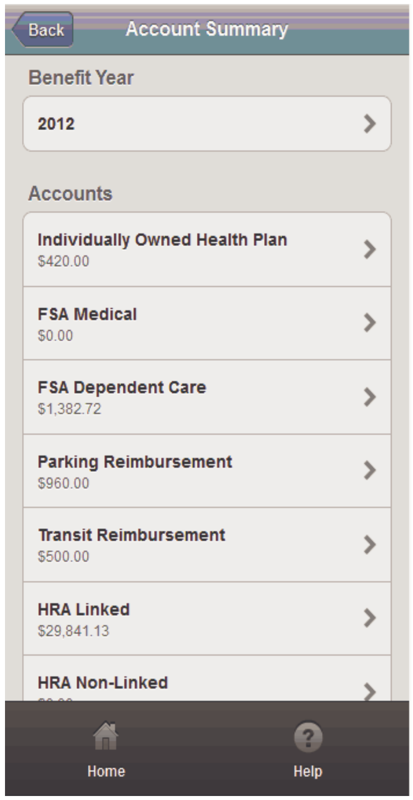


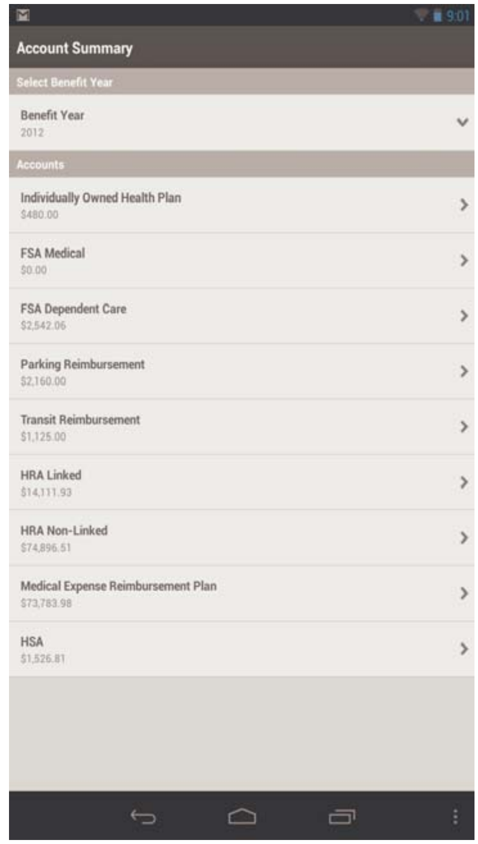


- **View Accounts -** View your HRA, FSA and HSA balances and details, taking you to the Account Summary page.
- **Card Activity -** View your card transactions and card details.
- **Snap Claim -** Take photos of Receipts with your mobile device to upload and attach to a claim. (Note: this is an optional 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.



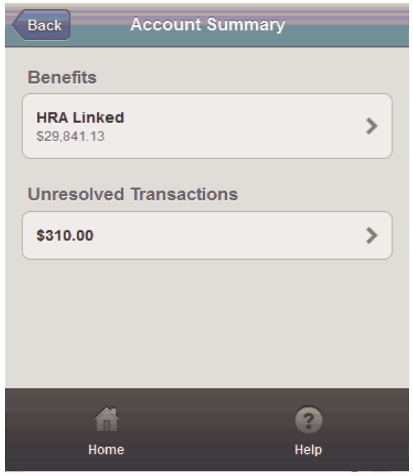


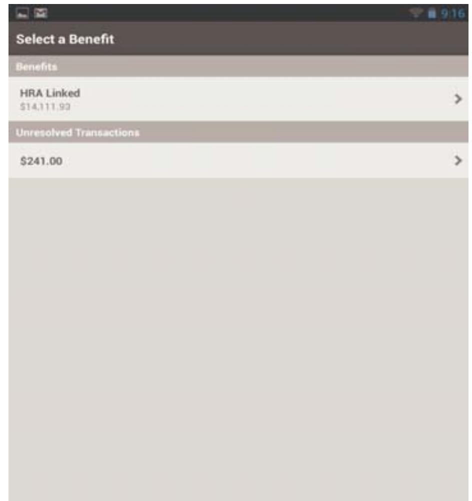
Benefit Year

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)

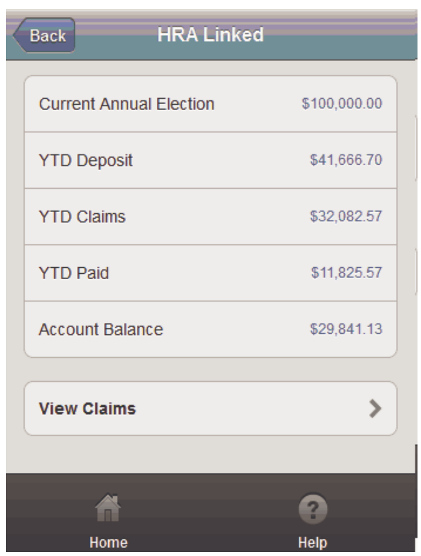
Select the Benefit to view. You will be taken to a screen that displays a summary of the benefit.

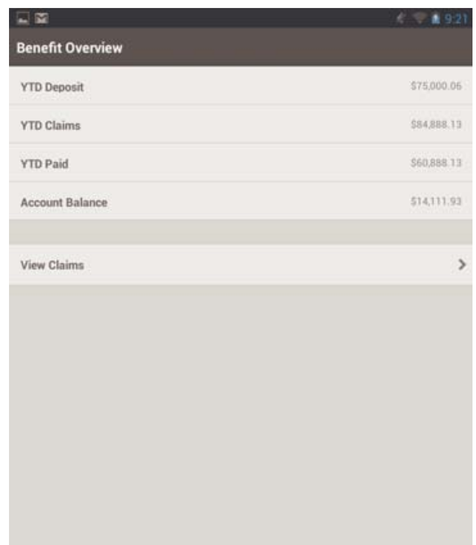




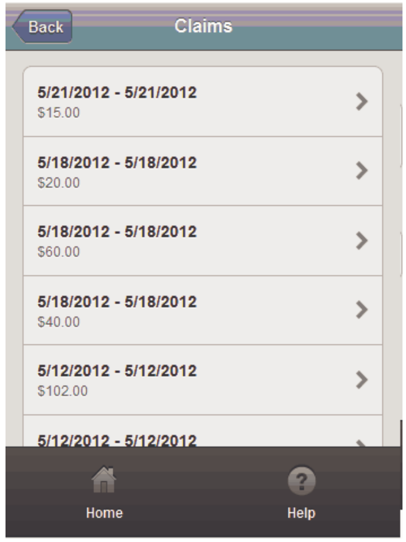
Select **Benefit** to view the details.

NOTE THAT THE SCREENSHOT ON THE RIGHT DOES NOT DISPLAY A CURRENT ANNUAL ELECTION AMOUNT; THE CURRENT ANNUAL ELECTION FIELD WILL ONLY DISPLAY FOR BENEFITS IN THE ACTIVE PLAN YEAR.

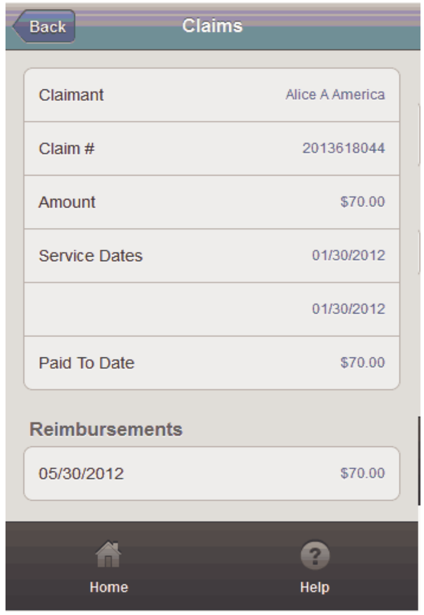


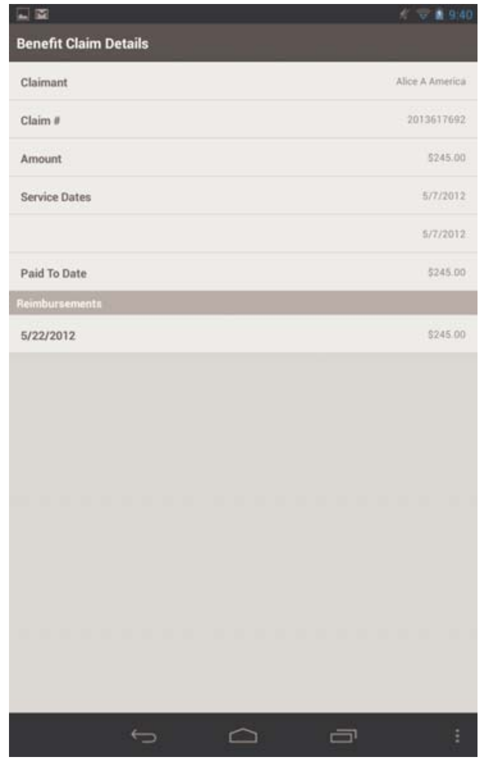


Claims associated with the Benefit will display when selecting **View Claims.**



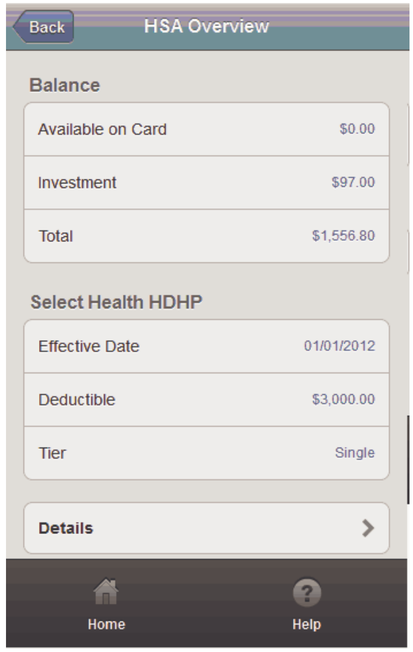
Clicking on a Claim will show you the details of the claim and reimbursement information. Note that if the Claim was denied or a request for information sent, the denial/request reason does not display at this time.

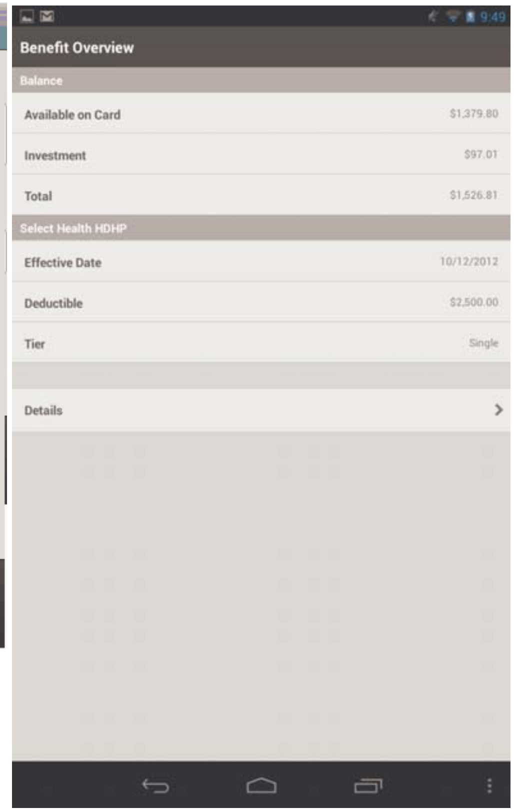




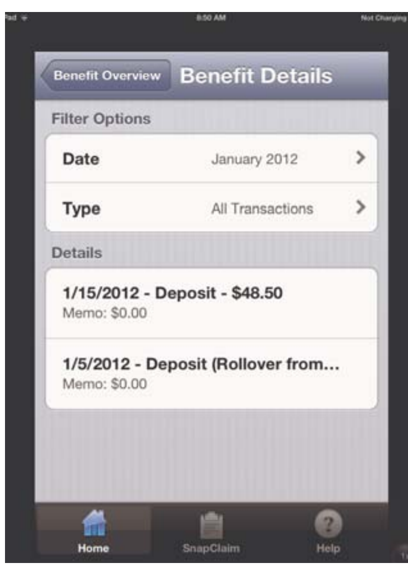
Accounts (HSAs)

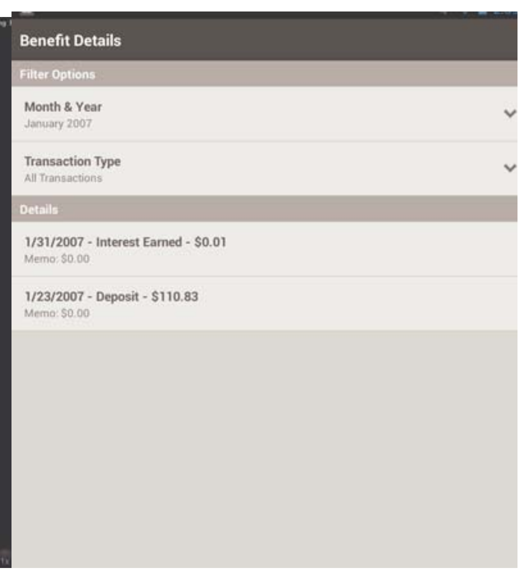
Different information will display for HSAs, such as amount available on a Card, Investments, Totals, and HDHP information.



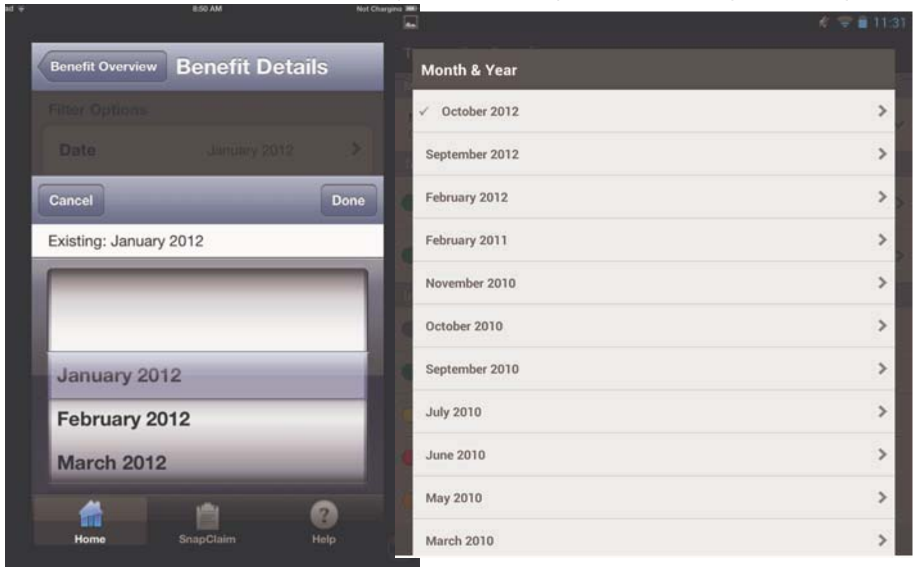


Selecting **Details** will display further information regarding your HSA benefit.

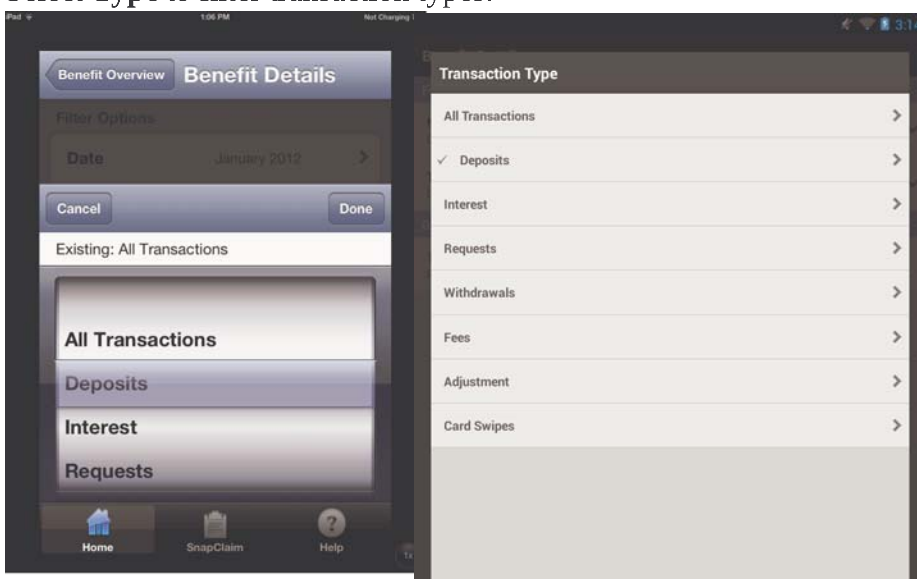




The **Month & Year** tab allow you to filter your details by month/year.



Select **Type** to filter transaction types.



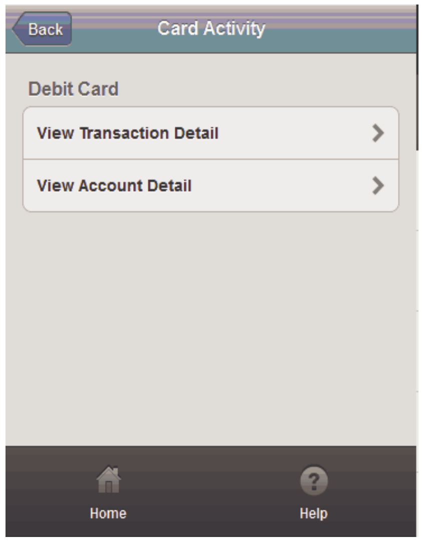
HSA Transactions will display under **Details** based on the filters you set.

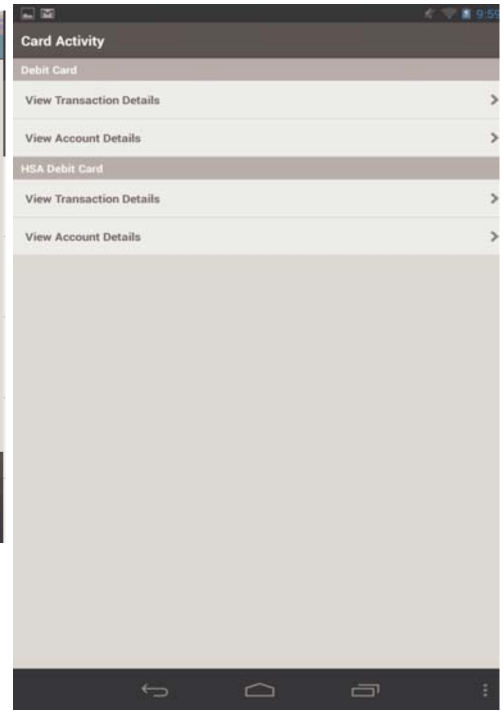
Note that all of your submitted expenses, including Snap Claims, Paper Claims, Debit Card transactions, and online claims will be stored in your ClaimVault information.

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

Card Activity

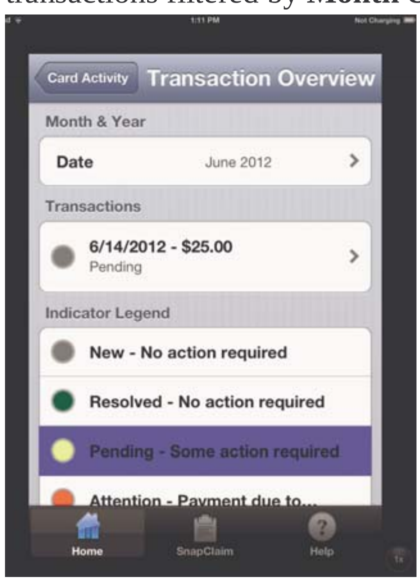
Selecting **Card Activity** from the home screen will give you options to **View Transaction Detail** or **View Account Detail.**

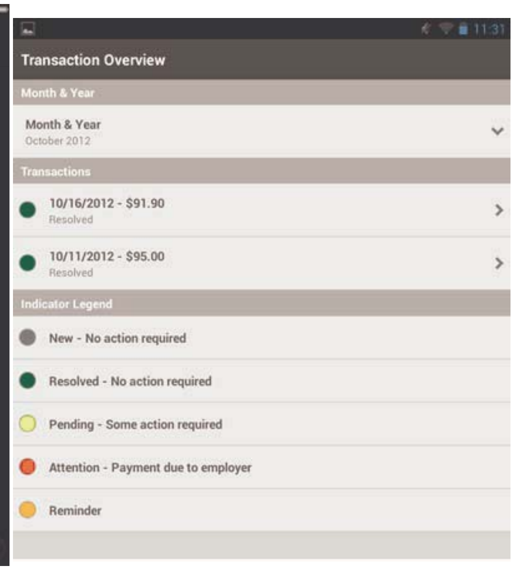




View Transaction Detail

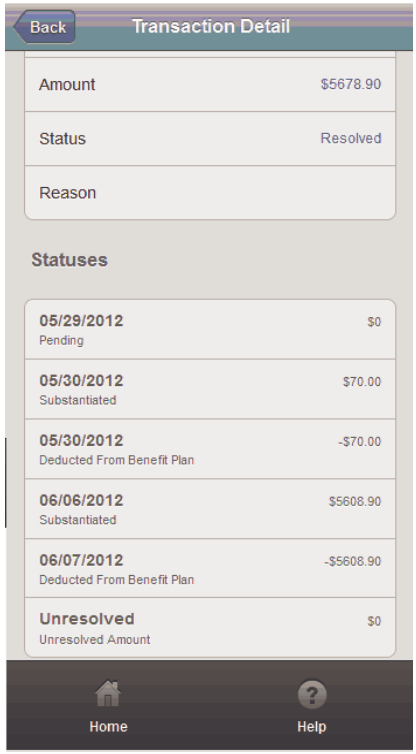
Selecting **View Transaction Detail** will display a screen with Card transactions filtered by **Month & Year**.

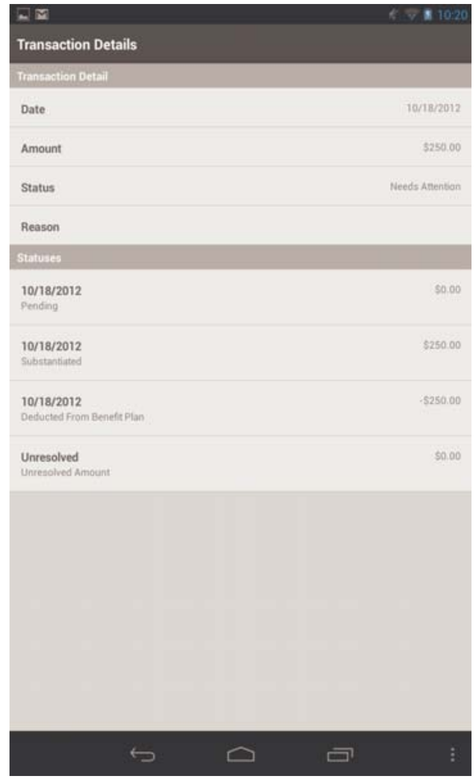




The Transactions will be color coded, per the **Indicator Legend**.

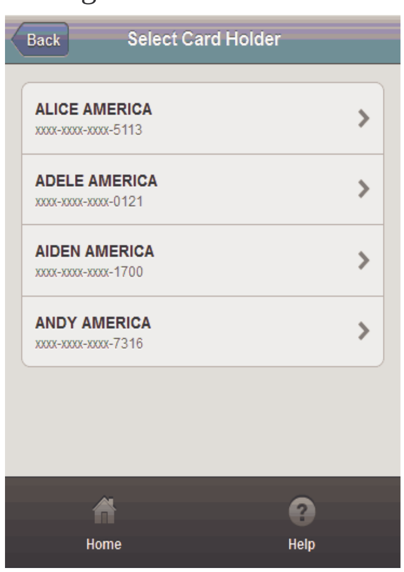
Selecting the Transaction will take you to the Transaction Detail screen.

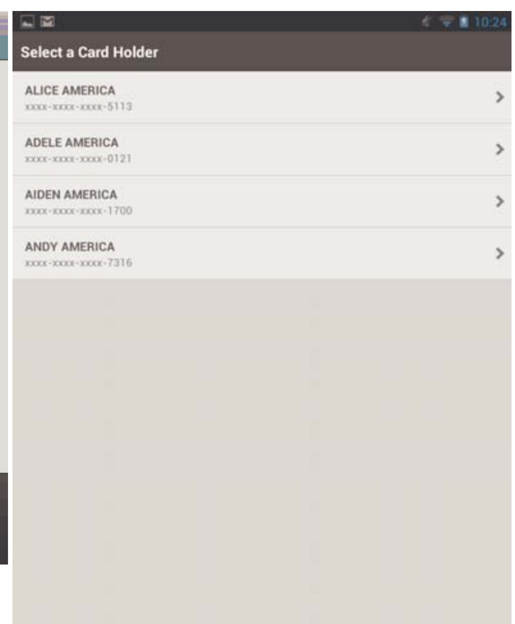




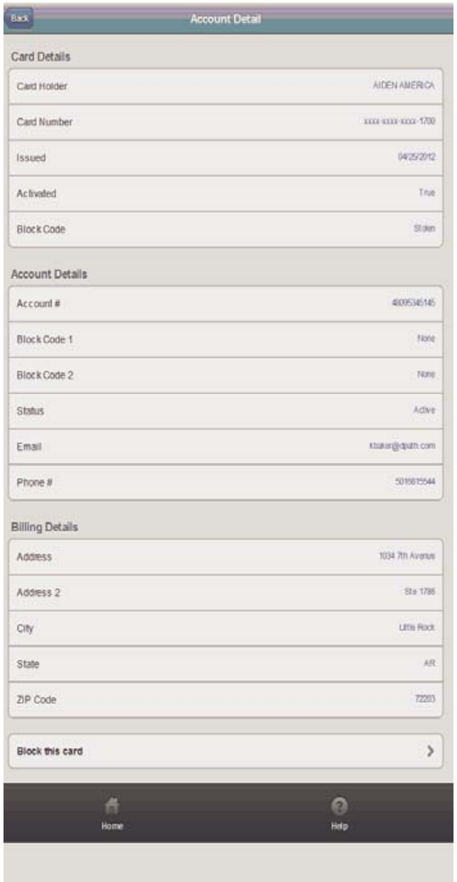
View Account Detail

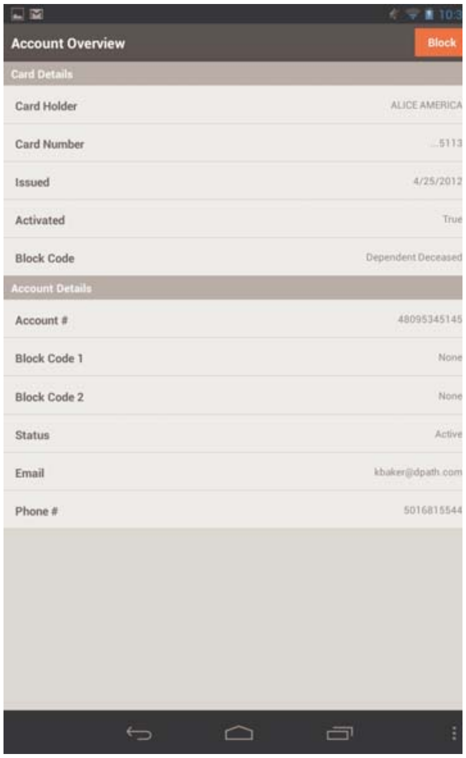
Selecting **View Account Detail** from the Card Account screen will display a list of all persons on your benefit plan with a card and the last four digits of the card number. .



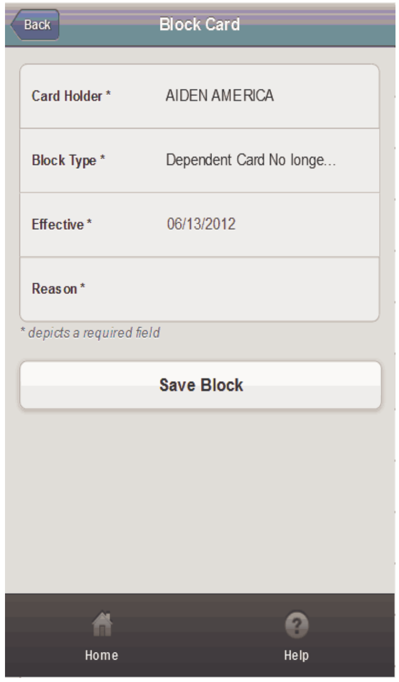


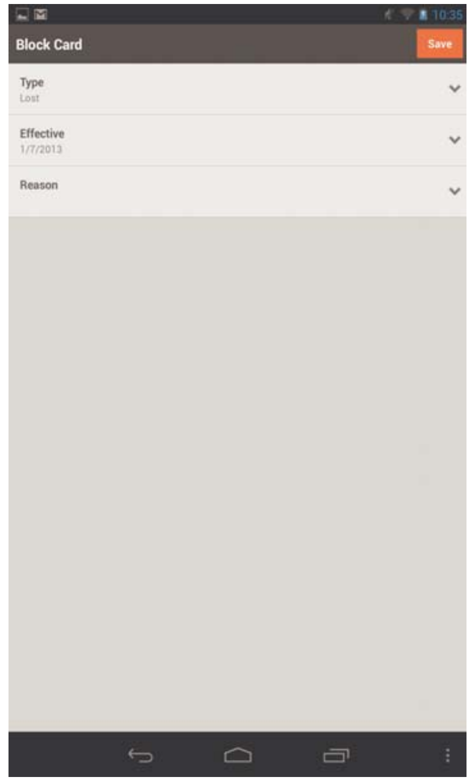
To view the details associated with a card, select the person. Note that you will not be able to make changes to this information, however you may Block the card by clicking **Block this card** on Apple Devices or the **Block** button on Android Devices.





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)**.**

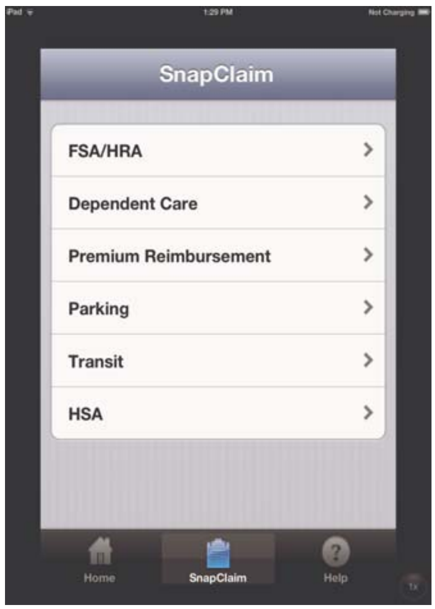


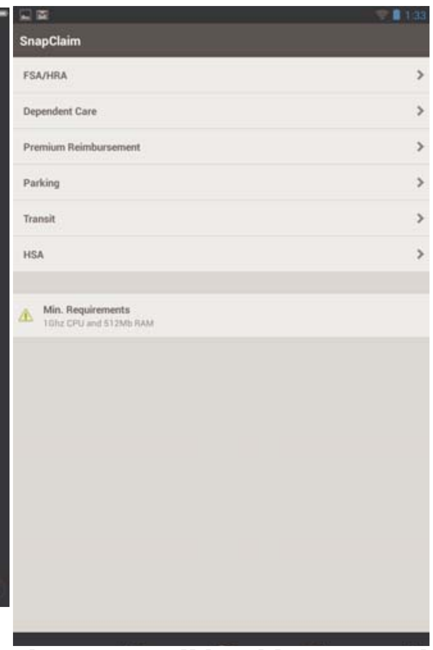


Snap Claim

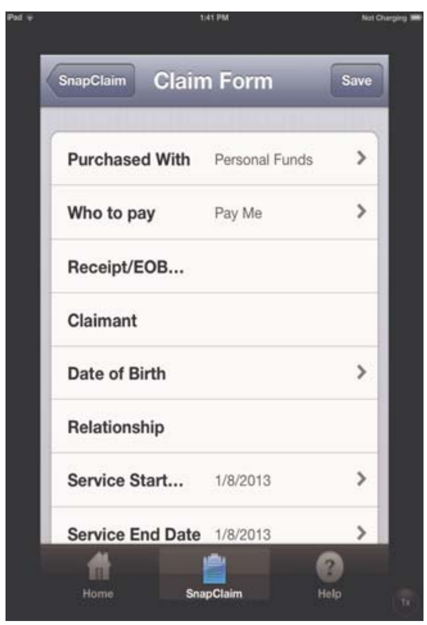
The Snap Claim feature is an option that may be offered by your TPA which will allow you to enter and substantiate a claim by taking a picture of a receipt and uploading it along with the claim information.

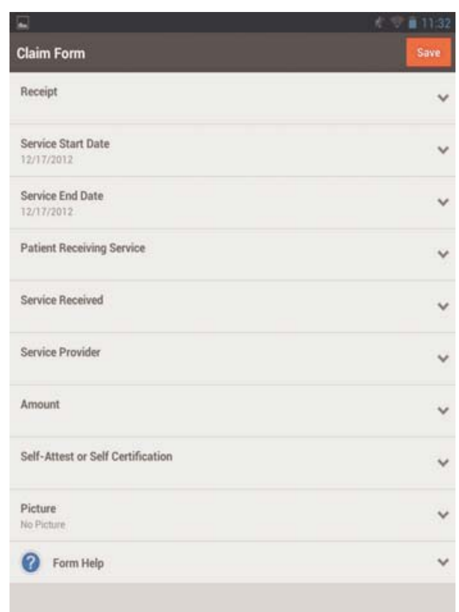
Begin by selecting **Snap Claim** from the home page or option menu at the bottom of the screen and select the Benefit to enter the claim against.





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





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**.**

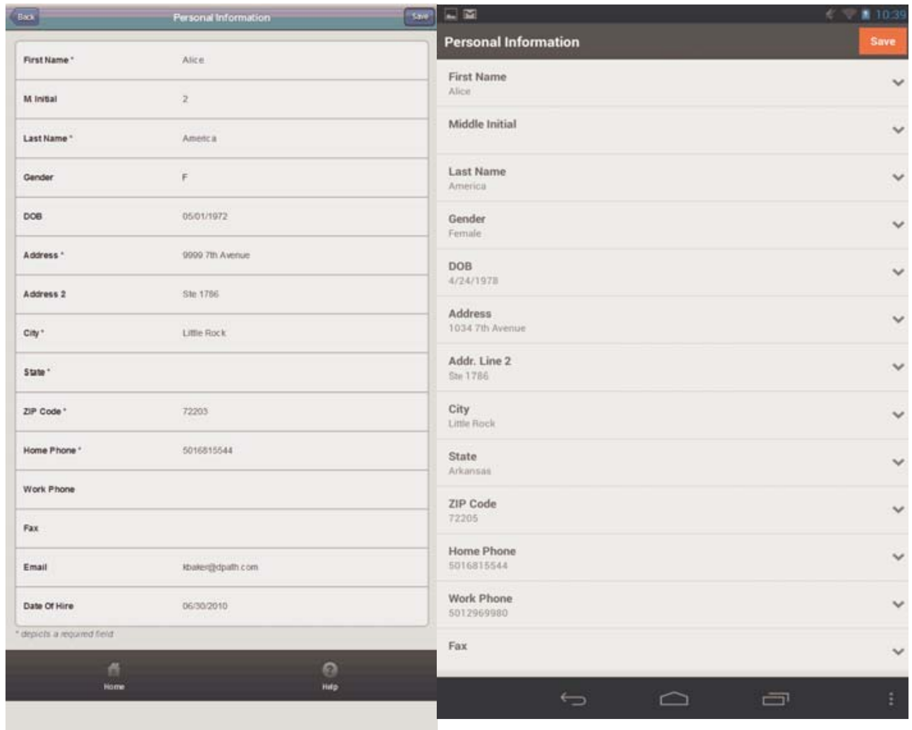
*: Field not available for HSA Claim.
**: Field exclusive to HSA Claim.

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.

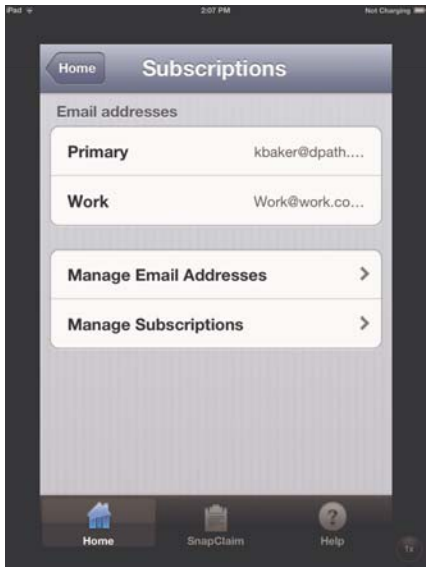


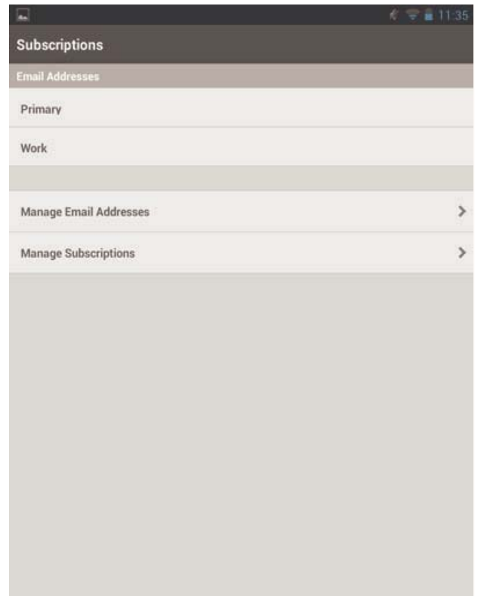
Fields with an Asterisk are required fields. If you are making a change, there must be a valid entry in order to save your changes.

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

Manage Subscriptions

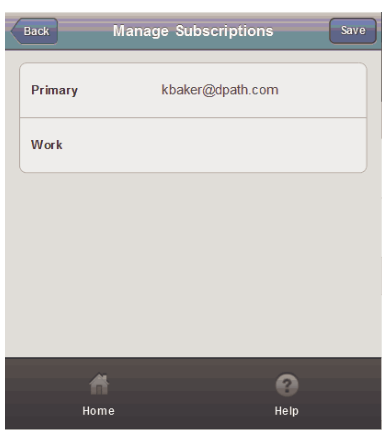
The Manage Subscriptions page will allow you to make changes to your primary and work email addresses, as well as make changes to the way you are notified of information regarding changes to your benefit accounts.

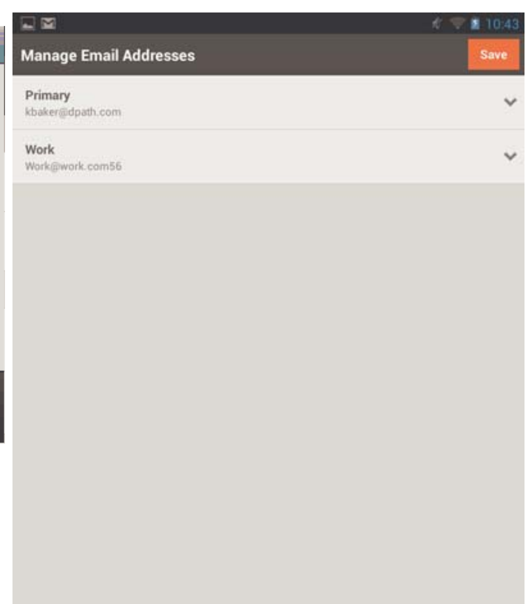




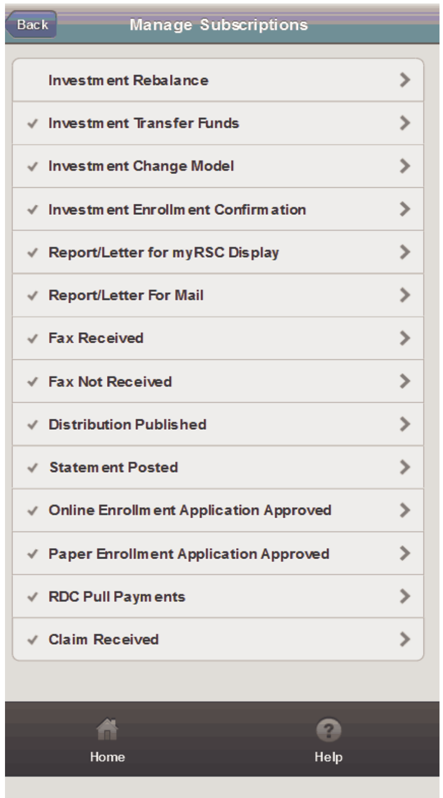
Select **Manage Email Addresses** to make changes or add email addresses.

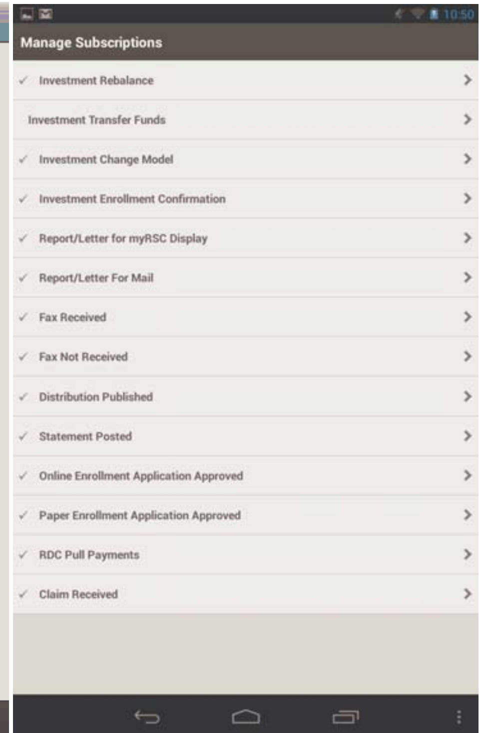
To add/edit either your primary or work address, select the field, make the changes and click Save.



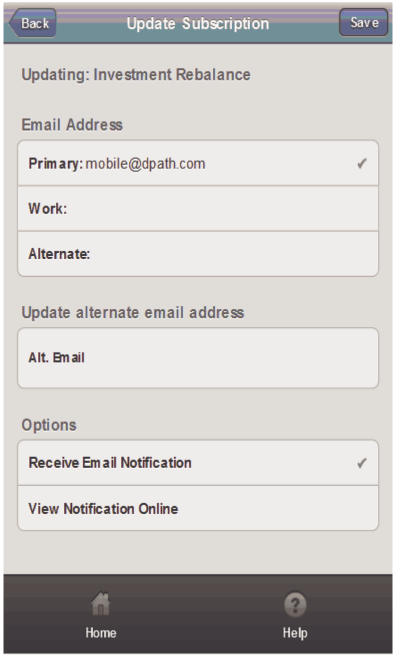


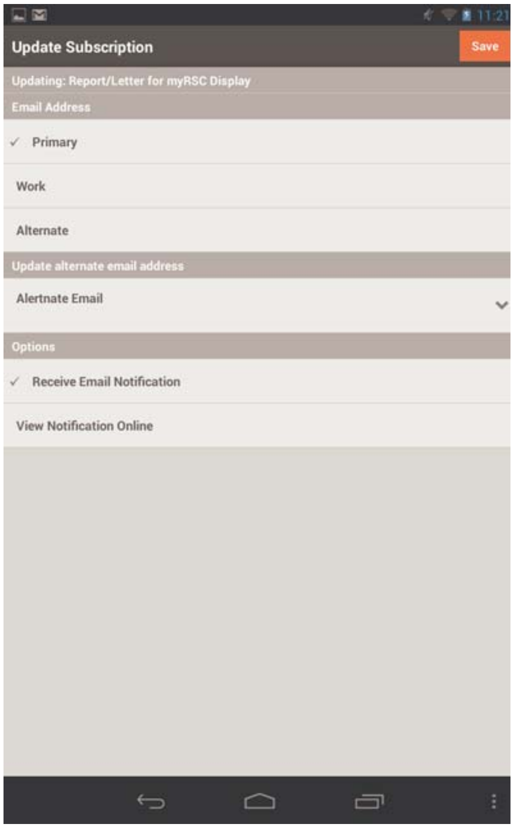
Select **Manage Subscriptions** to change your automatic notification settings. A list of all notifications will display; select the notification type to change the settings for.





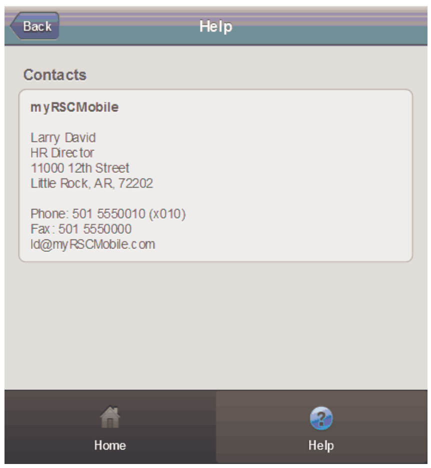
You may select which email address the notification should be sent to, update your alternate address and select whether to receive email notifications or simply view notifications online. The check mark will appear next to the option you have selected. You may also deselect all options.





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.



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, SnapClaimTM.