

# EBC Quick Reference Guide

## My Account Summary

### Plans

<b>FSA</b> Limited Health Care FSA 01/01/2023 - 12/31/2023	<b>Available Balance</b> \$2,600.00
<b>FSA</b> Dependent Care FSA 01/01/2023 - 12/31/2023	<b>Available Balance</b> \$0.00
<b>HRA</b> Health Reimbursement Arrangement 01/01/2023 - 12/31/2023	<b>Available Balance</b> \$4,000.00
<b>HSA</b> Health Savings Account 01/01/2022 - No End Date	<b>View Balance</b> ➔



### Quick Links

- Message Center
- Manage Direct Deposit
- Submit a New Claim
- Download Forms and Materials
- Track Upcoming Payments
- Track Processed Claims
- Track Payment Details

## Any device, any time.

You can access your EBC account by logging in online or on our mobile app, **EBC Mobile**.

### Accessing Your Account

#### Online

To log in to your online account, go to [www.ebcflex.com](http://www.ebcflex.com) and log in as a participant.

#### Mobile

To log in to EBC Mobile, download the app from the [App Store](#) or [Google Play](#) and enter your login information.

If you don't have an account set up, you can create your account online or on EBC Mobile by selecting **Register** on the login screen.

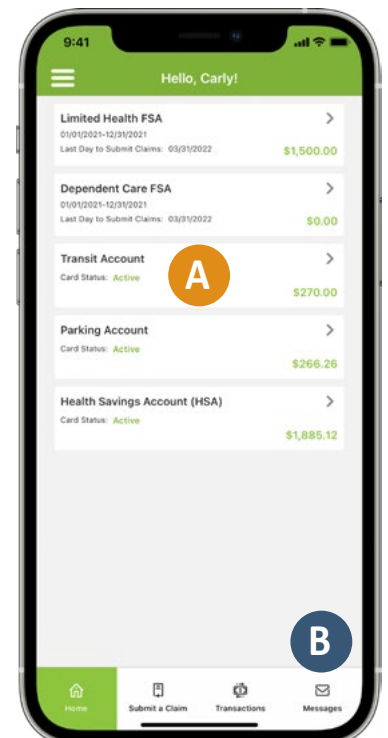
### Account Overview

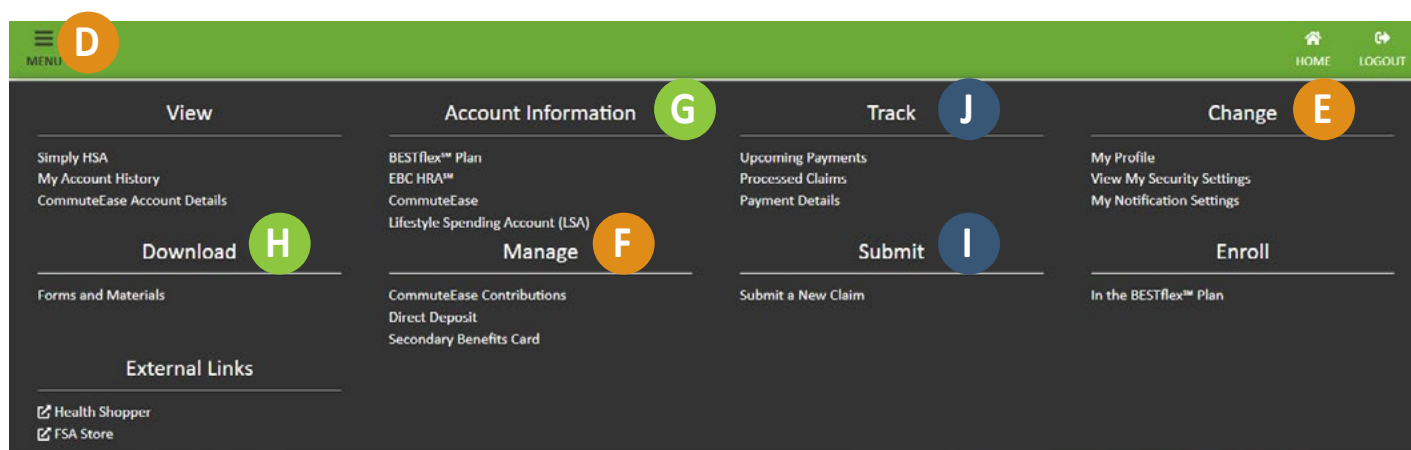
#### Home

When you log in to your EBC account, you will be taken to the home screen where you can find an overview of your EBC accounts. Click each account tile [A] to access your account details.

#### Account Notifications

You can access important messages by selecting **Messages** [B] in the app or **Message Center** [C] in your online account.





## Account Settings

Navigate to the **Menu [D]** to see the following account settings.

### My Profile

It's important to keep your contact information up-to-date to receive important messages from us. You can view and/or update your contact information under **Change [E] > My Profile**.

### Username and Password Management\*

If you have forgotten your password and would like to reset it, you can do so from the login screen. If you'd like to update your username and password, go to **Change [E] > View My Security Settings** in your online account and navigate to **User Security Settings**.

### Direct Deposit\*

You can sign up for direct deposit in your online account. When you sign up for direct deposit, you get your money faster because your reimbursement funds will be deposited electronically and securely in your checking or savings account. Go to **Manage [F] > Direct Deposit**.

## Resources

Navigate to the menu to see the following resources.

### Account Information\*

Find additional information in the online main menu under **Account Information [G]**.

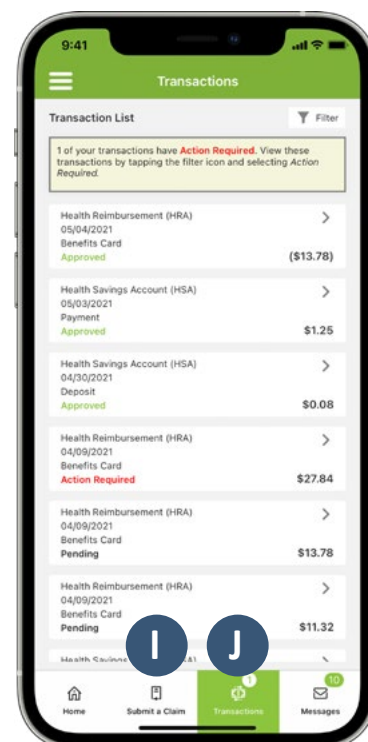
### Forms and Materials\*

Forms and additional materials can be found under **Download [H] > Forms and Materials** in your online account. Once you navigate to **Forms and Materials**, you will have to choose which account you'd like to see materials for.

Some commonly accessed materials include the *Participant Authorization Form*, *Letter of Medical Necessity*, *Contract on File*, and *Eligible Expense List*. *Note that these documents are examples and are not available for all accounts.*

## Claim Submission and Tracking

You can submit [I] and track [J] the status of your claims. Select each claim to view the full details. If you experience a denied claim, selecting the claim will provide the reason for the claim denial.



\*The following is not available on EBC Mobile.