

# IMPORTANT BENEFITS ANNOUNCEMENT



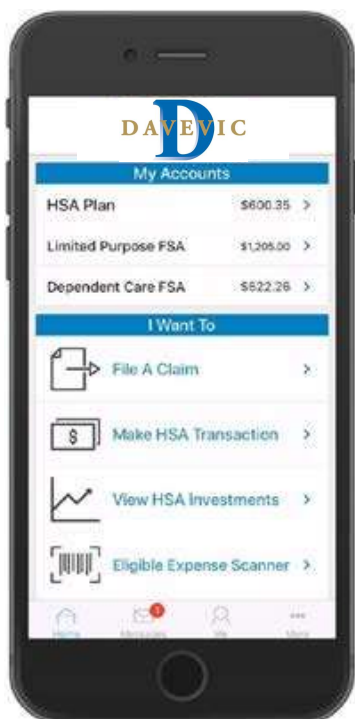
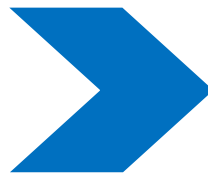
## Great News!

Your Employer has contracted with Davevic Benefit Consultants to offer a services platform that makes it easier for you to manage your account-based benefits. Below is information regarding your own consumer portal to upload a claim, check balances, and much more!

The Consumer Portal and Davevic App make managing your benefits easy!

### An easy-to-use **Consumer Portal**:

- Secure, 24/7 access to your accounts
- Check your up-to-the minute plan balances
- View all plan, claims, and payment details
- File claims and submit receipts online
- View upcoming reimbursements
- Sign up for direct deposit.. and much more!



### The handy **Davevic App**:

- Access available account balances on your iPhone®, iPod Touch®, iPad®, or Android®- powered device
- Submit claims and receipts using your device's camera
- Receive account balances and selected alerts via text message on any mobile device
- Message center that will alert you when a debit card claim requires an invoice, receipt, or Explanation of Benefits (EOB).
- By clicking on the notification, you can take a picture of the documentation being requested.

# EMPLOYEE & CONSUMER PORTAL GUIDE



Welcome to your Davevic Benefit Consultants Consumer Portal.

This one-stop portal gives you 24/7 access to view information and manage your Flexible Spending Account (FSA) and Health Reimbursement Account (HRA).

Consumer Portal access enables you to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

The **Home Page** is designed for easy navigation:

- Easily access the **"I Want To"** section which contains the most frequently used features.
- **Available Balance** links to the Account Summary page, where you can see and manage your accounts.
- The **Message Center** section displays alerts and relevant links that enable you to keep current on your accounts. You will also be able to view claim denials and emails sent from Davevic.
- The **Quick View** section graphically displays some of your key account information.

You can also hover over the tabs at the top of the page.

For more information please contact us toll-free 800-854-4099 or checkout our website: [www.davevic.com](http://www.davevic.com)

## LOGGING ON TO THE HOME PAGE:

1. Go to [www.davevic.com](http://www.davevic.com)

2. Under the login center, click FSA/HRA Claims Portal

3. Click Go.

4. Enter the below information as an **Existing User**:

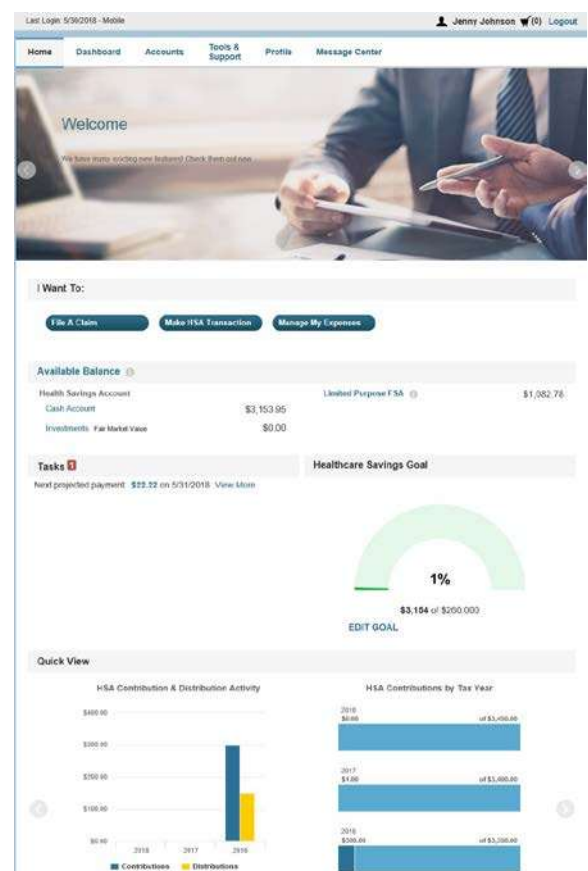
Login ID: **first initial, last name, last 4 digits SSN** (no spaces)

Password: **davevic1**

5. Click **Login**

You will be prompted to change your password once you login.

*Reminder: Your password is required to be changed every 90 days. You can change it by clicking "Forgot Password" on the login page.*



# HOW TO FILE CLAIMS ONLINE

## **How to File Claims using the Consumer Portal:**

1. To get to your consumer portal go to [www.davevic.com](http://www.davevic.com). At the top of the screen run your cursor over the "Login Center" and a menu will drop down. Click "Go" in the box that says FSA/HRA/HSA Participant. This will take you to your consumer portal login page.
2. Enter your username and password. (See login instructions on other side of page)
3. To file a claim, locate the "Reimburse Myself" button (right below "I want to..." on the left side of the screen).
4. This will take you to the next screen where you will select account paid from which will always be "Medical" and pay to will be "Me."
5. Next screen will have "Upload Valid Documentation", click on this link. Locate the picture(s) of your invoice, receipt or Explanation of Benefits (EOB). Once chosen, click "Next."
6. Complete the online claim form, and continue to click next when you are completed with each page. Important information to know: When uploading claims please upload each claim separately otherwise your claims could be mislabeled and can cause issues with processing. Once complete, you will receive a confirmation on the screen when your claim was successfully submitted.

## **How to File Claims using the Davevic Mobile App:**

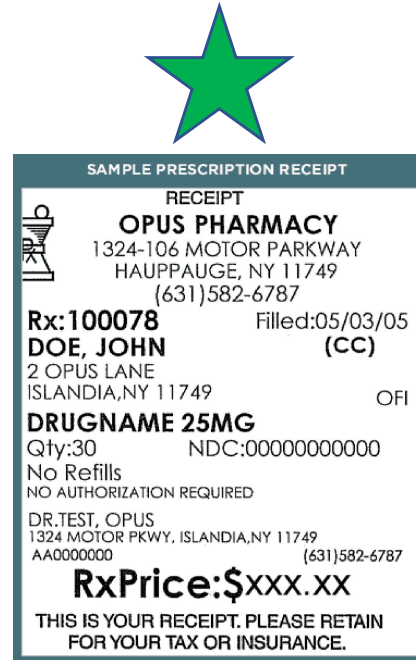
1. Log into your 1Cloud app using the passcode you selected.
2. After logging in, a screen will appear with all of your accounts listed along with a "Reimburse Myself" link and an "Expenses" link. Click on "Reimburse Myself" to upload a claim for payment.
3. The next screen that appears will be the online claim form that you will need to complete. Fill in all required fields (provider field and miles driven are not required fields).
4. On the same page, scroll down and you will find "Upload receipt" link. Click on that and it will ask you if you want to take a picture or download one from your library.
5. Choose or take a picture of the correct receipt or EOB for this claim.  
(Note: All pages of the EOB are needed)
6. Important information to know: When uploading claims please upload each claim separately otherwise your claims could be mislabeled and can cause issues with processing.
7. Once you have finished all the necessary steps, click on the "Add Claim" button on the top right side of your screen. Now your claim has been submitted to Davevic for review.

# Documentation Recommendations

## Prescription Drug Receipts

**Detailed Prescription Invoice is required** – A detailed prescription invoice is recommended in order for the claim to be properly adjudicated.

The receipt on the right is an example of a recommended receipt. This is typically stapled to your prescription bag or nearby.



## Copays and Other Services Receipt

**EOB or Detailed Copay Receipt is recommended**– Below are examples of adequate documentation to submit for reimbursement.



### Recent Claim Details

This is a payment breakdown of a processed claim from 02/05/21 - 03/05/21  
Joseph Weller | Member ID: 12345678-01

Account Number:

Medical   Claim Number: 012943021432534   Service Date: 03/01/21	
<b>Office Visit</b>	Amount Charged \$50.00
Description of service	Discount for Members \$30.00
Provider: Provider Name	UPMC Health Plan Paid \$15.00
Office Number: 412-555-1234	Copayment \$5.00
	You owe or may have paid \$5.00

Payment Receipt

Carter Physiotherapy PLLC  
2700 Bee Caves Rd. Ste. 111  
Austin, TX 78746  
Location of Services: Outpatient Clinic (stand alone), code = 11  
EN: 27-11  
Ph: 512-911-1111

Patient: \_\_\_\_\_  
ICD9 Code: \_\_\_\_\_

Date	Description	Procedure	Charge
	Manual Therapy x 3 (\$30/unit)	97140	90.00
	Therapeutic Exercise (\$30/unit)	97110	30.00

Total Charges: \$120.00  
Provider Discount: \$  
Total Payments: \$  
Account Balance: \$

Provider: \_\_\_\_\_  
Jared Carter PT, DPT  
License#: TX116  
NPI#: 144

Provider Signature: \_\_\_\_\_

This patient has paid in full for the service provided and Carter Physiotherapy is NOT an insurance provider for this claim PLEASE PROVIDE ANY PAYMENT DIRECTLY TO THE PATIENT.

