



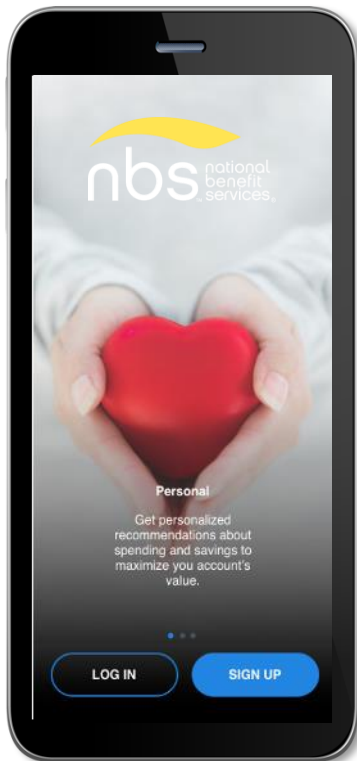
# Smart Features at NBS User Guide

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## NBS Mobile App

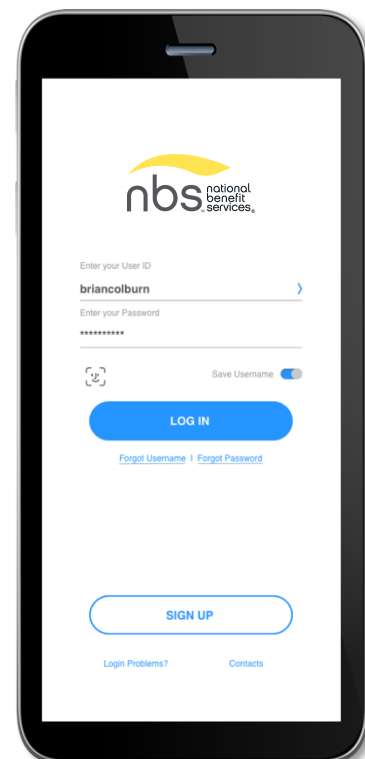
Managing your benefit account(s) on-the-go is made easy with the NBS Mobile App application. This powerful, intuitive mobile app gives you access to view your account balances, update your profile, submit a claim, and much more, right from your Android or Apple mobile device. NBS Mobile App provides a personalized experience and delivers meaningful insights to better guide your healthcare spending. The app also offers recommendations for savings on healthcare items such as prescription medications. This guide is intended to provide an overview of the NBS Mobile App features so you can be sure you are getting the most from your benefit account(s).



### Getting Started

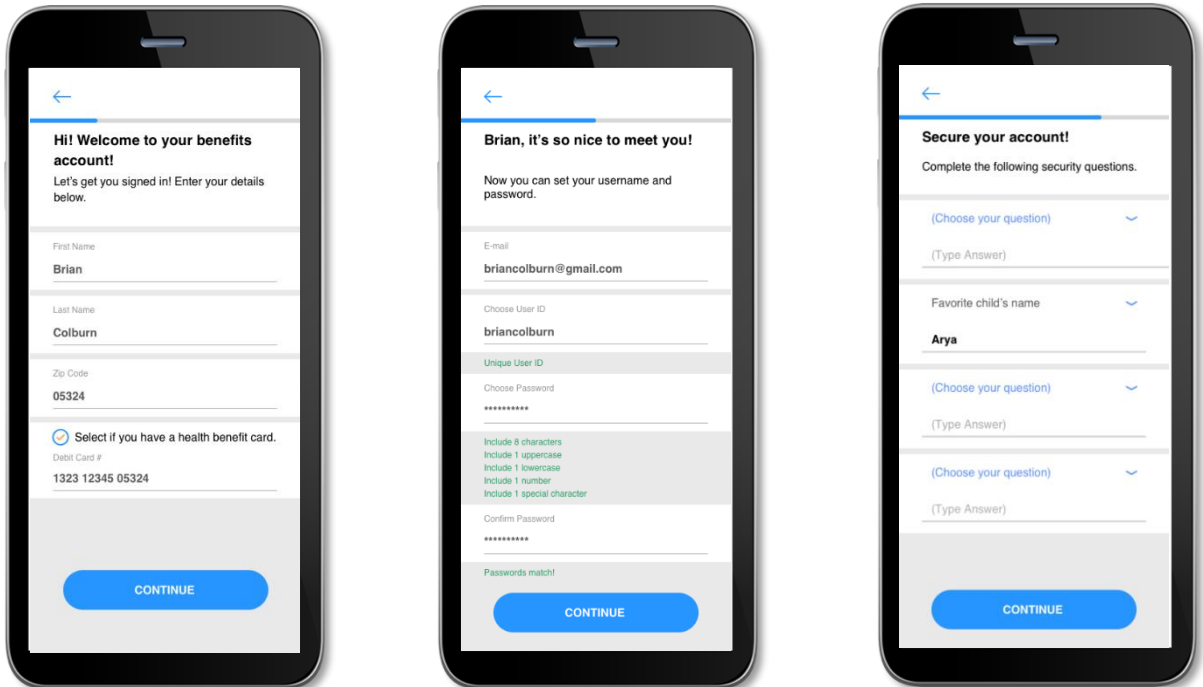
Your login credentials for mynbsbenefits.com and NBS Mobile App are the same. After downloading the application, you will see a landing page with options for 'log in' and 'sign up' as shown in image to left.

- If you already have a mynbsbenefits.com or NBS Mobile App user ID, you can enter it and tap log in. You may be asked some security questions and then be prompted to enter your password.
- If needed, you can retrieve a forgotten user ID from the sign-in screen and reset a forgotten password from the password entry screen.
- If this is your first time logging into both mynbsbenefits.com and NBS Mobile App, you must register before you can access the application.



## Registration

After tapping the 'Sign Up' button on the home screen, you will be guided through the registration steps.



Begin the registration process by entering the required information. If you have your benefit card number handy, then you only need to enter your name, zip code and card number. You are then guided by the NBS Mobile App to confirm your identity, create a user ID, and choose and confirm a password that meets the provided specifications. **Note:** These login credentials can be used to access both the NBS Mobile App and mynbsbenefits.com.

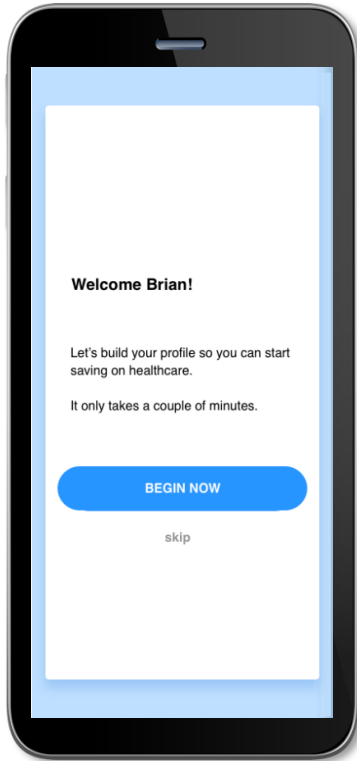
If you do not have a card or do not have your card number available, but you have an email or mobile phone number on file, you will be directed to confirm your email or mobile phone number where you will receive a security code verification. If you do not have an email or mobile phone number on file, you will be prompted to enter your *employer and employee ID*. If you do not know your ID number, you may obtain it from your employer.

To secure your account, select and answer four security questions. You can confirm that all your information has been entered accurately before moving on to the email or text confirmation steps.

These same steps are required when registering on mynbsbenefits.com.

### Biometric Verification

If your device uses biometric verification you can opt to enable this functionality to access NBS Mobile App. Simply choose to save your user ID on the *Log In* screen, and after signing in, you will be presented with the option to enable touch/face recognition access. You can view your touch/face recognition access status and disable it at any time via the 'Settings' screen.



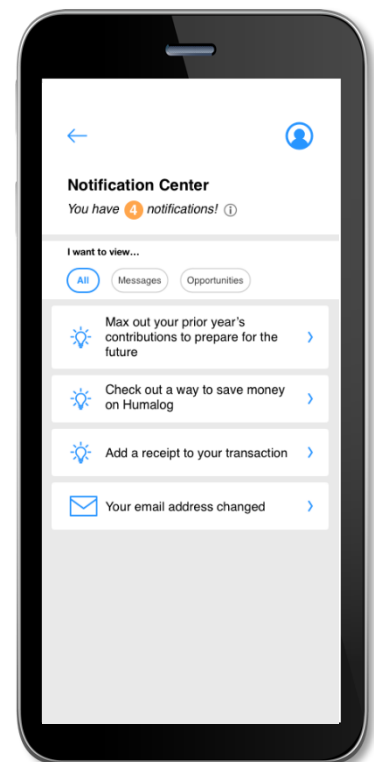
## Onboarding

After registering, or successfully logging into the app for returning users, you will be guided through an onboarding process. Onboarding will help improve the usefulness of the app and personalize it to your needs. You may opt out of the onboarding process, if you prefer, and you can later personalize the app through *opportunities* found in the *Notification Center*.

## Notification Center and Opportunities

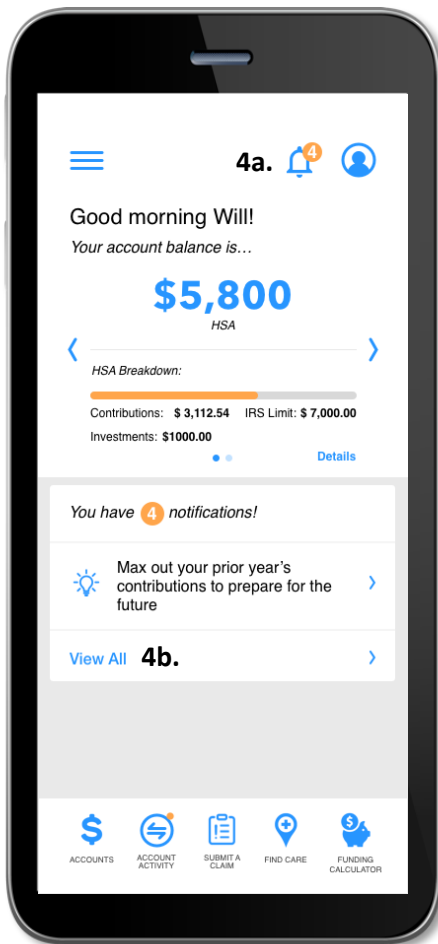
NBS Mobile App has a *Notification Center* which is present at the top right corner of every screen within the app. Click on the Bell located next to the profile icon to access the Notification Center. This notification center allows you to view not only pertinent alerts, but also *opportunities*. The opportunities are personalized to you, your account needs, and your app settings.

1. You may click on the *Notification Center* icon at any time to view your *opportunities* list
2. Clicking on one of the individual opportunities will open the specified page
3. The page associated with the chosen opportunity will coach you through the steps to maximize your savings



## Home Screen and Menu

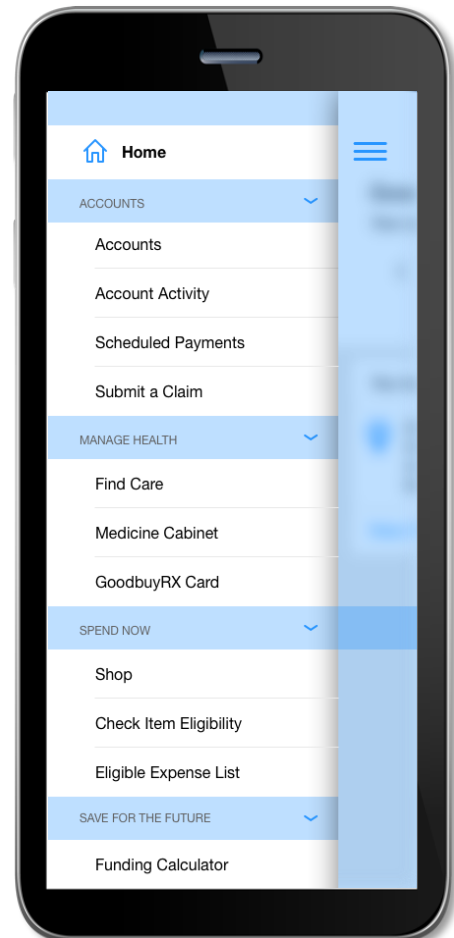
Once you are logged in, you will see the home screen:



1. The Home screen provides an account snapshot with balance breakdown
2. The account carousel allows you to scroll to other accounts you have, if applicable (i.e., scroll from an HSA, to an LPFSA)
3. You can click the “Details” text to go directly to your account page
4. You can navigate to your *Notification Center* by clicking the icon at the top [4a] or by clicking “View All” [4b]

Menu buttons at the bottom of the screen allow you to reach the most commonly used pages with a single tap.

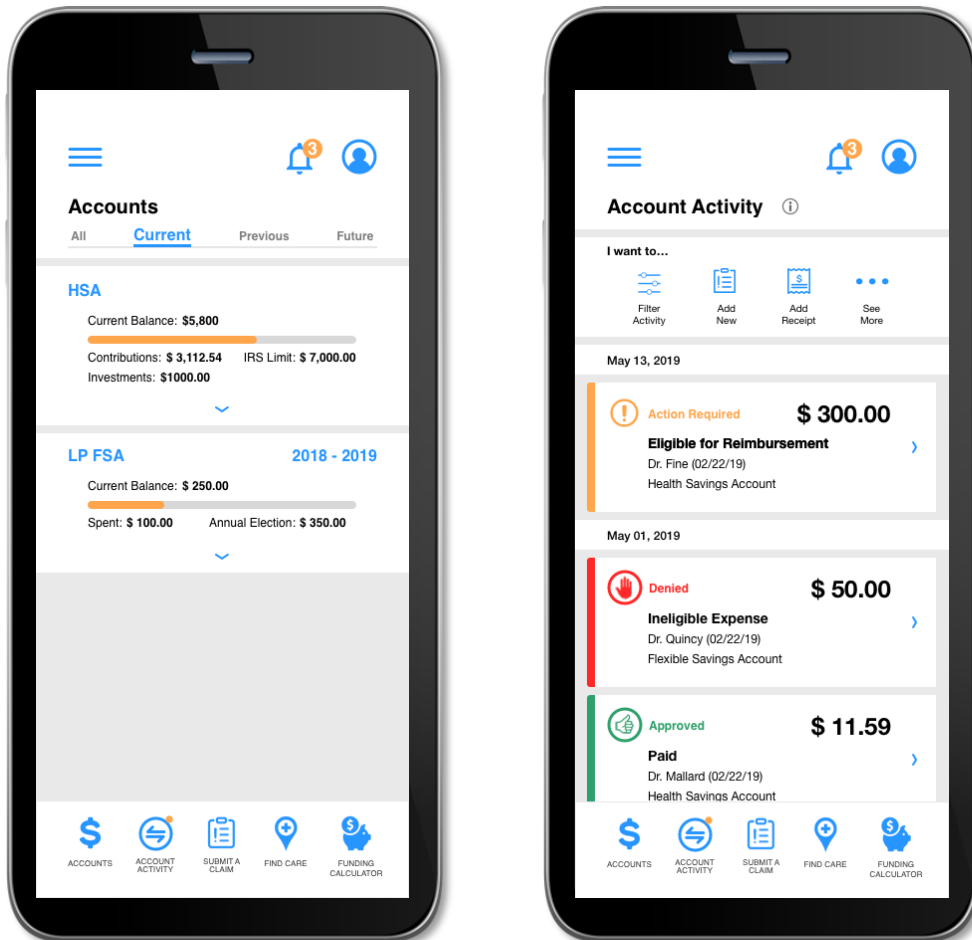
All the menu items found at the bottom of the home screen, plus many other helpful links, can be accessed at any time by tapping the menu symbol found in the upper left corner of every screen in the application.



## Accounts and Account Activity

The *Accounts* screen displays a listing of all your benefit account(s) and their balances. This list can be filtered by plan year (current, future, previous, or all) by clicking the related link.

The *Account Activity* section of the app will show you what is approved, pending, and denied as well as what requires an action from you (e.g., adding a receipt). You can filter the results, add receipts, and much more.



## Cards

The *Cards* screen allows you to view all details related to your benefit debit card(s); you may also access the four-digit PIN associated with your card on this screen. Additionally, you can use this section of the app to mark a card lost/stolen or request a new card.



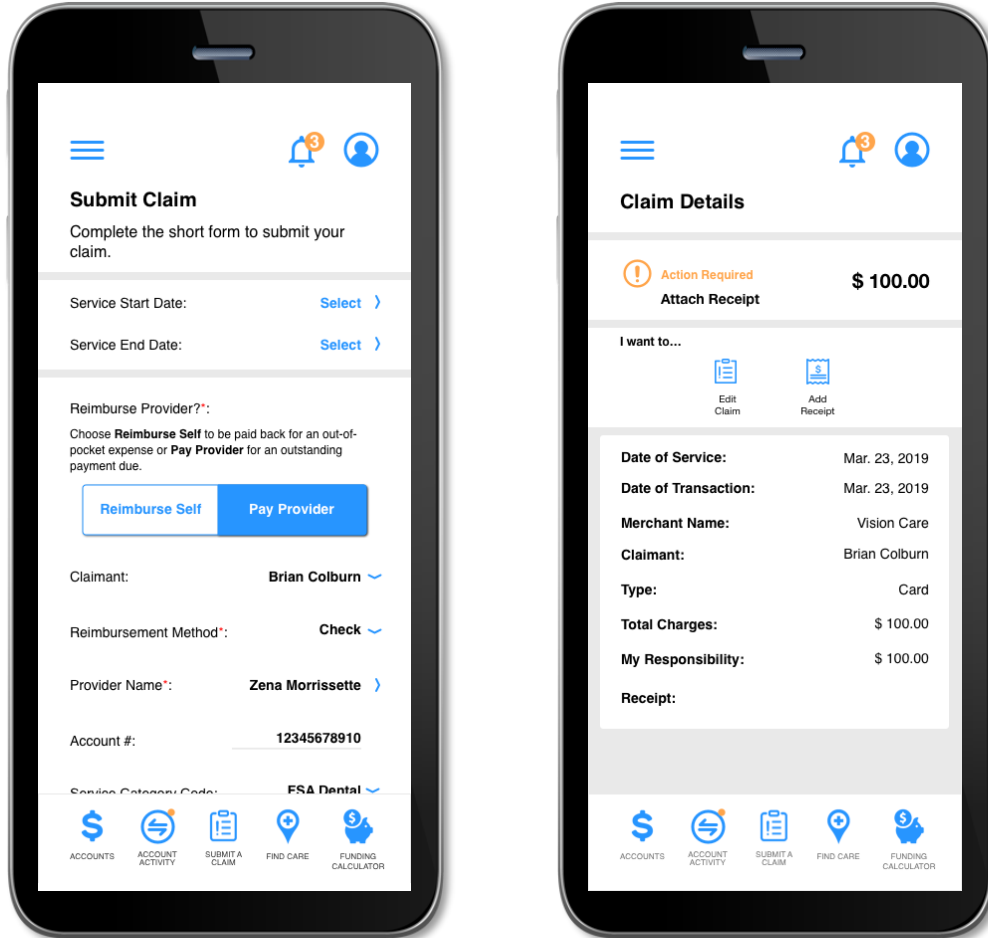
The *Cards* screen displays the cardholder, last four digits of the card number, the card status, and whether the card is associated with a dependent. Tap any individual card on the screen to access the card details.

- View PIN**  
 If you tap the *view PIN* button, an image of the four-digit PIN associated with the selected card displays. You can use this PIN when a card transaction is processed as a debit at the point-of-sale (instead of as a credit, with a signature).
- Mark as lost/stolen**  
 If your card has been lost or stolen, notify your plan administrator by tapping the *Lost/Stolen* button from the *Cards* details screen. You can choose whether you would like to have a new card issued. If your card is marked as lost/stolen, the card status changes accordingly on the *Cards* main screen.
- Activate card**  
 If you have a new card, you may opt to activate your card later or during your current session.



## Claims Submission

The *Submit a Claim* screen allows you to enter new claims and expenses, as well as view and edit pending ones. If you have a receipt to substantiate your claim, you can take a photo of it with your device and attach it to a pending claim from this section of the app.



## Direct Deposit

Select Add under Direct Deposit Options on the Personal Dashboard, then, fill in your banking information and hit Save.

### Direct Deposit Options

Add your bank account for direct deposit reimbursement ⊕ ADD

### Reimbursement Method

Check

Direct Deposit

Bank Name \*

Account \*

Re-enter Account \*

Account Routing \*

Re-enter Routing \*

Bank account type

By providing my bank account and routing numbers, I agree to allow my administrator to direct deposit plan reimbursements into my accounts. I understand that I can change this directive at any time.

Check example

Name \_\_\_\_\_

Address \_\_\_\_\_ Date \_\_\_\_\_

Pay to the order of \_\_\_\_\_

Your bank

: 1233211231	234511	123456789123
Routing Number	Check #	Account Number

**Please note:**The order of Routing, Account and Check numbers will vary from financial institution to financial institutions and will not necessarily be in the same order as shown above.

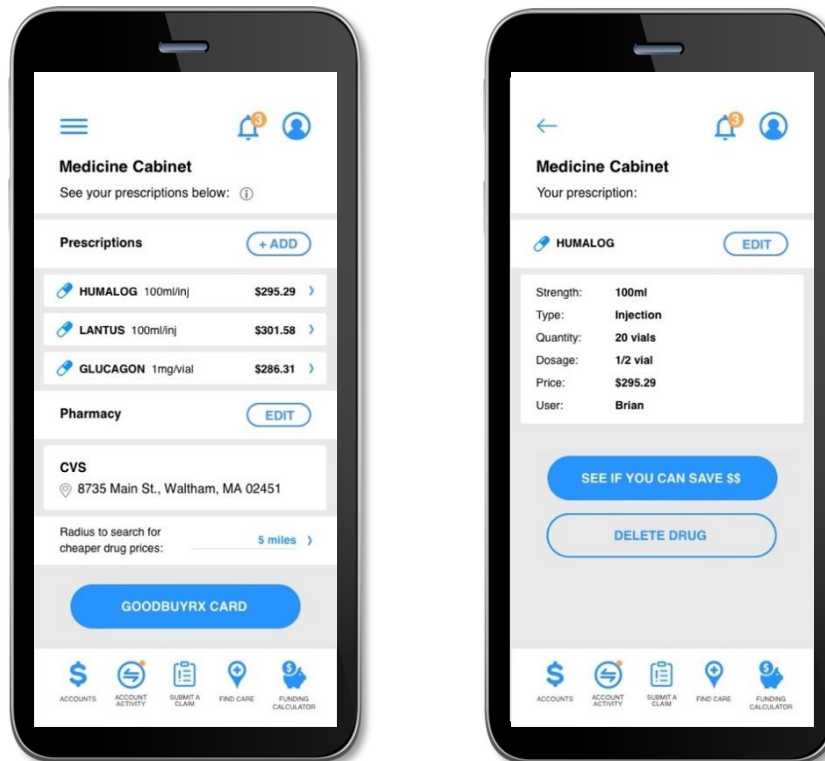
## Medicine Cabinet

NBS Mobile App also includes a *Medicine Cabinet* feature which can be accessed from the main menu screen. You will also be prompted by the *opportunities* feature to enter your medications into the *Medicine Cabinet* if you did not do so during onboarding. NBS Mobile App will find cost-saving opportunities on your medications. You can also set up your home pharmacy in the *Medicine Cabinet* in order to retain a search location and radius for more drug savings opportunities.

Once you complete the setup of your *Medicine Cabinet*, you will see a listing of all your drugs and their prices. You may also edit, delete, or add drugs or the price you paid for them at any time. NBS Mobile App helps you capture the most recent information about how much you are paying for your medications.

If applicable, the NBS Mobile App may notify you if a more cost-effective alternative is available for any of your medications saved in the *Medicine Cabinet*.

Below are some example screenshots:

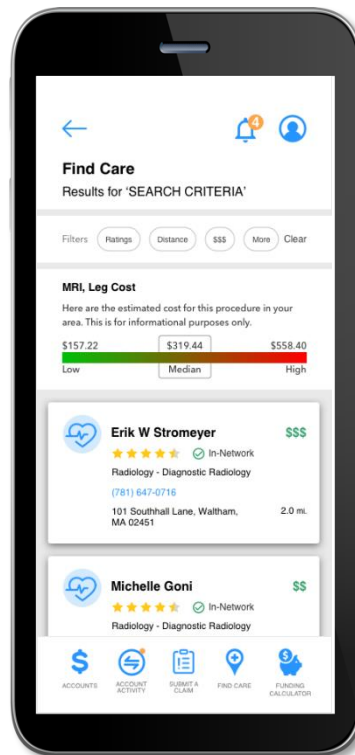
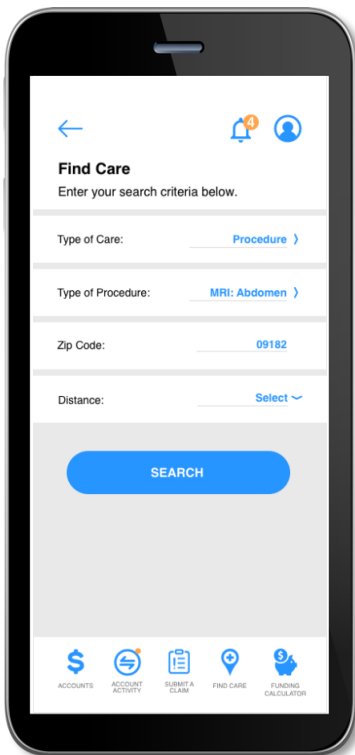
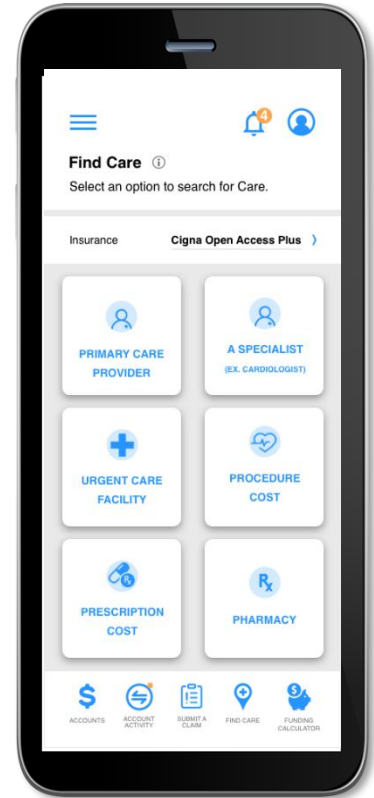


## Find Care

NBS Mobile App includes a *Find Care* feature which can be accessed from the menu or by clicking on the icon at the bottom of most screens found throughout the app.

Find Care allows you to search for care in a few different ways. By adding your insurance carrier, you will only see in-network providers.

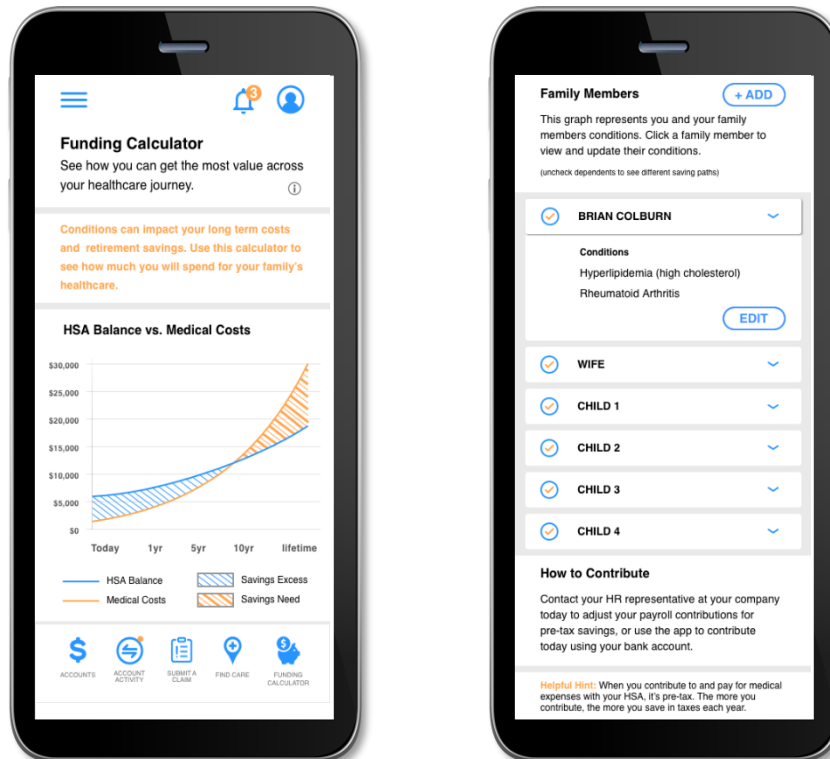
1. If you search for a Primary Care Provider, a Specialist, or an Urgent Care Facility, your results will display with options to filter by patient satisfaction scores and distance
2. If you search for Procedure Cost, the app will return the average cost for the procedure in your area as well as an estimated cost for each provider
3. If you search for a Prescription Cost, the Pharmacies nearby that could fill your prescription along with the associated price will be displayed; you can also search specifically for Pharmacies



After you select one of the types of care, you will be prompted to enter additional information dependent on the type of care selected.

## Funding Calculator

Another NBS Mobile App feature is a *Funding Calculator* (only applicable to HSA) that considers chronic condition costs in order to help estimate the future value of your health savings account, if applicable. Based upon the conditions you list for yourself and your dependents as well as your HSA contributions, the *Funding Calculator* projects your healthcare costs versus your projected HSA balance.



## The New NBS Call Center

Our phone systems have recently been updated to better support all our participants nationwide. Below is an overview of what to expect when contacting NBS at 855-399-3035.

To ensure your security, we take every step to protect your account. Please have the following information ready when you call:

- Social Security Number (SSN)
- Date of Birth (DOB)
- Zip Code

You may be asked for additional information during your call for further identity verification. This is done to safeguard your personal details and protect your account.

When you call into our service center, you will hear the following information:

*All calls are recorded for quality assurance and security purposes.*

*If you know your party's extension, enter it now.*

### Main Menu:

- Flexible Benefits – Press 2
- 401k ERISA – Press 3
- COBRA – Press 4
- 403b/457 Non-ERISA – Press 5
- Employer Invoices – Press 6

### Flexible Benefits Menu Options

- For Spanish: Press 9
- For English: Stay on the line
  
- Information needed: SSN or Card Number, DOB, and Zip Code (numerical form)
- Your account balance will be provided automatically
  
- To get further details, choose from the following:
  - Repeat balance – Press 1
  - Claims – Press 2
  - Card transactions – Press 3
  - Report a Lost or Stolen card – Press 5
  - Card PIN Information – Press 6
  - Speak to a representative – Press 0

## The New NBS Call Center Continued

### 401k ERISA Menu Options

- For Active 401k Employer information: Press 3
- For Participant related questions: Press 4
- To Set up a new plan: Press 5

### COBRA Menu Options

- For COBRA Questions: Press 2
  - For English: Press 1
  - For Spanish: Press 2

### 403b/457 Non-ERISA Menu Options

- If you are an Agent or Advisor, please visit our website.
- To speak with an agent: Press 2

### Employer Invoices Menu Options

- For Accounting Department inquiries: Press 2
- Retirement: Press 2
- Welfare: Press 3
- Cafeteria Claims Paid Billing: Press 4

### Additional Tips

Please note that wait times may fluctuate based on seasonal factors and call volume.

We appreciate your understanding and cooperation as we work to provide you with the best service possible. Thank you for calling, and we look forward to assisting you!

## NBS Website Chat Features

For those who prefer, we also offer an alternative option to engage with a live agent through the chat feature on our website: <https://www.nbsbenefits.com/>

### Identity Verification

To ensure your security, we take every step to protect your account. Please have the following information ready when you connect:

- Full Name
- Social Security Number (SSN)
- Name of Employer (of account)





## NBS Website Chat Features Continued

After clicking on the chat box, please choose the option that most accurately reflects your reason for contacting NBS.

**NBS Live Chat**  
Welcome

Bot BOT 2:35 PM

Thank you for contacting NBS.

Please select which department you are trying to reach.

- Flexible Benefits
- Cobra
- ERISA / 401k
- Non-Erisa/ 403b 457

You will be asked to provide your personal information and verification to help us assist you more effectively.

**NBS Live Chat**  
Welcome

Bot BOT 3:33 PM

Thank you for contacting NBS.

Please select which department you are trying to reach.

3:33 PM You

Flexible Benefits

Bot BOT 3:33 PM

May I have your first and last name, please?

At National Benefit Services, it's important to us that managing your benefits is simple and convenient for you. We are happy to provide you with multiple options to manage your account and get your questions answered. Whether you log into our participant portal website [www.mynbsbenefits.com](http://www.mynbsbenefits.com), download our mobile app, call our service center, or chat with an agent online, we are here to provide the resources you need to confidently manage your benefit account.

