



Benefitfocus Mobile App

User Guide

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Mobile App Overview

Designed for iOS and Android mobile devices, the BENEFITFOCUS® Mobile App gives you instant access to plan details, including coverage levels, effective dates and co---pays as well as covered dependents and corresponding documentation. The educational BENEFITFOCUS® Video Library is also optimized for use on the app.

Using the App, you can:

- Enroll in your benefits for OE, Life Events and initial enrollment
- Review benefit details
- Update profile information (if permitted by your employer), including:
 - Email addresses and phone numbers
 - Passwords
 - Emergency contacts
- Review dependents
- Add and edit dependent information (if permitted by your employer)
- Enter and save important Insurance ID Card information (Member ID number, Group ID number)
- Upload an image of your Insurance ID Card to access in Mobile App Documents
- Upload and submit images of benefit eligibility documents required by your employer for dependent verification or for certain life events (such as a birth or marriage certificates) to access in Mobile App Documents
- Watch healthcare videos

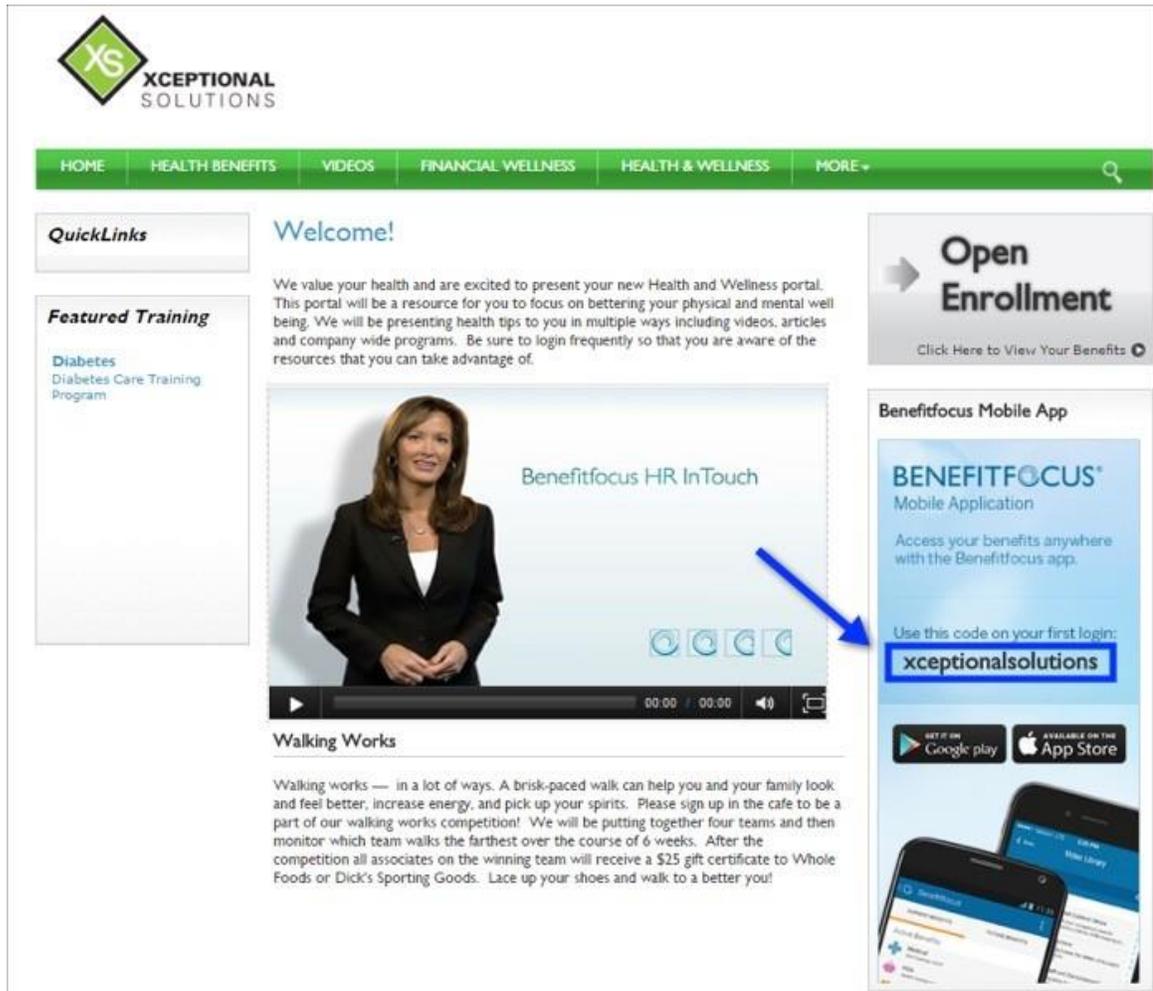
Using an authentication code, you can download the App for free from Google Play and the iTunes Store. It's easy for you to get all your benefits information by simply logging on with your existing Benefitfocus username and password.

Mobile App Access

Activating the Mobile App

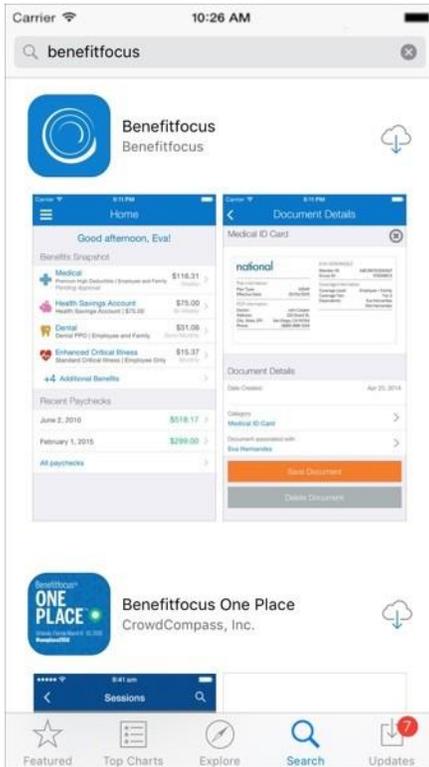
Before you download the Mobile App, you can log in to the BENEFITFOCUS® Communication Portal and access your company ID code; your Benefits Administrator may also provide you with this information. Then you can download the app from the applicable App Store.

1. Log in to the Communication Portal and notice the company ID code that you see in the widget. This code corresponds to your employer and ensures that all you are seeing your personal benefit information. **You will need this ID when you activate the Mobile App in Step 7 below.**



2. Log out of the Communication Portal.
3. Search for the Benefitfocus Mobile App on the Google Play or Apple App Store on your mobile device.

- Download the App; this example shows the App Store.



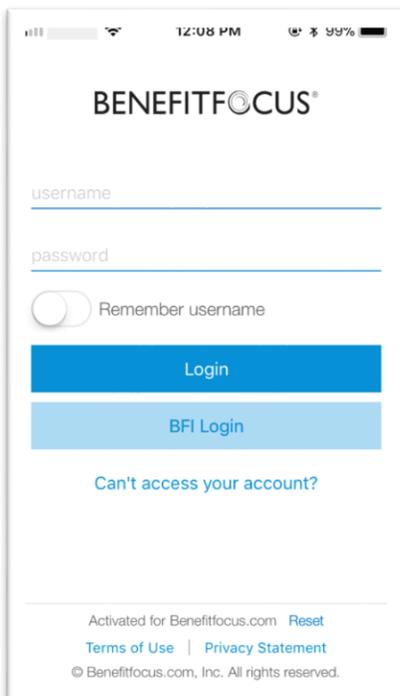
- Open the App and read the terms of service.
- Tap *Accept Terms of Use* when you have determined that you agree to the terms of service.



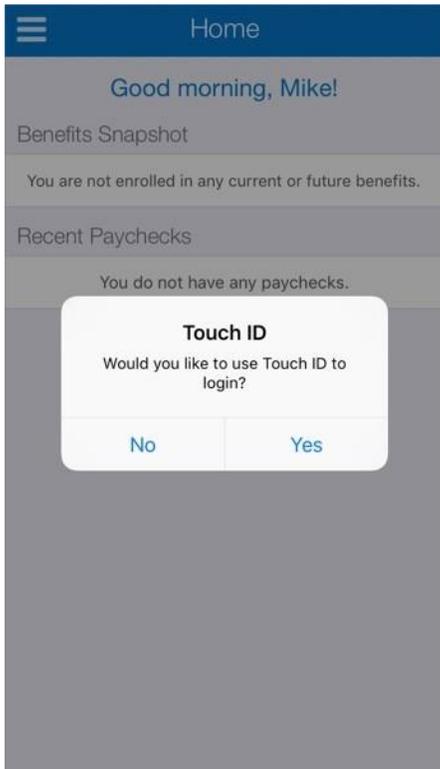
7. Enter the *Company ID*.
8. Tap *Next*.



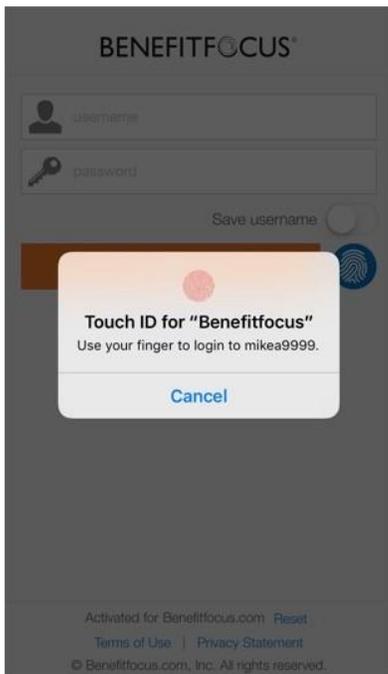
9. Enter your Benefitfocus *Username* and *Password* and tap *Login* to access the App. **Note:** if your organization allows you to use the Touch ID feature, where you can use your fingerprint to access the Mobile App, then you can establish the Touch ID setting where you log in with your Username and Password for the first time; continue with **Step 10**.



10. Tap Yes to use your fingerprint the next time you log into the Mobile App. Where you log out, continue with **Step 11**.



11. Place your finger on the appropriate place on your phone for fingerprint recognition. The Mobile App will recognize your fingerprint and log you into the App.



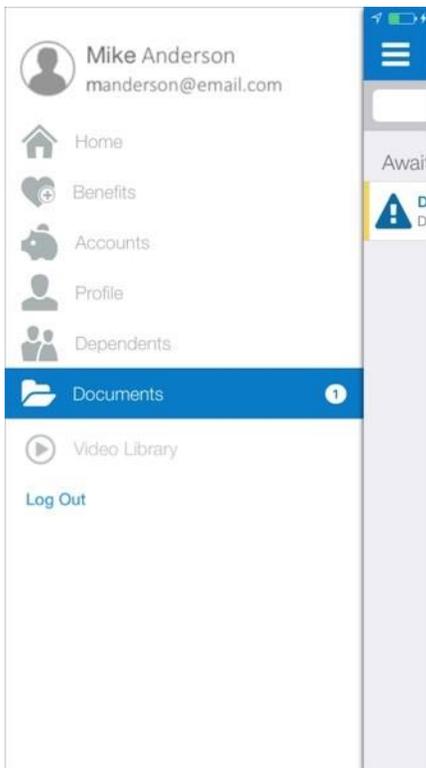
Navigating the Mobile App

The Mobile App is simple to use and easy to navigate.

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap any of the items in the list to see more information.



4. Tap the back button in the top, left corner of the screen to return to a previous menu.

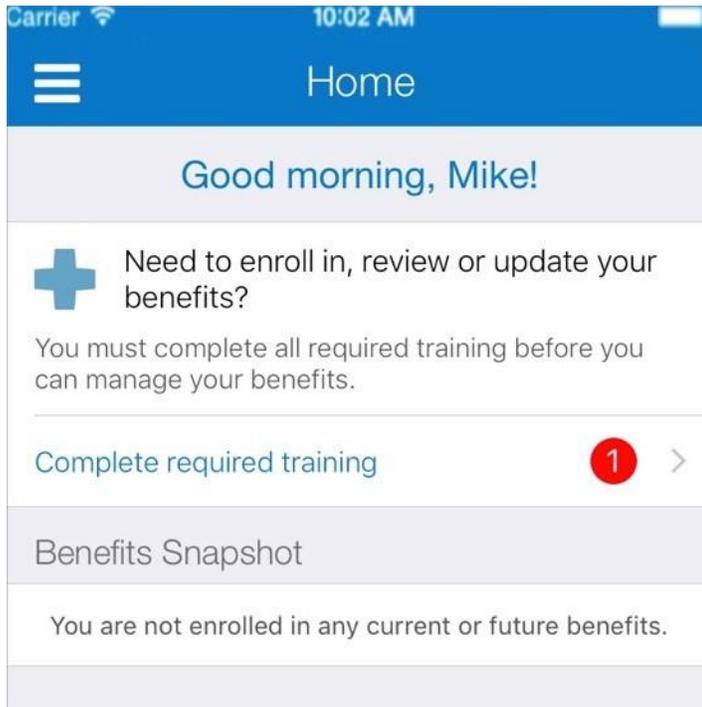


5. Tap *Log Out* from the slide-out navigation menu when you are finished using the App.

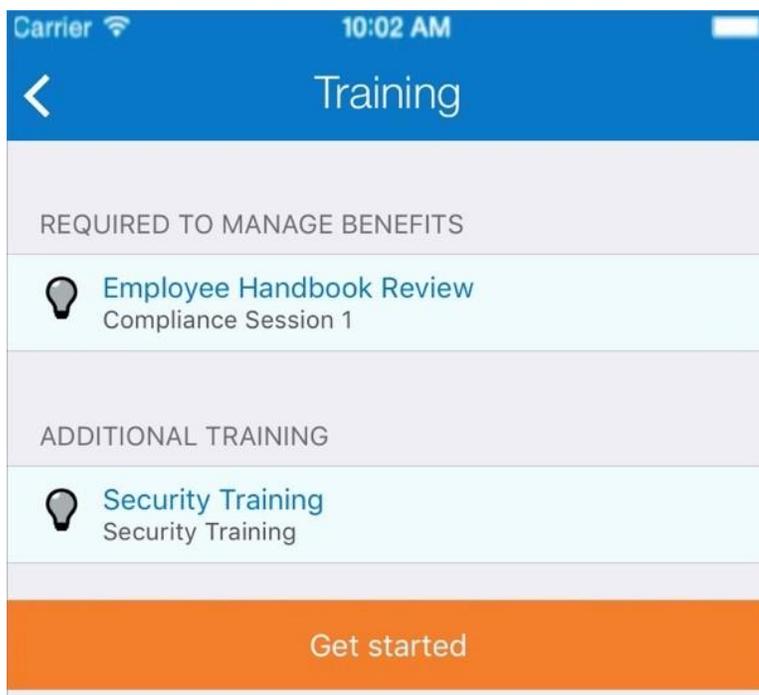
Completing Required Training Items

Training items may include video or documents that you must review before you begin enrolling in your benefits. When you log into the Mobile App, you will see the training items link on the Home page.

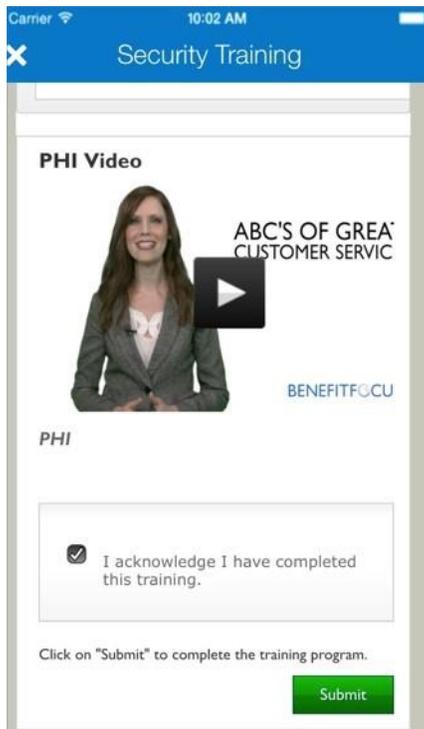
1. Log into the Mobile App.
2. Tap *Complete required training*.



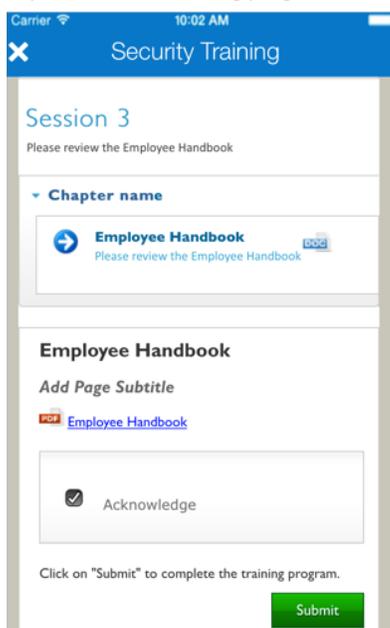
3. Tap the training you want to begin.



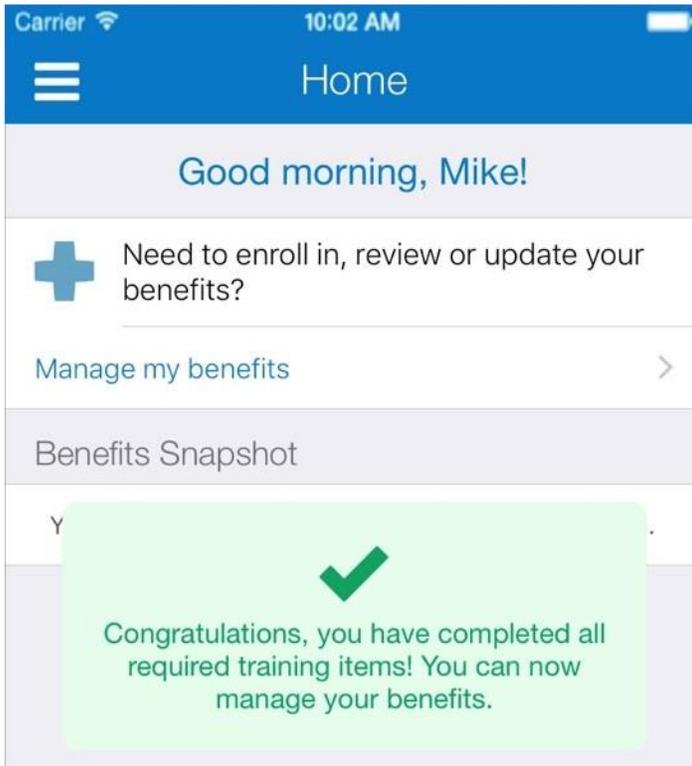
4. Review the training. In this example, there is a video associated with the training program.
5. Tap the acknowledgement box once you have completed the training.
6. Tap *Submit*. The training program will be removed from the list of items you must complete.



7. Continue with the next training. In this example, there is a document associated with the training program.
8. Tap the acknowledgement box once you have completed the training.
9. Tap *Submit*. The training program will be removed from the list of items you must complete.



Once you have completed all training, you will see the *Congratulations* message. You can then begin enrolling in your benefits.



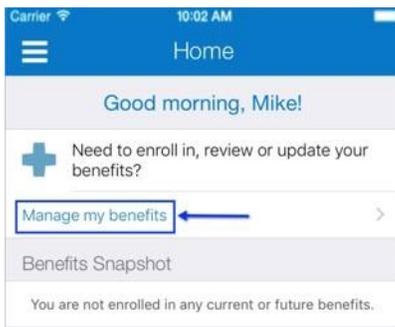
Benefit Elections

Enrolling in Your Benefits

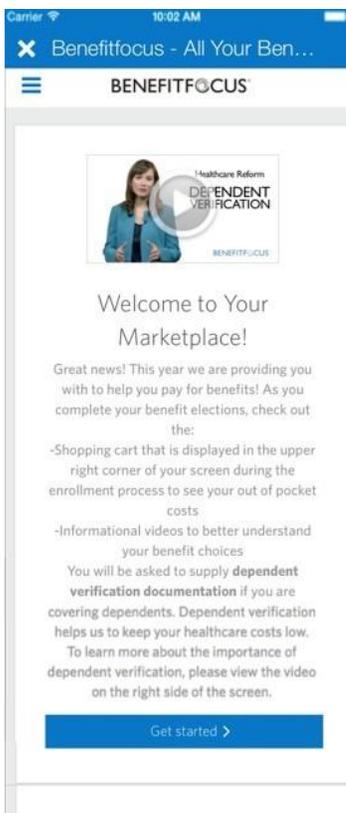
The following are sample steps for completing typical Dental and Medical benefit elections as a new hire with the option to enroll in the same benefits for Open Enrollment. *Note that your actual scenarios and the order in which benefits are presented to you will vary, depending on information required by your employer and insurance carrier.*

Part I – Enroll in Dental

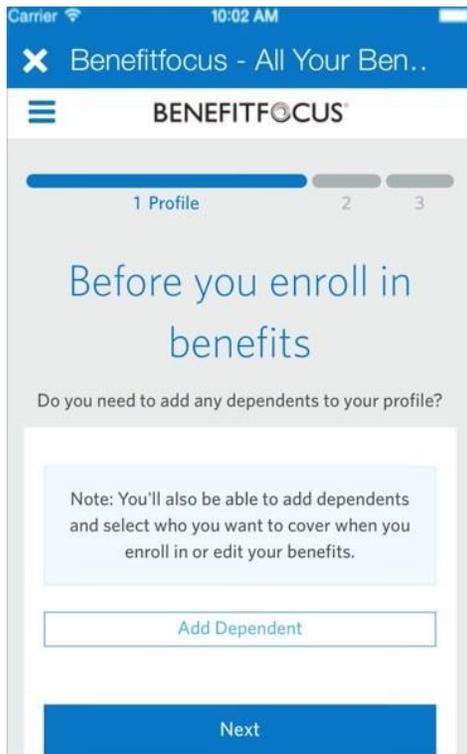
1. Log into the Mobile App and tap *Manage my benefits*.



2. Read the welcome information and tap *Get Started*.



3. Choose one of the following options:
 - a. Tap *Add Dependent* if you need to add dependents to include in your benefit elections; continue with **Step 4**.
 - b. Tap *Next* to continue enrolling in benefits without adding dependents. Go to **Step 5**.



4. Enter dependent demographic information. Required fields are indicated with an asterisk (*).
 - a. Tap *Save* once you have entered all dependent information.

Carrier 10:02 AM

Benefitfocus - All Your Ben..

BENEFITFOCUS

Add Dependent

First Name *

Middle Name

Last Name *

Suffix
---Please Select---

Preferred Name

Date of Birth *

Gender *
 Male Female

SSN *

SSN is required for dependents 6 months and older. If your dependent is less than 6 months old, you may leave this field blank. However, you will be required to provide this information when the dependent reaches 6 months old.

Relationship *

---Please Select---

Email

Home Phone

Cell Phone

Alternate Phone

Address

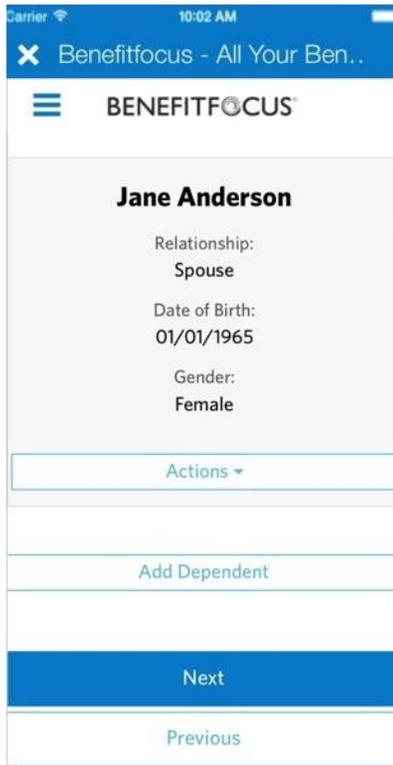
Use Employee Address

Save

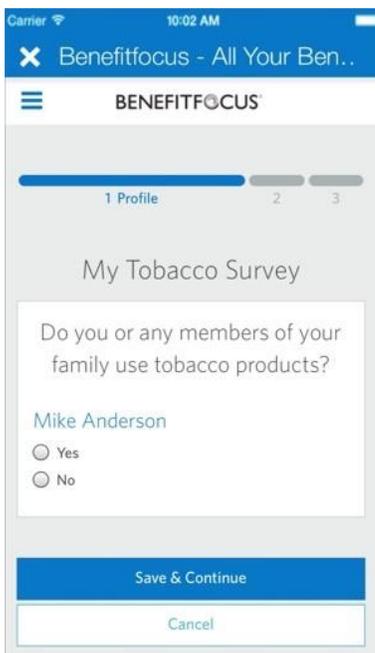
Save & Add Another

Cancel

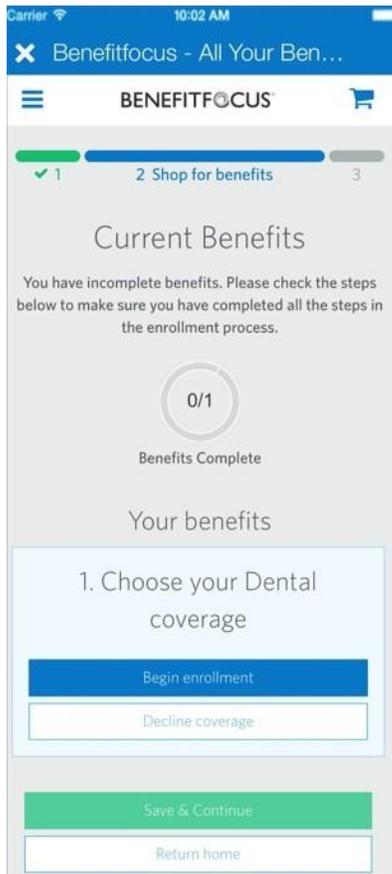
- b. Review the information on the screen and tap *Next* to begin enrolling in your benefits.



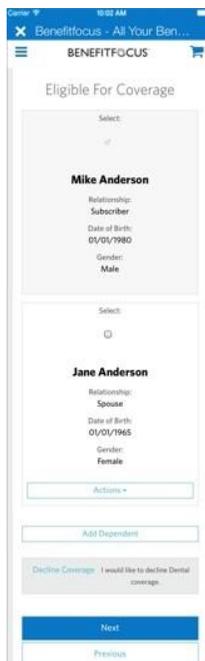
5. (If applicable) Answer any pre-enrollment questions. This may include questions about Medicare, tobacco usage, healthcare-related questions to estimate the best-match plan for you. Pre-enrollment questions will help determine your benefit eligibility as well as which plans are best suited for you and your family.



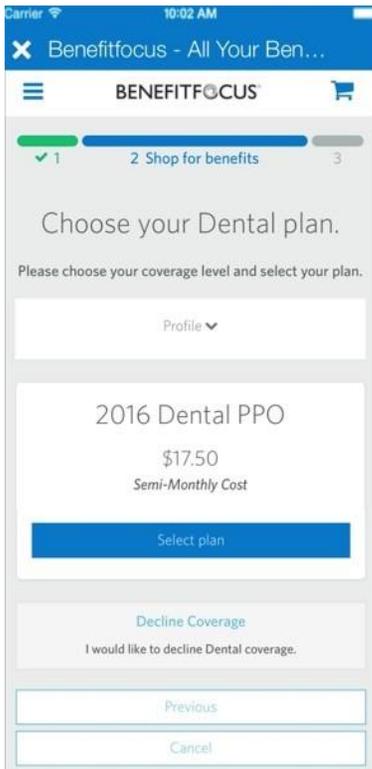
6. Tap *Begin enrollment* to start enrolling in benefits.



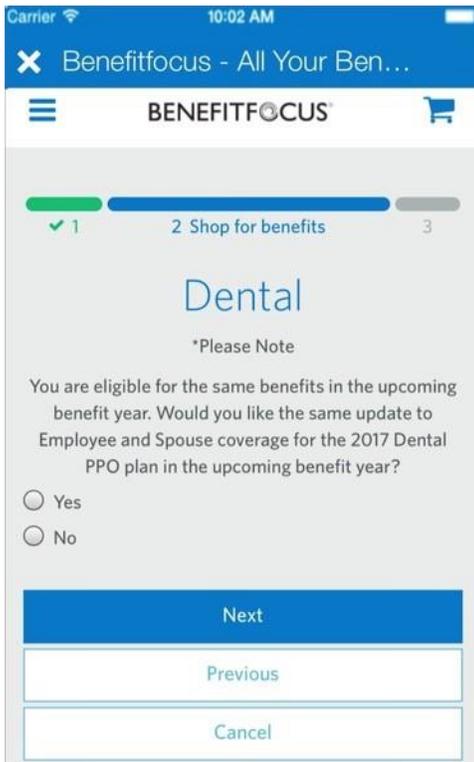
7. Determine who will be covered on the plan and select *Next*.



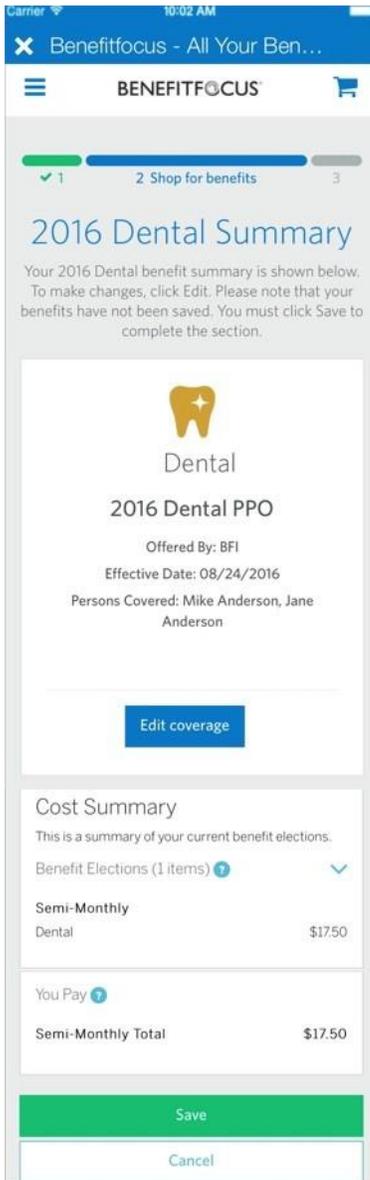
8. Select the *Select Plan* button once you have decided on a benefit plan that best suits your needs.



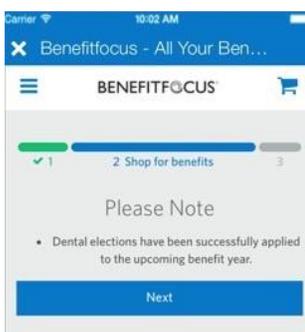
9. (If applicable) Determine if you want to enroll in the same benefits for Open Enrollment and tap *Next*.



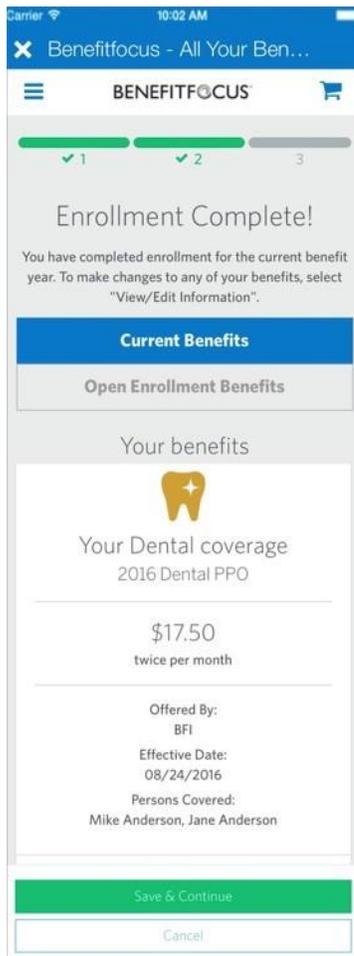
10. Review your benefit election information and tap *Save* once you have completed all elections.



11. (If applicable) Read the information regarding benefits for the upcoming year and tap *Next*.

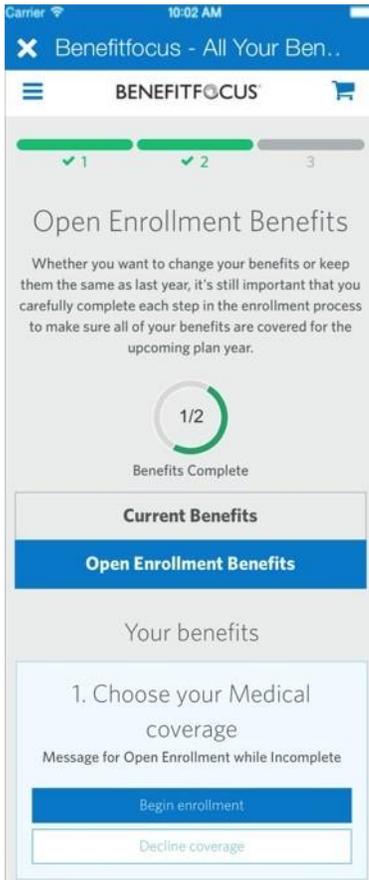


12. Tap *Save and Continue*. Continue with *Part II – Enroll in Medical* below.

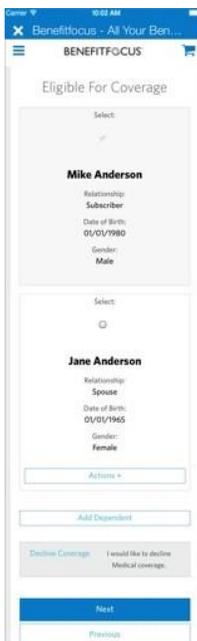


Part II – Enroll in Medical

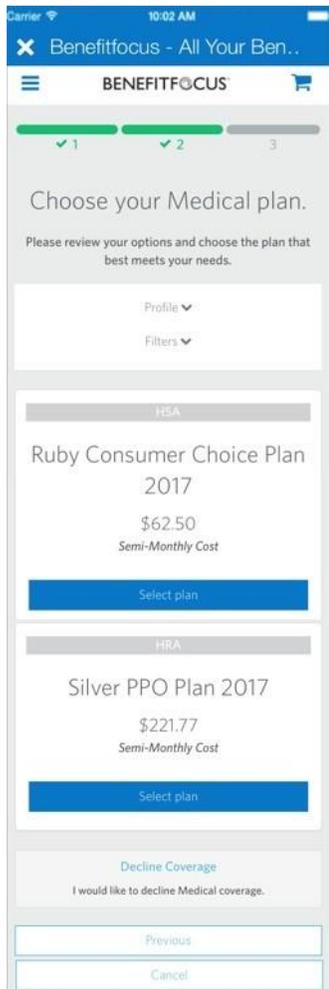
1. Tap *Begin enrollment* to see your medical plan options.



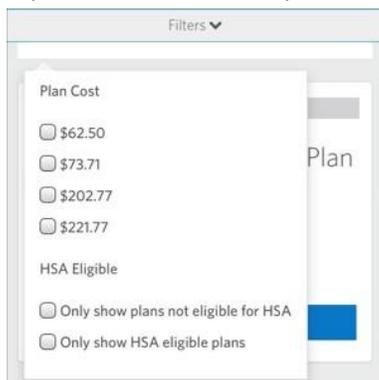
2. Determine who will be covered on the plan and tap *Next*.



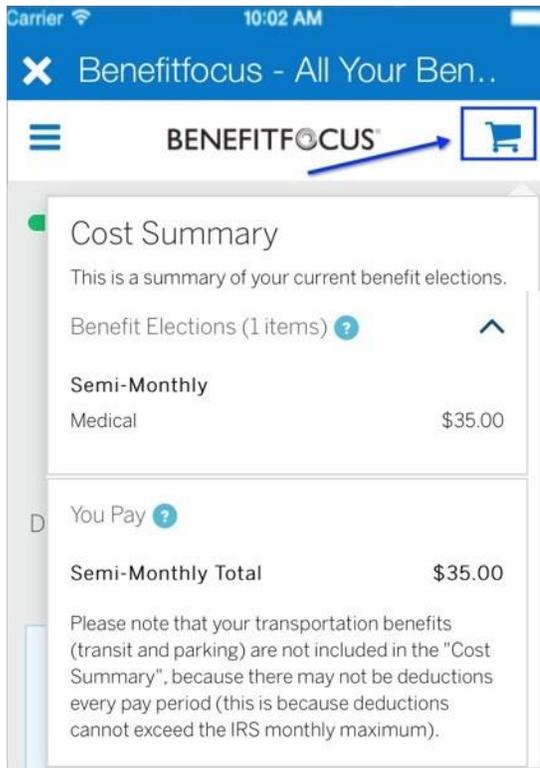
3. Review your medical benefit plan options.



4. (If available – optional) Tap *Filters* and select criteria to narrow the display of plans.
5. Tap *Select Plan* to enroll in your benefit plan.

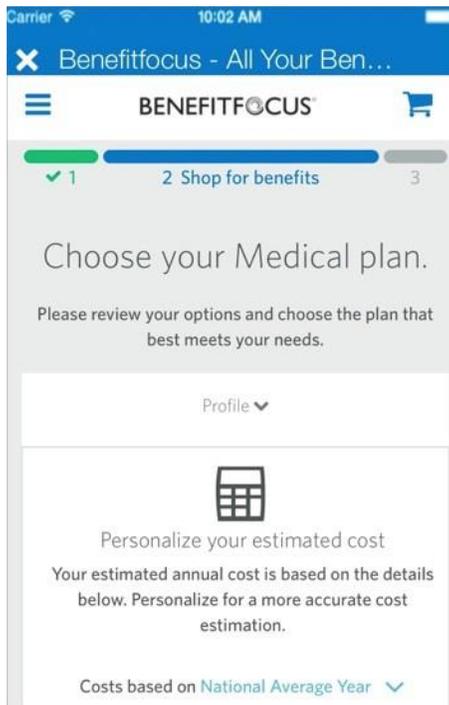


6. Tap the cart icon to see detailed cost information for any of the plans you have selected.



7. (If available) Tap *National Average* to review the estimated healthcare costs; continue with **Step 7.a.** below; otherwise, continue with **Step 8.**

Note: In addition to the *National Average* data, you may also see your company's *Group Average Claims Data* and your personal *Individual Claims Data*, depending on settings established for your company.



- a. Review the cost information and tap *Done* when finished.



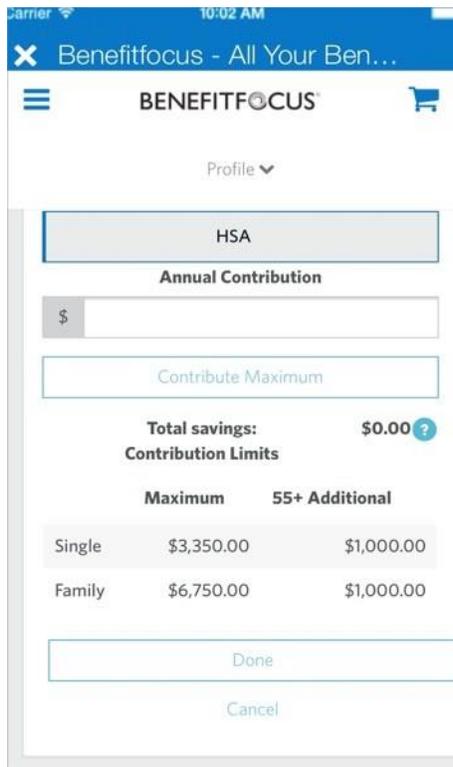
- b. (Optional) Tap *Customize Usage* tab to customize your estimated healthcare costs based on your experience.
- c. Drag the sliders to show the related costs.



- d. (If available) Tap the *Add Contribution* to estimate your tax savings for any plan that has a tax-savings account (such as an HSA or FSA) associated with it.



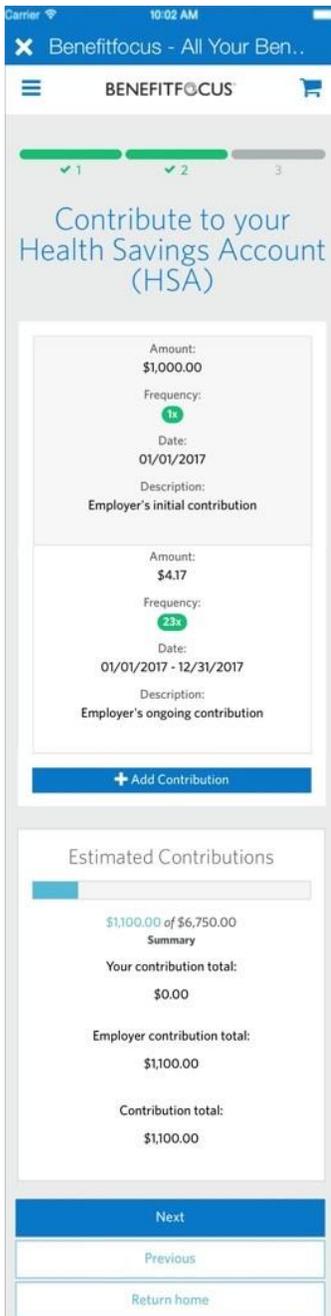
- e. Enter applicable income and contribution information. You will see the *Total Savings* update as you enter amounts.
- f. (Optional) Tap *Contribute Maximum* to see the maximum amount you can contribute.



- g. Tap *Done* to collapse the tax information.
8. (If applicable for plans with a Health Savings Account) Review HSA options. Your employer may contribute to your HSA account, and you may also have the ability to add an initial, scheduled or ongoing amount to your HSA.

Continue with **Step 9** below to contribute to your HSA; otherwise, select *Next* to skip adding a contribution amount and go to **Step 12**.

9. Tap *Add Contribution* to enter an amount to contribute to your HSA.

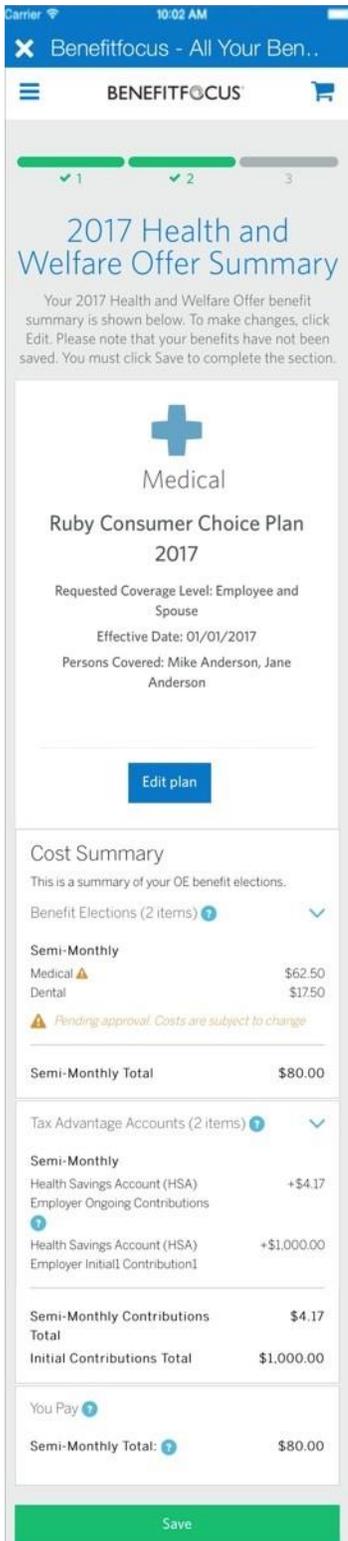


10. Enter the contribution amount.

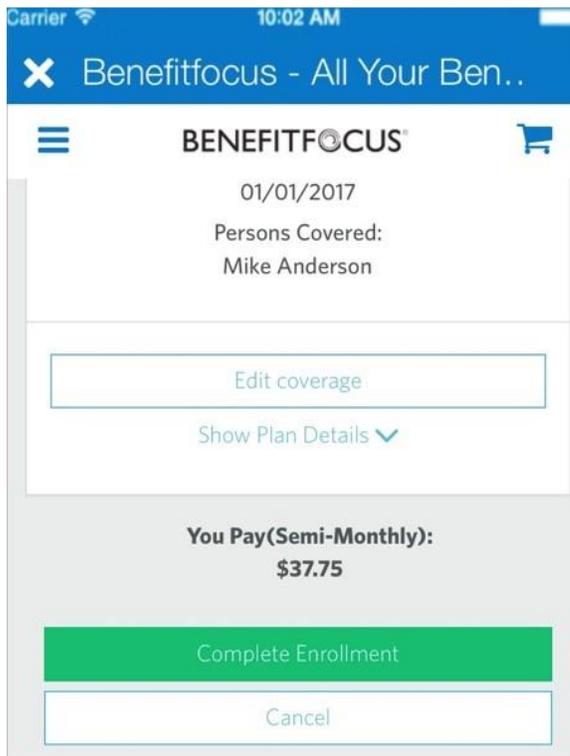
11. Tap *Add contribution*.

The screenshot shows the Benefitfocus mobile app interface for contributing to an HSA. At the top, the status bar shows 'Carrier', signal strength, and '10:02 AM'. The app header is blue with a close icon, the text 'Benefitfocus - All Your Ben..', and the Benefitfocus logo. Below the header, the main content area is titled 'Contribute to your HSA' and includes the instruction: 'Enter the amount you would like to contribute to your HSA. The total amount that you can contribute for this benefit year is \$5,650.00'. Under 'Contribution type', the 'Repeating' option is selected. A dropdown menu for 'Change contribution start and end dates' is visible. There are three input fields: 'Starting paycheck *', 'Ending paycheck *', and 'Per paycheck *'. The 'Per paycheck *' field has a '\$' symbol on the left. A light blue informational box contains the text: 'Please note, calculated amounts are estimates and may vary slightly.' At the bottom, there are two buttons: a blue 'Add contribution' button and a white 'Clear' button.

12. Review your benefits; scroll down to see all of your information. The *Cost Summary* shows specific plan cost and contribution information. Tap *Edit plan* to make changes to a specific benefit.
13. Tap *Save* when you have completed all of your information.



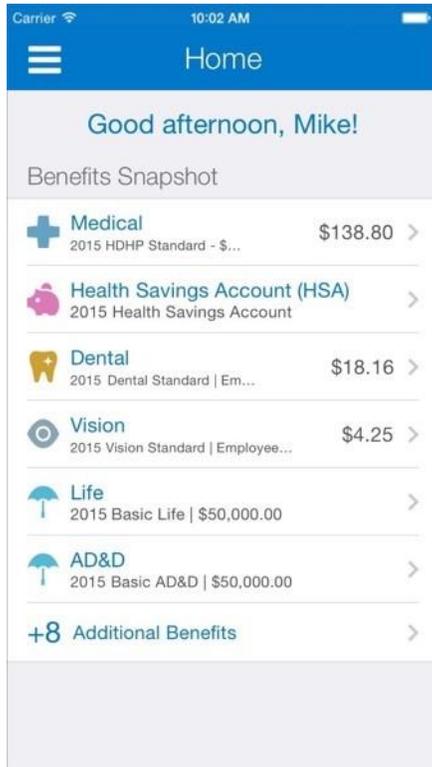
14. Tap *Complete Enrollment* when you have completed all benefit enrollments.



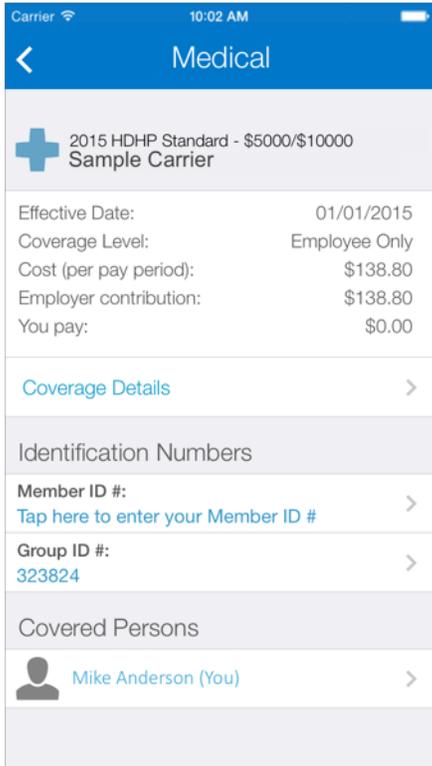
Reviewing Benefit Information

You can review your benefits via the Mobile App.

1. Log into the Mobile App.
2. Review the *Benefits Snapshot* on the *Home* page (or tap *Benefits* from the slide-out navigation menu).



3. Tap any of the benefits to see more information.



4. (If applicable) Tap the *Coverage Details* link to see specific plan attributes (including In-Network versus Out-of-Network costs, etc.).



5. (If applicable) Tap the links to *Member ID #* or *Group ID #* links to enter or update your information.

6. (Optional) Tap the link for *Covered Persons* to see more information about your profile or about your dependents.

Name	Mike Anderson
Address	10 Beth Street Charleston, SC 29405 USA
Work Phone Number	8885551212
Mobile Phone Number	888-888-4881
Primary Email Address	manderson@yahoo.com
Secondary Email Address	manderson@email.com
Social Security Number	999-37-9999
Relationship	SUBSCRIBER
Date of Birth	04/04/1970
Gender	M
Marital Status	SINGLE

Profile Options

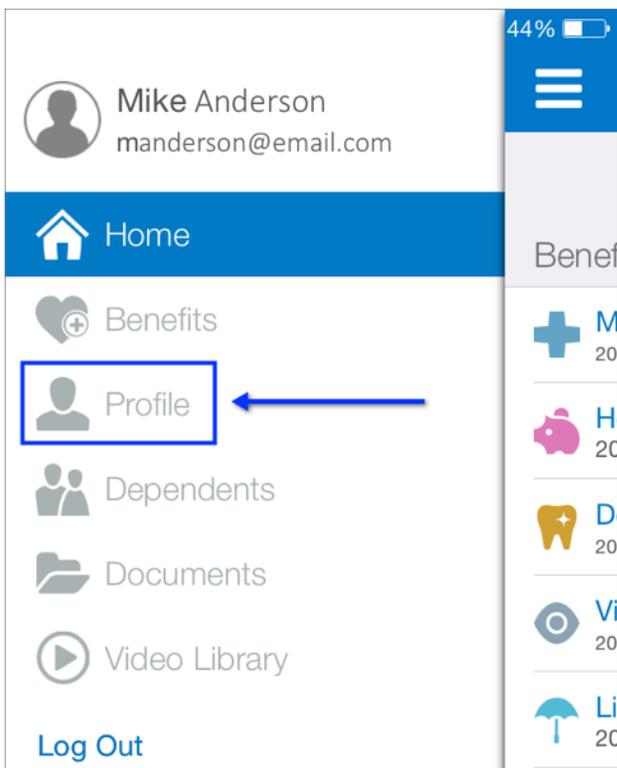
Depending on settings established for your company, you may be able to update your password, email addresses, phone numbers, and/or emergency contact information.

Reviewing Personal Details

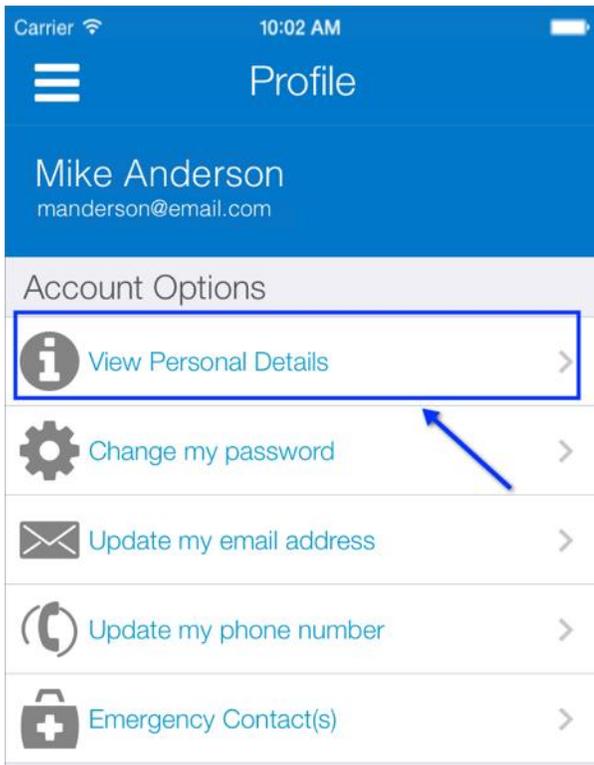
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



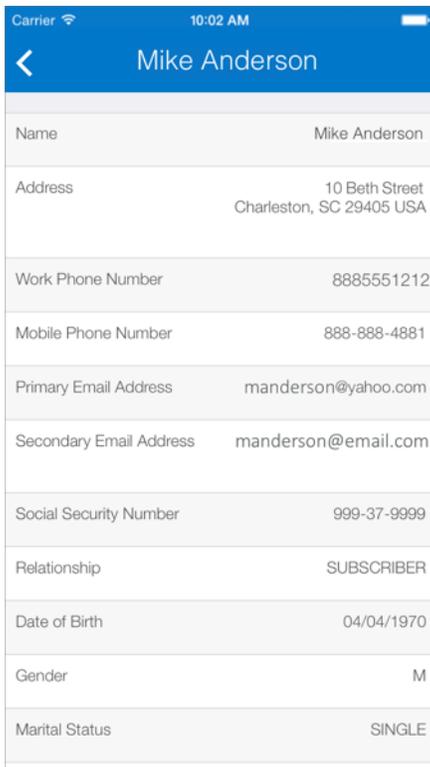
3. Tap the *Profile* icon.



4. Tap the *View Person Details* link.



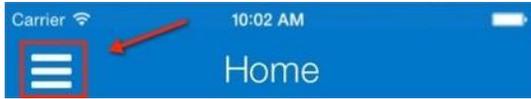
5. Review your information.



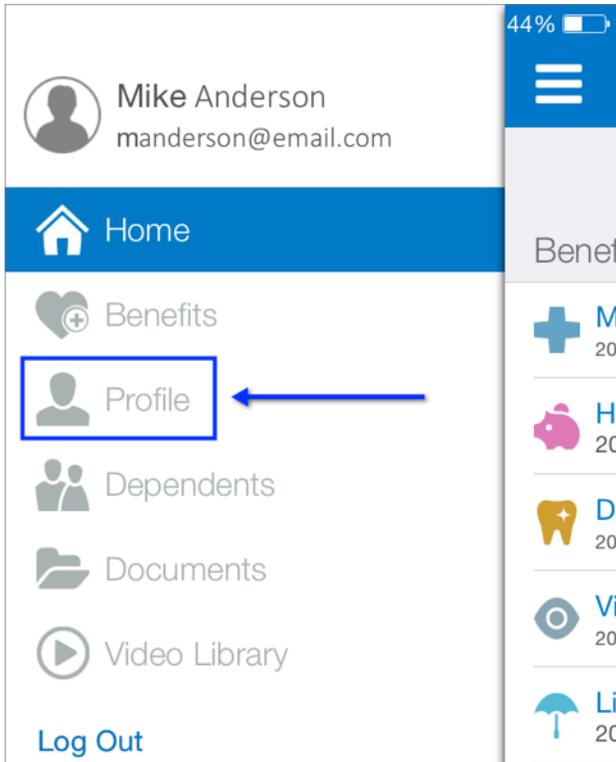
6. Tap the back icon to return to the Account Options menu.

Changing Your Password

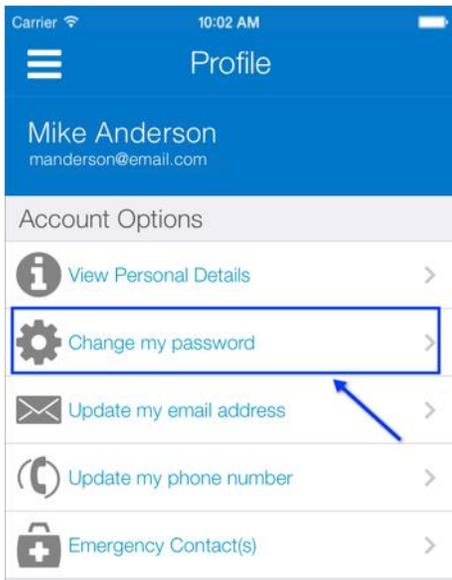
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Profile* icon.

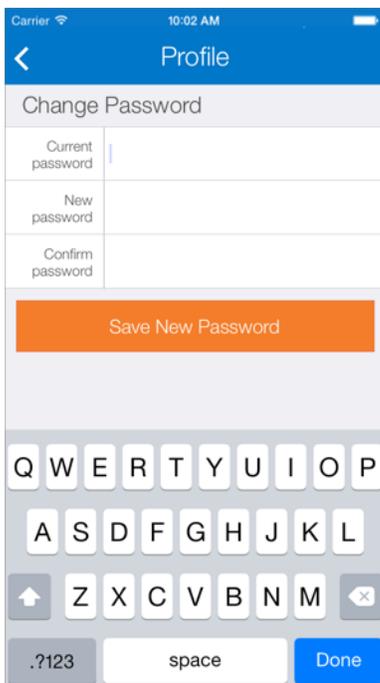


4. Tap the *Change my password* link.



5. Enter your current password.
6. Enter a new password.
7. Confirm your password.

8. Tap *Save New Password*.



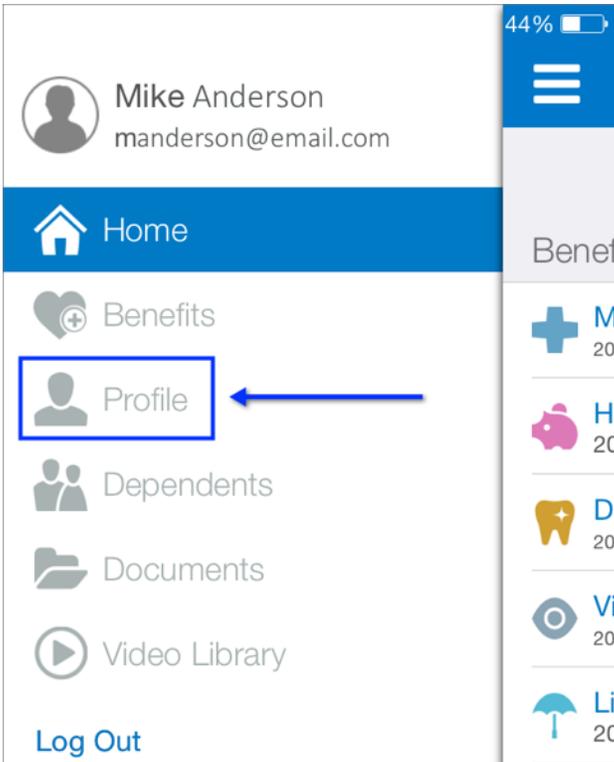
9. Tap *OK* on the confirmation screen.
10. Tap the back icon to return to the Account Options menu.

Updating Your Email Address

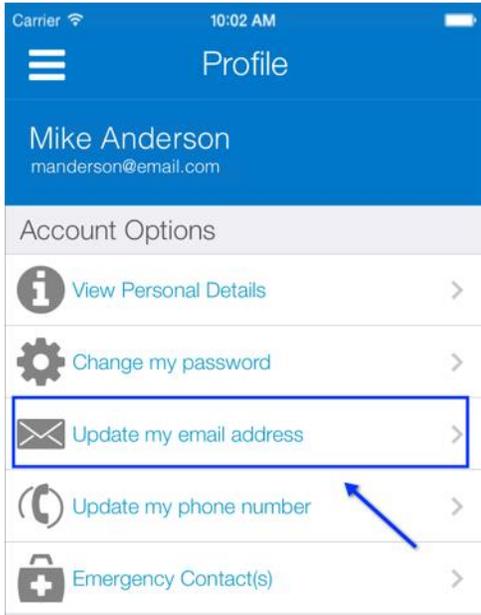
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



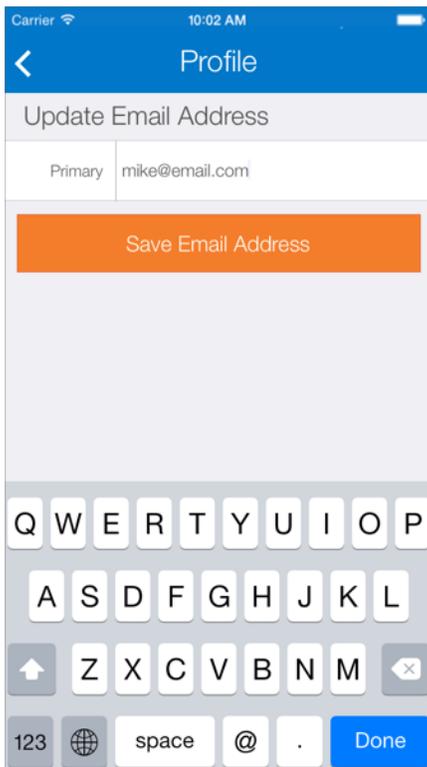
3. Tap the *Profile* icon.



4. Tap the *Update my email address* link.



5. Enter your email address.
6. Tap *Save Email Address*.



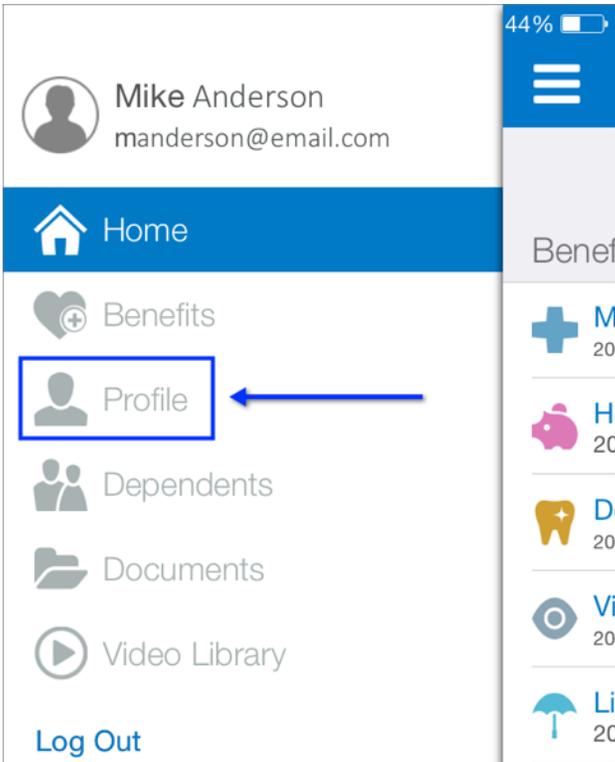
7. Tap *OK* on the confirmation screen.
8. Tap the back icon to return to the Account Options menu.

Updating Your Phone Number

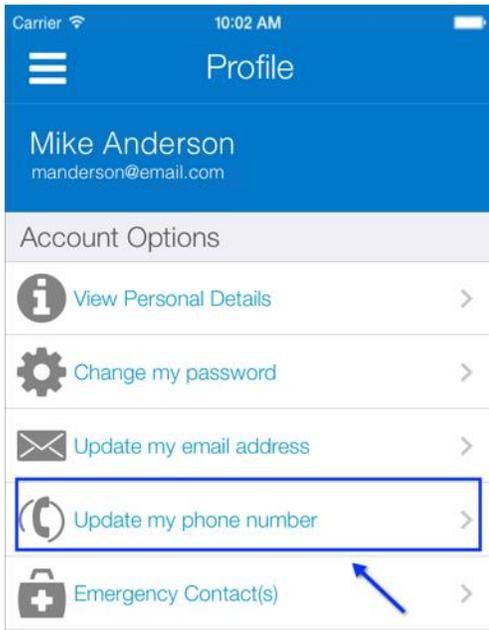
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



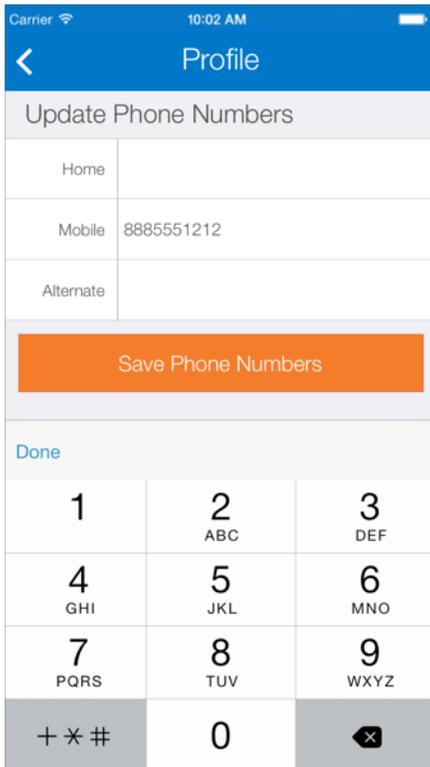
3. Tap the *Profile* icon.



4. Tap the *Update my phone number* link.



5. Enter your applicable phone numbers.
6. Tap *Save Phone Numbers*.



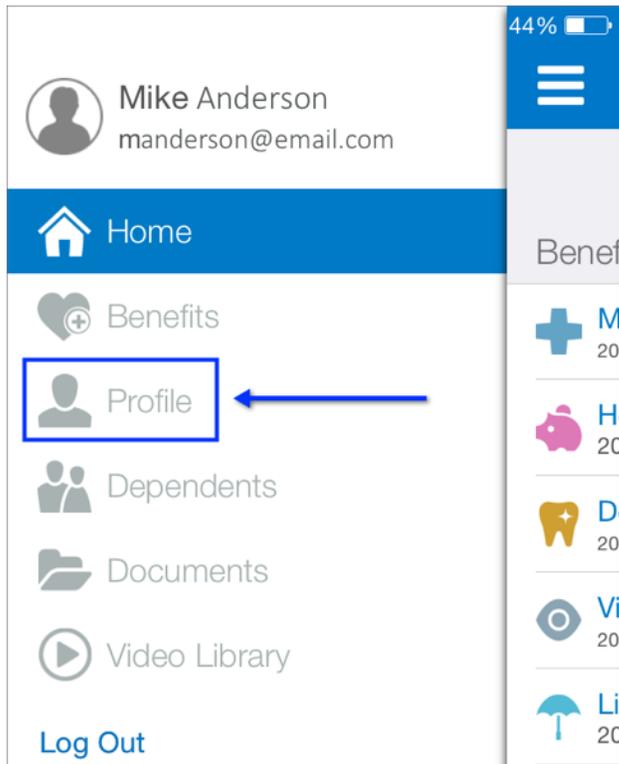
7. Tap *OK* on the confirmation screen.
8. Tap the back icon to return to the Account Options menu.

Adding Emergency Contact Information

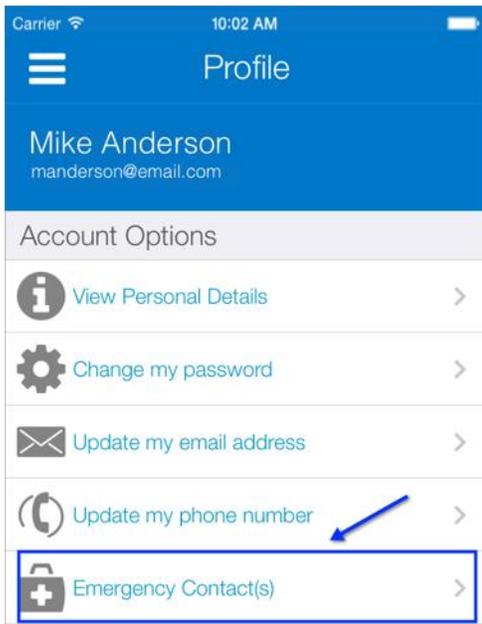
1. Log into the Mobile App.
2. Tap the menu icon to access the side-out navigation menu.



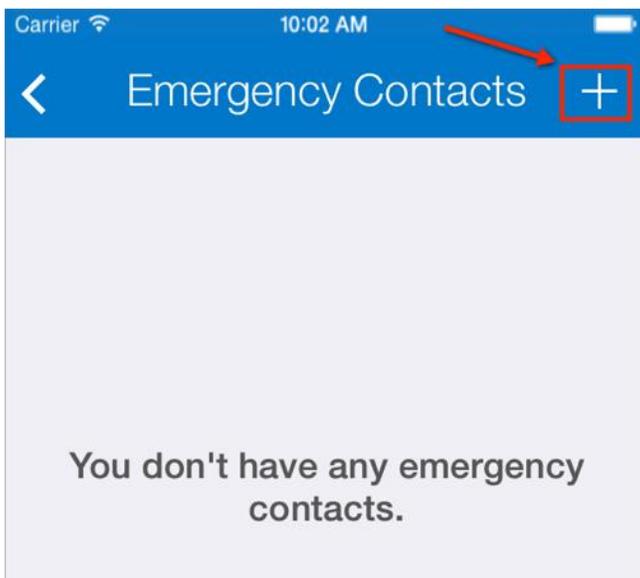
3. Tap the *Profile* icon.



4. Tap the *Emergency Contact(s)* link.



5. Tap the plus sign to add a new contact.



6. Enter the applicable emergency contact information as needed.

7. Tap *Save*.

Contact Information	
Relationship	
Full Name *	
Email Address	
Phone Number	
Alternate Phone	
Contact Information	
Address 1	
Address 2	

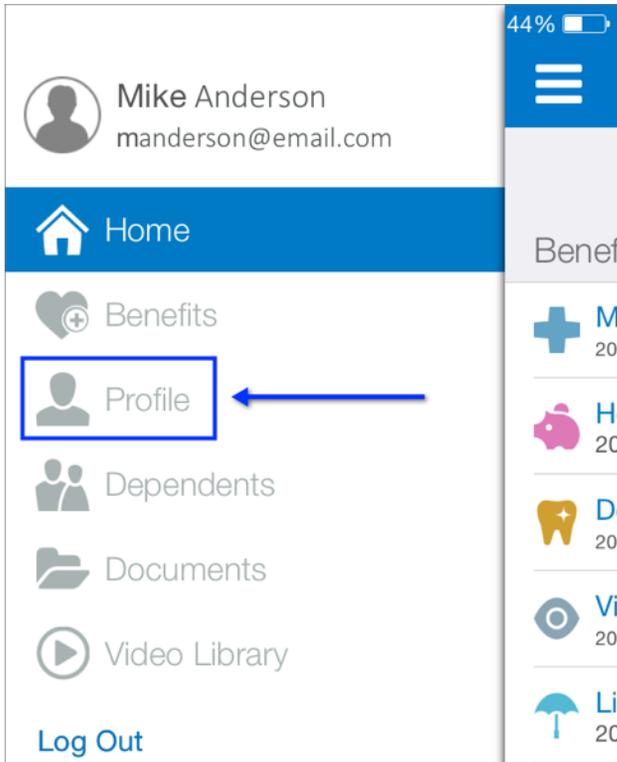
8. Tap *OK* on the confirmation screen.
9. Tap the back icon to return to the Account Options menu.

Updating Emergency Contact Information

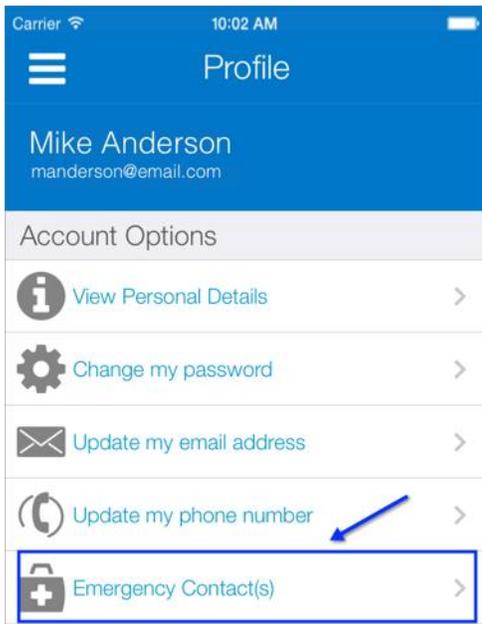
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



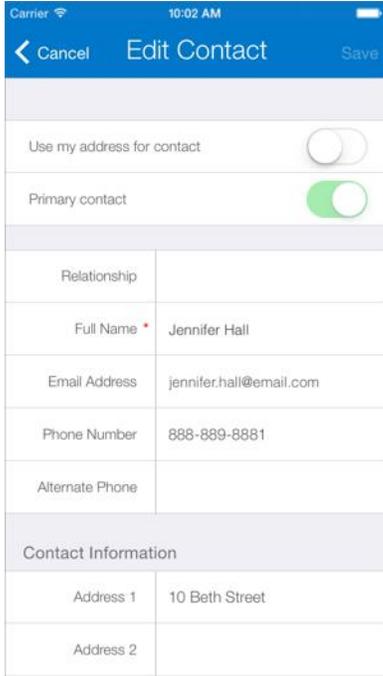
3. Tap the *Profile* icon.



4. Tap the *Emergency Contact(s)* link.



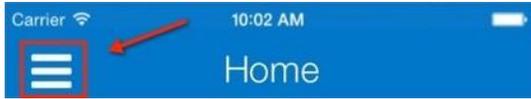
5. Tap the contact you need to update.
6. Update the information as needed.
7. Tap *Save*.



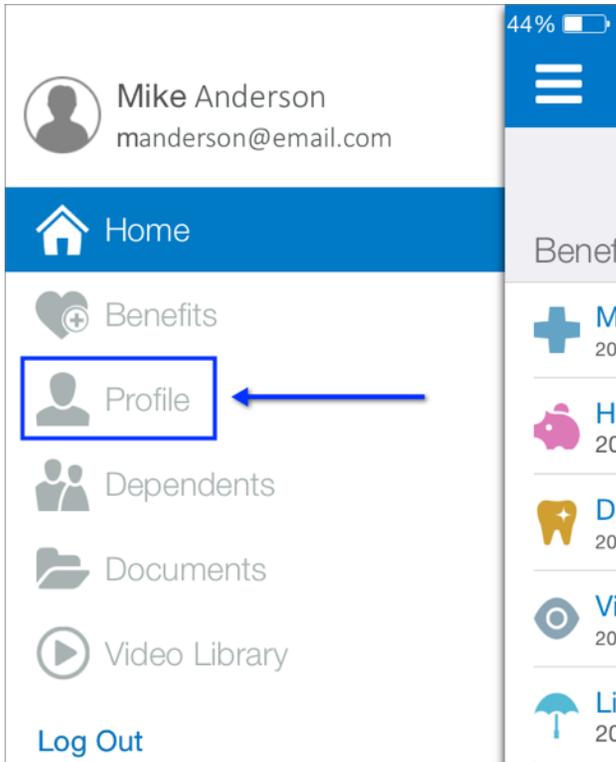
8. Tap *OK* on the confirmation screen.
9. Tap the back icon to return to the Account Options menu.

Removing Emergency Contacts

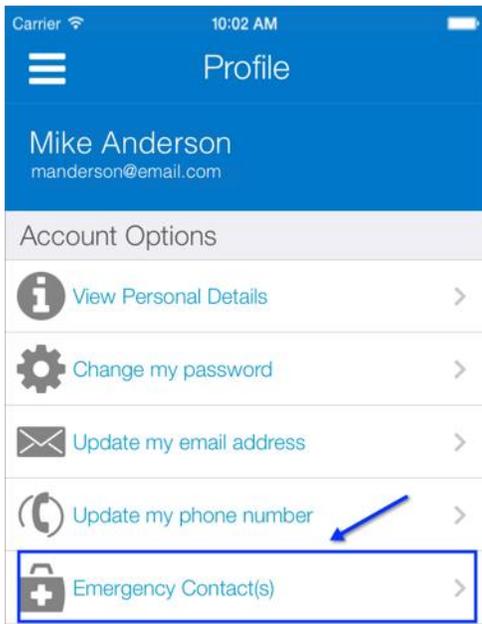
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Profile* icon.



4. Tap the *Emergency Contact(s)* link.



5. Tap the contact you want to remove.
6. Tap the *Remove* button at the bottom of the screen.
7. Tap *Yes* on the confirmation screen.
8. Tap the back icon to return to the Account Options menu.

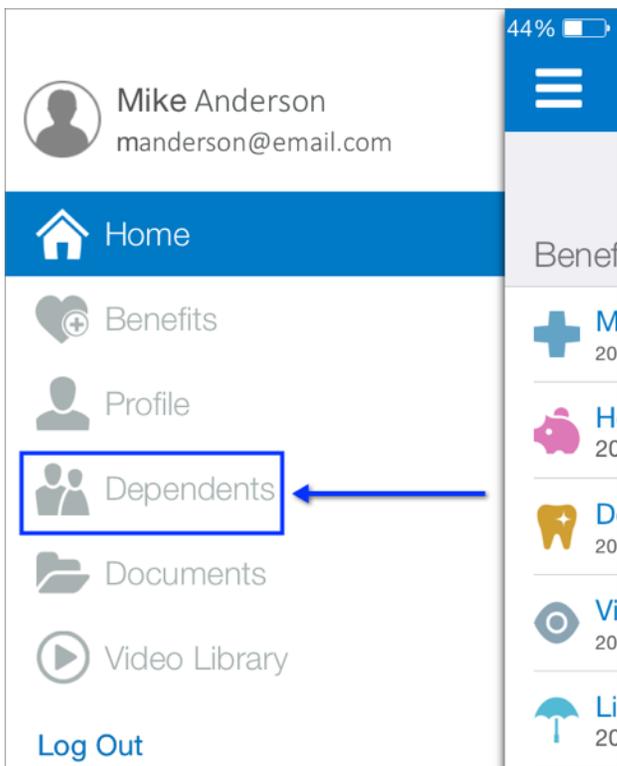
Dependents

Reviewing and Editing Dependent Information

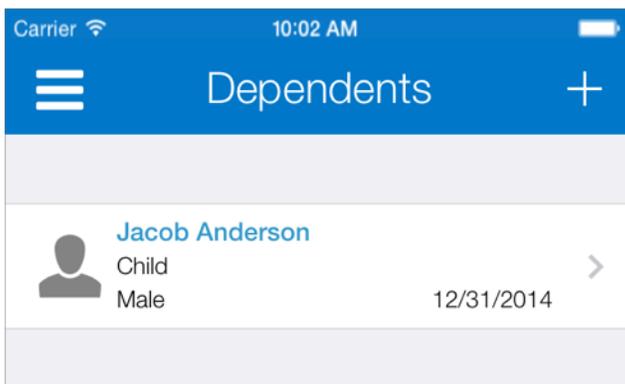
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Dependents* icon.



4. Tap the name of the dependent you want to review.



5. Review the dependent's information.
6. Update any information as needed.
7. Tap *Save* when completed.

Use Employee Address <input checked="" type="checkbox"/>	
First Name *	Jacob
Middle Name	
Last Name *	Anderson
Suffix	>
Preferred Name	
Date Of Birth *	2014-12-31
Gender *	Male >
SSN	999-99-9999
Relationship *	Child >
Remove	

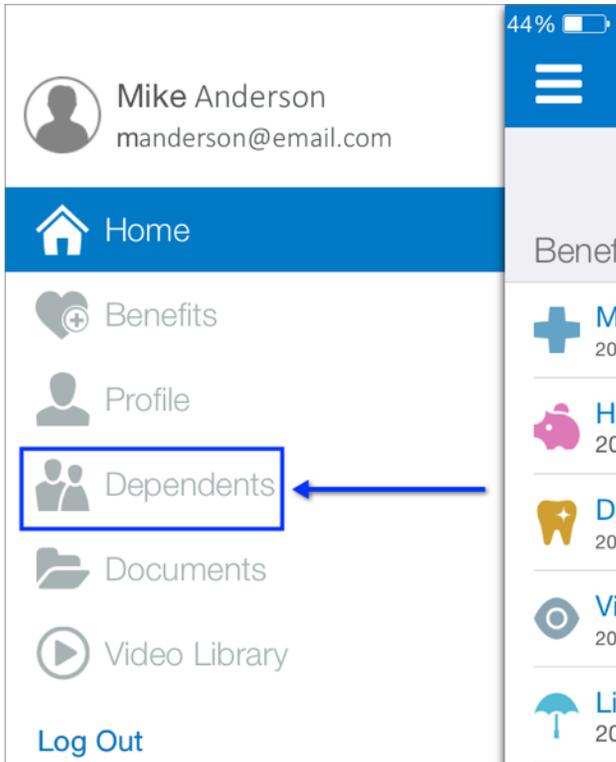
8. Tap *OK* on the confirmation screen. You are returned to the Dependents screen.

Adding Dependents

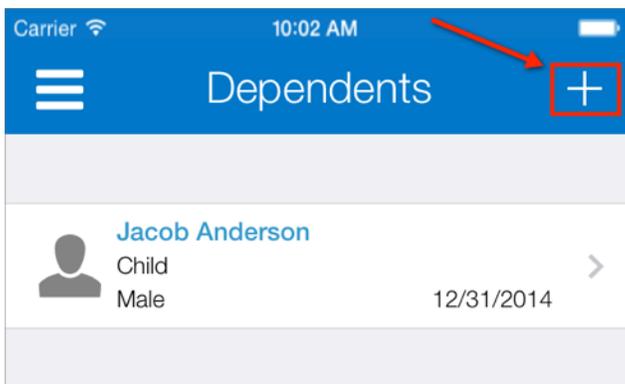
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Dependents* icon.



4. Tap the plus sign at the top of the screen to add a new dependent.



5. Enter the dependent's information.

6. Tap *Save* when completed or tap *Save and Add Another* to add another dependent.

Carrier 10:02 AM

< Back Add New Dependent Save

Use Employee Address

First Name *	
Middle Name	
Last Name *	
Suffix	>
Preferred Name	
Date Of Birth *	
Gender *	>
SSN	
Relationship *	>

Save and Add Another

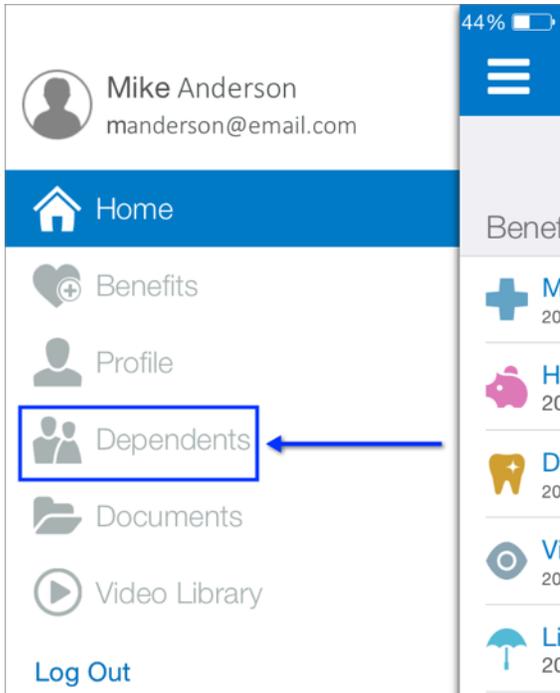
7. Tap *OK* on the confirmation screen. You are returned to the Dependents screen.

Removing Dependents

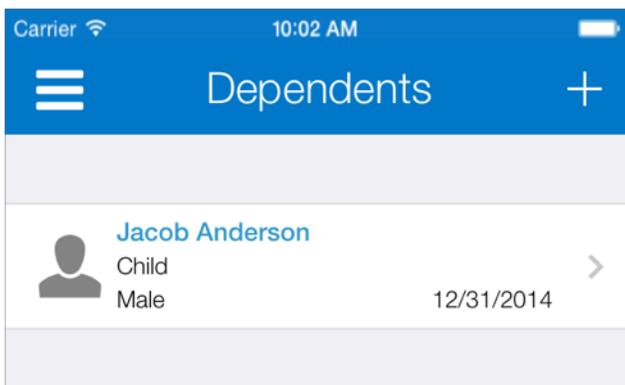
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Dependents* icon.



4. Tap the dependent you need to delete.



5. Tap *Remove*.
6. Tap *Yes* to remove the dependent.
7. Tap *OK* on the confirmation screen. You are returned to the Dependents screen.

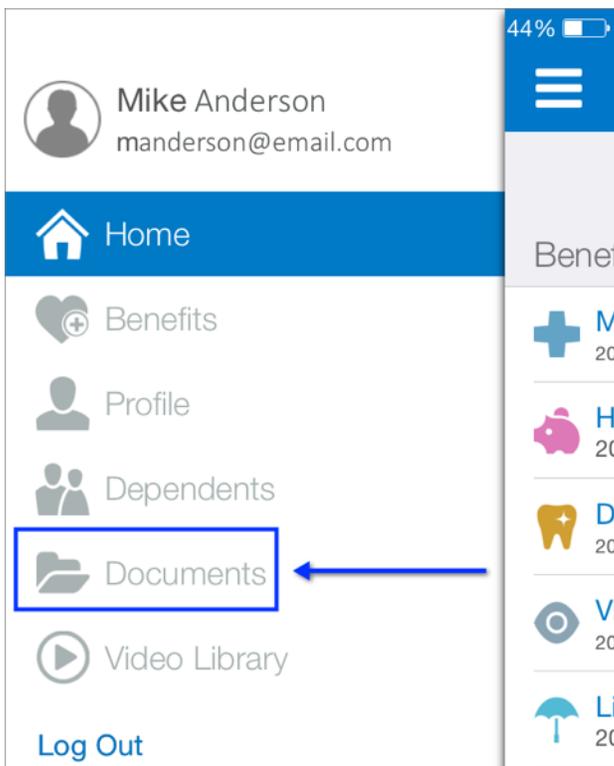
Documents

Reviewing Documents

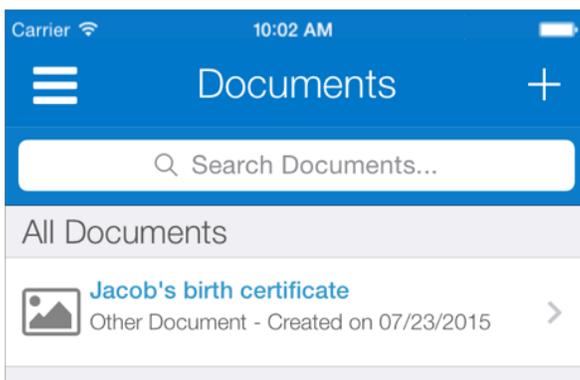
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Documents* icon.



4. Tap the name of the document you want to review.



5. Update the information as needed



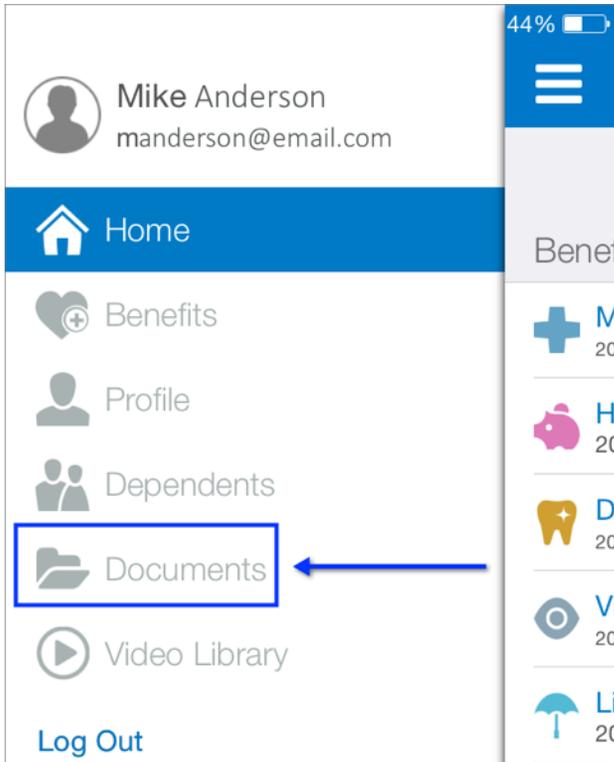
6. Tap *Save Document*.
7. Tap *OK* on the confirmation screen. You are returned to the Documents screen.

Adding New Documents

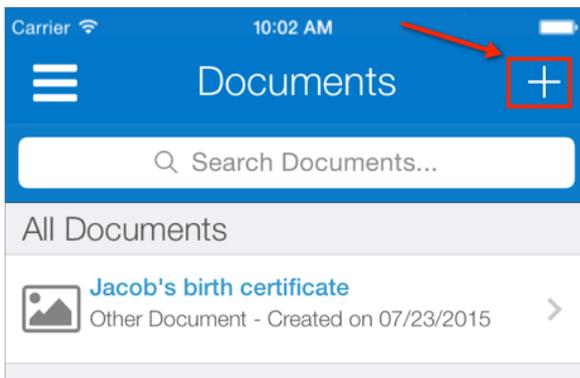
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



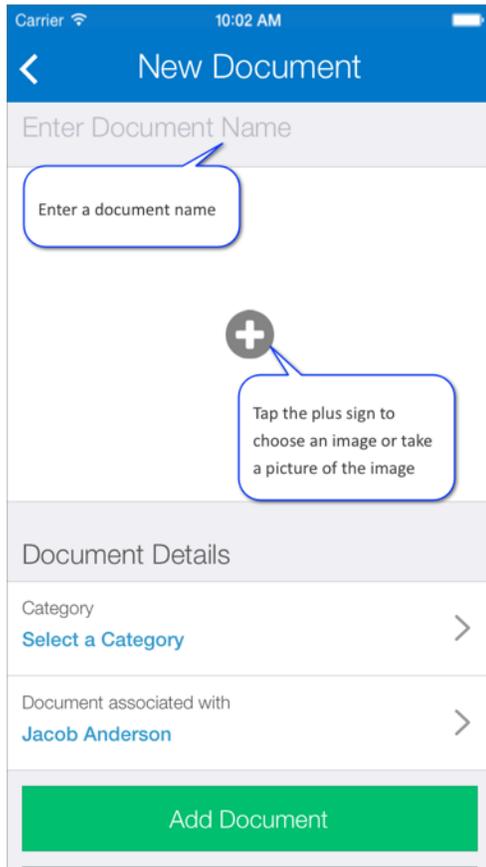
3. Tap the *Documents* icon.



4. Tap the plus sign at the top of the screen to add a new document.



5. Enter a *Document Name*.
6. Tap the plus sign on the New Document screen to take a photo or choose an existing photo as the document you want to add.
7. Select a category for the document.
8. Associate the document with a specific person.



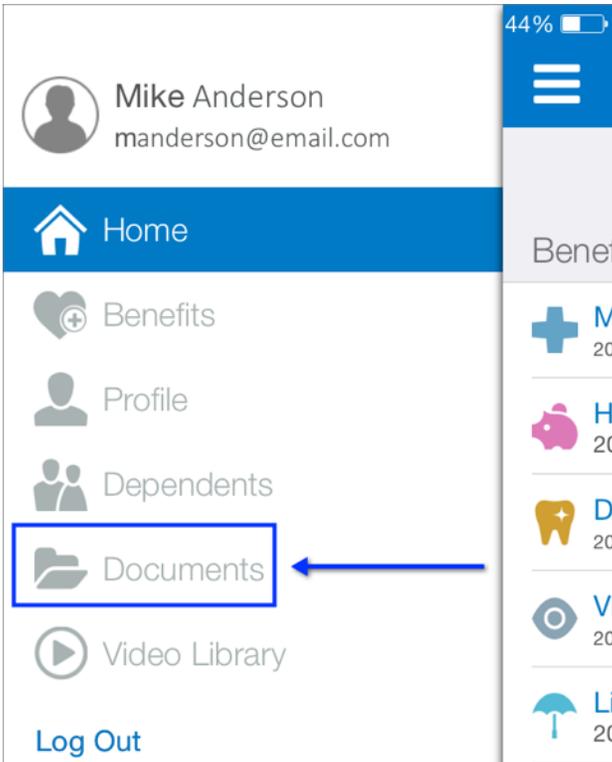
9. Tap *Add Document*.
10. Tap *OK* on the confirmation screen. You are returned to the Documents screen.

Deleting Documents

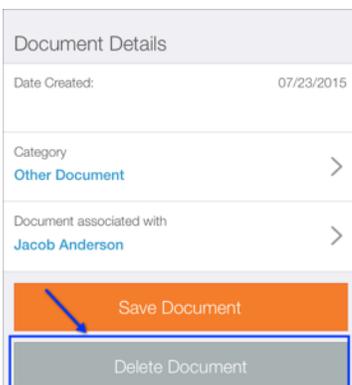
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Documents* icon.



4. Tap the name of the document you want to remove.
5. Tap *Delete Document* at the bottom of the screen.



6. Tap *Yes* to remove the document.
7. Tap *OK* on the confirmation screen. You are returned to the Documents screen.

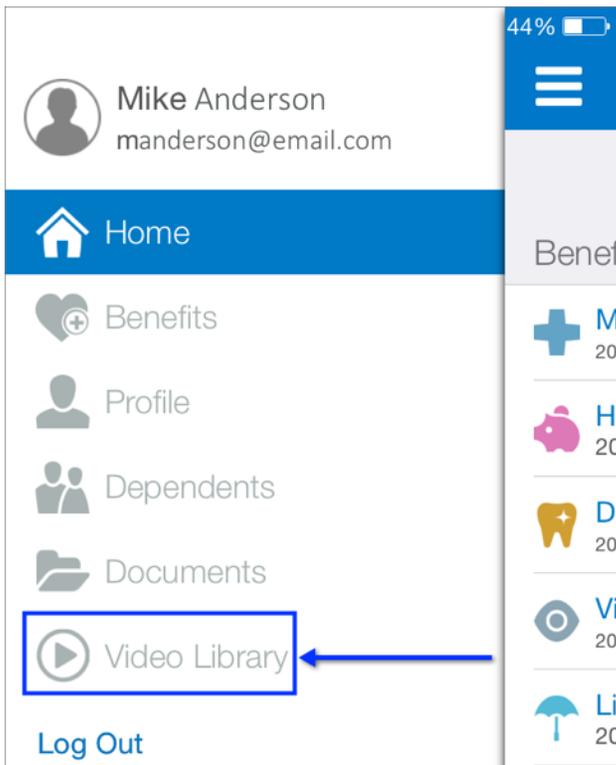
Video Library

You can watch healthcare videos right from the Mobile App.

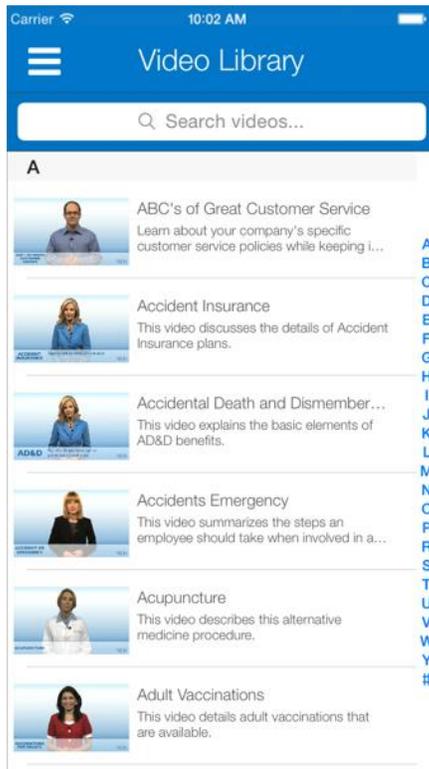
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Video Library* icon.



- (Optional) Enter a search term to narrow the results of videos that display in the library.
- Tap the video you want to watch.



- Tap *Done* on the video to return to the list of videos in the Video Library.