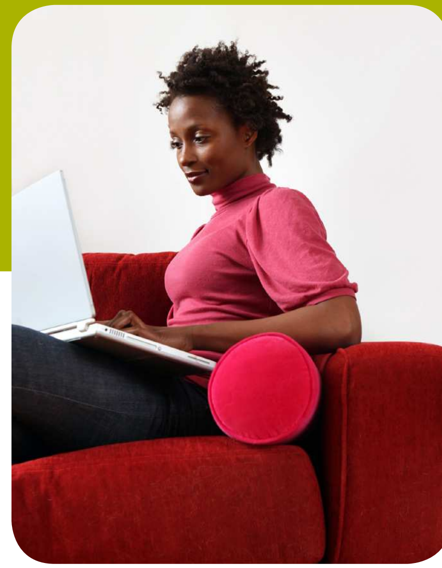
HealthHub.com Quick Reference Guide



Logging into HealthHub®

- Go to HealthHub.com. Click on Employee Account Login.
- Enter your Username & Password. Click Login.

If you're a new user, you will have to register first.

- Click on Register Now.
- Enter your Member ID (which is your Nissan employee number with three leading zero's, ie: 000123456). Make sure to enter your number without dashes or spaces. Enter your zip code.
- Click Register.
- Create a username and password. Re-enter your password to confirm.
- Select a security question and answer.
- Enter your e-mail address.

Note: You can sign up for *eNotify*. With *eNotify*, you'll receive e-mails and online messages for your account. The directions to enroll are on the back of this flyer.

Account balances & alerts

- Log in to HealthHub.com.
- On My Dashboard you can view your account balance and alert messages. These alerts can tell you:
  - > your card status
  - > your claims statuses
  - > the date of your next claim payment
- You can view your recent claims, payments and deposits. Click on the Financial Center. Select the account you wish to view.

Link to the tools you need

- Log in to HealthHub.com.
- Under *Quick Links*, you will find the information and tools you need the most.
  - > My HealthHub Resources – educational materials and forms
  - > File a Claim – online claim reimbursement
  - > Manage My Debit Card – card status and to order more cards
  - > FAQs – frequently asked questions from members

File a claim

- Log in to HealthHub.com.
- Under *Quick Links*, click on File a Claim.
  - > To reimburse yourself, select **Pay Me**.
  - > To pay your provider directly, select **Pay Them**.

Note: If you signed up for *eNotify*, we will send you an e-mail to let you know we processed your claim. The e-mail will be from eNotify@payflex.com.

If you selected Pay Me:

- Enter your claim information. This includes the type of expense; date of the expense; and the amount. To add more claims, click on Add Another Claim.
- Once you have entered in all of your claims, click Next.
- Review and confirm all expense details. Click Next. (To make changes, click Previous.)
- Choose to fax or upload your documentation.
  - > If you want to "Fax," fax your documentation* to (855) 703-5305.
  - > If you want to "Upload," your documentation* must be in PDF format. **Note:** To add more documents, click on Add Additional Document.
- Check the signature box at the bottom of the page to sign and certify your claim. Click Submit.

If you selected Pay Them:

- From the drop down menu, select your payee. Click Next.
  - > If you do not find your provider, you can add them to the payee list. Add a new payee by clicking on the [+] symbol. Enter all required fields.
  - > Click Save.
  - > Click Next.
- Enter your contact number. Enter the statement date, patient name and any comments you may have. If you have an invoice number, enter that also. Click Next.
- Fill in your claim information. Click Next.
- Verify the payee, payment information and the amount. Click Next.
- Choose to fax or upload your documentation.
  - > If you want to "Fax," fax your documentation* to (855) 703-5305.
  - > If you want to "Upload," your documentation* must be in PDF format. **Note:** To add more documents, click on Add Additional Document.
- Check the signature box at the bottom of the page to sign and certify your claim. Click Submit.

* If you received an Explanation of Benefits (EOB) from your insurance plan, that is what you should include with your claim. If you do not have an EOB, send an itemized receipt.

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Order additional PayFlex Cards

You can order cards for your spouse and dependents.

- Log in to HealthHub.com.
- Under *Quick Links*, click on Manage My Debit Card(s).
- You will see your card status. This includes the names for whom we sent cards and which accounts are connected to that card.
- If you would like to order another debit card, click on Order A Dependent Debit Card.
- Enter the first and last name of your spouse or dependent.
- Select that person's relationship to you. Click Submit.
- Your card will arrive within 15 business days.
- If your card is lost or stolen, please call us at 888.879.1199.

Shop online with your PayFlex Card®

Our Consumer Center at HealthHub.com has a number of online vendors where you can buy a variety of health care products. And you can use your PayFlex Card. The card we offer is a health care MasterCard®. Log in to HealthHub.com. Select **Shop Online**. You can buy glasses, contacts, eligible over-the-counter (OTC) items and much more. **Note:** You may purchase eligible health care products through other online stores. The websites linked from HealthHub.com are available only for your convenience.

If you use a personal credit card to buy an eligible item, you can submit a claim for reimbursement. Make sure to print your receipt. You'll need to include it with your claim. If you buy an item that is not "FSA Eligible", you will need to use another form of payment. You won't be able to use your PayFlex Card.

Sign up for electronic account updates

You can receive e-mails and alerts for your account.

- Log in to HealthHub.com.
- At the top of the page, click on My Settings.
- Click on Notifications / Email Address.
- Enter your e-mail address.
- Select the notifications you wish to receive. Click Submit.

For fast reimbursements, enroll in Direct Deposit

- Log in to HealthHub.com.
- On the left side of the screen, click on My Accounts and Services.
- Click on Enroll in Direct Deposit.
- Select your employer and bank account type. Enter the following information.
  - > Account number
  - > Routing number
  - > Bank name
- Click Next.
- Review your account information.
- If the information is correct, click Confirm. If you need to make a change, click Previous.
- Once you have confirmed the information, you will see a confirmation message.

Use our education & planning tools

We offer a number of online planning tools. Go to HealthHub.com. Click on Employee Account Login. Click on My HealthHub Resources. There you will find a savings calculator and a general list of eligible expenses. These can help you plan for your expenses. You'll also find educational materials to help you with your account.

Questions?

At HealthHub.com, you can view a list of FAQs. Click on Employee Account Login. At the top of the screen, click on FAQs. You can also call Customer Service at 888.879.1199, 7am - 7pm, Monday - Friday and Saturday 9am - 2pm CT.

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