BenefitWallet®

FSA/HRA Web Reporting Guide

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Reports Summary

BenefitWallet's Web Reporting represents a best-in-class approach in providing access to management and financial information related to employee account balances and transactions. Reporting is crucial to employers for invoice reconciliation and expense tracking.

To log in to the web:

- Go to: mybenefitwallet.com
- Enter your User ID and select **Login**.
  (Do NOT select **First Time User**. This is used for the member login.)
- PRIMARY **Business Contact:** use the fourteen digit sub-account number as your User ID along with the password that was sent to you during the initial setup of your employer group.
  Contact EmployerSupport@mybenefitwallet.com if you have questions.
- **Sub-Users:** should receive their User ID and password from the Primary Business Contact.
- Click on the **Reporting** menu to access FSA/DCAP/HRA Web Reporting.

Did you know?

Your employees will receive a quarterly statement through the Message Center in the member portal.

Available Reports

Member Information

- The **Account Balance Detail Report** displays each individual's account information, including all balance details and a summary by plan.
- The **Account Balance Detail Report with Custom Division Code** lists out the Customer Division code when provided by you during the enrollment process.
- The **Enrollment Report with Employee ID** provides a list of all members enrolled in your plan. This report shows both Social Security Number and Employee ID.
- The **Card Status Report** provides a list of the debit cards that have been issued to your employees. This report can be queried on an ad hoc basis from the Employer Portal at any time.

Claim Information

- The **Claim History Report** provides a list of all claims submitted and the claim status during a specific time period.
- The **Documentation Required and Repayment Report** provides a list of all claims that are pending additional documentation to substantiate the transaction or that require repayment.

Reconciliation Information

- The **Employer Funding with Custom Division Code Daily Report** provides details on all claims reimbursed for a specific reimbursement date. Includes custom division codes.
- The **Enhanced Debit Card Settlement Report** provides a summary of debit card transactions that need to be funded by settlement date.

Reports Summary

I need to...	Web Report	Feature
Look up Employee ID	Enrollment Report with Employee ID	Displays information associated with individual employees, including Employee ID and Social Security Number.
Check employee's account balance	Account Balance Detail Report and Account Balance Detail Report with Custom Division code	Displays information associated with individual employees, including available balance.
Confirm mailing of a debit card	Debit Card Status Report	Displays information associated with debit cards sent to members.
Review all claims requiring documentation	Documentation Required and Repayment Report	Displays a listing of all claims that require additional documentation to substantiate debit card transactions and those that need repayment.
Review a list of debit card transactions that match the daily invoice	Enhanced Debit Card Settlement Report	Displays a listing of all debit card transactions paid on a specific day's invoice.
Review a list of all claims paid that match the daily invoice	Employer Funding Notification with Custom Division Code Daily Report	Displays a summary of reimbursements by transaction type and account type. (NOTE: this report is also provided on a weekly basis)

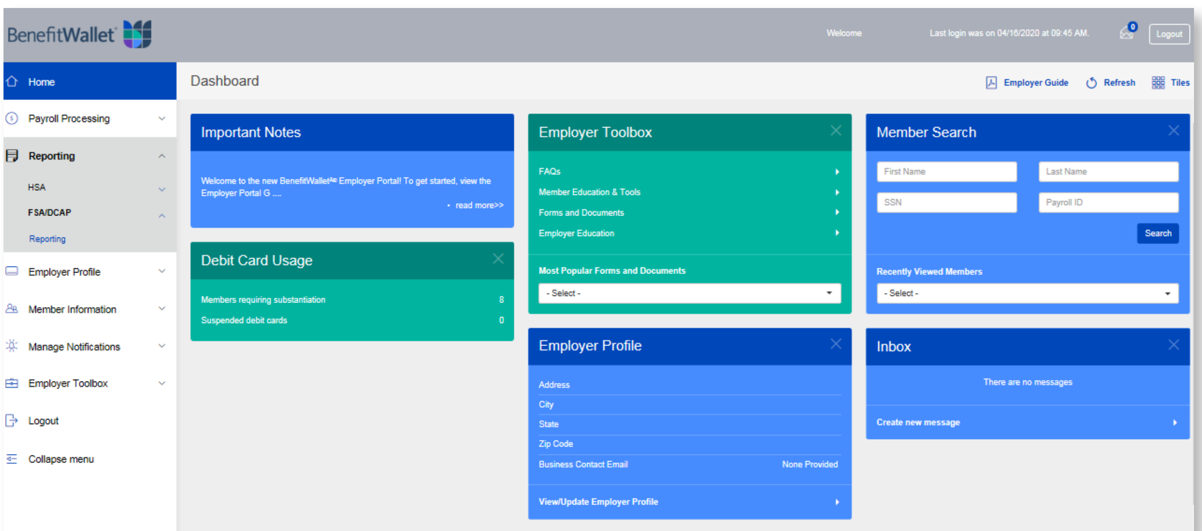
Getting Started

FSA/DCAP/HRA Reports can be easily downloaded to Excel.

1. To access reports, log in to your employer account and select **Reporting** from the left menu, then select **Reporting** under the account type you need to review.

2. Select the report from the list if you want to view previously run reports, or select the **Run New Report** link to request a new report.

3. Select the criteria. You will be notified shortly after that your report is available. Reports can take up to two hours to generate.



Accessing Reports

- To view reports previously requested or pushed to you, select the title of the report you need to review. You will be taken to a page listing all requests for that report.

- To request a new report, select **Run New Report**. There may be some reports that do not have the option to **Run New Report**.

Last Login Date: 4/16/2020 12:00:00 AM CDT
Last Login Source: Unknown

| Logout

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Reports

Account Balance Detail Report (39 Reports | Last Created: 4/1/2020) — Run New Report
View plan balance summaries and consumer account balance detail as of specified date.

Account Balance Detail Report with Custom Division Code (22 Reports | Last Created: 4/1/2020)

Claim History Report (0 Reports | Last Created: -) — Run New Report
View all claims submitted during a specified time period including claim status.

Claims Reimbursement Notification (323 Reports | Last Created: 4/16/2020)
View all claims scheduled to be reimbursed on a specific date.

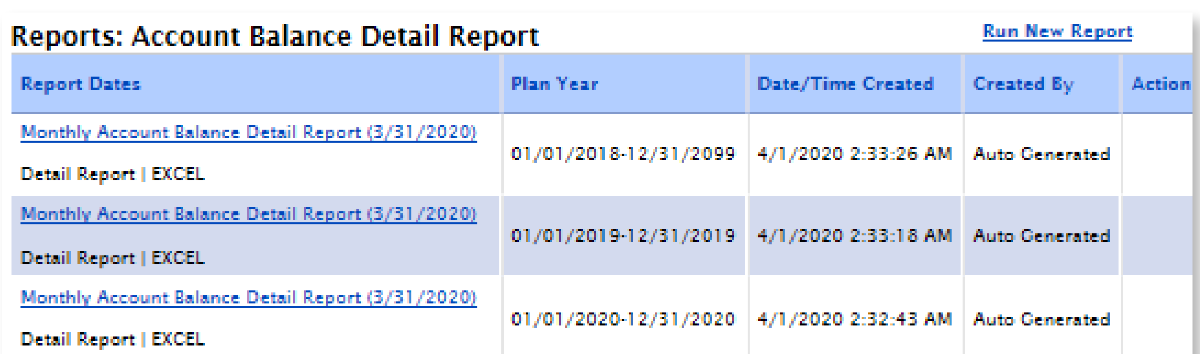
Debit Card Funding Report (0 Reports | Last Created: -) — Run New Report
View a summary of the debit card transaction amounts and fee amounts by plan.

Debit Card Status Report (0 Reports | Last Created: -) — Run New Report
View a list of the cards that have been issued for this employer.

Documentation Required and Repayment Report (98 Reports | Last Created: 4/13/2020)

Employer Funding with Custom Division Code Daily (677 Reports | Last Created: 4/16/2020)

Employer Funding with Custom Division Code Weekly (97 Reports | Last Created: 4/13/2020)



Reports: Account Balance Detail Report — Run New Report

Report Dates	Plan Year	Date/Time Created	Created By	Action
Monthly Account Balance Detail Report (3/31/2020) Detail Report | EXCEL	01/01/2018-12/31/2099	4/1/2020 2:33:26 AM	Auto Generated	
Monthly Account Balance Detail Report (3/31/2020) Detail Report | EXCEL	01/01/2019-12/31/2019	4/1/2020 2:33:18 AM	Auto Generated	
Monthly Account Balance Detail Report (3/31/2020) Detail Report | EXCEL	01/01/2020-12/31/2020	4/1/2020 2:32:43 AM	Auto Generated	

Report Descriptions and Samples

Account Balance Detail Report

The Account Balance Detail Report displays all data used to calculate the available balance, the plan year balance and the cash balance. The report includes a summary by plan and details.

To request a new Account Balance Detail Report, select **Run New Report** and enter your report criteria.

- Selecting **de-identified detail** will remove the First Name and Last Name fields.
- Selecting **Include Cash Balance Detail** adds a tab to the report with details on each member's contributions from payroll (if provided to BenefitWallet) along with claims paid to date.
- If your plan has a rollover provision, you will see rollover information in this report.

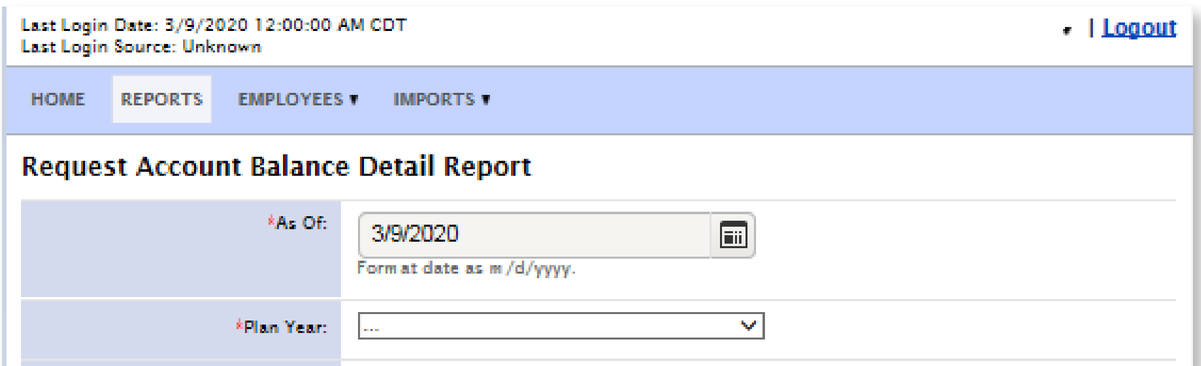
You may opt in to an email notification when the report is available. It may take anywhere between 15 minutes and 2 hours to generate a requested report based on the size of the report.

When you download the report, there are multiple tabs. The **summary** tab provides high level information on each plan in aggregate. The **detail** tab provides information on every enrolled member. The Report Key shows what each column contains.

Report Dates	Date/Time Created	Created By	Action
Account Balance Detail Report with Custom Division Code (3/1/2020) EXCEL	3/1/2020 2:05:57 AM	Auto Generated	
Account Balance Detail Report with Custom Division Code (2/1/2020) EXCEL	2/1/2020 2:11:06 AM	Auto Generated	
Account Balance Detail Report with Custom Division Code (1/1/2020) EXCEL	1/1/2020 2:09:59 AM	Auto Generated	

Account Balance Detail Report with Custom Division Code

The Account Balance Detail Report with Custom Division Code is systematically pushed to your employer portal each month. It includes the Custom Division Code if you provide this information on your enrollment file. This report cannot be run on an ad hoc basis and it is pushed to the employer portal on the first of the month.



Enrollment Report Employee ID

The Enrollment Report with Employee ID provides a list of all members enrolled in your plan. This report is pushed to the employer portal and shows both Social Security Number and Employee ID.

BenefitWallet assigns each member a unique Employee ID, different from their Social Security Number that is used by the system for funding purposes. If you submit funding through the upload capability in the employer portal for your notional accounts, you need to submit funding based on Employee ID, not Social Security Number. This report is the only report that shows both Social Security Number (in the Identifier column) and Employee ID. It might be necessary to translate SSN to Employee ID when needing to use the spreadsheet functionality within the portal to submit payroll funding. We recommend using the "**Vlookup**" function within Excel. This functionality will not be used for employers that submit payroll funding via secure SFTP.

Last Login Date: 3/9/2020 12:00:00 AM CDT
Last Login Source: Unknown

| Logout

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Reports: CRS Report

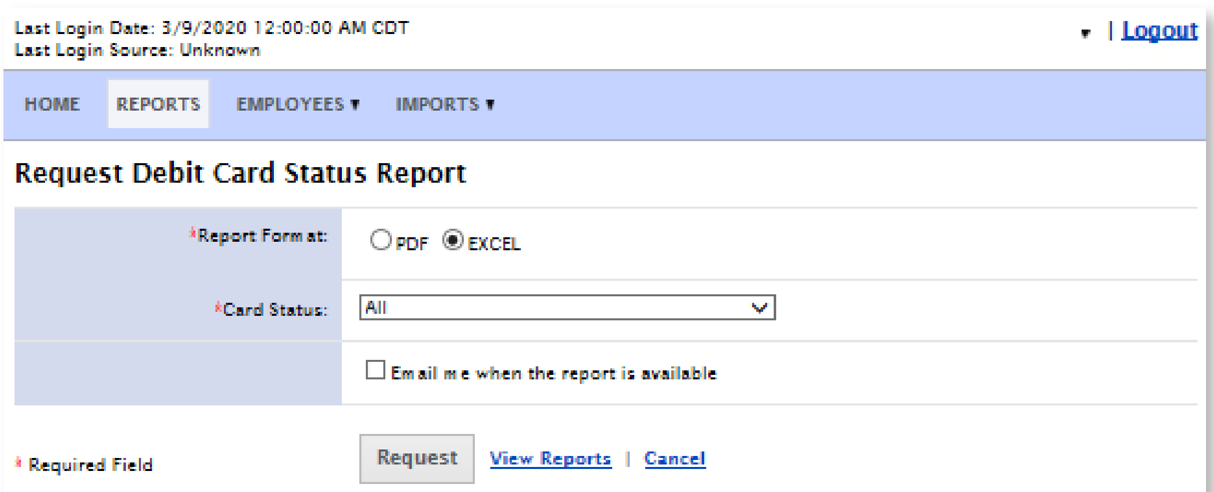
Report Dates	Date/Time Created	Created By	Action
Enrollment Report with Employee ID (3/9/2020) EXCEL	3/9/2020 2:05:00 AM	Auto Generated	
Enrollment Report with Employee ID (3/2/2020) EXCEL	3/2/2020 2:06:55 AM	Auto Generated	

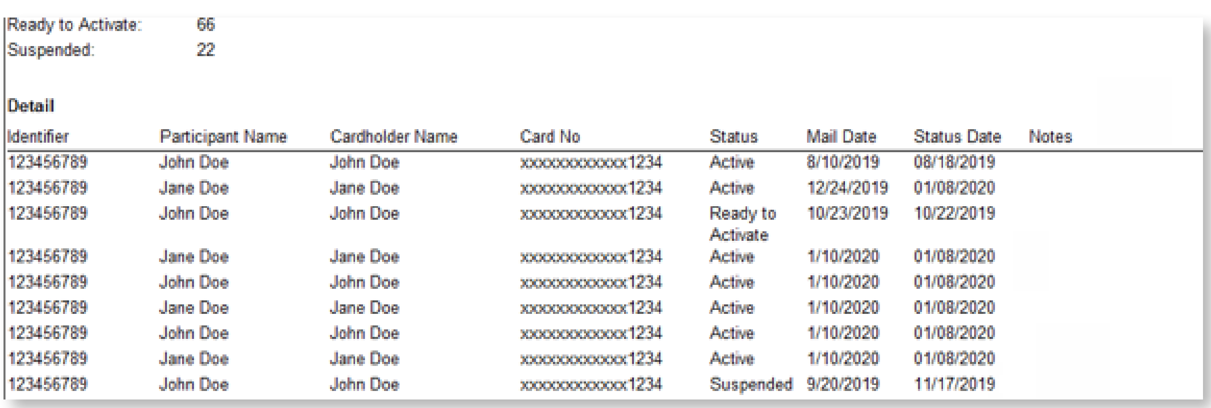
As of: 3/9/2020

Division	Employer Name	Custom Division Code	Plan Year	Identifier	Employee ID	Consumer First Name	Consumer Last Name	Address Type	Address Line 1	Address Line 2	City	State	Zip	Countr
	XYZ	123	1/1/2020 - 12/31/2020	123456789	123456789	JOHN	DOE	HomeAddress	123 Lucky Lane		SOMEWERE	CO	12345	UNITE
	XYZ	123	1/1/2020 - 12/31/2020	123456789	123456789	JANE	SMITH	HomeAddress	123 Morning Drive		NOWHERE	AL	12345	UNITE
	XYZ	123	1/1/2020 - 12/31/2020	123456789	123456789	SUSAN	JONES	HomeAddress	123 Sunshine Blvd		SOMEWERE	TX	12345	UNITE
	XYZ	123	-	123456789	123456789	MARY	JOHNSON				NOWHERE		12345	
	XYZ	123	1/1/2020 - 12/31/2020	123456789	123456789	JOSEPH	DOE	HomeAddress	123 Glory Lane		SOMEWERE	AZ	12345	UNITE
	XYZ	123	-	123456789	123456789	PAUL	SMITH				NOWHERE		12345	
	XYZ	123	1/1/2020 - 12/31/2020	123456789	123456789	SAM	JOHNSON	HomeAddress	123 Long Walk Drive		SOMEWERE	TX	12345	UNITE
	XYZ	123	1/1/2020 - 12/31/2020	123456789	123456789	PAUL	DOE	HomeAddress	123 Lake Drive		NOWHERE	MA	12345	UNITE

Debit Card Status Report

The Debit Card Status Report provides a list of the debit cards that have been issued to your employees and can be run from the Employer Portal at any time. The report includes the card status, date the card entered the provided status and the date the card was originally mailed. Statuses include Active, Ready to Activate, Closed, Lost or Stolen, Suspended and Pending.




Ready to Activate: 66
Suspended: 22

Detail

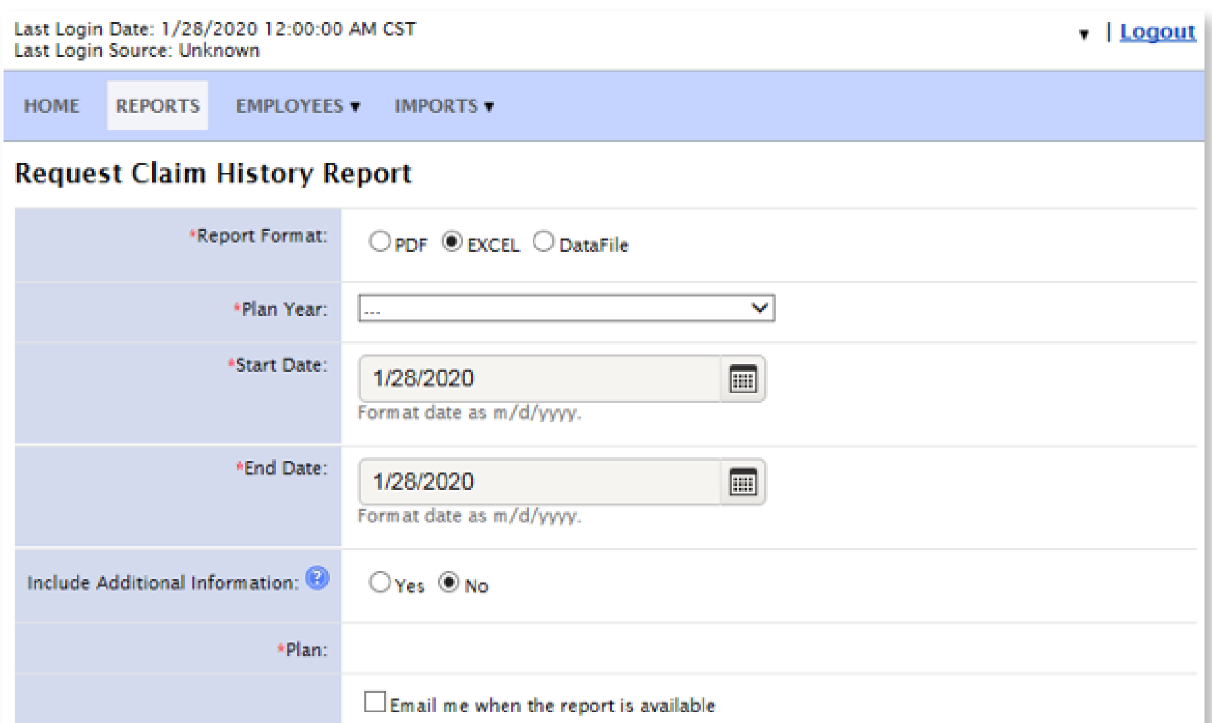
Identifier	Participant Name	Cardholder Name	Card No	Status	Mail Date	Status Date	Notes
123456789	John Doe	John Doe	xxxxxxxxxxxx1234	Active	8/10/2019	08/18/2019	
123456789	Jane Doe	Jane Doe	xxxxxxxxxxxx1234	Active	12/24/2019	01/08/2020	
123456789	John Doe	John Doe	xxxxxxxxxxxx1234	Ready to Activate	10/23/2019	10/22/2019	
123456789	Jane Doe	Jane Doe	xxxxxxxxxxxx1234	Active	1/10/2020	01/08/2020	
123456789	John Doe	John Doe	xxxxxxxxxxxx1234	Active	1/10/2020	01/08/2020	
123456789	Jane Doe	Jane Doe	xxxxxxxxxxxx1234	Active	1/10/2020	01/08/2020	
123456789	John Doe	John Doe	xxxxxxxxxxxx1234	Active	1/10/2020	01/08/2020	
123456789	Jane Doe	Jane Doe	xxxxxxxxxxxx1234	Active	1/10/2020	01/08/2020	
123456789	John Doe	John Doe	xxxxxxxxxxxx1234	Suspended	9/20/2019	11/17/2019	

Claim History Report

The Claim History Report provides a list of all claims submitted and the claim status during a specific time period.

To run a new Claim Status Report, select **Run New Report** and enter your report criteria. Selecting **Include Additional Information** adds Method Filed, Date Substantiated, Date of Service, Payment Date and Document Required columns.

You may opt in to an email notification when your report is ready. Your report will be available within 15 minutes to 2 hours of your request.



When you download the report as an Excel file, there are multiple tabs. The summary tab provides a high-level summary of each account type. The additional tabs provide information on every claim submitted for each plan you offer. To view a list of all claims together, download the report as a Data File.

Method Filed

- P-Member portal
- D-Debit card
- I-Claim import (manually added claims data)
- C-Claims link (claim submitted via paper process)
- E-Claims exchange (claims received from a carrier file)
- R-Recurring claim
- W-Web Service (claim submitted through our mobile app)

XYZ Company
Claim History Report
12/1/2019 - 1/28/2020

Plan Year: 1/1/2019 - 12/31/2019 Created on: 1/28/2020

Plan	Claim Amount	Paid	Pending	Denied
Flexible Spending Account	$18,623.95	$16,723.10	$95.81	$1,805.04
Grand Totals:	$18,623.95	$16,723.10	$95.81	$1,805.04

XYZ Company
Claim History Report
12/1/2019 - 1/28/2020

Plan Year: 1/1/2019 - 12/31/2019 Created on: 1/28/2020

Plan: Flexible Spending Account

Identifier	Participant Name	Recipient	Claim Number	Method Filed	Image ID	Submit Date	Date Substantiated	Dates of Service	Expense	Claim Amount	Paid	Payment Date	Pending	Denied	Claim Status	Document Required
123456789	JOHN DOE	JANE DOE	000XYZ191206D0000201DC	D		1/6/2020		1/6/2020	Medical	$771.00	$771.00	1/6/2020	$0.00	$0.00	Paid	Y
123456789	MICKEY MOUSE	MINNIE MOUSE	000XYZ200104D0000201DC	D		1/4/2020	1/10/2020	1/4/2020	Vision	$665.00	$665.00	1/4/2020	$0.00	$0.00	Paid	N
123456789	TWIST JOHN	TWIST JOHN	000XYZ200119D0000201DC	D		1/19/2020		1/19/2020	Medical	$9.62	$9.62	1/19/2020	$0.00	$0.00	Paid	Y
123456789	TWIST JOHN	TWIST JOHN	000XYZ191206D0000201DC	D		1/6/2020		1/6/2020	Medical	$34.74	$34.74	1/6/2020	$0.00	$0.00	Paid	Y
123456789	JOHN SMITH	JANE SMITH	000XYZ200123D0000201DC	D		1/23/2020		1/23/2020	Medical	$72.17	$72.17	1/23/2020	$0.00	$0.00	Paid	N
123456789	JOHN DOE	JOHN DOE	000XYZ200110D0000201DC	D		1/10/2020		1/10/2020	Medical	$131.60	$131.60	1/10/2020	$0.00	$0.00	Paid	N
123456789	JOHN DOE	JOHN DOE	000XYZ200112D0000201DC	D		1/12/2020		1/12/2020	Medical	$155.20	$155.20	1/12/2020	$0.00	$0.00	Paid	Y

Documentation Required and Repayment Report

The Documentation Required and Repayment Report provides a list of all claims that are pending additional documentation to substantiate the transaction or that require repayment.

This report is pushed to the employer portal on a weekly basis and contains two tabs. The first tab provides information on Repayments. The second tab provides a listing of all claims requiring an itemized receipt for documentation.

Last Login Date: 1/28/2020 12:00:00 AM CST
Last Login Source: Unknown

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Reports: CRS Report

Report Dates	Date/Time Created	Created By	Action
Documentation Required and Repayment Report (1/27/2020) EXCEL	1/27/2020 2:05:43 AM	Auto Generated	
Documentation Required and Repayment Report (1/20/2020) EXCEL	1/20/2020 2:15:02 AM	Auto Generated	

Repayments

Consumer SSN	Custom Division Code	Consumer Name	Division	Plan Name	Plan Year	Claim Number	Create Date	Merchant Name	Repayment Amount	Status
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	04/24/2019	Pharmacy	$7.97	Pending
123456789		DOE, JOHN	Unassigned	LPFSA	01/01/2019-12/31/2019	000XYZ190102W0010101	04/24/2019	Dental	$151.82	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	04/24/2019	CVS Paharmacy	$7.45	Pending
123456789		DOE, JOHN	Unassigned	LPFSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/07/2019	OPTOMETRIC ASSOCIA	$106.00	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/13/2019	MEDICAL CORP	$29.67	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/18/2019	VISION	$24.50	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/18/2019	RADIOLOGICAL PHYSICIAN AS	$6.32	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/20/2019	ABC CHIROPRACTOR	$12.48	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/20/2019	LAB	$25.59	Pending
123456789		DOE, JOHN	Unassigned	FSA	01/01/2019-12/31/2019	000XYZ190102W0010101	05/25/2019	LAB	$19.72	Pending

Claims Requiring Receipts

Consumer SSN	Employer Code	Custom Division Code	First Name	Last Name	Claim Amount	Receipt Status	Claim Number	Merchant Name	Transaction Date	Plan Year	Plan Name
123456789	000XYZ		JOHN	DOE	$29.67	Overdue	BFW000XYZ190104D0000801	Pharmacy	1/2/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$24.93	Overdue	BFW056MYL190105D0000301	Dental	1/7/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$6.32	Overdue	BFW056MYL190110D0000201	CVS Paharmacy	1/7/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$6.23	New Needed	BFW056MYL190111D0000201	OPTOMETRIC ASSOCIA	1/8/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$12.48	Overdue	BFW056MYL190112D0000201	MEDICAL CORP	1/9/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$25.59	Overdue	BFW056MYL190112D0000501	VISION	1/9/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$23.96	New Needed	BFW056MYL190114D0000101	RADIOLOGICAL PHYSICIAN AS	1/11/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$19.72	Required	BFW056MYL190116D0000201	ABC CHIROPRACTOR	1/14/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$70.00	Overdue	BFW056MYL190119D0000201	LAB	1/17/2019	01/01/2019-12/31/2019	LPFSA
123456789	000XYZ		JOHN	DOE	$396.14	Overdue	BFW056MYL190126D0000301	LAB	1/24/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$191.46	Overdue	BFW056MYL190207D0000501	MODERN DENTAL SMILES	2/5/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$225.00	Overdue	BFW056MYL190207D0001001	PEDIATRIC GROUP	2/5/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$379.20	Required	BFW056MYL190221D0000301	MEDICAL CORP	2/19/2019	01/01/2019-12/31/2019	LPFSA
123456789	000XYZ		JOHN	DOE	$223.00	Overdue	BFW056MYL190222D0000501	DENTAL	2/20/2019	01/01/2019-12/31/2019	FSA
123456789	000XYZ		JOHN	DOE	$106.00	New Needed	BFW056MYL190223D0000301	EYE CARE	2/21/2019	01/01/2019-12/31/2019	LPFSA

Employer Funding with Custom Division Code Daily & Weekly Report

There are up to 2 daily pulls from your designated bank account to settle all of your notional account claim payments.

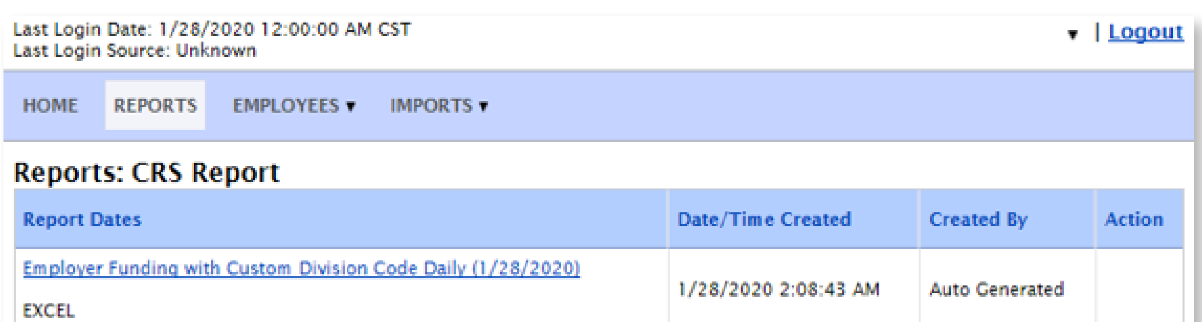
1. One pull for manual claims
2. One pull for debit card transactions (if applicable)

The Employer Funding with Custom Division Code Daily & Weekly Reports provide details on all claims paid for a specific date. This report is pushed daily or weekly to the employer portal. (Note: There is a standard Employer Funding Notification Report that will be pushed to the portal on a daily basis. This report does not contain the Custom Division codes)

When you download the report, there are two tabs.

- The first tab provides high-level information on each plan and transaction type.
- The second tab provides a listing of all transactions for the time period provided on the first tab.
- This report will show repayments as a funding adjustment for that particular day.

You can also use the enhanced debit card settlement report and the Reconciliation by Batched EFTs report to assist in bank reconciliations. The Reconciliation by Batched EFTs Report (pushed to the portal on a weekly basis) can be referenced to verify the pulls from the bank for all non-debit card transactions.



XYZ Company

Employer Funding Report

1/27/2020 - 1/27/2020

TRANSACTION DETAILS

Reimbursements

Identifier	Custom Division Code	Last Name	First Name	Plan	Plan Year	Division	Amount	Method	Source Code	Check/Payment Number	Effective Date
123456789		DOE	JOHN	Dependent Care Account	01/01/2019-12/31/2019	Unassigned	$192.25	DD	CR	10000000	1/27/2020

XYZ Company

Employer Funding Report

1/27/2020 - 1/27/2020

Direct Deposit Reimbursements	$1,096.68
Debit Card Reimbursements	$203.35
Total by Transaction Types	**$4,067.20**

SUMMARY BY PLAN

01/01/2019-12/31/2019

Flexible Spending Account	$703.35
Dependent Care Account	$3,363.85

BenefitWallet Service Center

Employer Support Team

Phone 866.712.4551

E-Mail:
EmployerSupport@mybenefitwallet.com

Hours of Operation (Eastern Time)
Monday – Friday:
8:00 a.m. – 8:00 p.m.

Saturday & Sunday:
9:00 a.m. – 6:00 p.m.

BenefitWallet Member Customer Service Numbers

Phone 1-877-472-4200

TDD: 1-800-833-8334

Hours of Operation (Eastern Time)
Monday – Friday:
8:00 am – 8:00 pm

Additional Hours:
Saturday & Sunday:
9:00 a.m. – 6:00 p.m.

Holiday	Benefit Wallet Holiday	Bank Holiday	Market Holiday
New Year's Day	✔	✔	✔
Martin Luther King Day		✔	✔
President's Day		✔	✔
Good Friday			✔
Memorial Day	✔	✔	✔
Independence Day	✔	✔	✔
Labor Day	✔	✔	✔
Columbus Day		✔	
Veterans Day		✔	
Thanksgiving Day	✔	✔	✔
Day After Thanksgiving			Market closes at 1:00 p.m. Eastern Time
Christmas Day	✔	✔	✔

BenefitWallet

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