



Mobile capabilities

Mobile application

BenefitWallet® has designed a secure, interactive mobile application for iPhone and Android devices. Our mobile app allows you to view account information, call customer service or take a photo of your receipt with your mobile device and upload it directly to the system.



The mobile app provides you the opportunity to:

- View account balances and transaction history
- View account alerts
- **View saved claims and documentation**
- Upload photo images of documentation
- View, access, submit, and pay claims
- Access online bill pay
- Access FAQs and eligible expenses
- Tap to call the BenefitWallet Service Center

Texting

Our Mobile Alerts feature allows you to access account information at any time using text messaging. Once you sign up for Mobile Alerts, you may send a text request for your account balance, a list of your last five claims or last five account contributions.

You may also opt for an alert that allows you to be notified if the purchase you just made with your health care payment card requires additional documentation. With this service, you always know when to save your itemized receipts.

Follow these 3 easy steps to begin using mobile alerts:

1. Register to use text alerts by clicking on the Mobile Alerts link in your online account. An activation code will be sent to your phone, so make sure it is nearby.
2. Follow the online instructions to complete your registration.
3. Add the phone number 410.941.0898 to your contact list so you can easily get account information on the go.

Once you have registered, you may:

- Receive text messages immediately after any card swipe that requires receipts
- Send text requests:
 - BAL for account balances
 - CONT for last five contributions
 - CLAIM for last five claims
 - HELP for text command instructions
 - STOP to stop mobile alerts
- Update your text settings at any time online

Mobile browser

BenefitWallet offers a streamlined version of the member portal that allows you to access your most important account information on your smartphone. Simply log into your account on any smartphone. The website's intelligent sensors will detect that you are using a smartphone and will present a version of the BenefitWallet site specifically optimized for your device.

Once you log into your account from your smartphone, you may :

- View account balance and transaction history
- View all claims, claims requiring action, and claims details
- View FAQs

Please note: You may switch to the full site at any time by clicking on the link at the bottom of the screen. You are only able to submit new claims when you are on the full site.

