HealthHub.com
Quick Reference Guide

Logging into HealthHub

- At HealthHub.com, select **Employee Account Login**.

- Enter your **Username & Password** and click **Login**.

- If you are a new user, click on **Register Now** and enter your Personnel number without the leading zeroes (this number can be found on the upper left hand corner of your pay statement) and home zip code, then click **Register**.

- Create a username and password, then re-enter password to confirm.

- Select a security question and answer.

- Then enter your email address twice and click **Confirm**.

*Make sure to sign up to receive electronic account updates via *eNotify* by following the directions on the back.

Account balances & alerts

- At HealthHub.com, select **Employee Account Login**.

- Enter **Username & Password** and click **Login**.

- **My Dashboard** shows your account balance, whether your card is inactive, claims that need documentation and the amount and date of your next claim payment.

- To view your most recent claims, payments and deposits, click on the **Financial Center** and select the account you wish to view.

Link to the tools you need

- At HealthHub.com, select **Employee Account Login**.

- Enter **Username & Password** and click **Login**.

- Under the *Quick Links* panel, you will find the information and tools you need the most.

    - My HealthHub Resources
    - File a claim
    - Manage my debit card(s)
    - Frequently asked questions

File a claim for out-of-pocket medical and dependent care expenses

- At HealthHub.com, select **Employee Account Login**.

- Enter **Username & Password** and click **Login**.

- Click on **File a Claim** under *Quick Links.*

- Enter your claim information: type of expense, date of expense and the amount of expense. To add additional claims, select **Add Another Claim**.

- Once you have entered in all of your claims, click **Next**.

- Review and confirm all expense details, then click **Next**. To make changes, click **Previous**.

- Choose to fax or upload your documentation. If you select "Fax", please send the form and a copy of your Explanation of Benefits (EOB) or itemized receipts to (866) 932-2567. To "Upload", your documentation must be in PDF format.

- If you choose to upload, you can add additional documents by clicking on **Add Additional Document**.

- Check the **Signature Box** at the bottom of the page to sign your claim.

- Click **Submit**. If you signed up for *eNotify*, PayFlex will send you a confirmation email once your claim has been processed.

HealthHub®
Powered by PayFlex®

UT
THE UNIVERSITY of TENNESSEE
KNOXVILLE • CHATTANOOGA • MARTIN • MEMPHIS • TULLAHOMA

HealthHub.com
Quick Reference Guide

Order additional PayFlex Cards

- At HealthHub.com, select **Employee Account Login**.

- Enter **Username & Password** and click **Login**.

- Select **Manage My Debit Card(s)** under *Quick Links*.

- You will see the status of your card, the names for who we issued cards to and which accounts are connected to that card.

- If you would like to order an additional debit card for a dependent or spouse, **Order A Dependent Debit Card**.

- Enter the first and last name of your dependent or spouse.

- Select the dependent's relationship to the cardholder and click **Submit**.

- Your card will arrive within 10-15 business days.

- If your card is lost or stolen, please contact us at 800.284.4885.

Shop online with your PayFlex Card®

Accessible through the **Consumer Center** at HealthHub.com, you can buy items such as glasses, contacts, and eligible over-the-counter items using your PayFlex Card or any other major credit card.

If an item is not identified as "FSA Eligible", you will need to use a form of payment other than your PayFlex Card. If you use a personal credit card for an eligible expense, please keep your printed receipt(s) to submit with your claim for reimbursement.

Sign up for electronic account updates

- At HealthHub.com, select **Employee Account Login**.

- Enter **Username & Password** and click **Login**.

- Select **My Settings** at the top of the page.

- Then select **Notifications / Email Address**.

- Enter your email address and then re-enter to confirm.

- Then select the notifications you wish to receive and click **Submit** at the bottom of the page.

For fast reimbursements, enroll in Direct Deposit

- At HealthHub.com, select **Employee Account Login**.

- Enter **Username & Password** and click **Login**.

- Select **My Accounts and Services** on the left hand navigation bar.

- Then select **Enroll in Direct Deposit**.

- Select your employer and bank account type, and then enter account number and routing number, and enter Institution Name, then 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 your account information, a confirmation message will be displayed.

Access education & planning tools

Visit **My HealthHub Resources** at HealthHub.com, to access planning tools such as a savings calculator or a listing of eligible expenses to help you estimate your expenses. You'll also find educational materials to better assist you with your spending account(s).

Questions?

You can view a listing of FAQs at HealthHub.com by clicking on **Employee Account Login** and selecting **faqs** from the top navigation bar or contact Customer Service at 800.284.4885, Monday - Friday, 7am-7pm and Saturday 9am - 2pm CT.

UT

THE **UNIVERSITY** *of* **TENNESSEE**

KNOXVILLE • CHATTANOOGA • MARTIN • MEMPHIS • TULLAHOMA