

ALLEGIANCE ADVANTAGE

Participant Quick Start Guide

1. Go to www.askallegiance.com
2. Click **Login - Members**
3. Enter your **username** and **password**
4. Click **Login**
5. Click **Reimbursement Accounts**



You should not bookmark any page past the initial Allegiance login page.

Login Troubleshooting

Q: I tried to create a **New User** and received this message.



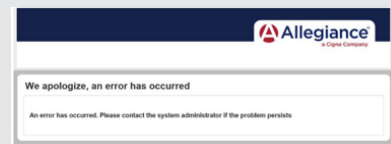
A: You have already created a login. If you don't remember, click **Forgot Password** or **Forgot Username** or contact Allegiance for help.

Q: I tried to login with my username and password and received this message.



A: You have not created a login with the new security protocols. Click **New User** and follow the instructions to create your new username and password.

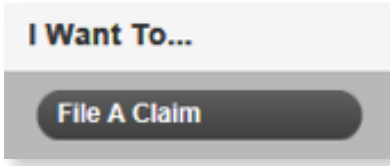
Q: I clicked **Reimbursement Accounts** and receive the following message.



A: An Allegiance customer service representative can reset your account. The sign on is compromised when you either:

- 1) Have logged in and saved a page as a favorite.
 - 2) Have too many login attempts for the mobile application.
- Please call Monday through Friday, except holidays, between 7:00 a.m. and 6 p.m. Mountain time.

Home Page Tour

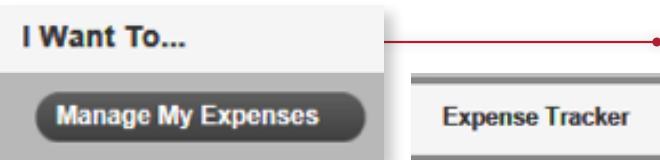
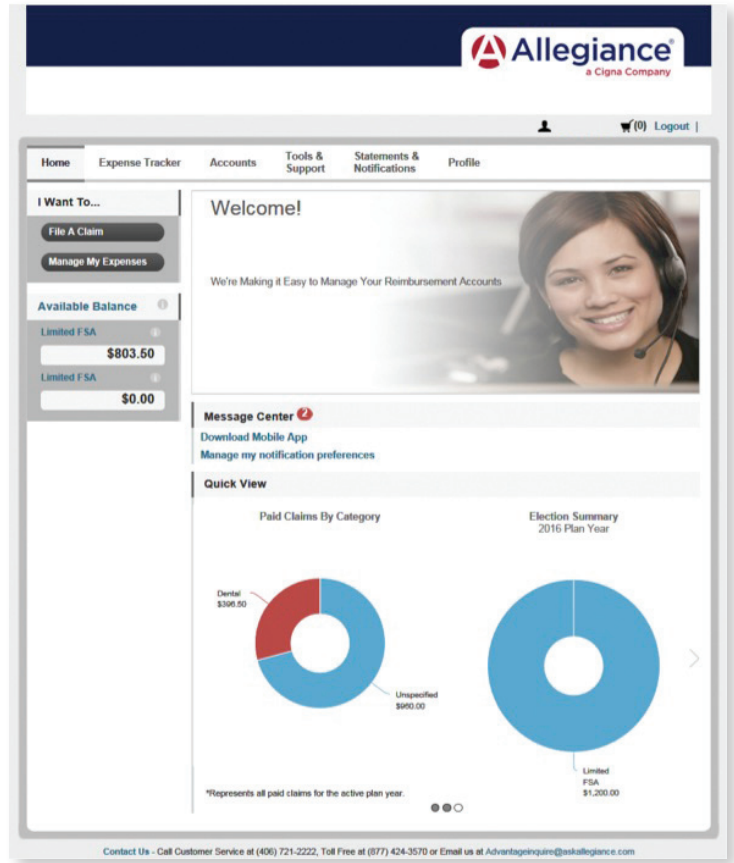


- 1) Click **File A Claim**.
- 2) Select the account and payee, upload your documentation and complete the claim information. If the services provided were covered by insurance, include the explanation of benefits (EOB) from your carrier. A bill from the provider that estimates insurance payments is not adequate documentation. If the services were not covered by insurance, include the bill or receipt. Remember, it doesn't matter when (or if) you pay the service, it only matters that services were actually received during the plan year.

3) You may **Save For Later**, **Add Another**, or **Submit**.

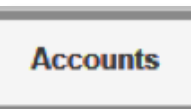
Hint: You should always be the recipient even if the expense was incurred by your spouse or dependent.

Hint: Use a day care contract if your expense is the same each month. The contracts may be found under **Tools & Support**.

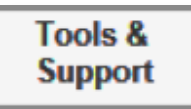


Click here to view your claims and add expenses to submit as claims at a later time.

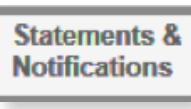
Hint: You can quickly add expenses and documentation to your **Expense Tracker** using the mobile app. Set up instructions can be found under **Tools & Support**.



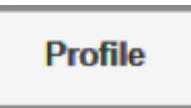
Click here to view all of your account activity, including contributions, claims and payments.



Click here for forms, plan information and links to other web pages, including a health care expense table and Allegiance contact information.



Click here to change your notification preferences, view claim denials and view deposit notices.



Click here to view and update your personal information and to elect direct deposit.