HSA Details

Accounts>Account>Transaction>Transaction Details

Scroll to view more.

Tap to view details.
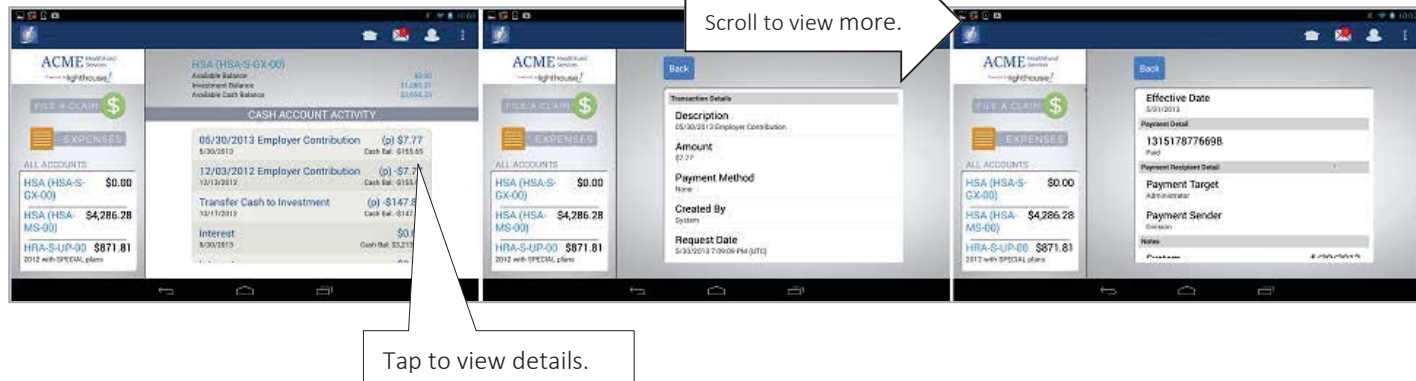
Filing Claims

If enabled, consumers can file claims and submit associated receipt images. The mobile app functionality aligns with the File by Account capabilities of the Consumer Portal and follows the same ordering rules for claim filing.

Consumers may file by account when Online Claims Filing by Account is enabled for the employer. If Online Claims Filling By account is not enabled, or the consumer is using an older version of the mobile app, then File by Plan is applicable.

Tap to submit claim and receipt.

Accounts>Account>New Claim

Tap to initiate a new claim.

Scroll to view more.
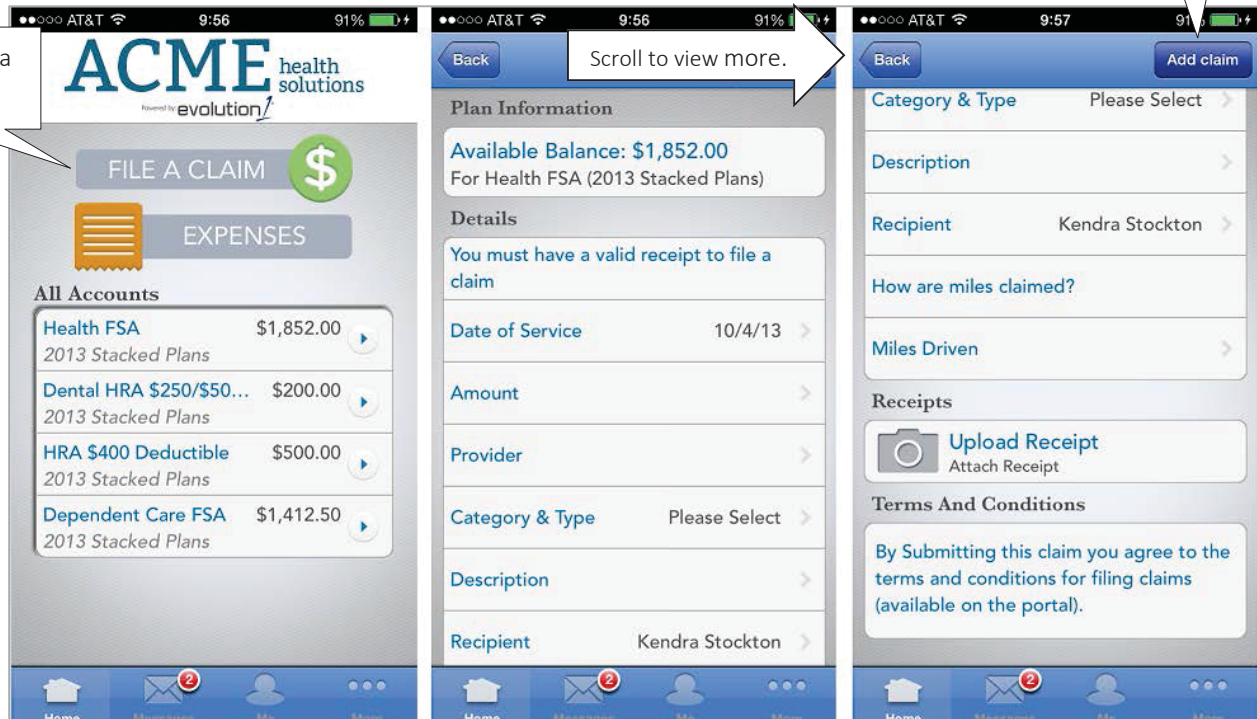
Adding Receipts to Claims

If the mobile app is enabled, consumers can add receipt images via their mobile devices for claims already submitted via the Consumer Portal.

Message Center: Claims Requiring Receipts Screen:

The Message Center Tab displays the number of claims requiring receipts, if applicable. This list does not display if there are no receipts required. This function is the same as the Action Required alert on the Consumer Portal HOME page.

Tapping this list item displays the Claims Requiring Receipts screen.
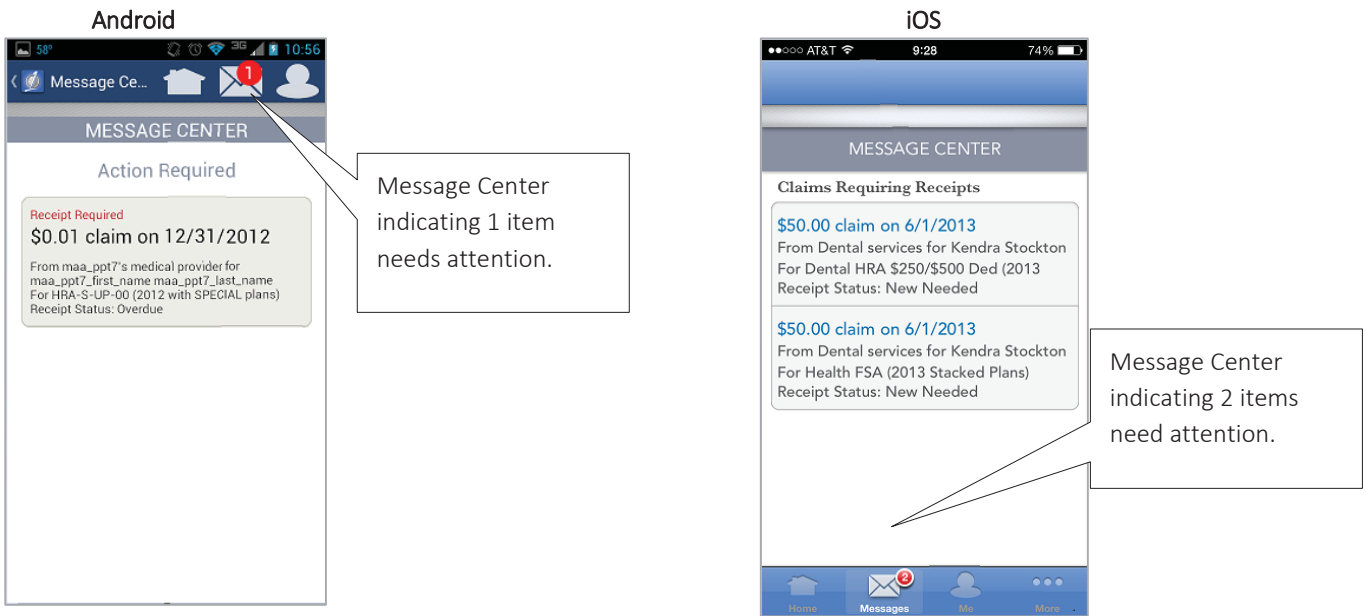
Claims Requiring Receipts Screen

The Claims Requiring Receipts screen displays all claims requiring receipts. This function is the same as on the Consumer Portal HOME page, where it displays the claim **Receipt Status** (**Required** or **Overdue**) or one or more repayments in a **Pending** status.

Tapping a claim requiring receipt list item displays the New Receipt screen.

Android	iOS
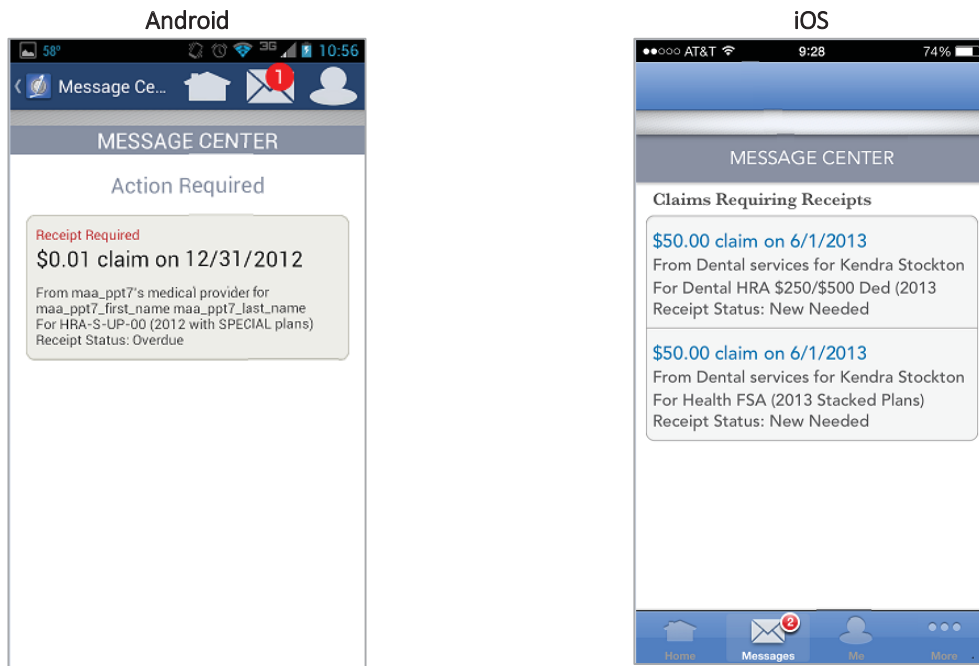
The following information is displayed:

- Claim Amount
- Date of Service
- Merchant/Provider (if **Additional Detail on Consumer Notifications** is enabled on the Administrator Portal)
- Recipient (if **Additional Detail on Consumer Notifications** is enabled on the Administrator Portal)
- Plan Name/Plan Year Name
- Claim Status
- Receipt Status

Claim Details Screen: Receipts List

A "Receipts" list on the Claim Details screen allows consumers to view receipts already submitted for a claim and add new receipts. The settings on the Administrator Portal determine whether consumers can upload and view receipt images.
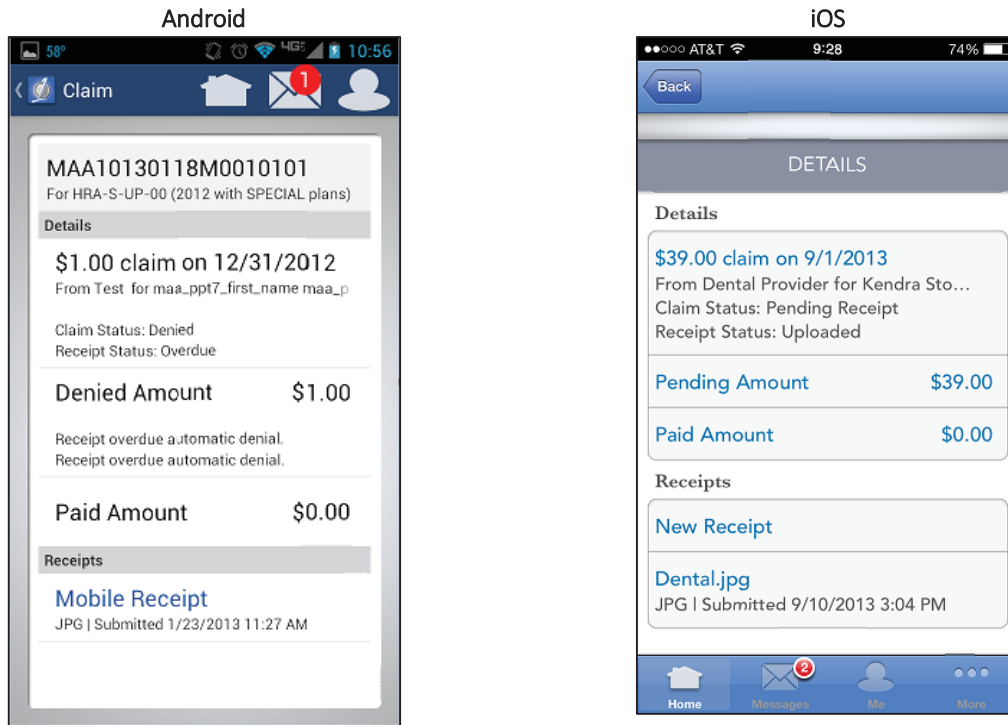
New Receipt

If **Allow Consumers to Upload Receipt Images** is set to **Allow** (on the Manage Consumer Rules page, either for the employer or inherited from the Administrator Default) and the claim receipt status is **Required** or **Overdue**, a "New Receipt" list item displays. Tapping this list item displays the New Receipt screen.

View Receipts

If **Allow Consumers to View Receipt Images** is set to **Allow** (on the Manage Consumer Rules page, either for the employer or inherited from the Administrator Default) and there are one or more receipts associated to the claim, they display in the list. Tapping a receipt list item allows the consumer to view the receipt image file.

- **Android** – The receipt image file is temporarily downloaded to the device and, when fully downloaded, the app attempts to find another app to view it. The native Gallery app is capable of viewing JPG and GIF images, but PDF files may only be viewed if a compatible app is installed.
- **iOS** – The receipt image file is temporarily downloaded to the device and, when fully downloaded, it is displayed in the app. Only JPG and GIF images may be viewed; viewing PDF files is not supported in the iOS app.
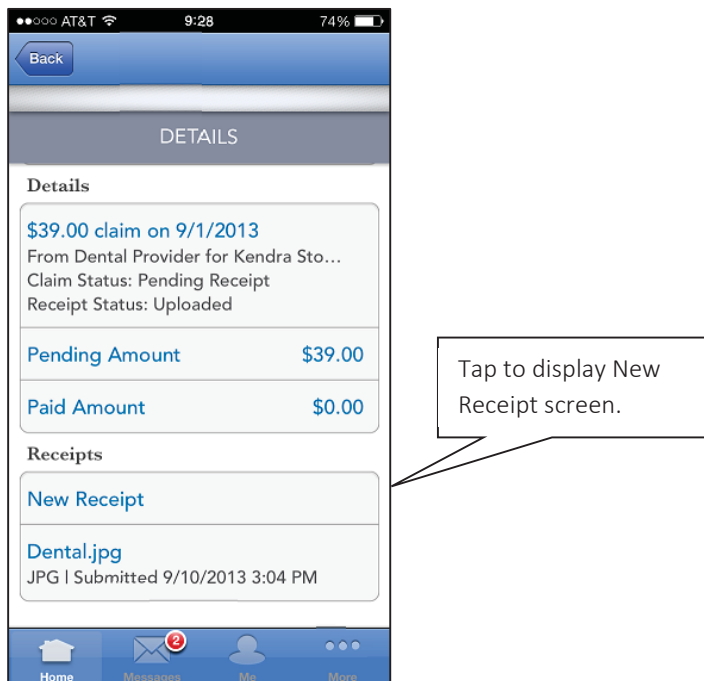
Android	iOS

New Receipt Screen

The New Receipt screen activates the device's camera (if available) and allows a photo to be taken of a receipt and submitted. The first screen activates the camera and allows the picture to be taken. When taken, it is previewed on the second screen, where the consumer can submit it or opt to retake it.

Note: If **Allow consumer to add a receipt image from camera roll via 1Mobile (versions 4.6+)** is enabled the consumer will be presented the options **Camera** or **Photos.** Selecting camera will bring the consumer to their camera and allow them to take a picture of the receipt. Selecting photos will bring up the consumer's gallery of previously taken pictures and allow them to select one.

Android   **iOS**

Tap claim item to display New Receipt screen.
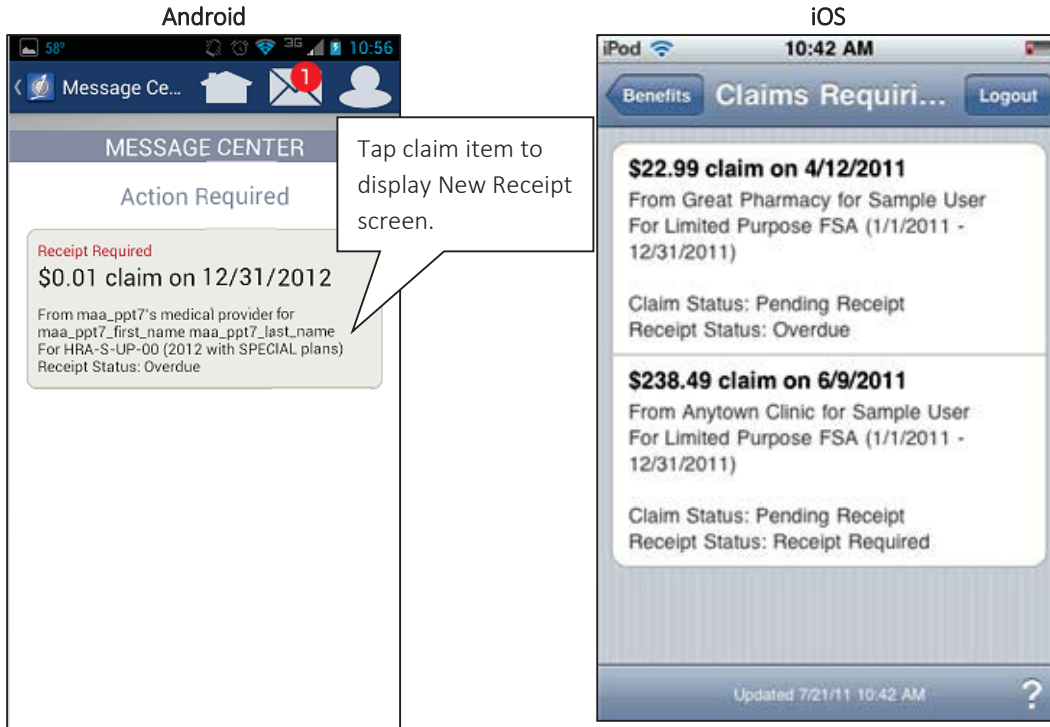
Note: The screen differs from the Consumer Portal Home page for claims with method filed of Debit Card; the Consumer Portal does not display them until the date the claim was received, plus the number of days specified for the Generate First Reminder? setting on the Update Consumer Notifications page of the Administrator Portal. The mobile app does not have the additional delay.

Tap to display New Receipt screen.

Tapping the **New Receipt** (Android) or **Receipts** (iOS) link activates the device's camera (if the device has a camera) and allows a photo to be taken of a receipt and submitted.
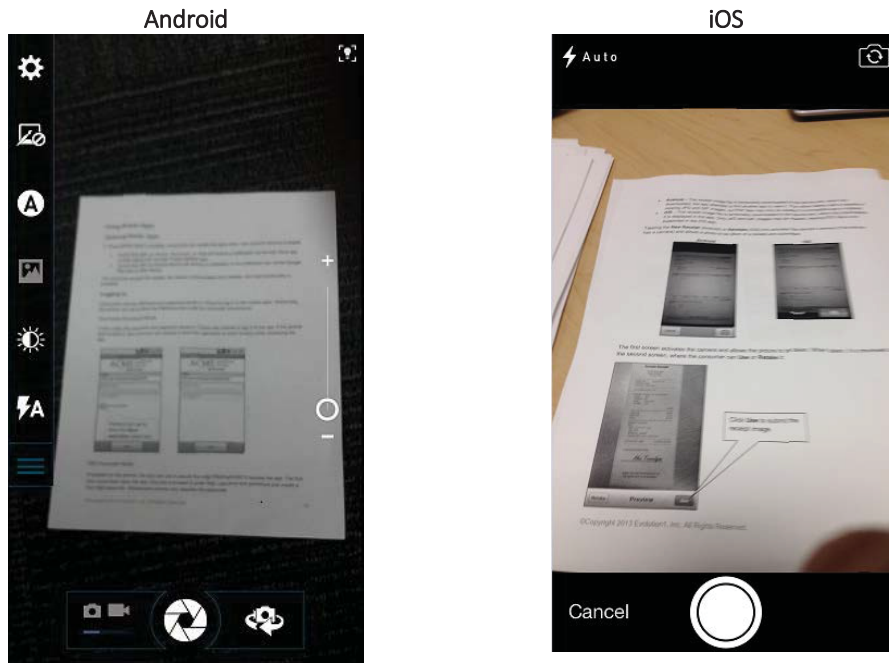
Android	iOS

The first screen activates the camera and allows the picture to be taken. When taken, it is previewed on the second screen, where the consumer can **Use** or **Retake** it:

Click **Use** to submit the receipt image.
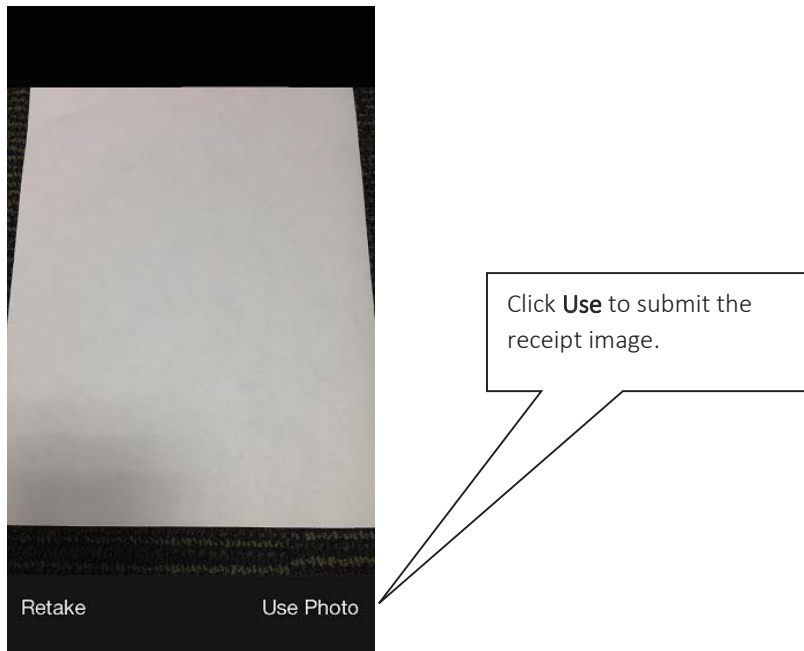
Submitting the receipt associates the receipt to the claim and makes it viewable on the mobile app or Consumer Portal, based on the administrator setting, **Allow Consumers to View Receipt Images**. Additionally, these receipts are included in the Image Publisher extracts, if a partner is using that solution.