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Mobile App Overview

Designed for iOS and Android mobile devices, the BENEFITFOCUS® Mobile App gives you instant access to plan details, including coverage levels, effective dates and co-pays as well as covered dependents and corresponding documentation. The educational BENEFITFOCUS® Video Library is also optimized for use on the app.

Using the App, you can:

- Enroll in your benefits for OE, Life Events and initial enrollment
- Review benefit details
- Update profile information (if permitted by your employer), including:
  - Email addresses and phone numbers
  - Passwords
  - Emergency contacts
- Review dependents
- Add and edit dependent information (If permitted by your employer)
- Enter and save important Insurance ID Card information (Member ID number, Group ID number)
- Upload an image of your Insurance ID Card to access in Mobile App Documents
- Upload and submit images of benefit eligibility documents required by your employer for dependent verification or for certain life events (such as a birth or marriage certificates) to access in Mobile App Documents
- Watch healthcare videos

Using an authentication code, you can download the App for free from Google Play and the iTunes Store. It’s easy for you to get all your benefits information by simply logging on with your existing Benefitfocus username and password.
Mobile App Access

Activating the Mobile App

Before you download the Mobile App, you can log in to the BENEFITFOCUS® Communication Portal and access your company ID code; your Benefits Administrator may also provide you with this information. Then you can download the app from the applicable App Store.

1. Log in to the Communication Portal and notice the company ID code that you see in the widget. This code corresponds to your employer and ensures that all you are seeing your personal benefit information. **You will need this ID when you activate the Mobile App in Step 7 below.**

2. Log out of the Communication Portal.

3. Search for the Benefitfocus Mobile App on the Google Play or Apple App Store on your mobile device.
4. Download the App; this example shows the App Store.

5. Open the App and read the terms of service.

6. Tap Accept Terms of Use when you have determined that you agree to the terms of service.
7. Enter the Company ID.

8. Tap Next.

9. Enter your Benefitfocus Username and Password and tap Login to access the App. Note: if your organization allows you to use the Touch ID feature, where you can use your fingerprint to access the Mobile App, then you can establish the Touch ID setting where you log in with your Username and Password for the first time; continue with Step 10.
10. Tap Yes to use your fingerprint the next time you log into the Mobile App. Where you log out, continue with Step 11.

11. Place your finger on the appropriate place on your phone for fingerprint recognition. The Mobile App will recognize your fingerprint and log you into the App.
Navigating the Mobile App

The Mobile App is simple to use and easy to navigate.

1. Log into the Mobile App.

2. Tap the menu icon to access the slide-out navigation menu.

3. Tap any of the items in the list to see more information.

4. Tap the back button in the top, left corner of the screen to return to a previous menu.

5. Tap Log Out from the slide-out navigation menu when you are finished using the App.
Completing Required Training Items

Training items may include video or documents that you must review before you begin enrolling in your benefits. When you log into the Mobile App, you will see the training items link on the Home page.

1. Log into the Mobile App.
2. Tap Complete required training.
3. Tap the training you want to begin.
4. Review the training. In this example, there is a video associated with the training program.
5. Tap the acknowledgement box once you have completed the training.
6. Tap Submit. The training program will be removed from the list of items you must complete.

7. Continue with the next training. In this example, there is a document associated with the training program.
8. Tap the acknowledgement box once you have completed the training.
9. Tap Submit. The training program will be removed from the list of items you must complete.
Once you have completed all training, you will see the Congratulations message. You can then begin enrolling in your benefits.
Benefit Elections

Enrolling in Your Benefits

The following are sample steps for completing typical Dental and Medical benefit elections as a new hire with the option to enroll in the same benefits for Open Enrollment. Note that your actual scenarios and the order in which benefits are presented to you will vary, depending on information required by your employer and insurance carrier.

Part I – Enroll in Dental

1. Log into the Mobile App and tap *Manage my benefits*.

2. Read the welcome information and tap *Get Started*.
3. Choose one of the following options:

   a. Tap *Add Dependent* if you need to add dependents to include in your benefit elections; continue with Step 4.

   b. Tap *Next* to continue enrolling in benefits without adding dependents. Go to Step 5.
4. Enter dependent demographic information. Required fields are indicated with an asterisk (*).

a. Tap Save once you have entered all dependent information.
b. Review the information on the screen and tap Next to begin enrolling in your benefits.

5. (If applicable) Answer any pre-enrollment questions. This may include questions about Medicare, tobacco usage, healthcare-related questions to estimate the best-match plan for you. Pre-enrollment questions will help determine your benefit eligibility as well as which plans are best suited for you and your family.
6. Tap *Begin enrollment* to start enrolling in benefits.

7. Determine who will be covered on the plan and select *Next*. 
8. Select the *Select Plan* button once you have decided on a benefit plan that best suits your needs.

![Select Plan Button](image)

9. (If applicable) Determine if you want to enroll in the same benefits for Open Enrollment and tap *Next*.

![Dental Benefits Decision](image)
10. Review your benefit election information and tap Save once you have completed all elections.

11. (If applicable) Read the information regarding benefits for the upcoming year and tap Next.
12. Tap **Save and Continue**. Continue with **Part II – Enroll in Medical** below.
Part II – Enroll in Medical

1. Tap Begin enrollment to see your medical plan options.

2. Determine who will be covered on the plan and tap Next.
3. Review your medical benefit plan options.

4. (If available – optional) Tap Filters and select criteria to narrow the display of plans.

5. Tap Select Plan to enroll in your benefit plan.
6. Tap the cart icon to see detailed cost information for any of the plans you have selected.

7. (If available) Tap National Average to review the estimated healthcare costs; continue with Step 7.a. below; otherwise, continue with Step 8.

   Note: In addition to the National Average data, you may also see your company’s Group Average Claims Data and your personal Individual Claims Data, depending on settings established for your company.
a. Review the cost information and tap Done when finished.

b. (Optional) Tap Customize Usage tab to customize your estimated healthcare costs based on your experience.

c. Drag the sliders to show the related costs.
d. *(If available)* Tap the *Add Contribution* to estimate your tax savings for any plan that has a tax-savings account (such as an HSA or FSA) associated with it.

![Tax Savings Add Contribution](image)

e. Enter applicable income and contribution information. You will see the *Total Savings* update as you enter amounts.

f. *(Optional)* Tap *Contribute Maximum* to see the maximum amount you can contribute.

![HSA Contribution Maximum](image)

g. Tap *Done* to collapse the tax information.

8. *(If applicable for plans with a Health Savings Account)* Review HSA options. Your employer may contribute to your HSA account, and you may also have the ability to add an initial, scheduled or ongoing amount to your HSA.

Continue with **Step 9** below to contribute to your HSA; otherwise, select *Next* to skip adding a contribution amount and go to **Step 12**.
9. Tap **Add Contribution** to enter an amount to contribute to your HSA.
10. Enter the contribution amount.

11. Tap *Add contribution*.
12. Review your benefits; scroll down to see all of your information. The Cost Summary shows specific plan cost and contribution information. Tap Edit plan to make changes to a specific benefit.

13. Tap Save when you have completed all of your information.
14. Tap *Complete Enrollment* when you have completed all benefit enrollments.
Reviewing Benefit Information

You can review your benefits via the Mobile App.

1. Log into the Mobile App.

2. Review the Benefits Snapshot on the Home page (or tap Benefits from the slide-out navigation menu).
3. Tap any of the benefits to see more information.

4. (If applicable) Tap the **Coverage Details** link to see specific plan attributes (including In-Network versus Out-of-Network costs, etc.).
5. (If applicable) Tap the links to Member ID # or Group ID # links to enter or update your information.

6. (Optional) Tap the link for Covered Persons to see more information about your profile or about your dependents.
Profile Options

Depending on settings established for your company, you may be able to update your password, email addresses, phone numbers, and/or emergency contact information.

**Reviewing Personal Details**

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the *Profile* icon.
4. Tap the View Person Details link.

5. Review your information.

6. Tap the back icon to return to the Account Options menu.
Changing Your Password

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Profile icon.
4. Tap the *Change my password* link.

5. Enter your current password.

6. Enter a new password.

7. Confirm your password.

8. Tap *Save New Password*.

9. Tap *OK* on the confirmation screen.

10. Tap the back icon to return to the Account Options menu.
Updating Your Email Address

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Profile icon.
4. Tap the *Update my email address* link.

5. Enter your email address.

6. Tap *Save Email Address*.

7. Tap *OK* on the confirmation screen.

8. Tap the back icon to return to the Account Options menu.
**Updating Your Phone Number**

1. Log into the Mobile App.

2. Tap the menu icon to access the slide-out navigation menu.

3. Tap the *Profile* icon.
4. Tap the *Update my phone number* link.

![Image of the Profile screen with the Update my phone number option highlighted.]

5. Enter your applicable phone numbers.

6. Tap *Save Phone Numbers*.

![Image of the Update Phone Numbers screen with phone numbers entered and the Save Phone Numbers button highlighted.]

7. Tap *OK* on the confirmation screen.

8. Tap the back icon to return to the Account Options menu.
Adding Emergency Contact Information

1. Log into the Mobile App.

2. Tap the menu icon to access the slide-out navigation menu.

3. Tap the Profile icon.
4. Tap the **Emergency Contact(s)** link.

5. Tap the plus sign to add a new contact.

6. Enter the applicable emergency contact information as needed.
7. Tap Save.

8. Tap OK on the confirmation screen.

9. Tap the back icon to return to the Account Options menu.
**Updating Emergency Contact Information**

1. Log into the Mobile App.

2. Tap the menu icon to access the slide-out navigation menu.

3. Tap the *Profile* icon.
4. Tap the *Emergency Contact(s)* link.

5. Tap the contact you need to update.

6. Update the information as needed.

7. Tap **Save**.

8. Tap **OK** on the confirmation screen.

9. Tap the back icon to return to the Account Options menu.
Removing Emergency Contacts

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Profile icon.
4. Tap the *Emergency Contact(s)* link.

5. Tap the contact you want to remove.

6. Tap the *Remove* button at the bottom of the screen.

7. Tap *Yes* on the confirmation screen.

8. Tap the back icon to return to the Account Options menu.
Dependents

Reviewing and Editing Dependent Information

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Dependents icon.
4. Tap the name of the dependent you want to review.
5. Review the dependent’s information.
6. Update any information as needed.
7. Tap Save when completed.

8. Tap OK on the confirmation screen. You are returned to the Dependents screen.
**Adding Dependents**

1. Log into the Mobile App.

2. Tap the menu icon to access the slide-out navigation menu.

3. Tap the Dependents icon.

4. Tap the plus sign at the top of the screen to add a new dependent.

5. Enter the dependent's information.
6. Tap **Save** when completed or tap **Save and Add Another** to add another dependent.

7. Tap **OK** on the confirmation screen. You are returned to the Dependents screen.
Removing Dependents

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Dependents icon.
4. Tap the dependent you need to delete.
5. Tap Remove.
6. Tap Yes to remove the dependent.
7. Tap OK on the confirmation screen. You are returned to the Dependents screen.
Documents

Reviewing Documents

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Documents icon.
4. Tap the name of the document you want to review.
5. Update the information as needed

6. Tap **Save Document**.

7. Tap **OK** on the confirmation screen. You are returned to the Documents screen.
Adding New Documents

1. Log into the Mobile App.

2. Tap the menu icon to access the slide-out navigation menu.

3. Tap the Documents icon.

4. Tap the plus sign at the top of the screen to add a new document.
5. Enter a Document Name.

6. Tap the plus sign on the New Document screen to take a photo or choose an existing photo as the document you want to add.

7. Select a category for the document.

8. Associate the document with a specific person.


10. Tap OK on the confirmation screen. You are returned to the Documents screen.
Deleting Documents

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Documents icon.
4. Tap the name of the document you want to remove.
5. Tap Delete Document at the bottom of the screen.
6. Tap Yes to remove the document.
7. Tap OK on the confirmation screen. You are returned to the Documents screen.
**Video Library**

You can watch healthcare videos right from the Mobile App.

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.
3. Tap the Video Library icon.
4. (Optional) Enter a search term to narrow the results of videos that display in the library.

5. Tap the video you want to watch.

6. Tap Done on the video to return to the list of videos in the Video Library.