

Where to Start

BPC recommends that you always access your plan information with us from your employer-specific webpage. The

webpage has PDF versions of your forms available for immediate download without logging into the site.

You will also find links to useful tools for utilizing your accounts, as well as the login box which will allow you to sign-on to the BPC site for checking balances and submitting claims online.

If you do not know your employer-specific webpage's location (URL) please contact your human resources representative or BPC at (800) 355-2350 and it will be provided to you.

We recommend you bookmark this page for easy access.



In order to check balances and submit online claims you must create credentials, typically your email address and a password, to login to BPC's website.



Access your employer-specific webpage and click the **Register** link in the top right corner of the screen.

On the registration page under the

User Details heading you will be asked to enter details about who you are.

The second section titled, *Credentials*, is where you will create your username and password to access the system.

Lastly, you will need to select three security questions from the drop down menu and enter the answers in the appropriate boxes. Make sure that the answers are easy to remember as you will need to answer them in the event that you forget your password.

If you are uncomfortable with any of the default security questions, please use the drop down arrows on the question box and select **Write My Own**. This option allows you to create your own customized security question.

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Checking Balances

Once your account is created you may login to the site by entering your email address and password in the top right corner of your employer-specific webpage and clicking the **Login** button.



Once you have successfully logged in you will have access to your account balances, transactions, estatements, and information about your plan contacts.





Submitting a Claim Online

- Once logged into your employer specific website, click the link, **Reimbursement Request**, located under the *Participant* section or select the **Submit Expenses Now** link in the middle of the main page.
- 2. Choose the Add New Expense link.
- 3. Select the account for which you are submitting the claim and the dates of service.

Now Available! Under the *Expense Details* section there is a new tool that allows you to save frequently used expenses. For example, if you regularly refill a prescription at the same pharmacy you can create a 'Saved Expense' so that each time you need to submit that claim in the future it will automatically populate the claim information into the appropriate fields.

If you already have a Saved Expense you can select it from the drop down box, otherwise please enter the Service Provider, the Recipient information followed by the dollar amount of the claim.

If you would like to Save this expense for Reuse, select the **Yes** button. If you do not wish to save the expense, please select **No**.

(Note: Select the **View all Saved Expenses** link to list and delete currently saved expenses for your account.)

Click the **Add Expense to Request** button when you are ready to submit your claim.

 You should now be able to see the new Claim listed on the Online Request for Reimbursement page.

You may add as many expenses to your claim as you wish.

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Submitting a Claim Online (continued)

4. Optionally, upload documents by selecting the **Upload Documents** link.

Please use the Advanced tab to upload documentation when possible as it displays a progress bar and allows you to select multiple files. However, if you do not have Flash installed on your computer, select the Basic tab to upload your documentation.

- 5. Select the **Browse** button to choose the files to upload. (*Note: Press the Shift key to select more than one file at a time.*) Click **Upload** to transfer the files.
- You should now be able to see your documentation under the Upload Documentation window.
- Place a checkmark in the 'I agree and certify that these expenses comply with the Certification of Expense Eligibility' box after you have read and agree to the terms.
- Click the Submit these Expenses for Reimbursement button to complete the claims process. You have now completed the claims submission process and you will receive an email confirmation.

4	Online Request for Reimbursement Cick the plus icons to add information for submission. Control of the set of the set of the set of Submit these Expenses for Reimbursement" button below. You will receive a for define to leave and come back to this screen at a later time if you need. We'll hild onto your pending information for 3 days. Fed free to leave and come back to this screen at a later time if you need. We'll hild onto your pending information for 3 days. Add New Expense Control Date(s) of Service Provider Claimant Mount Fra 05/23/2011 Christie Clinic Jazebell Dover 520.00 ** Total Requested: \$20.00 Pubload Documentation (cational) Control Date a later date. Control Date a later da
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Forgotten Passwords

If you forget your password you may reset it online at any time. Start from your employer-specific webpage and click the **Forgot Password** link in the top right corner of the screen. Resetting your password is a three-step process:



Getting Help

Your BPC account specialists are ready and able to help you from 8:00 AM to 5:00 PM central standard time, Monday through Friday. Please feel free to give us a call if you have any questions about your account or using our website.

Additionally, BPC has an email contact form which you may utilize from the website at any time. It is the 2nd from the bottom tool when you are logged into the website (above "Logout") and is also on your employer-specific webpage. BPC attempts to respond to all emails within one business day.

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Mail: 2110 Clearlake Blvd. Suite 200 P.O. Box 7500 Champaign, IL 61826-7500 Phone: (877) 272-8880

(800) 355-2350 (217) 531-9000

Fax: (800) 295-2990 (217) 355-5100



The Paperless Initiative

BPC will provide your EOBs (direct deposit notifications) and account summary Statements online that you previously received at your home address. You will receive email notification when the documents are available for you to view on our website. You will login to the website, following the directions outlined below, in order to view, print, or download your statements. These statements will be available for you to download for a period of 3 years after the date they are issued.

Additional details about the paperless initiative are available at bpcinc.com/paperless.

In order to view your statements online, please follow the steps outlined below:

- 1. Login into your employer-specific website or **www.bpcinc.com**.
- 2. Click the E-Statements link.
- 3. Select the **Download** button.



4. Choose the **Save** button. (Note: BPC recommends that you download and save the document to your desktop so it is easy to locate.)

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2	While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. <u>What's the risk?</u>