



Using the BPC Website

Phone: (800) 355-2350
Fax: (800) 295-2990
Email: info@bpcinc.com

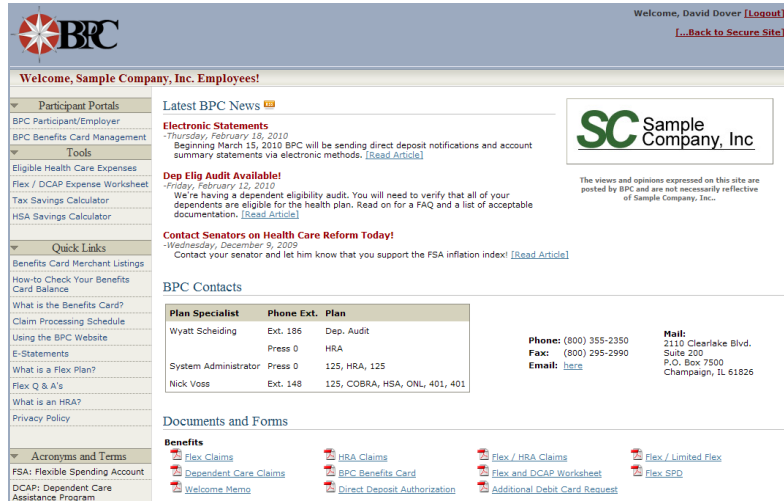
Where to Start

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.



Registering Your Account

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.

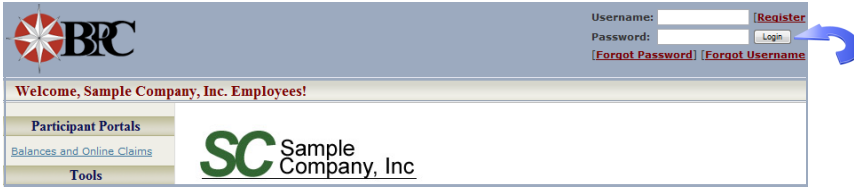


Using the BPC Website

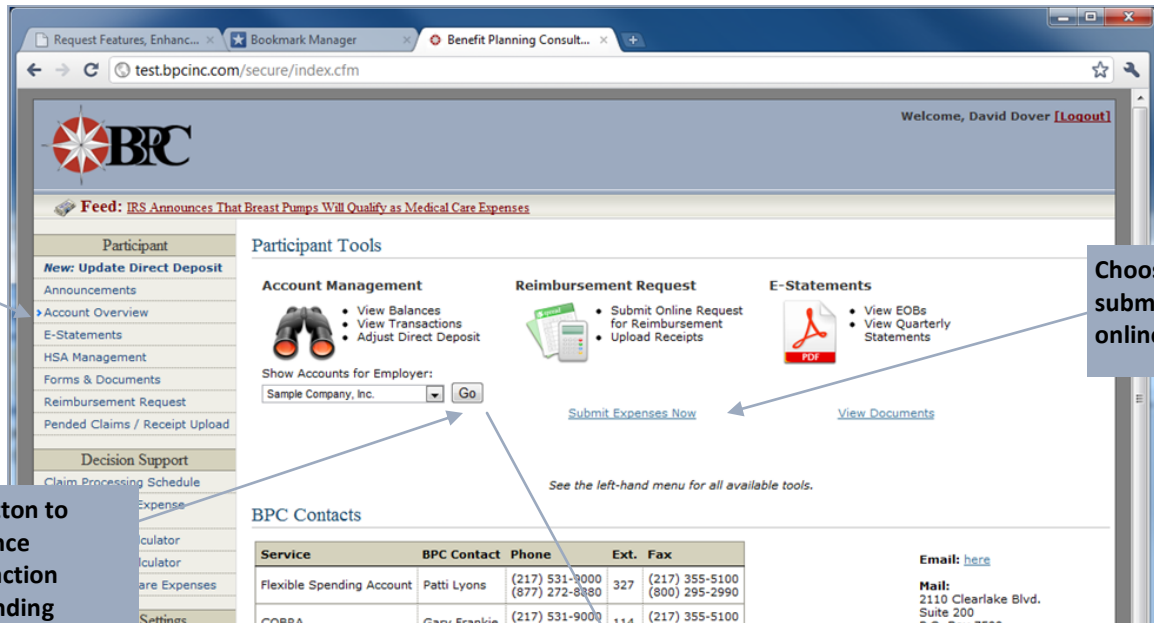
Phone: (800) 355-2350
Fax: (800) 295-2990
Email: info@bpcinc.com

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.



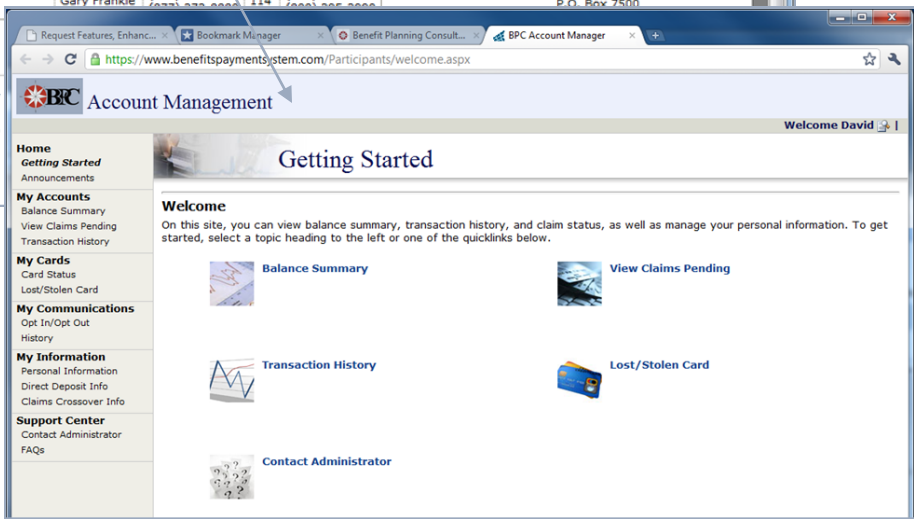
Once you have successfully logged in you will have access to your account balances, transactions, e-statements, and information about your plan contacts.



In order to return to this page, choose the **Account Overview** button.

Choose this link to submit a new online claim.

Select the **Go** button to access your Balance Summary, Transaction History, View Pending Claims, or Report a Lost/Stolen Card.

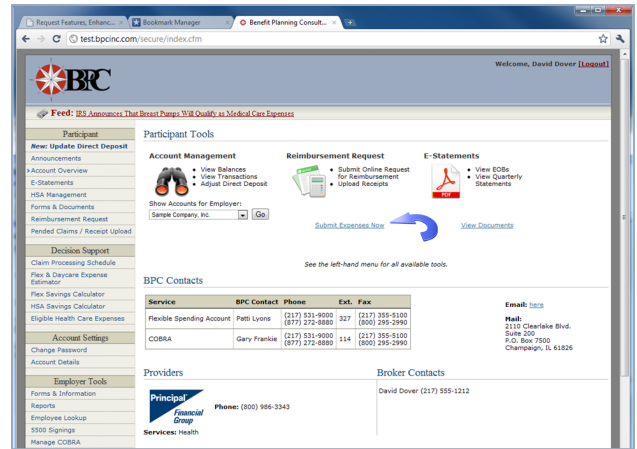




Submitting a Claim Online

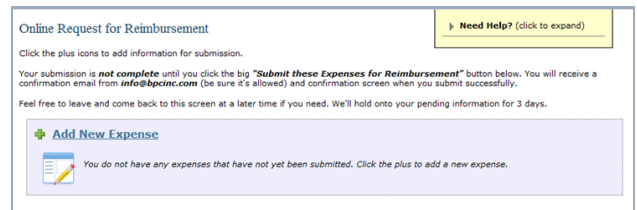
1. Once logged into your employer specific website, click the link, **Reimbursement Request**, located under the *Participant* section or select the **Submit Expenses Now** link in the middle of the main page.
2. Choose the **Add New Expense** link.
3. Select the account for which you are submitting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

1



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.

2



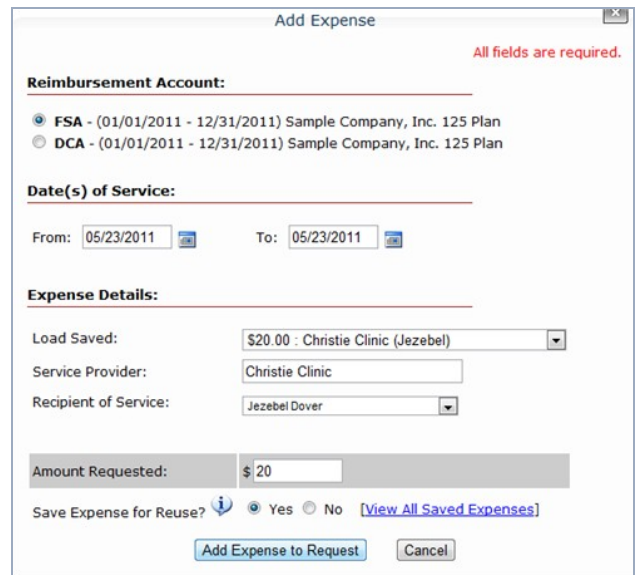
If you already have a Saved Expense you can select it from the drop down box, otherwise please enter the Service Provider, the Recipient information followed by the dollar amount of the claim.

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.

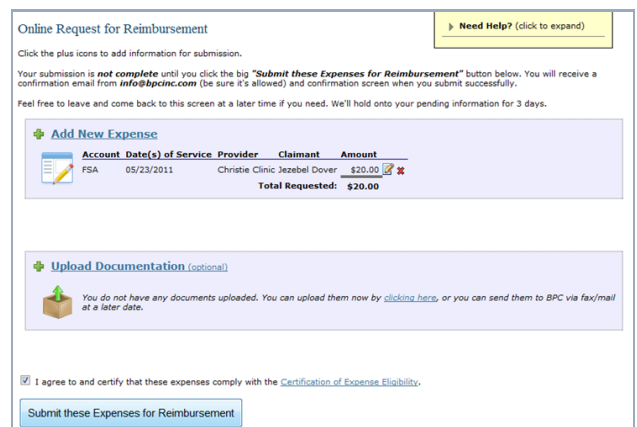
3



4. 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.

4





Submitting a Claim Online (continued)

- 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.

- 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 Need Help? (click to expand)

Click the plus icons to add information for submission.

Your submission is **not complete** until you click the big **"Submit these Expenses for Reimbursement"** button below. You will receive a confirmation email from info@bpcinc.com (be sure it's allowed) and confirmation screen when you submit successfully.

Feel free to leave and come back to this screen at a later time if you need. We'll hold onto your pending information for 3 days.

Add New Expense

Account	Date(s) of Service	Provider	Claimant	Amount
FSA	05/23/2011	Christie Clinic Jezebel Dover		\$20.00
Total Requested:				\$20.00

Upload Documentation (optional)

You do not have any documents uploaded. You can upload them now by [clicking here](#), or you can send them to BPC via fax/mail at a later date.

I agree and certify that these expenses comply with the [Certification of Expense Eligibility](#).

5

Upload Documentation Advanced Basic (no Flash)

Browse... Upload Clear

ClaimDocumentation.docx	9 Kb	X
ClaimDocumentation2.docx	9 Kb	X

Count of files: 2 (19 Kb)

This uploader is preferred. It gives you a nice progress bar and lets you select multiple files at a time. If you experience any trouble or don't have flash installed, please don't hesitate to switch over to the basic version.

6

Online Request for Reimbursement Need Help? (click to expand)

Click the plus icons to add information for submission.

Your submission is **not complete** until you click the big **"Submit these Expenses for Reimbursement"** button below. You will receive a confirmation email from info@bpcinc.com (be sure it's allowed) and confirmation screen when you submit successfully.

Feel free to leave and come back to this screen at a later time if you need. We'll hold onto your pending information for 3 days.

Add New Expense

You do not have any expenses that have not yet been submitted. Click the plus to add a new expense.

Upload Documentation (optional)

- ClaimDocumentation.docx X
- ClaimDocumentation2.docx X

[Delete All]

I agree and certify that these expenses comply with the [Certification of Expense Eligibility](#).



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:

- 1** Tell us who you are: your last name and last 4 of SSN, or last name and username/email

Password Reset
Resetting your password is a multi-step process:

- Tell us who you are
- Check your email and click the link in the email message
- Set a new password

Last Name:

- AND -

Last 4 of SSN: XXX-XX:

- OR -

Username/Email:

- 2** Check your email and click the link in the email message

Password Reset
Resetting your password is a multi-step process:

- Tell us who you are
- 2. Check your email and click the link in the email message**
- Set a new password

An email has been sent to your address. It may take a few minutes to be delivered.

DAVID DOVER,

We have received a request to reset your password with Benefit Planning.

To reset your password now click the following link:

[CLICK HERE TO RESET PASSWORD](#)

This password reset link will expire on 01/18/2011 at 03:38 PM CST

- 3** Set a new password. Afterward, you will receive a confirmation email.

Password Reset
Resetting your password is a multi-step process:

- Tell us who you are
- Check your email and click the link in the email message
- 3. Set a new password**

Your new password must be between 4 and 20 characters and may contain any combination

New Password: Password must be > 4 characters.

Repeat New Password: Passwords must match

Password Strength

Weak	Medium	Strong
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Weak: Contains only letters or only numbers
Medium: Contains letters and numbers
Strong: Contains capital letters, lower-case letters, and numbers

DAVID DOVER,

Your password for www.bpcinc.com was successfully reset from IP A

If you did not initiate this password reset please contact BPC at (800)

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.

Contact Us
Complete as much of this form as you are comfortable. We will do our best to respond to your questions and comments within 1 business day. You must supply an email address at the bare minimum for us to contact you.

If you are an employee of one of our clients and include your **employer name** it will speed your reply.

For your security please do **not** include sensitive personal information such as: social security number, credit card number.

Name:

Employer:

Phone: Ext:

Reply Method: Email** Phone

Email:

Regarding:

Message:

** : Required Field

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.

Welcome, David Dover [Logout](#)

Feed: Dep Elig Audit Available!

Participant

Account Statements

At the end of the year you will receive a paper statement. Otherwise all statements will be delivered electronically. You will be notified by email when a new statement is available.

Need to change your email address? Do it on our [account update](#) screen.

End Date	Employer	File Description
Jul 31, 2010	Sample Company, Inc.	2009-2010 Notional HRA Statement

Past: 3 Months

Your account statements are presented in PDF format. You will need [Acrobat Reader](#), 6.0 or greater to open them.

Decision Support

- Claim Processing Schedule
- Flex & Daycare Expense Estimator
- Flex Savings Calculator
- HSA Savings Calculator
- Eligible Health Care Expenses

Account Settings

- Change Password
- Account Details

Employer Tools

- Forms
- Reports
- 5500 Signings
- HSA Management
- Employee Info

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

File Download

Do you want to open or save this file?

Name: 20092010NotionalHRAStatement.pdf
Type: Adobe Acrobat 7.0 Document, 648KB
From: www.bpcinc.com

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. [What's the risk?](#)