

Each enrolled participant has his own secure personal account, accessible on any computer or mobile device that is connected to the internet. You can view your account any time to check balances and manage account payments and security.

➤ Go to Tri-Star's Participant Website

1. Enter simply FSA.help/login into your internet browser (desktop or mobile).
You are redirected to the secure site login page.
2. As a first-time participant, click on **I forgot my password or I never received one.**
3. Enter your work email address, click Submit.
4. Immediately go to your work email, open Tri-Star's message and click only once on the included link. You will be redirected to the secure login page where you will be asked for personal information provided by your employer to identify you as the user.
5. After successfully providing the matching personal information, you are required to:
 - Set a security question and answer,
 - Set a new strong password, and
 - Establish banking information for deposit of your reimbursements.

Congratulations! You are now logged in!

➤ Claims - View your account(s) by plan year by clicking on the account name.

Service Date	Patient Name	Provider	Claim Amt	Allowed Amt
12/15/2018	MIKE	DL PEPPER	5.00	0.00
11/15/2018	BO	BOONER	25.00	0.00
09/10/2018	PHIL	PHIL DENTAL ASSOCIATE	1,244.10	0.00
08/10/2018	PHIL	DILLARD DENTAL	125.33	0.00
04/15/2018	PHIL	APPLE PEDIATRICS	86.45	0.00

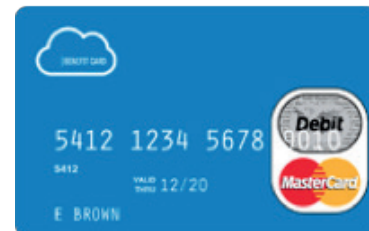
- **Claims:** any claims already on file on your account are listed
- **File a New Claim:** report a request to be reimbursed for a new expense
 - Don't forget to Upload documentation to support your claim(s)!
Using a mobile device with a camera? You can take/share a picture of your documentation!
 - Need to fax or mail the claim & documentation?
Click on **Print Fax Cover Page** to create the completed claim form.
- **Reimbursements:** all payments made on the account
- **Summary:** quick overview of your account for the plan year

➤ Ongoing Account Management

- **Click on your name (top right corner) to update**
 - **Profile, to view or change:** 1) Security Question, 2) Password, 3) Contact Information, 4) Email
Caution: You are welcome to use a personal email address. This will become your User ID to access your account the next time!
 - **Banking:** manage banking information for deposit of your reimbursements
 - **HIPAA:** If you want to authorize Tri-Star to discuss your HIPAA-protected account with someone other than you, please provide the name and relationship of that individual so we can identify and assist him when they call.

> Debit Card

- Debit card status, reporting lost/stolen cards & ordering additional cards
- Transactions approved and denied on your account, including those requiring follow up documentation.
- Have you received notice of an invalid or non-supported card payment(s)?
You can restore the payment amount to your account using the [Pay Back](#) link.



> Message Center

Tri-Star cares about the security and privacy of your account information. The Message Center provides important, time-sensitive information about your account and transactions. An email is sent to you notifying you when new messages have been posted to your account.

- A number other than “0” indicates you have unread messages.
- Click on individual messages for details on:
 - Payments Issued
 - Balance Reminders
 - Plan Filing Deadlines
 - Claims Adjusted/Denied
 - Debit Card Documentation Required
 - Debit Card Documentation Received & Approved
 - ...and more!

We are here to assist you!

Tri-Star Systems

16253 Swingley Ridge Road, Suite 210
Chesterfield, MO 63017

800-727-0182, Option 1
Monday – Friday, 7 a.m. – 5 p.m., Central Time
Claims@Tri-StarSystems.com

