

# How to Use Your Medical Reimbursement Account

# What is a Medical Reimbursement Account?

- ▶ Your employers pay into your Medical Reimbursement Account (MRA) on your behalf  
These contributions can be used to pay for eligible medical expenses.
  - ▶ Example: copays, prescription glasses/contacts, insurance premiums, laboratory fees, etc.
  - ▶ For a full list of eligible expenses, please refer to [IRS Publication 502](#).

# How do I use my MRA?

- ▶ You can utilize the money in your MRA in one of two ways:
  - ▶ Pay for your medical expenses out-of-pocket and then submit the proper paperwork to be reimbursed out of your account
  - ▶ Use your MRA card (aka Benny Card) to pay for your medical expenses

# Your Benny Card

- ▶ You will automatically receive your Benny Card once your first contributions have been deposited into your account.
  - ▶ Your Benny Card is linked directly to your MRA and can be used like a “normal” debit/credit card for eligible medical expenses
    - ▶ Please note, your Benny Card does not have a PIN and must be run as a credit card even though you cannot spend more than the balance in your MRA account.
  - ▶ By using your Benny Card, you can pay for medical expenses without paying “out-of-pocket” and then waiting to be reimbursed.
  - ▶ You can track your spending and contributions by logging into your account with either the mobile app or by visiting <https://tici.lh1ondemand.com/>

# How to Use the Website

- ▶ Once your account has been created, you will receive an email with your username and temporary password
- ▶ After your initial login, you can update your personal information, change your password, and check your account activity
- ▶ You can also use the website to submit receipts required to substantiate claims or to request reimbursement for claims that were paid “out-of-pocket.”

# How to Use the Website

- ▶ <https://tici.lh1ondemand.com>
- ▶ Call the Fund office if you need help with your username

## **TIC** International Corporation

### Login

#### Existing Users

Username  [Forgot Username?](#)

Next

#### New User?

New users can create a new account to get started.

Get Started

[Contact Us](#) - Call Fund Office at (517) 321-7502, Toll Free at (866) 348-9499 or Email us at [hrahelp@tici.com](mailto:hrahelp@tici.com)

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# TIC International Corporation

Home

Accounts

Tools & Support

Message Center

## Welcome

We're Making it Easy to Manage Your Healthcare Expenses



### I Want To:

Reimburse Myself

Manage My Expenses

### Accounts

2023 HRA

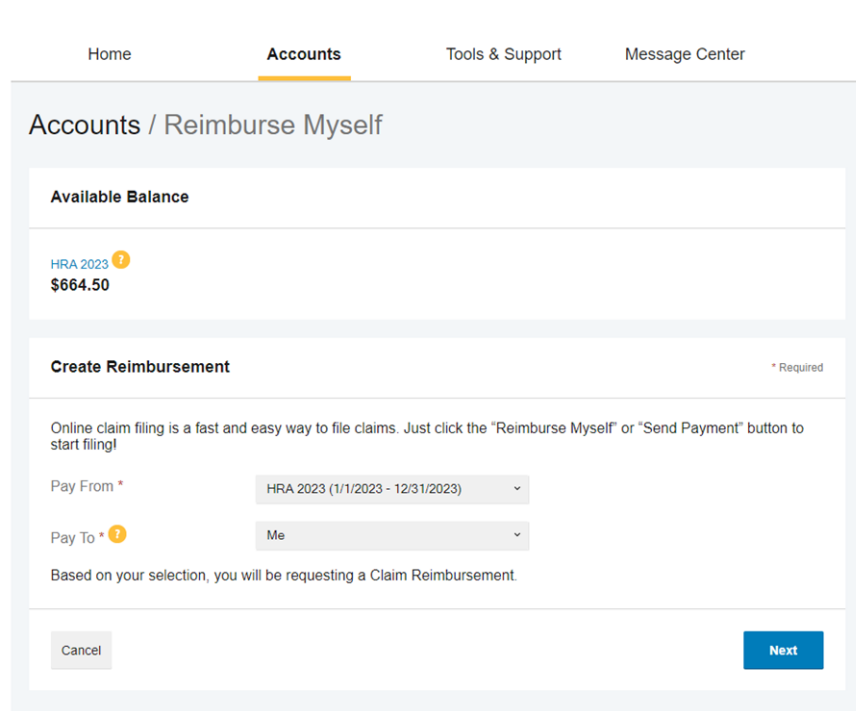
HRA 2023 ?

AVAILABLE

\$664.50

# How to Submit a Claim for Reimbursement

- ▶ You can submit a claim for reimbursement directly from the home page of the website.
- ▶ Click on the blue “Reimburse Myself” button. You will be redirected to a new page:



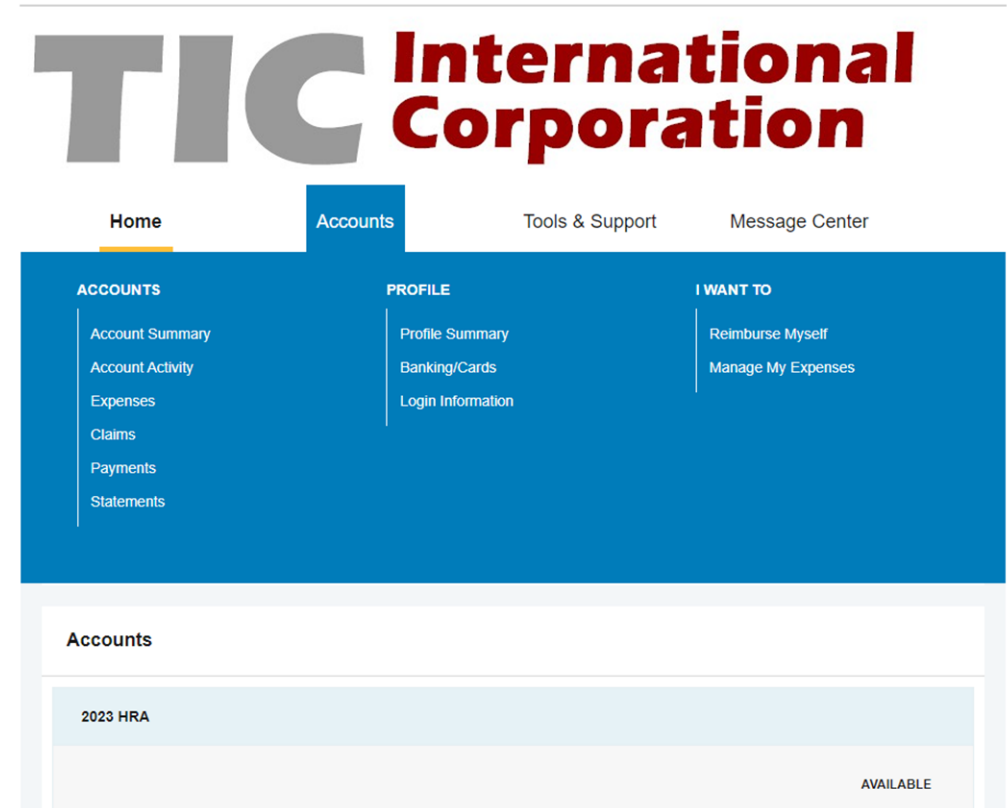
The screenshot shows a web interface for submitting a claim. At the top, there are navigation links: Home, Accounts (highlighted with an orange underline), Tools & Support, and Message Center. Below the navigation is a breadcrumb trail: Accounts / Reimburse Myself. The main content area is divided into sections. The first section is titled 'Available Balance' and shows 'HRA 2023' with a help icon and a balance of '\$664.50'. The second section is titled 'Create Reimbursement' with a '\* Required' label. It contains a paragraph: 'Online claim filing is a fast and easy way to file claims. Just click the "Reimburse Myself" or "Send Payment" button to start filing!'. Below this are two dropdown menus: 'Pay From \*' set to 'HRA 2023 (1/1/2023 - 12/31/2023)' and 'Pay To \*' set to 'Me'. A note below the dropdowns says: 'Based on your selection, you will be requesting a Claim Reimbursement.' At the bottom of the form are two buttons: 'Cancel' and 'Next'.

- ▶ Follow the on-screen prompts to upload and submit your receipt/EOB/itemized bill.
- ▶ Note: you will not be able to upload a claim without documentation.



# Accounts Tab

- ▶ Hovering over the Accounts tab will show you the following options:



The screenshot displays the TIC International Corporation website interface. At the top left is the logo "TIC International Corporation" in grey and red. Below the logo is a navigation bar with four tabs: "Home", "Accounts", "Tools & Support", and "Message Center". The "Accounts" tab is highlighted in blue. A dropdown menu is visible below the "Accounts" tab, containing three columns of options: "ACCOUNTS", "PROFILE", and "I WANT TO".

ACCOUNTS	PROFILE	I WANT TO
Account Summary	Profile Summary	Reimburse Myself
Account Activity	Banking/Cards	Manage My Expenses
Expenses	Login Information	
Claims		
Payments		
Statements		

Below the dropdown menu, there is a section titled "Accounts" with a list of account types. The first item is "2023 HRA". At the bottom right of this section, the word "AVAILABLE" is displayed.

- ▶ You can view your account activity, manage your expenses, update your profile and login information, etc.