

FLEXIBLE SPENDING ACCOUNT

Online Account Creation

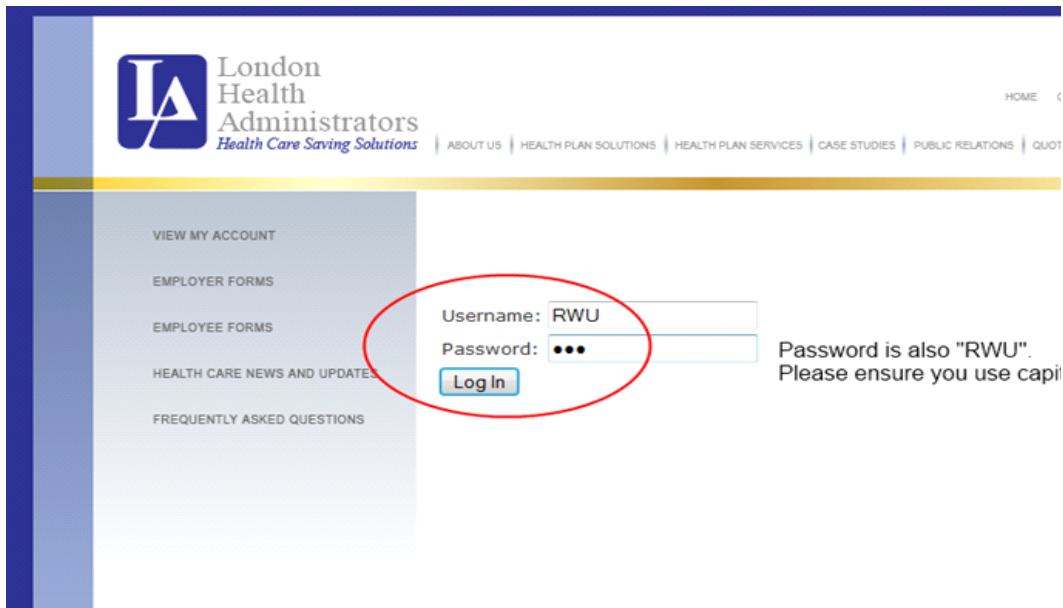
To: Flexible Spending Account Participants
From: Joyce A. Maynard, Manager of Compensation and Benefits
Date: January 25, 2012

As a participant in a Flexible Spending Account, you have the option of creating an online account on the London Health Administrators website. This online account will allow you to *review your available balance, your recent transactions, download useful forms, and more!*

To create an account, please follow the instructions below.

If you did not elect to set up a Medical Flexible Spending Account, skip to number 2 below to set up your Dependent Care and/or Commuter (Transportation) Expense Account.

- 1.) Call London Health Administrators for your **Flexible Spending Account "Employee ID number"**. The number is 401-435-4700 or Toll Free at 1-800-343-2236. Select Option 3 and you will be connected to Customer Service. Tell them you are enrolled in the Roger Williams Flexible Spending Account Plan. Once you have your Employee ID Number, proceed to number 2.
- 2.) Go to <http://www.londonhealthusa.com>.
- 2.) For both the username and the password, enter **RWU** in all capital letters in each box before clicking the "Log In" button.



The screenshot shows the London Health Administrators website. The logo is on the left, and the navigation menu is on the right. The login form is in the center, with a red circle around the 'Username' and 'Password' fields and the 'Log In' button. The 'Username' field contains 'RWU' and the 'Password' field contains '●●●'. A note to the right of the password field says 'Password is also "RWU". Please ensure you use capital letters'.

- 3.) You are now viewing the **Welcome** screen (<http://www.londonhealthusa.com/welcome.php>).
- 4.) Select the “**View My Account**” option in the upper left hand corner.



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WELCOME MEMBERS OF ROGER WILLIAMS UNIVERSITY AND ROGER WILLIAMS UNIVERSITY SCHOOL OF LAW

Welcome to the Roger Williams University Deductible Health Reimbursement Arrangement (HRA) and Flexible Spending Account (FSA) member website. Below provides helpful information and resources pertaining to your HRA and FSA programs.

The HRA is a reimbursement plan funded by your employer that coincides with your Blue Cross & Blue Shield of Rhode Island (BCBSRI) HealthMate Health Plan. The HRA will reimburse portions of your in-network and out-of-network deductible expenses incurred by you and/or your tax dependent(s). The money in the HRA can only be used for funding in-network and out-of-network deductibles. For a full explanation of the HRA plan design please refer to your welcome packet, or call London's customer care center at 401-435-4700 option #3.

Your FSA is a bank account that is funded through deductions from your pre-tax paycheck. The money in your FSA can be used to pay for qualified healthcare and dependent care expenses according to Section 213d of the IRS code such as deductibles, copays, eyeglasses, dental, and day care services. For a full list of qualified expenses that qualify please refer to the IRS website at <http://www.irs.gov/>, or call London's customer care center at 401-435-4700 option #3.

Within this website you will be able to view your HRA and FSA accounts, download important forms, read about product and legal industry updates, and review our frequently asked questions.

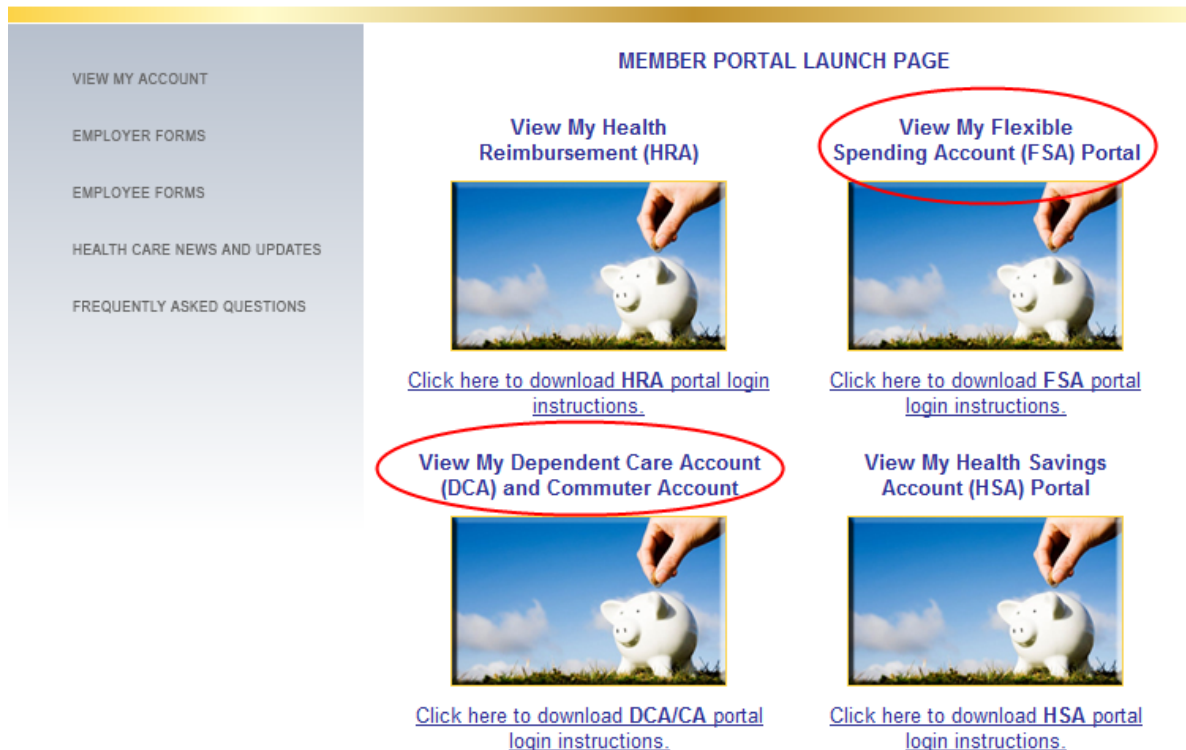
For all questions related to your HRA and FSA programs please call London Health's customer care center at 401-435-4700 option #3.

Please send all claim reimbursement forms to:

**London Health Administrators
40 Commercial Way
East Providence, RI 02914
Attn: Claims Department**

- 5.) You are now viewing the **Member Portal Launch Page** (<http://www.londonhealthusa.com/choose.php>).
- 6.) There are two portals; one for **Medical Expenses** (see upper right circled portal) and one for **Dependent Care and/or Commuter (Transportation) Expenses** (see lower left circled portal).

You must set up an account in both areas if you participate in more than one type of Spending Account.



- **If you participate in the Medical Flexible Spending Account**, click the link below “View My Flexible Spending Account (FSA) Portal” to download further instructions on how to set up an online account. These instructions are located at: <http://www.londonhealthusa.com/choosepdfs/FSA%20Member%20Portal%20Instructions.pdf>
- **If you participate in the Dependent Care Flexible Spending Account and/or the Commuter Account**, click the link below “View My Dependent Care Account (DCA) and Commuter Account” to download further instructions on how to set up an online account. These instructions are located at: http://www.londonhealthusa.com/choosepdfs/DCA_CSA%20Member%20Portal%20Instructions.pdf
- **If you participate in BOTH the Medical Flexible Spending Account and the Dependent Care and/or Commuter Account, you must follow both Step 3 and Step 4 to create online accounts.** You can use the same username and password for all your accounts.

If at any time, you require assistance with the account creation process, please contact the **London Health Administrators Customer Service** line at 401-435-4700, option 3.