

San Bernardino County RMT Account Claims Guide



RMT Claims Portal

The Voya Claims Portal provides claims-active participants a simple approach to manage their account across multiple channels including web, mobile, and phone to submit, review and manage your qualified healthcare expenses for reimbursement. For log in instructions, please refer to the “San Bernardino County RMT Account Online Access” guide.

Account Access

Are you an HRA Plan Participant?

If your HRA Plan reimburses you for qualified medical expenses incurred after retirement or separation from service, access your account on the HRA Participant Portal hosted by BPAS. View the [HRA Participant Brochure](#) to learn more about this important benefit offered by your employer.

Note: If you have a retirement plan with Voya, you can also view your HRA balance and access the HRA Participant Portal by logging into your retirement account online or the Voya Retire mobile app. If you are looking for information about your Voya HSA, FSA, or other benefit programs, please contact Voya Financial Health Account Solutions using the contact information below.

[Access Your Account](#)

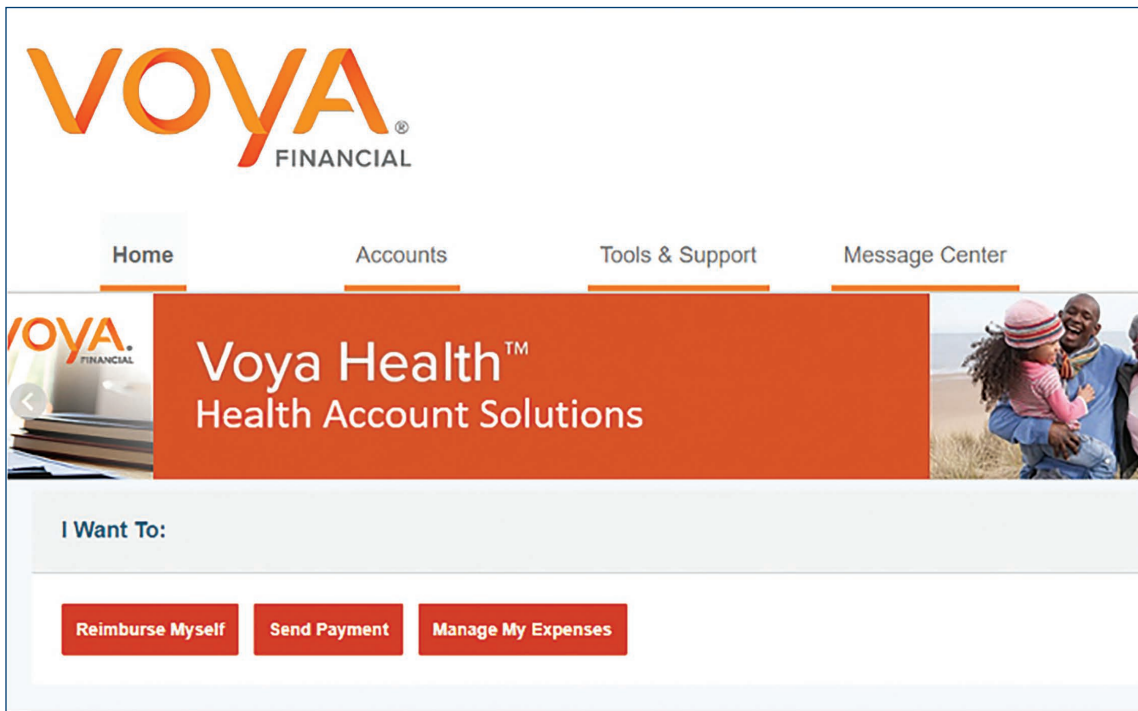
Once you have successfully signed into the participant portal, the “At a Glance” page presents you with your available account options. Here you can see your “Account Balance”, your “Rate of Return”, “Submit a Claim” and see the available balance for RMT claims. To enter the “Claims Portal” you will select the “Submit” button. This will launch the Voya Claims Portal.

** Please note that your account balance and HRA amount available will usually have a 10% variance to account for any pending claim payments.*

The screenshot shows the Voya HRA Participant Portal interface. At the top is the VOYA FINANCIAL logo and the text 'HRA PARTICIPANT PORTAL'. Below this is a navigation bar with links: HOME, MY ACCOUNT, LIBRARY, MY PROFILE, and CONTACT US. The main content area is titled 'At a Glance' and features four key metrics: Account Balance (\$214.72 as of 11/06/2023), Rate of Return (N/A), HRA Amount Available (\$193.25), and a 'Submit' button. There is also a 'Frequently Asked Questions' section with a 'View FAQ' button and an 'FAQ' icon.

Simple entry of reimbursements, payment requests and management of expenses

From the landing page of the Claims Portal, you may easily process reimbursements, make payments or manage your expenses:



Reimbursing yourself for qualified expenses

If you have would like to submit a claim for reimbursement for qualified out of pocket expenses, click the "Reimburse Myself" button. Once selected, the following screen allows you to process reimbursement of a medical expense or be reimbursed for premium expenses. Here you will select to have the payment made from your "Medical" account and paid to yourself and upload the supporting documentation/receipt.

Reimbursement requests are to be submitted no later than two years from when the expense was incurred.

Before entry:

The screenshot shows the "Accounts / Reimburse Myself" screen. At the top, it says "Accounts / Reimburse Myself". Below that is a section titled "Available Balance" showing "Retirement Health Sa..." with a balance of "\$85,349.96". There is a "Create Reimbursement" button with a red asterisk and the word "Required". Below this is a paragraph of text: "Online claims filing is a fast and easy way to file claims. Just click the 'File Claim' button next to the account you wish to use and start filing!". There are two dropdown menus: "Pay From *" with "Select an account..." and "Pay To *" with "Select a Payee...". At the bottom are "Cancel" and "Next" buttons.

After data entry for reimbursement:

The screenshot shows the "Accounts / Reimburse Myself" screen after data entry. At the top, it says "Accounts / Reimburse Myself". Below that is a section titled "Available Balance" showing "Retirement Health Sa..." with a balance of "\$85,349.96". There is a "Receipt / Documentation" section with a red asterisk and the word "Required". Below this is a section titled "Summary" showing "Pay From: Medical" and "Pay To: Me". At the bottom are "Cancel", "Previous", and "Next" buttons.

Sending a payment for qualified expenses from your RMT account

Select the “Send Payment” button to begin the process of sending a payment to a provider who has provided a qualified service or product.

Once selected, you will be presented with the following screen which allows you to create and process a payment request:

Accounts / Send Payment

Available Balance

Retirement Health Sa... ⓘ
\$85,349.96

Create Reimbursement * Required

Online claims filing is a fast and easy way to file claims. Just click the “File Claim” button next to the account you wish to use and start filing!

Pay From *

Medical ▼

Pay To * ⓘ

Someone Else ▼

Based on your selection, you will be requesting a Claim Reimbursement.

Cancel

Next

After clicking on the “Next” button, the following screen input will be presented to provide the details of the payee. Additionally, you will be prompted to upload documentation in each section. Once all details are submitted, Voya will generate payment and mail a check to the provider.

Payee Details

 * Required

Payee Name *

Enter who provided this service (this may be a physician, hospital, etc.)

Who is this for?

When appropriate, provide the name of the person who received service.

Account Number *

Enter the account number that the payee uses to identify the service or recipient.

Payee Address *

Address Line 1

Address Line 2

Address Line 3

City

Select a state... ▼ Zip Code

Enter the address of physician, hospital, etc who provided the service.

Summary

From

Medical

To

Someone Else

Cancel

Previous

Next

You may also upload your expenses as they occur by selecting the “Manage Expenses” button to begin the process of sending a payment to a medical provider. This may be helpful if you incur multiple out of pocket expenses.

Expenses

[Add Expense](#)[Export Expenses](#)

Expense Summary	Total Expenses	Total Paid Expenses	Total Unpaid Expenses
	\$0.00 ⓘ	\$0.00 ⓘ	\$0.00 ⓘ

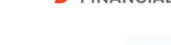
Total Eligible to Submit: \$0.00 ⓘ

Filter By ▼ [Reset Filters](#)

DATE ▼	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
There are no records to display.					

To update or provide dependent information related to your account, you may take the following steps within the Claims Portal:

- This will provide you with the following screen:



[Home](#)
[Accounts](#)
[Tools & Support](#)
[Message Center](#)

Profile / Profile Summary

Profile

Update Profile

DEPENDENTS

Add Dependent

STEVE PARTICIPANT

HOME ADDRESS

1234 Home Avenue
Any Town, CA 90001
United States

MAILING ADDRESS

1234 Home Avenue
Any Town, CA 90001
United States

MOBILE NUMBER

(123) 345-6789

EMAIL ADDRESS

steve@homenet.net

GENDER

Unspecified

USERNAME

SPART1234

SALLY PARTICIPANT

Birth Date: 12/7/1957

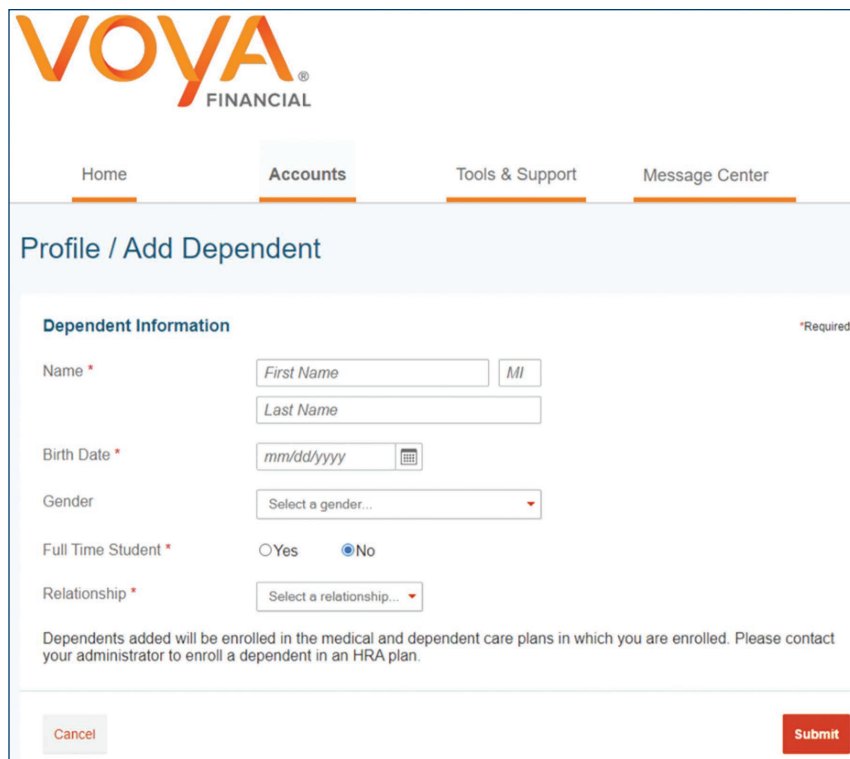
Student: No

[View / Update](#)

PARTICIPANT ACCOUNT ID

123456789

You will note your “Profile” information which may be updated and the “Dependent” information on file. Please note that if your marital status shows as “unspecified”, a spouse will not show as eligible. Selecting “Update Profile” allows you to edit the information provided. Similarly, you may view or update existing dependent information by selecting these options so you can submit claims for eligible expenses incurred by them. Selecting “Add Dependent” will present you with the following screen:



The screenshot shows the VOYA Financial website's "Profile / Add Dependent" form. The VOYA Financial logo is at the top left. Navigation tabs include Home, Accounts (selected), Tools & Support, and Message Center. The form title is "Profile / Add Dependent". Under the "Dependent Information" section, there are fields for Name (First Name, MI, Last Name), Birth Date (mm/dd/yyyy with a calendar icon), Gender (a dropdown menu), Full Time Student (radio buttons for Yes and No, with No selected), and Relationship (a dropdown menu). A note states: "Dependents added will be enrolled in the medical and dependent care plans in which you are enrolled. Please contact your administrator to enroll a dependent in an HRA plan." At the bottom are "Cancel" and "Submit" buttons.

A new dependent is added to your account by providing the data requested and clicking the “Submit” button.

Medical expenses debit card

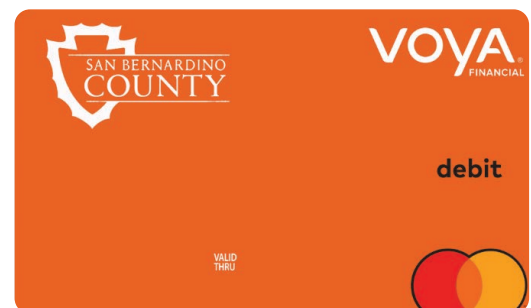
Once your RMT account becomes claims-active, you will be sent a debit card to utilize as a convenient method to access available account funds for qualified medical expenses. With your debit cards use, qualified expenses are paid for automatically at the point-of-purchase, eliminating the need to submit requests for reimbursement or waiting for payments to be made. Two debit cards will be mailed to you within 10 days of your account becoming claims eligible. Please watch for it to arrive at your home address along with the Cardholder Agreement in a plain white envelope.

Your debit card is eligible for use based upon the funds available in your RMT account. When using your debit card, the amount of the expense is automatically deducted from your available account balance and paid directly to the authorized provider. Remember to save your receipts as you must retain records and documents to validate your card transactions. In some cases, you may be required to provide additional documentation regarding a debit card transaction.

Where to use your debit card

Your debit card may be used at merchants who accept Mastercard and who also have an inventory information approval system (IIAS) in place to identify account-eligible purchases. At the point of purchase, the IIAS automatically approves the purchase of eligible items and payment is made automatically to the authorized merchant from your benefits.

- Eligible items are automatically approved at authorized merchants and paid from your benefit account.
- Don't worry, your purchases cannot exceed your available account balance.



Updating/providing banking information

Instead of having physical checks mailed as reimbursement for out of pocket expenses, you may add banking information so your reimbursement is deposited into your bank account. To update or provide banking information related to your account, you may take the following steps within the Claims Portal:

- From the main landing page, select the “Accounts” tab;
- Then select “Banking/Cards” from the drop-down menu.

This will provide you with the following screen:

VOYA
FINANCIAL

Home Accounts Tools & Support Message Center

Banking / Cards

Bank Accounts

PERSONAL CHECKING A...

ANY BANK

BANK, NA

Xxxx1234

Checking

[View / Update](#)

[Remove](#)

Debit Cards

STEVE PARTICIPANT

Card Number: x1234

Card Status: Active

Expires: 9/30/2026

Effective: 9/25/2023

Purse State

City of Any Town

HRA: Active

[Report Lost/Stolen](#)

[Order Replacement](#)

ISSUE CARDS

Sally Participant	Issue Card
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To provide or update your banking information, select “View/Update” under Bank Accounts. This will present the following screen:

Banking / Update Bank Account

Bank Account Information *Required

Routing Number *

Account Number *

Confirm Account Number *

Account Type *

Account Nickname *

Bank Institution Information

Bank Name *

Bank Address *

State Zip Code

From this screen you can enter the details related to you checking or savings account. Once completed, select the “Submit” button.

From the “Banking/Cards” section of the “Accounts” page, you can also report lost cards and request replacement cards if needed.

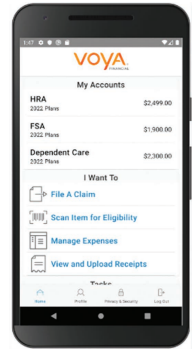
Voya Health Account Solutions Mobile App (for iPhone and Android)

To download the Voya Health Account Solutions Mobile App, visit the Apple App Store and or Google Play Store and search for Voya Health App. Voya has developed the mobile app to help you manage your account easily and efficiently from any place, at any time.

With the mobile app, you can scan product barcodes to determine eligibility, take or upload a picture of a receipt and submit for a new or existing claim and more!



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Questions?

Should you have additional questions about the San Bernardino County RMT plan or your account, you can contact either San Bernardino County's Voya Service Team or Voya Health Account Solutions Team for further information.

Voya's San Bernardino County Service Team:

Telephone: 909-748-6468

Voya's Health Account Solution Call Center:

Toll-free: 833-232-4673

Office Hours: 5:00 a.m. – 3:00 p.m., PST

Monday – Thursday and

5:00 a.m. to 2:00 p.m. PT on Friday

Investment options available through a Health Reimbursement Arrangement are long-term investment vehicles, which allow you to allocate contributions among investment options that have the potential to grow on a tax-free basis. Account values fluctuate with market conditions; when withdrawn the principal may be worth more or less than its original amount invested.

A Health Reimbursement Arrangement is not an insurance policy. It is a tax-advantaged, employer-sponsored, self-insured employee health benefit subject to IRS Code Section 105. This is not intended to be legal or tax advice and you should consult with your own legal/tax advisor regarding your individual situation.

Not FDIC/NCUA/NCUSIF Insured | Not a Deposit of a Bank/Credit Union | May Lose Value | Not Bank/Credit Union Guaranteed | Not Insured by Any Federal Government Agency

Insurance products issued by Voya Retirement Insurance and Annuity Company, One Orange Way, Windsor, CT 06095-4774. **Securities are distributed by Voya Financial Partners LLC.** The Health Reimbursement Arrangement is offered through Voya Retirement Insurance and Annuity Company (VRIAC), Windsor, CT. Third party administration services are provided by Benefit Plan Administrative Services, Inc. (BPAS) and, in part, by WEX Health, Inc. Voya Institutional Trust Company holds the Health Reimbursement Arrangement's assets in a trust or custodial capacity and has engaged Hand Benefit & Trust Company, an affiliate of BPAS, to perform servicing functions on its behalf. If offered, the Voya Fixed Account is available through a funding agreement issued by VRIAC. The Voya Fixed Account is an obligation of VRIAC's general account which supports all of the company's insurance and annuity commitments. The interest rate guarantees under the contract are subject to VRIAC's claims-paying ability.

BPAS and WEX Health, Inc. are not affiliated with the Voya family of companies.

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