

WELCOME TO YOUR WORKING SPOUSE PROGRAM CONSUMER APP.

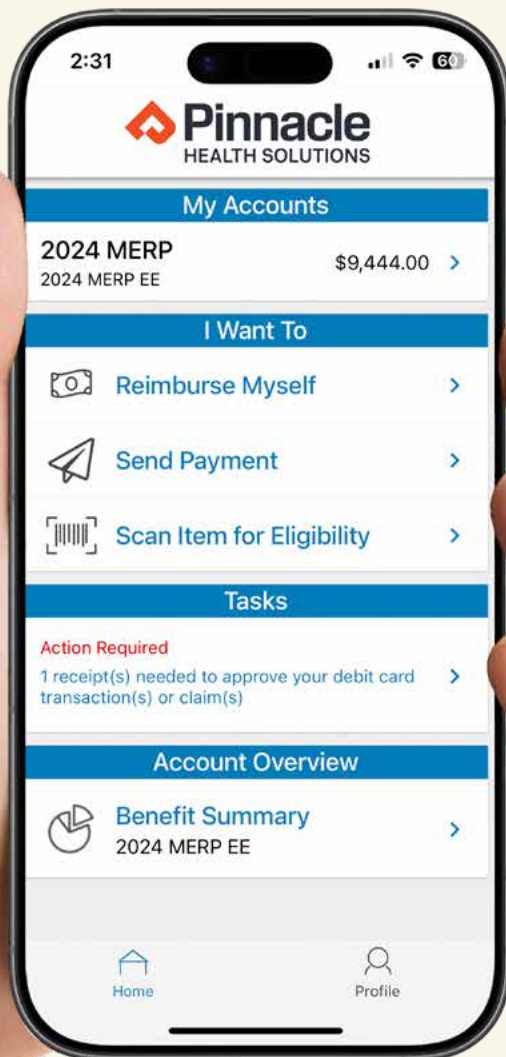
The Pinnacle Benefits Wallet app gives you 24/7 access to view information along with all of your reimbursement requests and documents.

The app enables you to:

- File a reimbursement request online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, reimbursement requests
- View claim and payment history
- Report a lost/stolen card & request a new one
- Change your login ID and/or password
- Download plan information, forms & notifications

The app is designed to be simple and convenient. You can easily navigate it in two ways:

1. Work from sections within the Home Screen, or
2. Click on the tabs at the bottom



1. How do I log on to the home screen?

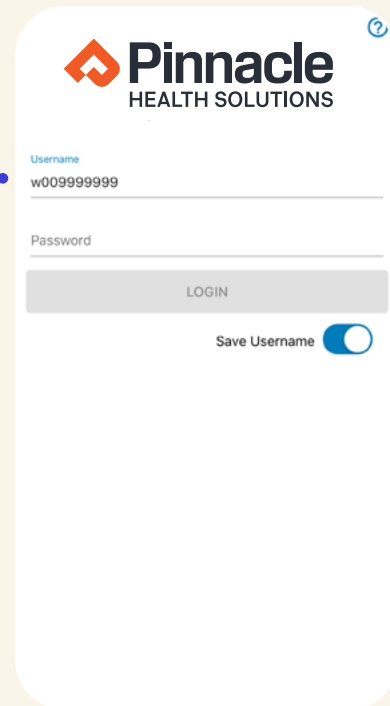
Download the Pinnacle Benefits Wallet app from Google Play or the App Store. It is available for both Android and Apple phones.

Enter your username and password (both provided by Pinnacle Health Solutions).

Username: Email address

Temporary Password: First Name initial + Last Name + DOB (ddmmyyyy). Initial and last name needs to be in all lowercase letters. Example: John Doe October 24, 1972, would be jdoe24101972

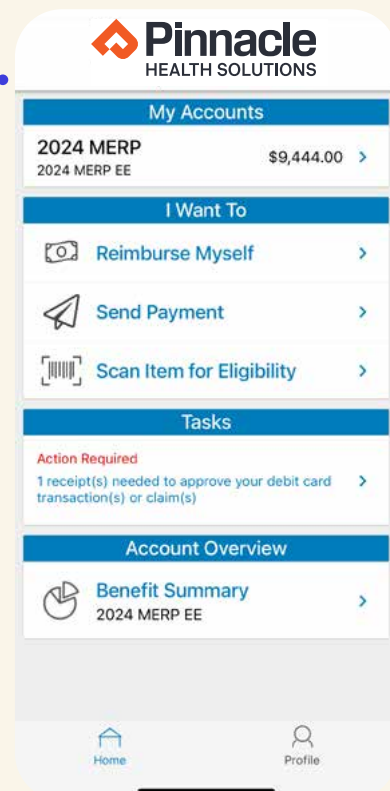
Click **Login**



The login screen for the Pinnacle Health Solutions app. It features the Pinnacle logo at the top. Below the logo, there are two input fields: 'Username' with the placeholder text 'w009999999' and 'Password'. A 'LOGIN' button is positioned below the password field. To the right of the login button is a 'Save Username' toggle switch, which is currently turned on.

The **Home Screen** is easy to navigate:

- Easily access the **Available Balance** and **I Want To** section to work with your accounts right away.
- The **My Accounts** section links to your Accounts showing Account Details and Account Activity.
- The **I Want To** section contains the most frequently used features for the Consumer Portal.
- The **Tasks** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Account Overview** section contains graphs of some of your key account information.



The Home Screen of the Pinnacle Health Solutions app. It features the Pinnacle logo at the top. Below the logo, there are four main sections: 'My Accounts', 'I Want To', 'Tasks', and 'Account Overview'. The 'My Accounts' section shows '2024 MERP' with a balance of '\$9,444.00'. The 'I Want To' section has three options: 'Reimburse Myself', 'Send Payment', and 'Scan Item for Eligibility'. The 'Tasks' section has a red alert: 'Action Required: 1 receipt(s) needed to approve your debit card transaction(s) or claim(s)'. The 'Account Overview' section shows a 'Benefit Summary' for '2024 MERP EE'. At the bottom, there are two icons: 'Home' and 'Profile'.

2. How do I file a claim and upload a receipt?

On the **Home Screen**, you may simply select **Reimburse Myself** or Send Payment under the **I Want To** section.

The reimbursement claim filing wizard will walk you through the request, including entry of information, payee details and uploading a receipt.

Reimburse Myself

Amount* \$5.00

Provider* Kaiser Permanente

Category & Type* Medical Coinsurance >

Description Annual physical with Primary Care

Recipient* John Doe >

You must have a valid receipt to file a claim >

Receipts

Upload Receipt

Claim Summary

Pay From Medical

Claim Submitted

Your claim has been successfully filed.

2024 MERP

Amount	\$5.00
Approved Amount	\$5.00

Claim Summary

Total Approved Amount \$5.00

OK

3. How do I view current account balances and activity?

For current Account Balance only, on the **Home Screen**, see the **My Accounts** section.

For all Account Activity, click on the applicable account under the **My Accounts** section. This page will display **Details** (e.g. Available Balance) and **Account Activity**.

Account

2024 MERP
2024 MERP EE

Details

Available Balance	\$9,439.00
Final Service Date	12/31/2024
Final Filing Date	3/31/2025

Account Activity

Claim Submission 1/16/2024	\$5.00 Balance: \$9,439.00 >
Claim Submission 1/6/2024	\$1.00 Balance: \$9,444.00 >
Claim Submission 1/6/2024	\$5.00 Balance: \$9,445.00 >
Employer Contribution 1/1/2024	\$9,450.00 Balance: \$9,450.00

4. How do I view my reimbursement claims history and status?

From the Home Screen, under the **I Want To** section, select **Manage Expenses** to see your claims history.

By clicking on the line of the reimbursement claim, you can view the claim's **Details** and Receipts.

< Back Account	
2024 MERP 2024 MERP EE	
Details	
Available Balance	\$9,439.00
Final Service Date	12/31/2024
Final Filing Date	3/31/2025
Account Activity	
Claim Submission 1/16/2024	\$5.00 Balance: \$9,439.00 >
Claim Submission 1/6/2024	\$1.00 Balance: \$9,444.00 >
Claim Submission 1/6/2024	\$5.00 Balance: \$9,445.00 >

5. How do I view my payment reimbursement history?

From the Home Screen, select the applicable account under the **My Accounts** section. See **Account Activity** to view reimbursement payments made to date, including debit card transactions.

By clicking on the line of a payment, you can expand the data to display additional details about the transaction.

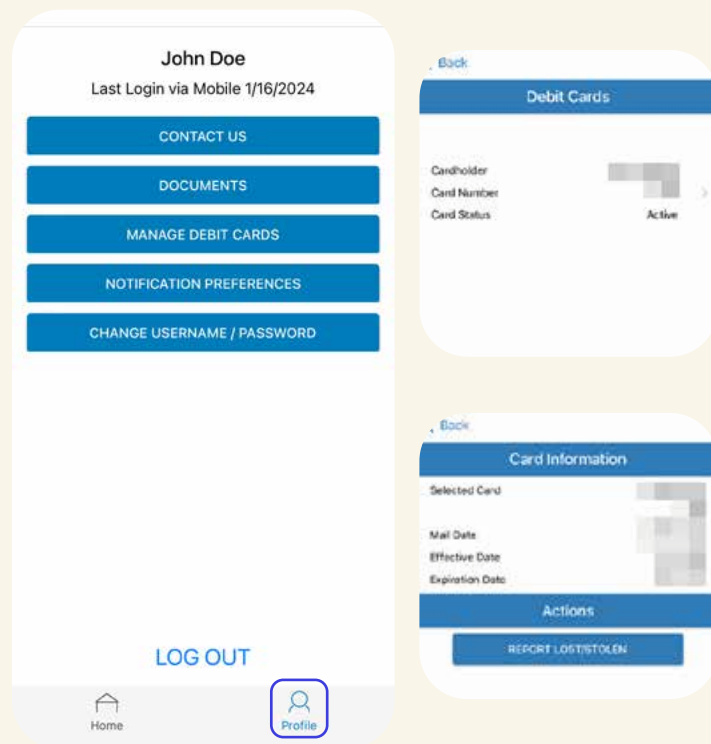
< Back Claim	
999999240106C0000101 For 2024 MERP (2024 MERP EE)	
Details	
\$1.00 claim on 1/1/2024 For John Doe Claim Status: Pending Receipt Receipt Status: Required	
Pending Amount	\$1.00
Paid Amount	\$0.00
Receipts	
 New Receipt	
No receipts found	

6. How do I report a missing debit card and/or request a new card?

Select the **Profile** tab and go to **Manage Debit Cards**.

Under **Actions**, click on **Report Lost/Stolen**.

NOTE: Once assigned, your debit card will automatically be uploaded here.

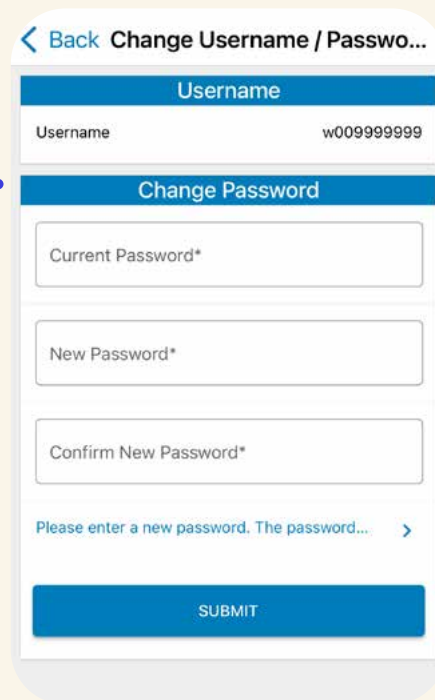


7. How do I change my login and/or password?

Select the **Profile** tab and go to **Change Username/Password**.

Follow the instructions on the screen.

(For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)



8. How do I get my reimbursement faster?

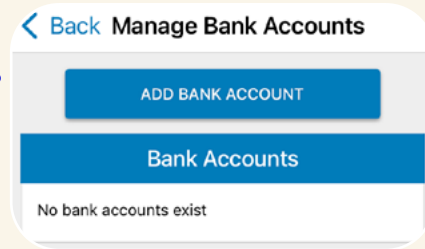
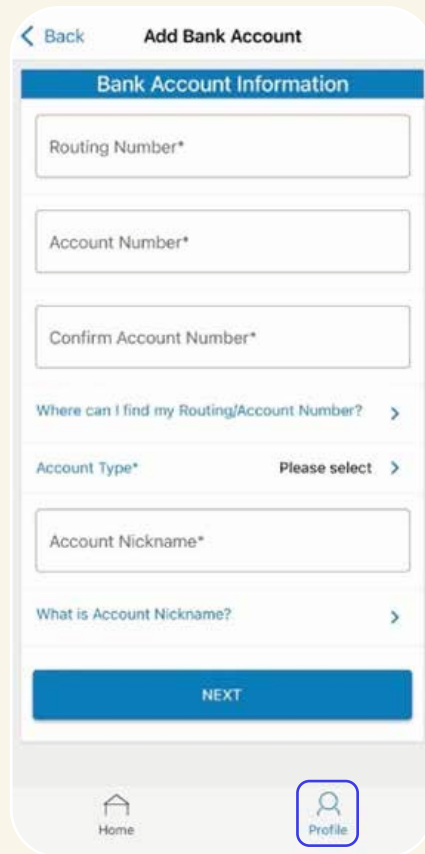
The fastest way to get your money is to sign up online for a direct deposit to your personal checking account.

Select the **Profile** tab and go to **Manage Bank Accounts**.

Add Bank Account.

You may also set up a bank account for direct deposits under the **Tasks** section on the **Home Page**.

Please note: There is a bank validation requirement. You will be notified on the portal to look for a small transaction or “micro-deposit” in your designated bank account in the next couple of days to enter online, which will validate your account.

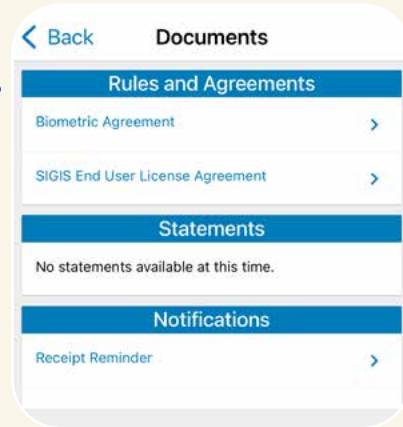
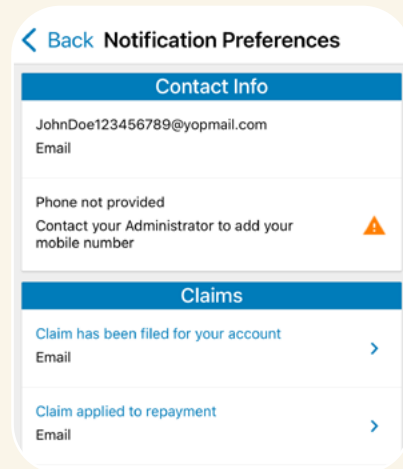


9. How do I view or access:
...Notifications?

Select the **Profile** tab and go to **Documents**. On this page, **Notifications** will be displayed.

Click any link of your choice. You will be able to view and archive current documents, as well as reference documents archived previously.

In addition, you can manage notification preferences by going to the **Profile** tab and clicking **Notification Preferences**.



10. How do I view or access:
...Documents & forms?

Select the **Profile** tab and go to **Documents**.

Click on any form or document of your choice.

