

# Base Online Claims Submission Tutorial

STEP-BY-STEP INSTRUCTION MAKES SUBMITTING CLAIMS AS EASY AS 1-2-3!

Questions? 1-800-309-8012

## 1. Start Your Claims Form

Log on to [www.myRSC.com](http://www.myRSC.com). Click on "Online Claims Entry" link or the icon to start your claims form.

Click on "Start New Claim Form" to begin.



You will then see your new claim form, ready for expenses to be entered.

## 2. Select Your Benefits Resource

Add an expense by selecting which benefit resource will fund the expense.

Select the type of claim you wish to enter.



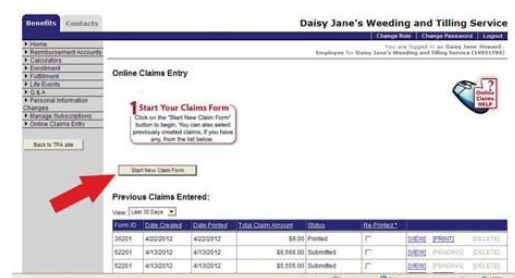
## 3. Enter All Required Fields

When entering a claim it is important that all required fields are completed. These fields are all indicated in red with an \*.

You may choose to "Submit Online" or "Fax".

Choosing to "Submit Online" allows you to upload the receipt in the form of a pdf document, bmp, gif, png, or jpg file. If you choose to "Submit Online" you will not have to print and fax. You can still choose to print and fax the forms by selecting the "Fax" option.

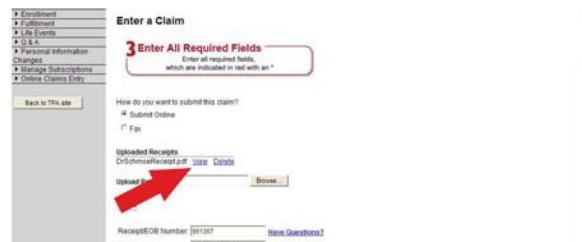
To upload the receipt, click browse, locate the pdf, bmp, gif, png or jpg file.



Click "OK" when asked to verify the upload.



You can click the "View" link to view the file you uploaded and make sure it is readable.



- Complete the claim fields and click "Save the Claim". You cannot save unless you have attached a receipt.

- You can continue to enter additional claims and upload/attach receipts until you click "Submit the Claim Form Online".

*Please note: When multiple items are on one receipt, the system will provide a list of images previously uploaded and attached to the claim form. If the image of the necessary documentation has already been uploaded, the user can indicate this and not have to re-upload the same image. If the user enters claims for multiple dates of service, they have the ability to designate a single image to multiple claims without uploading it multiple times.*

When you have finished entering your claims, click on "Submit the Claim Form Online". You will receive an email, if you have selected to receive emails, notifying you the claim has been received by BASE®.



### Need Online Claims Help?

Be sure to use the **Online Claims Help** which you will find when clicking on "Online Claims Entry".

# Welcome to Mobile myRSC®!

## Easy-Access to BASE® Plan Management

BASE® 125 Cafeteria Plan  
BASE® Health Reimbursement Arrangement  
BASE® Choice Incentive Plan  
**Questions? 1-800-309-8012**

## Benefits at Your Fingertips

You can now access your employee benefits account information on your smartphone with the Mobile myRSC® app for iPhone and Android.

## What You Can Do with Mobile myRSC

**View Accounts** — Including detailed account and balance information

**Card Activity** — Account information

**Manage Subscriptions** — Set up email notifications to keep you up-to-date on all account and health debit card activity

**SnapClaim™** — Our Mobile App for iPhone® and Android® with integrated SnapClaim™ technology allows claims filing using your smartphone! Just open a claim using the mobile app, fill in some details onscreen, take a photo of your receipt with your smartphone camera, and upload. Claims filing couldn't be easier!

## Locating and Loading the Mobile myRSC App

Simply search for “myRSC” on the App Store™ for Apple products or on the Google Play™ Store for Android products, and then load as you would any other app.

## Logging In

Access the mobile services using the same username and password you use to log in to the full myRSC® website. After logging in, you will be on the home page which will list your options.

## Getting Help

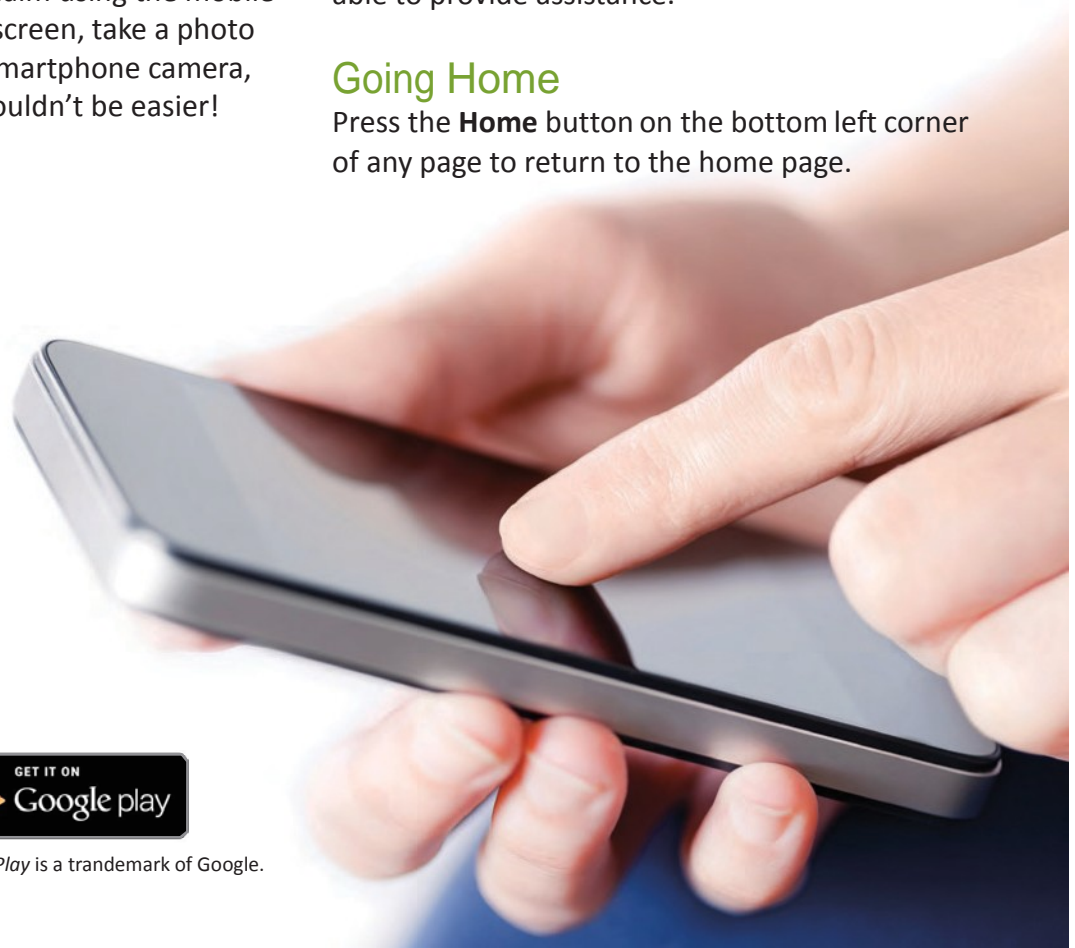
Click the **Help** button at the bottom right of all Mobile myRSC® pages to access contact information for your administrator, who will be able to provide assistance.

## Going Home

Press the **Home** button on the bottom left corner of any page to return to the home page.



App Store is a service mark of Apple Inc. Google Play is a trademark of Google.



# Mobile Quick Start Guide



## Logging In

Open the Mobile myRSC® app or point your browser to:  
<https://mobile.myrsc.com>.

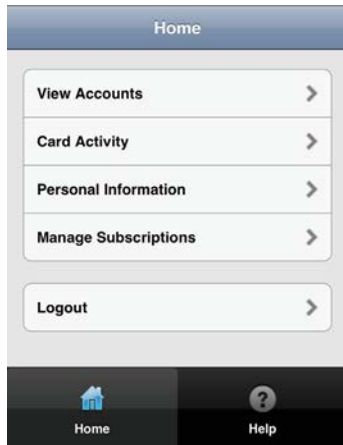
The first page that loads is the login screen. Use the same username and password that you use to log in to the full myRSC® website.

**NOTE:** The mobile site is optimized to work on Safari on an iOS, the default Android Browser, or Chrome on Android 4.x. If you are using an older browser, you will automatically be redirected to the classic myRSC® site.

## The Home Page

Once you log in, you are on the Home page. This page lists all available options you have on the mobile site:

- **View Accounts:** view the balance and details of your Health Reimbursement Account (HRA), Health Savings Account (HSA), or Flex Spending Accounts (FSA). You may have one or more of these accounts available to you, depending on your company's benefit package
- **Card Activity:** view card transactions and details
- **Personal Information:** view or edit your personal information
- **Manage Subscriptions:** change the emails and notifications sent by myRSC®
- **Logout:** logs you out of your account
- **Home and Help:** **Home** brings you back to this screen and **Help** provides contact information regarding your benefits
- **SnapClaim™:** Integrated SnapClaim™ technology lets you file claims on the spot using your smartphone camera.



## Account Summary

When you select the **View Accounts** option, the page displays only the benefits for which you are subscribed. (Your display may look very different than the screen shot pictured here.) Select the benefit you wish to view to see unresolved transactions, benefit summary data, and details of claims and reimbursements.



## Card Activity

The **Card Activity** page gives you the option to view the transaction details or account details of your debit card.



### Selecting View

**Transaction Detail** takes you to the **Transaction Overview** page. Select the month and year for the card activity you want to view. Only the transactions for the month and year you choose will be displayed. Clicking on a particular transaction lets you see the details of that card swipe.

### Selecting View

**Account Detail** lists all cardholders on your plan. You can then select the person's name and see the account details associated with that card. You also have the option of blocking a card.

