



# MidAmerica Journey

Benefit management that's there for you every step of the way.

# What is MidAmerica Journey?

A complete cloud-based health care account platform designed for HRA, medical FSA, and dependent care FSA programs—and an enhancement to how you currently manage your benefits.

# Why MidAmerica Journey?

# The *why* behind the **Journey**



**Simplified  
user  
interface  
and  
enhanced  
mobile app**



**Single  
application to  
manage  
claims and  
investments**



**Increased  
debit card  
availability and  
usage**  
(now available for  
fixed and variable  
HRA, medical FSA,  
and dependent care  
FSA)



**Improved  
visibility to  
plan specs**

# Participant Journey Checklist

## SYSTEM CAPABILITIES FOR THE EMPLOYEE

✓ DASHBOARD/PARTICIPANT PORTAL

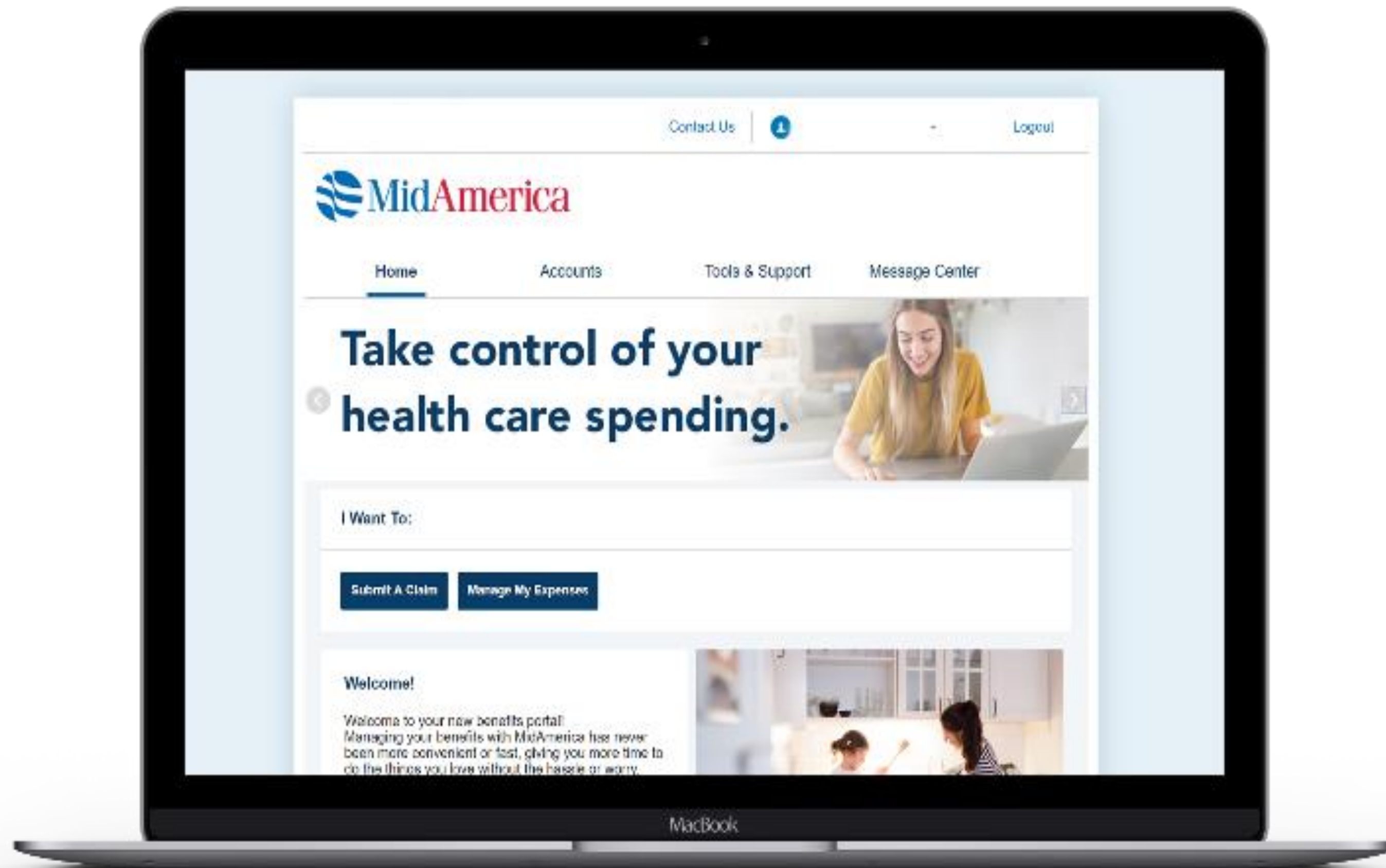
✓ MOBILE APP

✓ DEBIT CARD



# Participant Portal

Powerful Online Resource for Participants



- View account balance, account history, and transaction detail
- Complete online transactions such as claim reimbursement
- Manage personal information and communication options (Manage direct deposit, sign up for text and email communications)

# Participant Portal

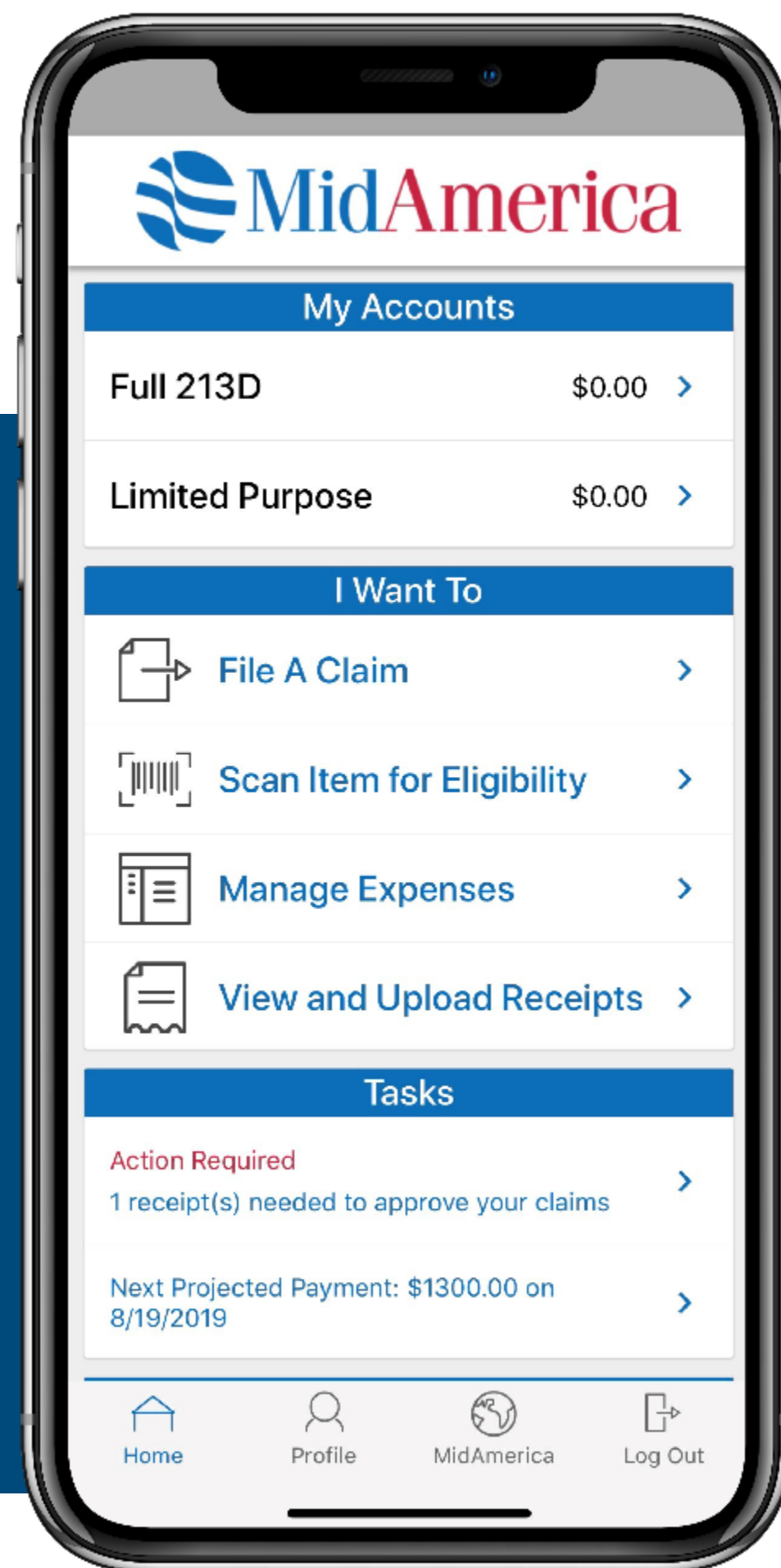
Powerful Online Resource for Participants



- Utilize the dashboard to track out-of-pocket expenses, claims already filed, debit card transactions
- Visualize spending with charts and graphs; compare expenditures year-to-year
- Locate forms
- Customization capabilities with employer logo

# Participant Resources

Account Management Tools that are as Mobile as They Are



## The Journey mobile app

- Log in with fingerprint
- Check balances and account details
- View 'Account Snapshot' to obtain key account info
- Update claims requiring receipts





# The Journey mobile app

- Submit claims for medical and dependent care FSA as well as HRA
- Snap a photo of a receipt and submit with a new or existing claim
- Scan a product bar code to help determine eligibility as a qualified medical expense
- Retrieve a forgotten username or password
- Click to call or email customer service to report a lost/stolen debit card

# Participant Resources

Account Management Tools that are as Mobile as They Are

## Journey Benefits Card



- Reduce out-of-pocket payments at point of sale
- Simple and convenient
- Available for dependents
- Available for fixed and variable plans

# Claims Submission Options

## ONLINE



Submit claim securely online through MidAmerica Journey

## APP



Submit claim securely through the Journey mobile app

## CARD



Pay for claims at point-of-sale with the Journey Benefits Card

## EMAIL



Email claim form to [claims@myMidAmerica.com](mailto:claims@myMidAmerica.com)

## MAIL



Mail claim form to:  
P.O. Box 24927  
Lakeland, FL 33802

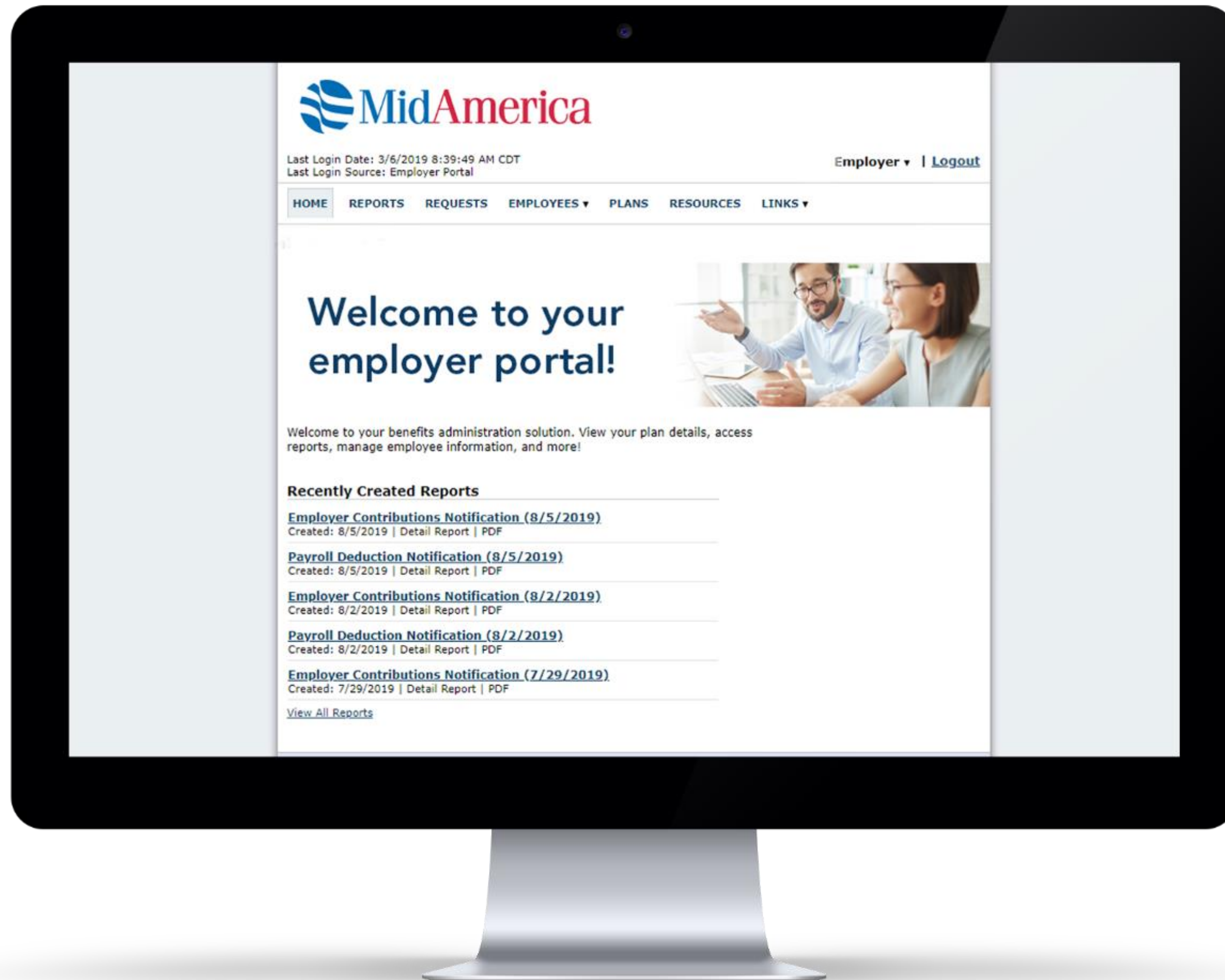
# Employer Journey Checklist

## SYSTEM CAPABILITIES FOR THE EMPLOYER

- ✓ SELF-SERVICE FEATURES
- ✓ EMPLOYEE MANAGEMENT
- ✓ VIEW PLAN AND ACCOUNT DETAILS



# Employer Portal Overview



- View participant account summary and balances, enrollments, claims, and payments
- View plan information
- User-defined access to reports (automatically scheduled and on-demand) and notifications as well as employee-specific data

# Employer Portal Overview



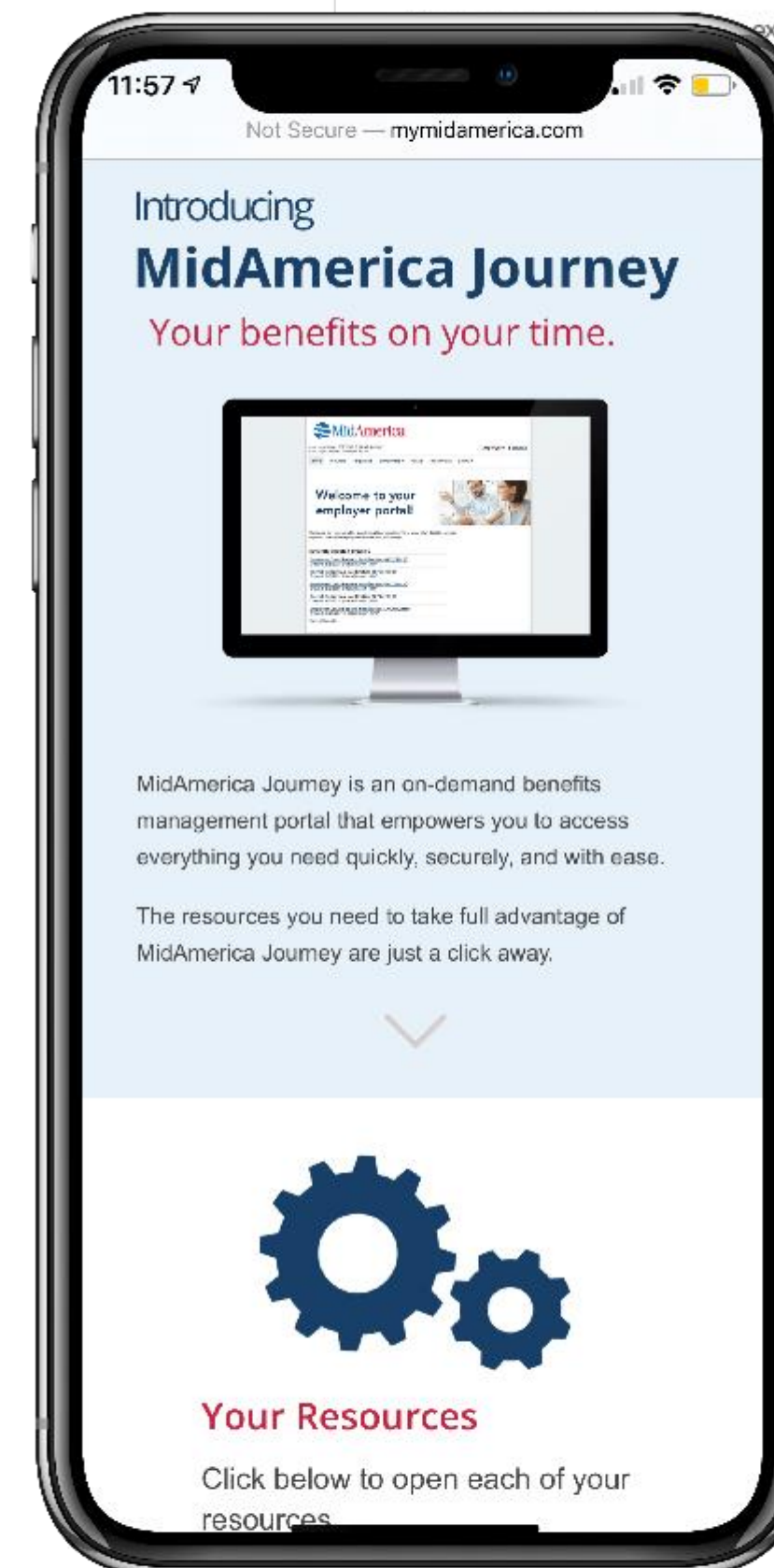
- Custom branding capabilities
- Access to all of your Health & Welfare plans in one place
- Scheduled, event-based and ad-hoc reporting capabilities
- Easy access to frequently-used functions

# Transition Expectations

# Transition Resources

Everything you need for a successful journey

- ✓ MidAmerica Journey Platform Highlights for you and your participants
- ✓ Employer and participant Journey Resources webpage
- ✓ Employer Welcome Kit
- ✓ Employee Welcome Kit and Enrollment Kit (FSA only)
- ✓ System quick reference guides
- ✓ Timed communication for you and your participants as the transition date nears
- ✓ Dedicated Account Manager to help you throughout the transition



MidAmerica **Journey**  
Your benefits on your time.

As a public sector employer, managing your organization's benefits should be easy, so that you have the time to do what matters most: taking care of our students, communities and the employees who serve them.

MidAmerica Journey is an on-demand benefits management portal that empowers you to easily access everything you need quickly and securely.

**Employer Benefits at a Glance**

- Easy access to frequently-used functions
- Simple, intuitive interface
- Secure, role-based access
- Scheduled, event-based and ad-hoc reporting capabilities
- HIPAA-compliant platform
- Custom branding capabilities
- Access to all of your Health & Welfare plans in one place

**Employer Self-Service Spotlight**

- **Employee Management:** Online lookup helps you efficiently respond to employees' questions and issues.
- **Flexible Reporting:** Automatically schedule or access on-demand reports at your fingertips to view what's important to you. Easily customize your reports using various parameters and export to PDF, Excel or data file.



**Thank you!**