We're happy you're here

Questions?

(855) 329-0095

healthaccountservices@myMidAmerica.com

Customer Service Hours

Monday through Thursday,

8:30 a.m.–8 p.m. ET

Friday, 8:30 a.m.–6 p.m. ET

Address

P.O. Box 24927
Lakeland, FL 33802-4927

Dear Participant,

Our goal at MidAmerica is to make your life easier by ensuring your benefits plan is administered properly, and that you have the resources you need to take full advantage of it.

Your employer has placed the administration of your benefits in our hands, and this is not a responsibility we take lightly. It's our promise to you that no matter where you're at in life—actively working, nearing retirement or retired—we will dedicate the time and effort to simplify how you access and manage your benefits.

This Welcome Kit was developed to help you get started, but as you dive deeper into your benefits, you may find that you still have questions. Don't worry. We are here to help. If you need additional materials, further explanation or guidance, don't hesitate to contact us at (855) 329-0095 or healthaccountservices@myMidAmerica.com.

Welcome to your new benefits plan. We're happy you're here.

Sincerely,

MidAmerica Administrative & Retirement Solutions

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Getting Started

An introduction to your plan.

Understanding Your Plan

A Health Reimbursement Arrangement (HRA) is an account that has been set up in your name by your employer. The money that your employer deposits into your HRA is tax-free, and upon retirement or separation of service, can be used to reimburse you for your eligible medical expenses. For more information on how your HRA operates and to see if you're currently eligible to receive reimbursements, please review the attached Plan Highlights.

MidAmerica Journey

You can access your account online through MidAmerica Journey at ***www.myMidAmericaJourney.com.*** The Journey portal is an interactive website that gives you around-the-clock access to plan details, online claims submission (once you become claims eligible), forms, system guides and much more. Simply select ***Get Started*** from the login page and follow the prompts to establish your credentials.

Downloading Forms

Once logged into your online account, select ***Tools & Support*** from the Tools & Support dropdown menu. From here, you can download plan forms as well as system guides that will walk you through online processes.

About Your Investments

Your money is invested for potential growth. To learn more about how your funds were invested, please review your Plan Highlights, which has been included in this welcome kit.