

## **IMPORTANT INFORMATION REGARDING YOUR HEALTH REIMBURSEMENT ACCOUNT**

Hello, Coalition of Detroit Public Safety Unions Trust Participant!

Welcome to your Health Reimbursement Account (HRA) benefit! As of January 2022, we are partnering with Optum Financial's Connect Your Care (CYC) to administer these programs for you.

This change will offer our members the following benefits:

- Direct deposit option for reimbursements, rather than receiving paper checks
- Email and text alerts – Sign up for convenient alerts that keep you in the know about your account activity.
- Mobile app – Access your account from anywhere, anytime. Setup Touch ID for fast access and submit claims on the go using your phone's camera.
- Customer service – Available 24/7/365. You may also chat online or via the mobile app.

With this upgrade, there will also be some changes to how you submit your claims for reimbursement or substantiation. Claims can be submitted electronically via the CYC portal or mobile application, fax, or mail. You will no longer fax or mail claims directly to ABS, and we will no longer utilize the FSA claims email inbox.

### **How do I get started?**

Utilizing the online portal is the fastest way to submit your claims and receive reimbursement. To get started using the portal, please follow the instructions below:

1. Go to <http://optumfinancial.com>, then click the "Sign In" button.
2. Next, click the link to 'Create a HealthSafe ID to access your account'. This ID is unique across all CYC or Optum products, so if you already have a HealthSafe ID, you can log in using your existing username and password.
3. You will then navigate to the Register options. You'll be asked to verify your name, date of birth, zip code, and last 6 digits of your SSN.
4. You will be prompted to create a username and password, complete the text/email verification, and set your security questions.
5. Once these steps are completed, you will be assigned a HealthSafe ID, and can continue onto your account.
6. You can also download the mobile app and can submit claims via the app. Please note that you **MUST** register via the online portal to create your account before you can use the mobile app.



## **How to Submit a Claim**

We offer three easy ways for you to access your health care account funds. For the fastest results, we encourage you to submit your claim using the Optum Financial mobile app.

### **Mobile App Claim Submission**

1. Download the Optum Financial mobile app from your app store. Sign in using your Optum Financial website username and password. (instructions provided in the "How Do I Get Started" section of this letter)
2. Click "Make a payment" from the main screen. Enter the requested information about your claim and continue through the screens to take a picture of and upload your documentation. Once documentation is uploaded to your claim, click confirm and then submit.

### **Online Claim Submission**

1. Sign in to [optumfinancial.com](http://optumfinancial.com).
2. Follow the instructions on the main page to enter a new claim. Enter the requested information about your claim and continue through the screens to submit the claim and required documentation.

### **Paper Claim Submission**

1. If you are unable to access the Internet, complete the Manual Claim Form.
2. Fax the form along with copies of all required documentation to (443) 681-4602. When you fax the Manual Claim Form and copies of your supporting documentation, there is no need to follow up by sending a hard copy in the mail. Remember to keep the original claim form and supporting documents for your records.
3. If you choose to mail your claim form and documentation instead of faxing, the address is:

Claims Department  
P.O. Box 622317  
Orlando, FL 32862-2317

We are excited to be partnering with the Coalition of Detroit Public Safety Unions Trust on administering this valuable benefit for their employees.

If you have any questions, please feel free to contact ABS Customer Service at (800) 645-9978.

Sincerely,  
Automated Benefit Services, Inc