CHOICE CARE CARD

Web-based Resources and Reporting

Choice Care has a highly interactive web site separated into three main sections: brokers, employers, and employees. Each section of the website contains an extensive suite of tools for that particular constituency. For example, the employer button allows for online enrollment, access to plan documents, web based enrollment materials in both English and Spanish, a forms library, and online access to the reporting system. Under the member button there are links to preferred IIAS certified pharmacies, video presentations in both English and Spanish instructing members in the use of the card and the manual submission of claims. The site allows for email submission of claims as well as online account access. Under the broker button there are video presentations, PowerPoint presentations, case studies, and a 5-year savings calculator tool.

All of our employer clients and enrolled members have online access to view their accounts through our website,

Employees can:

- Update their account information
- View their transaction history, including outstanding ineligible transactions
- View their remaining balance in their account(s)

Employers can run reports on:

- Enrollee Account Balances
- Manual Claim Submissions
- Debit Card Transactions

Choice Care provides enrollees with monthly emails that communicate the members' annual election, total disbursements, available balance, and the plan year and run-out period end dates.

As part of our standard services, we send each employer a daily email with the total amount debited that day from their account. Employers are set up with the following emailed reports on either a weekly or monthly basis.

1. **Manual Claim Reimbursement** – List of all claims processed since last report
2. **Bank Transaction Reconciliation** – List of all card transactions since last report
3. **Enrollee Account Balance** – Reports each employee's total disbursements, remaining balance and any outstanding ineligible charges.