

Quick Guide to Nyhart Online Services

Welcome to Nyhart’s Online Services. This guide will walk you through how to login, how to check your balances, how to check receipts due, and several other activities.

HOW TO LOGIN TO NYHART’S ONLINE SERVICES

1. Go to <http://iu.nyhart.com>

Figure 1: Nyhart Homepage

Tax Saver Benefit (TSB)
Health Savings Account (HSA)
Health Reimbursement Account (HRA)
Online Services

INDIANA UNIVERSITY

Online Access
For website inquiries, please contact Nyhart at 1-800-284-8412 for assistance.

Log In

EmployeeID

Password

Forms & Resources

[Tax Saver Benefit \(TSB\) Forms](#)
[Health Savings Account \(HSA\) Forms](#)
[Health Reimbursement Account \(ERIP HRA\) Forms](#)

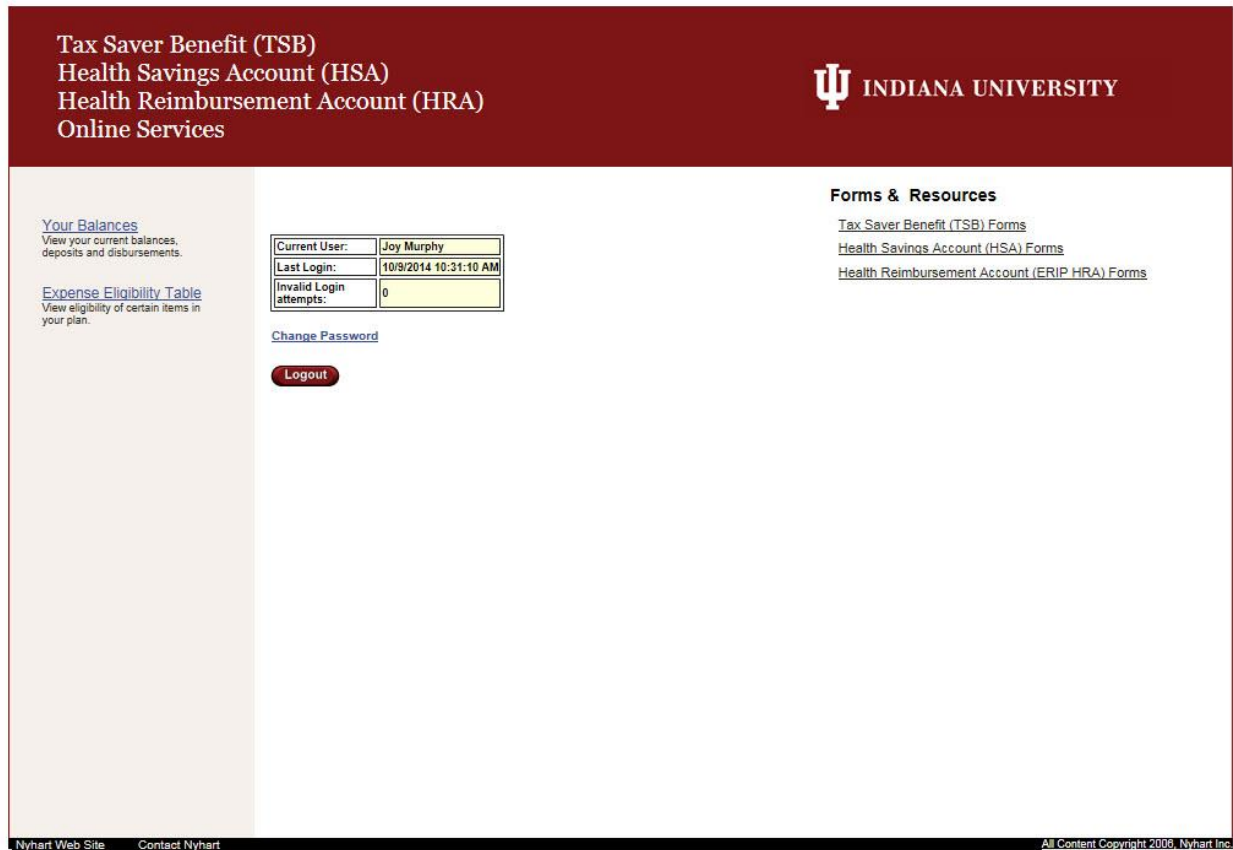
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2. Enter your User Name and Password
 - a. Your defaults will be:

User Name:	10 Digit Employee ID #
Password:	Employee’s last 4 of SSN

3. Click **Login**. The next screen will appear as shown in *Figure 2: TSB Welcome Screen* below.

Figure 2: TSB Welcome Screen



4. From this screen, you can select from the following options:

Your Balances

Expense Eligibility Table

Change Password – as shown under the login box

Forms & Resources

HOW TO VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY

1. Click **Your Balances** from the Welcome Screen illustrated in *Figure 2: TSB Welcome Screen* above. Depending on your browser setup, another tab or window will open with the TSB Account Home Page as illustrated on the next page in *Figure 3: TSB Account Home Page*.

Figure 3: TSB Account Home Page

The screenshot displays the Nyhart TSB Account Home Page. At the top, the browser address bar shows the URL <https://training.lh1onder.com>. The page header includes the Nyhart logo and the user's name, Jean Doe, with a Logout link. Below the header is a navigation menu with tabs for Home, Accounts, Profile, Statements & Notifications, Tools & Support, and Expense Tracker. On the left side, there is a sidebar with the Indiana University logo, a 'File A Claim' button, and 'Available Balance' sections for 2014 TSB - Health (\$1,800.00) and 2014 TSB - Depend (\$1,250.00). The main content area features a 'Welcome' message, a 'Message Center' with payment details, and a 'Quick View' section with a pie chart and contribution summary.

Welcome

If you have any problems with this website please call Nyhart at 800-284-8412 for assistance. [View More](#)

Message Center 2

Next Projected Payment:	\$3,950.00	on 10/11/2014	View More
2014 TSB - Healthcare	\$200.00		
2014 TSB - Dependent Care	\$3,750.00		

To **get your money faster**, set up a bank account for direct deposit

Quick View

Election Summary for PY 2014 Jan-Dec

Contributions to Date
1/1/2014 - 12/31/2014

Your Contributions	\$5,880.00	of \$7,000.00
Total Contributions	\$5,880.00	of \$7,000.00

● \$5,000.00 to 2014 TSB - Dependent C
● \$2,000.00 to 2014 TSB - Healthcare

Contact Us - Call Nyhart Customer Service at (800) 284-8412 or Email us at flexplans@nyhart.com

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2. For an Account Summary of your account(s), click under the **Accounts** tab, and select **Account Summary** on the drop-down menu.
3. For all Account Activity, on the **Account Summary Page**, click on the **Available Balance Amount** link for the plan. The Account Activity screen will appear.

- To view an Account Activity from another account, you will need to click on **View Account Activity for Other Accounts**. This will load another screen that will allow you to pick a plan year to view activity.

NEW: The Quick View section gives a breakdown of what category of claims have been paid and shows the amount of contributions paid to date.

HOW TO FILE A CLAIM AND UPLOAD A RECEIPT

Figure 4: File Claims Screen

The screenshot shows the Nyhart online claims filing interface. At the top, the user is logged in as Jean Doe. The navigation menu includes HOME, ACCOUNTS (selected), PROFILE, STATEMENTS & NOTIFICATIONS, TOOLS & SUPPORT, and EXPENSE TRACKER. The main heading is 'File Claim', with a 'Claims Basket (0)' indicator. A brief instruction states: 'Nyhart online claims filing is a fast and easy way to file claims. Just click the "File Claim" button and have a digital copy of your receipts ready to attach.' Below this, there are two account entries:

Account	Available Balance
File Claim 2014 TSB - Healthcare	\$2,000.00
File Claim 2014 TSB - Dependent Care	\$5,000.00

Each account entry also includes links for 'View History' and 'View Plan Rules'. A 'See Also: Payment History' link is also visible.

- Under the **Accounts** tab, click **File Claim** on the drop-down menu. The File Claim screen will appear as shown in *Figure 4: File Claims Screen* above. Click **File Claim** next to the applicable account.
- Enter your claim information and upload the receipt on the form that appears.
- Click **Add Claim**. The claim is then added to the **Claims Basket**.
- For submitting more than one claim, click **File New Claim**. Select the plan, complete the form, and click **Add Claim**.
- After uploading, you may also click **View Confirmation** and print the form for your records.
- When all claims are entered in the **Claims Basket**, click **Submit** to send the claims for processing.
- The **Claim Confirmation** page displays.

Figure 5: Receipts Needed Screen

The screenshot shows the Nyhart Receipts Needed screen. The user is logged in as Spear Mint. The navigation menu includes HOME, ACCOUNTS (selected), PROFILE, NOTIFICATIONS, FORMS, and LINKS. The main heading is 'Receipts Needed'. Below this, there is a table with the following data:

Plan	Date of Service	Merchant / Provider	Recipient	Claim Amount	Receipt Status	
	12/20/2011	Stillwater Medical Group	Spear Mint	\$10.00	Required	Upload Receipt View Confirmation
	1/12/2012	Target	Spear Mint	\$5.00	Required	Upload Receipt View Confirmation

NOTE: If you see a **Receipts Needed** link in the Message Center section of your Home Page, click on it. A listing of any **Claims Requiring Receipts** or **Debit Card Transactions Requiring Substantiation** will appear.

HOW TO VIEW YOUR CLAIMS HISTORY

1. Under the **Accounts** tab, click **File Claim** on the drop-down menu. Then click **View History** on the far right on the File Claim screen.

Figure 6: Claim History Screen

nyhart

HOME ACCOUNTS PROFILE STATEMENTS & NOTIFICATIONS TOOLS & SUPPORT EXPENSE TRACKER Jean Doe ▾
Last Login: 10/2/2014 - Online | [Logout](#)

Claim History: 2014 TSB - Dependent Care
Plan Year Ending on 12/31/2014

Claim Number	Claim Status	Receipt Status	Date of Service ▾	Claim Amount	Paid	Pending	Denied
0028141002C0000112	Pending Reimbursement	Received	9/1/2014 - 9/30/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000111	Pending Reimbursement	Received	8/1/2014 - 8/31/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000110	Pending Reimbursement	Received	7/1/2014 - 7/31/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000113	Pending Reimbursement	Received	6/4/2014 - 7/3/2014	\$1,500.00	\$0.00	\$1,500.00	\$0.00
0028141002C0000109	Pending Reimbursement	Received	6/1/2014 - 6/30/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000108	Pending Reimbursement	Received	5/1/2014 - 5/31/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000107	Pending Reimbursement	Received	4/1/2014 - 4/30/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000106	Pending Reimbursement	Received	3/1/2014 - 3/31/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000105	Pending Reimbursement	Received	2/1/2014 - 2/28/2014	\$250.00	\$0.00	\$250.00	\$0.00
0028141002C0000104	Pending Reimbursement	Received	1/1/2014 - 1/31/2014	\$250.00	\$0.00	\$250.00	\$0.00

Questions?
Contact Nyhart Customer Service at: (800) 284-8412 or flexplans@nyhart.com

[Accounts](#) [Profile](#) [Statements & Notifications](#) [Tools & Support](#)

As shown in *Figure 6: Claim History Screen* will open a screen with list of all claims that have been filed. The status of Claims, Date of Service, Claim Amount, Paid, Pending and Denied amounts are listed. This provides an easy way to track the claims that have been submitted.

The website is updated in real time. This means that once a submission is received and processed, it is immediately available for viewing on your account.

HOW TO VIEW YOUR PAYMENT (REIMBURSEMENT) HISTORY

1. Under the **Accounts** tab, click **Payment History** on the drop-down menu.
2. You will see reimbursement payments made to date, including debit card transactions.
3. Click **View Detail** on the far right to see claim details.

HOW TO VIEW OR ACCESS:

Statements & Notifications

1. Click on the **Statements & Notifications** tab.
2. Click any form of your choice.

Tools & Support

1. Click on the **Tools & Support** tab.
2. Click the link of your choice under **Quick Links**.
3. **Nyhart's Contact Information** is listed in this screen as well as at the bottom of the website.
4. **Plan Summaries** are available for viewing in this section also.

HOW TO UPDATE YOUR PERSONAL PROFILE

1. Under the **Profile** tab, click your choice on the drop-down menu: **Profile Summary** or **Banking**.
Figure 7: Profile Summary Screen shows the current Profile Summary.

Figure 7: Profile Summary Screen

The screenshot displays the Nyhart website's profile summary page. At the top, the 'nyhart' logo is on the left, and the user's name 'Jean Doe' with a 'Logout' link is on the right. Below the logo, it says 'Last Login: 10/2/2014 - Online'. A navigation bar contains tabs for 'Home', 'Accounts', 'Profile', 'Statements & Notifications', 'Tools & Support', 'Expense Tracker', and a dropdown menu 'I Want to...'. The 'Profile' tab is selected, showing a sub-menu with 'Profile / Profile Summary', 'Banking', and 'Login Information'. The main content area is titled 'Profile / Profile Summary' and contains a form with the following fields: 'Profile' (Jean Doe, 1879 Nevermore Lane, Pittsburgh, PA 42662, flexplans@nyhart.com), 'Update Profile' (link), 'Gender' (Female), 'Marital Status' (Unspecified), 'Dependents' (No dependents, Add Dependent link), and 'Beneficiaries' (No beneficiaries). At the bottom, there is a footer with contact information, copyright notice (© Copyright, Evolution1, Inc. 2004-2014, ALL RIGHTS RESERVED), and the Indiana University logo.

2. Clicking **Update Profile** will only allow you to update your marital status. If you have a change in address, name, or other demographic, you will need to contact your Human Resources Representative.
3. Click **Banking**.
4. Click **Add Bank Account**. Some profile changes will require you to answer an additional security question.
5. Complete your changes in the form.
6. Click **Submit**.