



Fast and Easy Online Access to your FSA/HRA Funds

We're implementing more technology-driven service innovations and we want to encourage FSA and HRA participants to become comfortable at using our secure, self-service platform to manage and monitor their accounts.

- Did you know that you can initiate and view account transactions through an online portal? You can set up direct deposit payments, submit claims, provide claims documentation, and order new debit cards all from one place! Please visit us at <https://www.sterlinghsa.com/Accounts/Register/register1> to Register.
- Did you know that you can submit your supporting documentation through our online portal? Log into your account and visit the "Claims" section then select the subcategory, "Debit Card Activity". Clicking on any "Unsubstantiated" claims will open a window for you to upload the documentation. Please try uploading your documentation online to see how quick and easy it is!
- Did you know that we offer the option to direct deposit funds to your bank account? You won't need to wait for a reimbursement check to arrive. Just login to your online account and visit the "Add/Update Banking Information" section and enter your banking institution's name, type of account, account and routing numbers and all future reimbursements will be processed as payments directly into your account!
- Did you know that when you submit your claims online, your claims are forwarded directly to our processing team? Simply login to your account, visit the "Claims" section, follow the prompts, and upload your documentation. This expedites the claims review and reimbursement process. Please try submitting your next claim online to see how quick and easy it is!

Our self-service platform is secure and will enable you to monitor your account activity online and through an app on your smart phone. You'll have the freedom and convenience to do this whenever you wish because you won't be tied to our business hours. We're confident that you'll be pleased with the increased efficiency, accuracy, and speed of our self-service technology.

If you need help with any of the steps described above or have questions, please contact our FSA/HRA Customer Service Team, reachable at benefits@sterlingadministration.com.