

About your *new HRA*

Important details you need to know about your new Health Reimbursement Arrangement with Employee Benefits Corporation. **Welcome!**

County of Dodge has a new Health Reimbursement Arrangement (HRA) effective **January 1, 2023**.

EBC will provide all claims processing, record keeping and customer service associated with your plan.

Timeline

January 1, 2023

Employee Benefits Corporation begins the administration of the EBC HRA.

You can begin submitting claims online, via our mobile application or through paper claim form.

How do I create an account and log into My Account Assistant?

Once enrolled, you create your User Name and Password the first time you use My Account Assistant. Then, you simply log in with your User Name and Password.

1. Create your account the first time you use My Account Assistant

- Go to www.ebcflex.com
- Choose "Participants," from the Log In dropdown list
- Choose "First Time User," and follow the prompts to create your User Name, Password and Security Question/Answer

2. Log into your account

- Go to www.ebcflex.com
- Choose "Participants," from the Log In dropdown list
- Enter your User Name and Password

How do I submit claims?

Once enrolled, you can submit claims incurred in the new Plan Year beginning on your HRA Plan Start Date:

1. Using My Account Assistant

To submit Claims, Explanation of Benefits (EOB), and Documentation online;

log into your account at www.ebcflex.com and choose "Submit a claim" from the menu.

2. Using EBC Mobile Account Assistant

You can also submit claims and documentation using our EBC Mobile app.

Download the EBC Mobile app for your Android phone from GooglePlay or for your iPhone from the Apple App Store. Use "EBC Mobile" to locate the app.

3. Using a Paper Claims Form

An Employee Benefits Corporation Claim Form is also available.

Go to www.ebcflex.com and choose "Claim Form" from the Quick Forms dropdown list. Then, fill out the form and fax or mail it to us.

Who should I call if I have questions?

Please contact our Participant Services Team between 7 a.m. and 5 p.m. CST at **800 346 2126** and choose **option 1**.

Learn more about the EBC HRASM

Contact us | participantservices@ebcflex.com