

Managing Your Flexible Spending Accounts (FSA) and/or Health Reimbursement Arrangement (HRA) Just Got Easier!

On behalf of your employer, we are pleased to announce our new, streamlined participant website! You can conveniently review your account balance, view or file claims (and debit card transactions), upload supporting documentation, add or change banking information for deposit of reimbursements*, and manage those you authorize to discuss your HIPAA* protected account(s).

All new email notices from Tri-Star are now conveniently stored in a **Message Center** on your account. Tri-Star email balance reminders, claim denials and debit card substantiation requests simply direct you to your online account **Message Center!** Emails no longer include attachments or require additional passwords. Once logged in, simply select **Message Center** to view details.

Login to Tri-Star:

- On your desktop/laptop computer, tablet or smart phone, type only this in your browser ***fsa.help/login*** (this redirects you to a secure, longer URL address). No need for an “App!”
- Enter your Username and Password
 - **Username:** Your email address where you received this message (what Tri-Star has saved on your account), Tri-Star account number or Social Security Number** (with no dashes or spaces)
 - **Password:** Enter your Tri-Star password if you know it, otherwise
 - Select ***I forgot my password or I never received one***
 - Immediately go to your email, open the email from Tri-Star and click only once on the link to reset your password. Once your password has been reset, you can login to your account using your Username and Password.

Added Online Account Security: If you have not already done so, you will be required to complete a Registration page to 1) set a security question and answer, 2) update your password, and 3) report an email address. Once this is set, this is your new landing page!



Viewing Your Account:

- Available balances are conveniently displayed by Plan Year
- Select the account name
 - **Claims** – view claims/debit card payments already applied to this account
 - **File New Claim** – report an item you want paid/reimbursed to you
 - **Upload** supporting documentation (take pictures with your phone), or
 - **Print Fax Cover Page** – use to fax in your claim with documentation
 - **Reimbursements** – view payments paid to you and card payments to merchants
 - **Summary** – view an overview of the year’s election, contributions and balance

Questions? Call Tri-Star, 1.800.727.0182, Option 1, M-F, 7am-5pm CT

*Click on your name in the top right corner to manage/update.

Effective June 1, 2019, your username is **only either your email address or account number.