Edward W. Sparrow Hospital Association MNA Employees
Health Reimbursement Arrangement
Managed for the Trustees by TIC Midwest
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www.sparrowmnahra.org

UNIVERSITY OF MICHIGAN
HEALTH-SPARROW
MICHIGAN MEDICINE

PECSH
MI **NURSES** Association
Professional Employee Council of Sparrow Hospital
Affiliate of National Nurses United and AFL-CIO

TO: ALL MEMBERS OF THE SPARROW MNA EMPLOYEES HRA
RE: CLAIM FILE AND SECURE DOCUMENT UPLOADS VIA THE BENEFIT INQUIRY SITE

Dear Members:

The Trustees of the Edward W. Sparrow Hospital Association MNA Employees HRA would like to remind you that you may securely submit HRA claims, forms and documents via the secure Benefit Inquiry Site. This will alleviate postal delivery delays, etc.

As you know, you can access benefit information via the customized website at **www.sparrowmnahra.org**, where you can view and print communications, forms and obtain other useful information. You may continue to obtain paper copies of all benefit-related documents from the Fund Office.
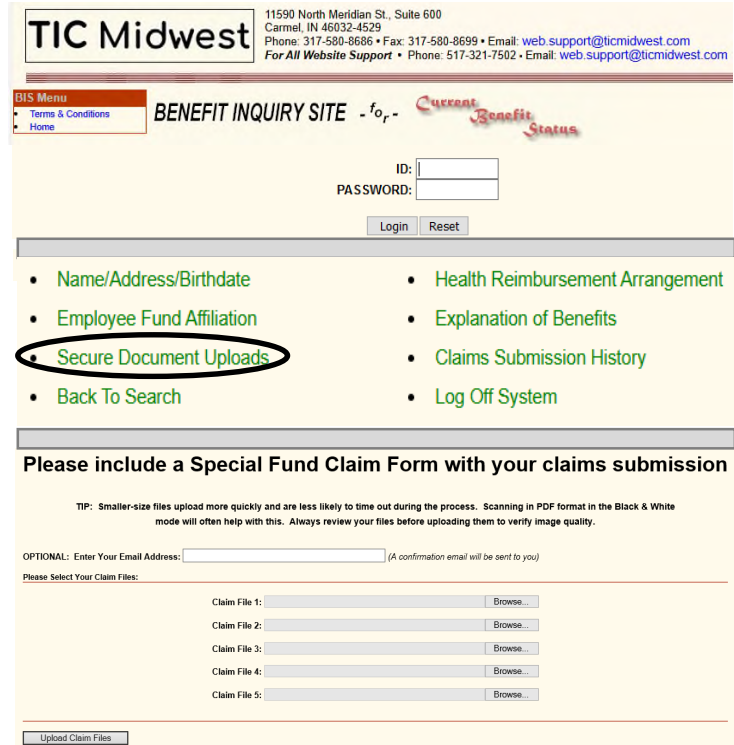
In cooperation with TIC Midwest, the Third-Party Administrator, you may also view your personal account information via a secured Benefit Inquiry Site (BIS). The BIS will allow you to verify that the Benefits Office has accurate personal information about you and your family. In addition, you can review your record for up-to-date information regarding contributions made in your behalf.

From the homepage of the customized website, select Current Benefit Status under the HRA menu, which will open the TIC Benefit Inquiry Site in a new browser tab. You will need to sign in using your own ID and Password. We have included an explanation of how to create your BIS account on the reverse side of this document, if you have not already done so.

Should you have any questions related to website access, please contact Greg Smith (517-327-2148) or Jamie Kline (517-327-2149) in the Fund Office. However, for questions related to your benefits, please contact the Fund Office at 517-321-7502 and ask to speak with the Medical Claims Department.

SECURE DOCUMENT UPLOADS PROCEDURE:

- Begin at the Fund's customized website, **www.sparrowmnahra.org.** From the HRA menu, click on the Forms link and choose the HRA Claim Form. The form can either be filled in electronically on your screen (with a compatible PDF viewer) or printed and filled out manually. Once completed, sign the printed form and scan it into your computer, or into your mobile device via a scanning app.
- Returning to the HRA menu, click on Current Benefit Status, which will open TIC's Benefit Inquiry Site in a new browser tab.
- Enter your ID and Password. (See the reverse side of this document for instructions on how to create an account if you do not yet have one.)
- When you arrive at the Employee Menu, click on Secure Document Uploads to access that screen.
- *TIPS ON SCANNING: We recommend scanning in PDF (Adobe Acrobat) format, using Black & White "quality", to minimize file size. Most scanners allow creating multi-page PDF's, thus making it easier to upload all of your scanned pages in a single file.*
- *Be sure to preview your scans before sending. If they are clear and legible to you, they will be clear and legible to our claims examiners.*
- Note in the screenshot to the right that there are five "Attach File" upload slots. Click Browse, select the file(s) you wish to send and then click Upload Claim Files.
- By including your email address in the field above the upload slots, our system will send you a confirmation code confirming that your files were delivered.
- Files are typically delivered within 10 minutes.

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BIS Menu
Terms & Conditions
Home

BENEFIT INQUIRY SITE - *for* - Current Benefit Status

ID: [ ]
PASSWORD: [ ]

Login   Reset

- Name/Address/Birthdate
- Employee Fund Affiliation
- Secure Document Uploads
- Back To Search
- Health Reimbursement Arrangement
- Explanation of Benefits
- Claims Submission History
- Log Off System

Please include a Special Fund Claim Form with your claims submission

TIP: Smaller-size files upload more quickly and are less likely to time out during the process. Scanning in PDF format in the Black & White mode will often help with this. Always review your files before uploading them to verify image quality.

OPTIONAL: Enter Your Email Address: [ ] *(A confirmation email will be sent to you)*
Please Select Your Claim Files:

Claim File 1: [ ] Browse...
Claim File 2: [ ] Browse...
Claim File 3: [ ] Browse...
Claim File 4: [ ] Browse...
Claim File 5: [ ] Browse...

Upload Claim Files

TIC Midwest
Administrative Solutions

(continued from reverse side)

Below are your instructions for creating your own Benefit Inquiry Site (BIS) account, for viewing your benefit information for the Edward W. Sparrow Hospital Association MNA Employees' Health Reimbursement Arrangement:

- Begin by logging in to the customized web site at **http://www.sparrowmnahra.org**
- Either open the HRA menu and choose Current Benefit Status from the list of links, which will open either a new web browser window or tab; or click your cursor into the "ID" field of the "Benefit Inquiry" frame on the homepage of the site and then proceed to the next step.
- In the ID field, type your Social Security Number, using no hyphens or spaces.
- In the Password field, type **7M3D6YB**. (This is a generic password used only the first time you log in).
- Click on the Login Button.

   This will bring you to the Benefit Inquiry Site (BIS) Participant Sign-Up Screen

- Provide all of the requested information, which will include the creation of a password hint question and answer (in case you require future password recovery) as well as a permanent password. The permanent password requirements are noted on the page.
- Click the Sign Up button to complete the process
- Future logins will utilize your Social Security Number as the ID, along with your newly created permanent password

Note: In the event that you forget your password and happen to enter one that is incorrect, a Forgot Password link should appear along the left side of the login screen. If it does not, you can either navigate to the following URL:

https://www.ticmidwest.com/lu/part_sign_up/forgot_pass.asp

Or, scan the QR code to the right with your mobile phone to navigate there directly:

You will be asked for your first and last names, Social Security Number and mother's maiden name. After clicking the Submit button, the secret question you entered when setting up your BIS account will appear. If you enter the answer exactly as you typed it during account setup, your password will be displayed on the next screen.
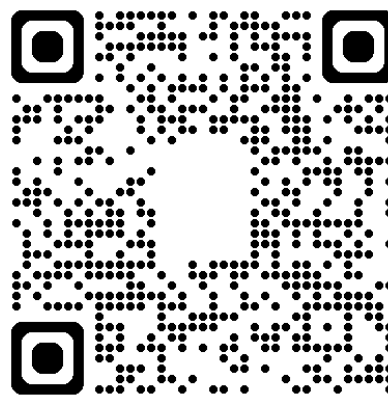
If you have any difficulties either creating your account or logging in,
please do not hesitate to contact Greg Smith (gsmith@ticmidwest.com, 517-327-2148)
or Jamie Kline (jkline@ticmidwest.com, 517-327-2149) in the Lansing Fund Office.
However, if you have specific questions related to your benefits,
please contact the Medical Claims department at the Fund Office, 517-321-7502.