

Dear Participant,

Welcome to Genesis Employee Benefits! We are pleased to offer administration for your organization's VEBA Health Savings Plan.

We encourage you to login to your online account at www.GenesisBenefits.net. Click on "Participant Login" in the upper right corner of the screen, and then select "I only have a VEBA (or 115) Account".

Username: Your social security number (numbers only, no dashes)

PIN: The last four digits of your social security number.

You will be required to change your PIN upon first login for security purposes. You may also change your username at any time on the system.

Forms and resources, such as those listed below, are available online under the "Forms" tab. After login, click on the Manage Claims link on the left menu and the Forms tab will be visible on the top right of your screen.

- **Online Claim Filing and Secure Receipt Upload Instructions**
- **Direct Deposit Form**
- **Q & A - a list of common questions and answers about your plan(s)**
- **Qualified Expense List**
- **Recurring Individual Premium Reimbursement Request Form**
- **Letter of Medical Necessity**

To receive your reimbursement, simply file your claims online using the included instructions, print a copy of your claim confirmation, attach copies of documentation supporting the expenses, and securely upload, fax, email or mail it to us. Please keep copies of these materials for your files, as they will not be returned. Claims and valid receipts received by midnight on Wednesdays will be reimbursed the following week on Friday. Direct deposits will be credited on Friday, and checks mailed on Friday for delivery in 1-5 business days.

Please provide us with your email address for correspondence regarding your account. By providing your email address you will receive claim confirmations, notification of direct deposit reimbursements, claim denial notifications, account statements and information regarding any regulatory changes that affect your plan. Complete the Email Authorization Form available under the Forms tab of your online account or contact our Customer Care Center to add or update an email address to your account. Genesis will not disclose your email address or other private information to third parties.

We look forward to providing administration services for you. If you have any questions about the administration of the Plan, or your individual account, please do not hesitate to contact us.

Genesis Employee Benefits Customer Care Center

Hours of Operation: 7:30 a.m. - 4:30 p.m. CST Monday - Friday

Email: CustomerCare@GenesisBenefits.net

Phone: (952) 653-4422 or nationwide toll-free (866) 678-8322 (English & Español)

Claims Secure eFax: Local: (952) 460-1480 **Toll-Free:** (866) 450-1480

Mail: Genesis Employee Benefits, PO Box 1578, Minneapolis, MN 55440-1578

Online Chat: Available during Customer Care Center hours

Sincerely,

Genesis Employee Benefits