



Employee FAQ: ThrivePass Mobile App for Pre-Tax Accounts

What will I be able to do with the app?

The ThrivePass mobile app combines health and wealth in one location, giving you personalized, low-cost, high-quality healthcare options – making you a smarter consumer of healthcare by spending less now and saving more for the future.

You will be able to check your balance, view account details, submit claims, access alerts, ask questions, request a new card, and more

How will this app be different?

The new ThrivePass Mobile App helps ensure you get the most value for every healthcare dollar you spend or save, delivering:

- **A personalized experience** that helps you navigate your unique healthcare journey
- **Access to real-time information** so you always have up-to-the-minute data and insights about your FSA-DCA-Commuter-HSA available at your fingertips
- **A modern, easy-to-use mobile experience** with powerful self-service capabilities
- **Data-driven tools**, including a personalized Smart Score, that guide you to make informed decisions about where to best spend and save your healthcare dollars
- **Cost and quality insights** that allow you to better search for procedures and providers
- **A virtual medicine cabinet** for managing your monthly drug costs
- **Long-term savings recommendations** based on known chronic conditions
- **Personalized recommendations** to help you maximize account value

Will I have to download the app?

Yes. Visit the App Store or Google Play and download the “ThrivePass Pre-Tax Accounts” App.

Will I have to create a new username or login credentials?

Yes, upon initial login.

Will I need to create profile settings in this new app?

Yes, this will need to be completed once the app has been installed.

Will the new app tie to my health insurance provider?

You will have the option to enter your health insurance provider information. The new app has a powerful “Find Care” feature. Be sure to enter your health insurance provider information so only in-network healthcare providers are displayed in its search results.

How do I ensure a truly personalized experience?

When using the new app for the first time, you will be guided to take some important actions, such as specifying chronic conditions, loading your virtual medicine cabinet, and adding your health plan. To ensure you maximize the value of the app and receive a truly personalized experience, please take a few minutes to complete these actions.

