



# Getting Started Guide

## Description

PBA Health Claims provides mobile access to the most popular features of our member benefits portal website. Check your eligibility information, review your medical, dental, or vision claims, and even email an image of your health plan ID card directly to your provider. PBA Health Claims puts these tools right at your fingertips!

## Install the App

PBA Health Claims is compatible with Android™-powered devices as well as iPad®, iPhone®, and iPod®. Install the app as you would install any other app from either the [App Store<sup>SM</sup>](#) or [Google Play™ Store](#) or by scanning one of the QR codes below.



## Account Setup

If you already have an account on the PBA member benefits portal website, use your existing username and password to access the mobile app, no additional setup is required. If you don't have an account on the portal website, follow the instructions that came with your ID card to setup an account or touch the "Create a username and password" link on the login screen of the mobile app and follow the prompts. You can setup your new account through the app itself or on the benefits portal website.



*If your employer only has Flexible Benefits (Flex or FSA) through PBA or if you would like to manage your Flex Benefits account on your mobile device, please install our companion app, PBA Flex Claims. Note that for security reasons, you will need to setup a separate username and password in order to use PBA Flex Claims.*

## Login

Launch PBA Health Claims on your device. When prompted, enter the username and password. Please note, iOS devices require you to touch the "Access Your Account" button before the login screen is accessible. PBA Health Claims will now securely display your account details. If you already use our PBA Flex Claims app (previously named "PBAmobile") you will not be able to use your mobile username and password from this app to access PBA Health Claims. The flex app will continue to use a separate login. Only the benefits portal website and PBA Health Claims will share login credentials.



*When you login to the app touch the option for "Save Username" so that each subsequent login will remember this information and allow you to login to the app faster.*

## Support

For PBA Health Claims app support please call (800) 435-5694 or email [mobilesupport@pbaclaims.com](mailto:mobilesupport@pbaclaims.com).

