

The PA Journey with NHC

1

Online Portal Set Up

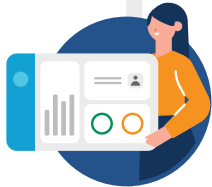
Prior to the plan start date, Plan Administrators (PAs) get a welcome email to set up their online portal. The email has a **directory of training videos and support articles**. Our team also sends a **personal outreach** email to the PA, asking them if there is anything they need.



2

Personal Account Overview

If the PA has access to benefits, they receive an employee welcome email guiding them to set up their personal information and banking details online or through our mobile app, ClaimSnap (iOS and Android).



4

Simple, Easy Management

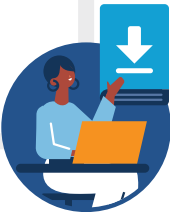
PAs can add/remove employees in real-time, update employee profile information including email address and dependents, run reports for any tax or accounting purposes, and see real-time account activity whenever they log in.



3

Knowledge Sharing

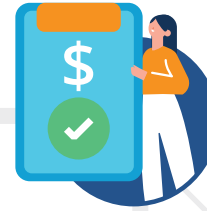
PAs can download and distribute Employee Handbooks from the online portal to aid with employee education.



5

Pre-authorized Debit

PAs can choose the most hands-off approach by using **PAD (Pre-authorized debit)** to fund claim reimbursements. Online bank payments, cheque or wire transfers are also available as options.



6

Dedicated Support

If a PA or employee needs help, National HealthClaim's "absolutely incredible" support team is available **Monday – Friday 8:00 AM – 4:00 PM MST** by phone at **1 (866) 342 5908** or by email at **support@nationalhealthclaim.com**.

