

# Welcome



Everything you need to know about your new Health Reimbursement Arrangement



**MidAmerica**  
Administrative & Retirement Solutions

# We're Happy You're Here

## What you'll find in your Welcome Kit



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Included:

- Plan Highlights

Dear Participant,

Our goal at MidAmerica is to make your life easier by ensuring your benefits plan is administered properly, and that you have the resources you need to take full advantage of it.

Your employer has placed the administration of your benefits in our hands, and this is not a responsibility we take lightly. It's our promise to you that no matter where you're at in life - actively working, nearing retirement or retired - we will dedicate the time and effort to simplify how you access and manage your benefits.

This Welcome Kit was developed to help you get started, but as you dive deeper into your benefits, you may find that you still have questions. Don't worry. We are here to help. If you need additional materials, further explanation or guidance, don't hesitate to contact us at (855) 329-0095 or [healthaccountservices@midamerica.biz](mailto:healthaccountservices@midamerica.biz).

Welcome to your new benefits plan. We're happy you're here.

Sincerely,

MidAmerica Administrative & Retirement Solutions

# Meet MidAmerica

Making sure you receive the retirement **benefits you deserve.**



At our core, **we are a group of people helping people** achieve their retirement and wellness goals. We're just like you. We work hard so that one day, we can have a fulfilling and well-earned retirement.

We understand that your benefits should be stress-free, so we're here to make sure your plan is administered properly. We take care of the administrative details of your plan, including your plan's funding, processing your distribution requests, and every day questions.

Since 1995, MidAmerica has grown dramatically while remaining focused on what truly matters most: people. Whether it's you, your employer, our employees or our community, we focus on connecting people with retirement and wellness solutions that lead to a more fulfilled life.





# Getting Started

An introduction to your plan.



## Understanding Your Plan

A Health Reimbursement Arrangement (HRA) is an account that has been established in your name by your employer. The money that your employer deposits into your HRA is tax-free, and upon eligibility, can be used to reimburse you for your eligible medical expenses. For more information on how the HRA operates and to see if you're currently eligible to receive reimbursements, please review your included [Plan Highlights](#).



## Accessing Your Account Online

You can log into your account at [www.midamerica.biz](http://www.midamerica.biz). From the homepage, select [Access Account](#). Enter your Social Security Number (SSN) as your Username and the last four digits of your SSN as your Password, then select [Participant Login](#). You will then be prompted to update your login credentials. Please note this is the only time you will be required to enter your SSN to access your account.



## Online Claim Submission

You have 24/7 access to online claims submission through the [MidAmerica.biz](http://MidAmerica.biz) website. From the homepage, select [Submit Claims](#), from the blue bar at the top right-hand side. Without logging in, you can submit a claim for one-time reimbursement, establish a recurring claim, check the status of a submitted claim, and attest to a recurring claim.



## Downloading Forms

You can access HRA plan forms by selecting [Forms](#) from the top of the [MidAmerica.biz](http://MidAmerica.biz) homepage, then selecting [Health Reimbursement Arrangement \(HRA\)](#).

Forms can also be accessed once you are logged in. Once logged in, select the [Forms](#) option from the [Forms & Reports](#) dropdown menu.

# Your Online Account

Understanding your online resources



## Dashboard

Your dashboard provides a quick glance at your account, including your investments, recent activity and retirement tips.

## Manage

From the **Manage** menu, you can review your investments and transaction history, update your investments, as well as move and rebalance your funds.

## Forms & Reports

Download your plan forms or generate a summary of account report.

## Updating Contact Information

Update your address, email address or phone number by selecting the Settings icon  located at the top of the screen.

## Helpful Resources

Once logged into your account online, you'll be able to download other helpful materials from the **Forms & Reports** area. These resources include:

- Electronic version of your Plan Highlights
- List of common eligible and ineligible expenses
- System guides

## Questions?

(855) 329-0095  
healthaccountservices@midamerica.biz

### Customer Service Hours

Monday through Thursday, 8:30 am - 8 pm ET  
Friday, 8:30 am - 6 pm ET



**MidAmerica**  
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P.O. Box 24927, Lakeland, FL 33802 • (855) 329-0095 • [www.midamerica.biz](http://www.midamerica.biz)