



Combined Services LLC

EMPLOYEE BENEFITS

Secure On-line Access

Combined Services LLC (CSLLC) provides access to your Flexible Spending Account (FSA) and Health Reimbursement Account (HRA). This guide will walk you through registering for the portal so you can access the following:

- Your Balance Summary
- Your Account Activity
- Ability to Report a Lost or Stolen Card
- Answers to Frequently Asked Questions

What you need to get started

- A Computer with Internet Connection
- Your FSA/HRA Debit Card



Let's get started.

1. Open your internet browser and go to NH's Department of Administrative Services site for Flex Benefits: www.admin.state.nh.us/hr/flexible_spending.html
2. Select "Click Here" to access Combined Services' Participant Portal.

DEPARTMENT OF Administrative Services NEW HAMPSHIRE Human Resources

nh.gov
Administrative Services
Human Resources Home
Employee Benefits
Employment Opportunities
Employment Policies & Procedures
Human Resources Contact Information
Human Resources Forms
Job Classifications & Compensation
Labor Relations
Personnel Appeals Board
Retired Employees Benefits
Training & Development Services
Workforce Development

Flexible Spending and Other Voluntary Benefits

This program provides a way for state employees to set aside money tax deferred through payroll deduction in order to pay for anticipated health expenses not covered by the health insurance plan. Includes the convenience of a debit card for qualifying health-related purchases and doctor visit co-pays. Voluntary short term disability benefits, critical illness insurance, and accident insurance are also offered.

[Overview - Health Reimbursement Arrangement, Flexible Spending Accounts and Voluntary Benefits](#)

Flexible Spending:

- Authorization Agreement for Direct Deposit
- Brochure
- FSA/HSA Reimbursement Form Downloads
- Debit Card
- Summary Plan Description

[Click here](#) to access Combined Services Participant Portal to review Flexible Spending and Health Reimbursement Account balances and claim status. (Medical and/or Dependent Care)

3. Click the debit card icon on the left side of the screen.

Note: If you have an FSA and an HRA, clicking either card will work.

4. A new window will open. If your pop-up blocker is on, you will need to temporarily disable it in order for the log-in to appear

Combined Services LLC EMPLOYEE BENEFITS
New England's Source for Employer Benefits

Home | Flex Downloads | FSA Calculator | Contact Us

FSA & HRA Participants

Combined Services LLC is dedicated to providing you easy access to your Flexible Spending Account (FSA) or Health Reimbursement Arrangement (HRA). Use this site to check the status of your account, download forms or contact a Combined Services Representative.

IAS Transactions When using your debit card at any IAS approved "non-healthcare" retailer, the inventory information approval system (IAS) will substantiate transactions at the point of purchase and eliminate the need to forward documentation for the debit card purchase to Combined Services LLC. This is only for IAS approved retailers. A list of approved retailers will be available at www.sig-us.org.

FSA Tools	HRA Tools
 Login to your FSA Debit Card Account	 Login to your HRA Debit Card Account
Login to FSA Online System	Login to HRA Online System

5. Click "Create Account"
Note: If you have already created an account, skip to step

Participant Portal

Welcome, please login or create an account below.

Login to your secure account

User ID:

Password:

[Forgot Password](#) | [Create Account](#)

Please contact your administrator for questions regarding access to this site or for questions regarding balances and statements. If you have a debit card, your

6. Complete the following fields:

Name

Enter your first & last name.

Employee ID

Enter your social security number without dashes.

Employer ID

The State of NH does not use an employer ID. Skip down to Card Number.

Card Number

Enter the account number on your FSA/HRA debit card.

New User ID

Set your own id for logging into the system.

Note: If you later forget your User ID, you will need to contact your Combined Services LLC Representative at 1 888 227-9745 to find out what you set it to.

Password

Set your own password for logging into the system (case sensitive)
Your password must meet the minimum security requirements. It must contain at least one letter and one number, and no special characters.

Security Word

Enter your mother's maiden name

Birth City

Enter your birth city

E-Mail Address

Enter the e-mail address where you would like notification regarding your FSA or HRA account to be sent.

E-Mail Options

If you select, "Send E-Mails", the requests for documentation for debit card transactions will be e-mailed to the address you provided.

Click "Submit"

The screenshot shows the 'Participant Portal' 'Account Creation' page. The form is titled 'Account Creation' and 'Create a new user account.' It contains several input fields: 'Name *' (split into 'First' and 'Last'), 'Employee ID *', 'Employer ID *', 'Card Number *', 'New User ID *', 'Password *' (with a 'Confirm Password' field), 'Security Word * (Mother's Maiden Name)', and 'Birth City *'. There is also an 'E-mail Address' field and an 'E-mail Options' section with a checked box for 'Send E-mails'. At the bottom are 'Submit' and 'Cancel' buttons. A yellow arrow points to the 'Submit' button.

Continued...

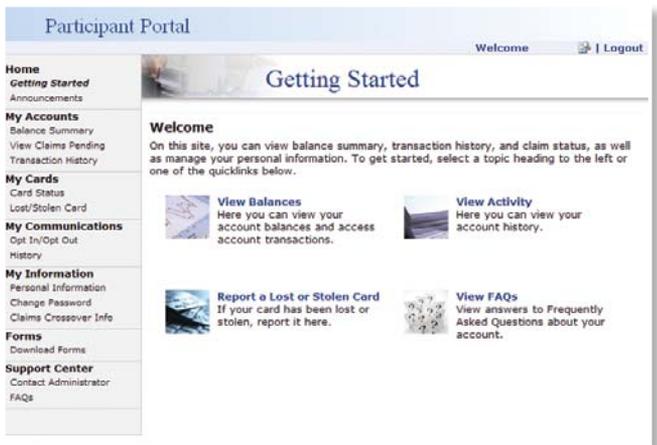
7. Log-in with your username and password.

If you forgot your password, click "Forgot Password"

If you have forgotten your user ID, please contact your Combined Services Representative.



8. From the welcome page you can review information on your FSA/HRA.



We're Here

If you have problems logging in, or if you have questions, please feel free to contact a Combined Services LLC Representative at 1 888 227-9745 ext. 2040.

Our representatives are available Monday through Friday, from 8:00am - 4:30pm with extended phone hours on Tuesday and Thursday from 8:00am - 5:30pm.



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www.combinedservices.com