



CONSUMER PORTAL PROCEDURES FOR
UPLOADING CLAIMS AND CHANGING
PASSWORDS

▶ **Consumer Portal Uploading Instructions:**

1. To get to your consumer portal go to www.davevic.com. Then at the top of the screen run your cursor over the “Login Center” and a menu will drop down. Click “Go” in the box that says FSA/HRA/HSA Participant. This will take you out to your consumer portal log in page.
2. Enter your username and password. If you have not logged on before your username will be first initial, last name and last four of your SSN. Your password will be Davevic1 if you’re an existing customer and if you are a new customer your password will be davevic1.
3. To file a claim, locate the “File A Claim” button (right below “I want to...” on the left side of the screen).
4. This will take you to the next screen where you will select account paid from which will always be “Medical” and pay to will be “Me.”
5. Next screen will have “Upload Valid Documentation”, click on this link. Locate the picture(s) of your invoice, receipt or Explanation of Benefits (EOB). Once chosen click “Next.”
6. The last screen will be the claim form. Please fill in all necessary fields that have an (*). At the end choose “Next” and this will give you the option to upload another claim if you have one or choose “Submit” to finish.



I Want To...

- File A Claim
- Make HSA Transaction
- Manage Investments
- Manage My Expenses
- Change HSA Election

Available Balance ⓘ

Welcome!

We're Making it Easy to Manage Your Healthcare Expenses

Message Center ⓘ

Create Reimbursement

Online claims filing is a fast and easy way to file claims. Just click the "File Claim" button next to the account you wish to use and start filing!

Pay From *

Medical ▼

Pay To * ⓘ

Me ▼

Based on your selection, you will be requesting a Claim Reimbursement.

* Required

Cancel

Next

Receipt / Documentation

Receipt(s) * 

Upload Valid Documentation

Summary

Pay From

Medical

Pay To

Me

* Required

Cancel

Previous

Next

Home Accounts Profile Statements & Notifications Tools & Support Dashboard I Want to... ▼

Accounts / File A Claim

Available Balance 	
HSA 15	
Cash Account	\$4,408.29
Investment Account	\$0.00
Vision Dental Flex Spe... 	\$2,867.00
Vision HRA 15 	\$1,525.00

Plan Filing Rules

01/01/2015 - 12/31/2015

Vision Dental Flex Spe...

Vision HRA 15

Claim Details

If all or part of your claim is unreimbursable due to auditing factors (i.e. claim exceeds available balance in your account), then you will only be reimbursed the approved amount. If this occurs, you will receive notification in the mail.

Start Date of Service * 

End Date of Service 

Amount * \$

Provider *

Category * 

Type *

Description

If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.

Recipient * Farrah Bolt
 John Bolt
 John Bolt

Add Dependent

Did You Drive To Receive This Product/Service?*  Yes No

Summary

Pay From Medical

Pay To Me

Documentation Uploaded No

* Required

Cancel Previous Next

Available Balance

01-2017 FSA Unreimburs...



\$291.50 **

Flexible Spending Acco...



\$1,000.00

**** Balance reflects claims not yet submitted**

Accounts / Transaction Summary

Transaction Summary (1)

From	To	Expense	Amount	Approved Amount	
01-2017 FSA Unreimbursed Medical	Me	Medical Copay	\$104.25	\$104.25	Remove Update
Total Amount			\$104.25	\$104.25	

[Cancel](#)[Save for Later](#)[Add Another](#)[Submit](#)**Available Balance**

01-2017 FSA Unreimburs...



\$291.50

Flexible Spending Acco...



\$1,000.00

Accounts / Transaction Confirmation

Confirmation

Please click the "Receipts Needed" link below and upload your receipt(s).

Successfully Submitted

From	To	Amount	Approved Amount	Receipt Status
01-2017 FSA Unreimbursed Medical	Me	\$104.25	\$104.25	Uploaded(1) Upload another Receipt
Total Approved Amount			\$104.25	

▶ **Mobile App Uploading Instructions:**

1. Log into your 1Cloud app using the passcode you selected.
2. After logging in a screen will appear with all of your accounts listed along with a “File A Claim” link and an “Expenses” link. Click on “File A Claim” in order to upload a claim for payment.
3. The next screen that appears will be the online claim form that you will need to complete. Fill in all required fields (provider field and miles driven are not necessary fields).
4. On the same page scroll down and you will find “Upload receipt” link. Click on that and it will ask you if you want to take a picture or download one from your library.
5. Choose or take a picture of the correct receipt for this claim.
6. Important information to know: When uploading claims please upload each claim separately otherwise your claims could be mislabeled and can cause issues with processing.
7. Once you have finished all the necessary steps click on the “Add Claim” button on the top right side of your screen. Now your claim has been submitted to Davevic for review.



Tap to initiate a new claim.

ACME health solutions
powered by evolution

FILE A CLAIM

EXPENSES

All Accounts

Health FSA	\$1,852.00	>
2013 Stacked Plans		
Dental HRA \$250/\$50...	\$200.00	>
2013 Stacked Plans		
HRA \$400 Deductible	\$500.00	>
2013 Stacked Plans		
Dependent Care FSA	\$1,412.50	>
2013 Stacked Plans		

Home Messages Me More

Scroll to view more.

Back

Plan Information

Available Balance: **\$1,852.00**
For Health FSA (2013 Stacked Plans)

Details

You must have a valid receipt to file a claim

Date of Service 10/4/13 >

Amount >

Provider >

Category & Type Please Select >

Description >

Recipient Kendra Stockton >

Home Messages Me More

Add claim

Back **Add claim**

Category & Type Please Select >

Description >

Recipient Kendra Stockton >

How are miles claimed?

Miles Driven >

Receipts

Upload Receipt
Attach Receipt

Terms And Conditions

By Submitting this claim you agree to the terms and conditions for filing claims (available on the portal).

Home Messages Me More

How to Change your Consumer Portal Password:

1. First, you need to know that your password will need to be changed every 90 days. This is a compliance requirement of the website. So, if you find yourself having trouble logging in this could possibly be why. Please follow the instructions below on how to update your password.
2. Go to www.davevic.com and locate the “Login Center” and run your cursor over it and it will drop down a menu. Click “Go” in the FSA/HRA/HSA Participant box and this will take you to your consumer portal.
3. From your consumer portal click on “Forgot Password.” This will have you verify who you are, answer your security questions and then ask you to change your password.
4. Your password must contain a capital letter, numbers and a symbol. This will also give you your username in case you have forgotten it.
5. Once you have successfully change your password you will be logged into your account and your password will be good for the next 90 days.
6. **A side note:** If you would like to change your username or security questions you will need to go to “Profile” then on the left side of the screen click on “Login Information.” From here you can change your username and security questions.

DAVEVIC
Powered by WEX Health Cloud

Username

Password

SAVE

Forgot username or password?

MOBILE APP LOGIN

1. Are you passed your 90 days to change your password?
Now you can through your mobile app!
2. When opening the mobile app you will see a link that says “Forgot username or password?”
3. Click on password and this will take you out to the consumer portal.
4. Fill in all required fields to verify who you are. The next screen you will need to answer your security questions. The final screen will have to change your password.
5. Once you have changed you password then, go back to your mobile app and sign in. This password will be good for the next 90 days.