



User Guide for creating an Advantek User Account, completing and submitting an Advantek Reimbursement Claim.

Health Services and the Elders' Council continue to seek ways to improve processes and make things easier for you. We are excited to share the following updates from Advantek to improve your experience:

- **Streamlined Claim Form:** The claim form has been updated for easier submissions.
- **New Mobile App:** Submit claims directly from your phone for added convenience.

Online Claim Submissions

Step-by-Step Instructions:

1. Log In to the Advantek Website:

- Go to www.advantekbenefit.com/members.
- Click on the “Log in” tab, and a dropdown box will appear. Select “Members”.
- Sign in using your username and passcode.
 - **First-Time Users:** If you don’t have your ID number, you may create your online account by using the last 4 digits of your Social Security Number.

2. Manage Your Account:

- Once signed in, you can access the following tabs:

Home Tab

Access Quick Links:

- Retrieve your Advantek ID Number.
- Print or request a copy of your ID card.
- Review submitted claims.
- Explore available resources.

Coverage and Benefits Tab

Review your balances.

Claims Tab – Choose “Medical” in the dropdown box Tap “Submit Claim” and complete the required fields:

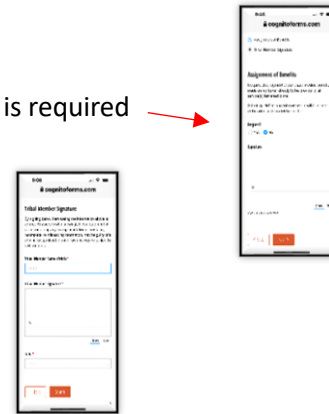
1. Member Information
2. Provider Information (Provider ID is optional).
3. Claim Details:
 - Date of Service
 - Place of Service
 - Procedure Code or Description
 - Amount Charged and Amount Paid
 - Upload receipts by clicking on the **UPLOAD**



4. Complete the Assignment of Benefit section:

- Select **“NO”** if not authorizing direct payment. This selection is required to proceed
- Select **“YES”** to authorize direct payment to the provider and sign.

5. Print, sign and date and tap “Submit” your claim.



Resource Tab

- Access helpful resources, including:
 - How to read your **Explanation of Benefits (EOB)**.
 - A glossary of terms.
 - **Provider:** The provider of services, such as a doctor, hospital, or clinic.
 - **Assignment of Benefit:** Authorization to pay the provider directly for services rendered.
 - **Procedure Code:** A numerical code used to identify medical services provided.
 - **Explanation of Benefits (EOB):** A statement that explains what has been processed by your insurance for a particular

Mobile App Instructions

How to Use the Mobile App for Claim Submissions:

- Member Claim Submission Form – available for printing

Download and Install the App:

- Install the app on your phone.
- Log in with your existing credentials.
 - **First-Time Users:** Set up your online account before logging in.

2. Submit a Claim via the Mobile App:

- From the home screen, tap on **“Resources & Plan Documents”**.
- Select **Member Claim Submission Form**.
- The **Online Claim Form** will open in an external browser, similar to accessing it via a laptop or PC.

3. Complete the Claim Submission: Follow the prompts to fill in the required details:



- Member Information
- Provider Information
- Claim Details (Date of Service, Place of Service, etc.).
 - Tap **“Receipt Upload”** to attach copy of receipts.
- Assignment of Benefits
 - Select **“No”**, if payment is a reimbursement to the elder member.
 - Select **“Yes”**, if authorizing payment to Provider **and sign**.

4. Submit Your Claim:

- Print, sign, and date the form, and tap **“submit”**.

Getting started using the Advantek Mobile App. Here's a step-by-step guide:

How to Download & Install the App

1. For iPhone (App Store):
 - Open the App Store.
 - Search  for the “**Advantek Benefit Administrator**” app.
 - Tap “Get”, then confirm with Face ID, Touch ID, or password.
2. For Android (Google Play Store):
 - Open the Google Play Store.
 - Search  for the “Advantek Benefit Administrator” app you want.
 - Tap Install and wait for it to download.

Open the App

1. Tap the app icon on your home screen or in the app drawer.
2. Sign In or Create an Account
 - Some apps require you to sign in with an email, phone number, or social media account.
 - If needed, follow the on-screen instructions to create an account.
3. Navigate & Use the App
 - Explore the main menu and settings.
 - Tap buttons, icons, or swipe to interact with features.
 - Some apps may require permissions (camera, location, etc.). Grant them as needed.
4. Close & Manage the App
 - Press the Home Button (or swipe up for gesture navigation) to exit.
 - To fully close it, open the recent apps menu and swipe it away.