



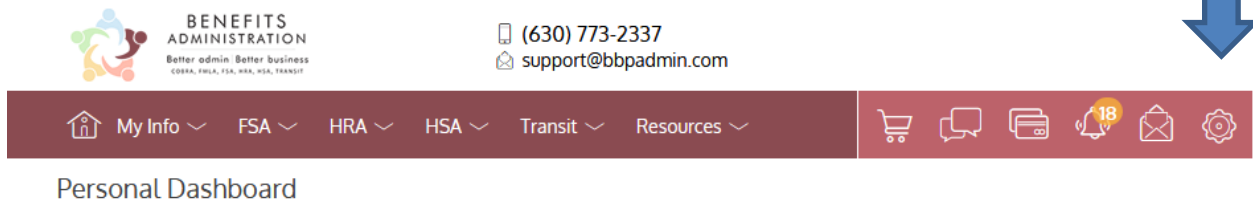
Communications – Opt In/Opt Out

BBP Admin automatically sends out communications regarding your pre-tax benefits account(s).

To view a list of the communications you are set to receive, you must login to the Participant Portal at <https://betterbusinessplanning.wealthcareportal.com>

Click here for instructions to set-up your online account for the first time
http://www.bbpadmin.com/docs/Participant/Online_Account_Registration_Instructions.pdf

Once you are logged in, click on the “Gear” icon at the top of the screen – this will take you to the Communication Settings



All of the Communication Settings will appear – You can view all of the communication alerts available including account statements and manual claim entered. You can choose to receive certain communications via email, text, both or none.

Communication Settings

Assigned Notifications



The notifications below are available to you. Please define the delivery method for each notification you wish to receive. Please ensure you have an email address and/or registered mobile in order to receive these notifications.



mobile



email



both



none

Account Balance Statement

This communication is sent on a Quarterly basis.

Billing Address Change

This communication is sent when your billing address has been updated.

Card Lost/Stolen

This communication is sent when your card has been marked as "Lost/Stolen".

Card Mailed

This communication is sent when your card has been mailed.

Card Transaction Approved

This communication is sent when your card is approved at the point of sale. It will display the account name, transaction amount and new balance.

Card Transaction Denied

This communication is sent when your card is denied at the point of sale. It will outline why the denial has occurred.

Completed HSA Payment Notice

This PCM alert should be triggered when a Pending HSA Online Payment is successfully processed and a check/trace number is generated.

Direct Deposit Account Change


This communication is sent when your direct deposit account has been updated.

Email Address Change

This communication is sent when your email address has been updated.

You must register your cell phone number to receive text alerts about your account – add your number and accept the Terms & Conditions and hit Submit. You will receive a Text confirming your registration, Reply Y to confirm

Add Mobile Number

 Mobile Number *

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Message and Data Rates may apply.

Message frequency is based on use.

To receive help text **HELP** to **97487** or call **614.444.444**

Carriers include:

I accept [Terms and Conditions](#) and [Privacy Policy](#) *



✓ SUBMIT

✕ CANCEL

Today 8:31 PM

Account Alert: Msg frequency based on use, Reply Y to complete registration. Reply HELP for help, Msg&Data Rates May Apply.Y

Account Alert: You're registered! Msg frequency based on use, Txt BAL for balance, Reply HELP to get help, STOP to end, Msg&Data Rates May Apply.Y

 Text Message↑

Download our mobile app:

App Store: <https://itunes.apple.com/us/app/better-business-planning-mobile/id589808276?mt=8>

Google Play:

<https://play.google.com/store/apps/details?id=com.betterBusinessPlanning.fismobile&hl=en>