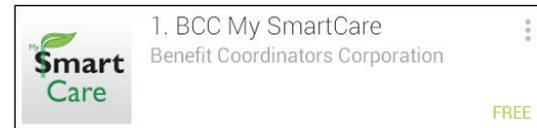# My SmartCare Mobile App

The My SmartCare mobile app is a secure way to freely and securely access your Flexible Spending Accounts 24/7/365. Here's how it works:

Download

1) Open the app store from your iOS or Android powered device.

2) Search "BCC SmartCare".

3) Install the free app to your device.

Launch

1) Open the app on your device.

2) Sign in using your existing My SmartCare log in and password OR click "Register" if you are a new user.

3) You have the option to save your User ID to your mobile device by choosing 'ON' next to "Save this Online ID". This will allow you to bypass the secure sign in process each time you log in after you verify your identity during the initial log in.

New Users

• When registering as a new user, My SmartCare will walk you through a series of registration questions followed by a secure authentication process to validate you as a user.

• Be sure to use your **SSN as your Employee ID** and your **FSA debit card number as your Registration ID** when registering.
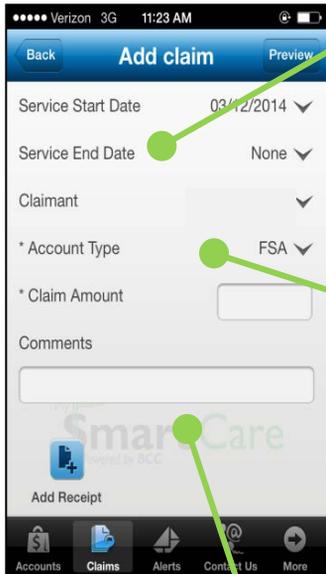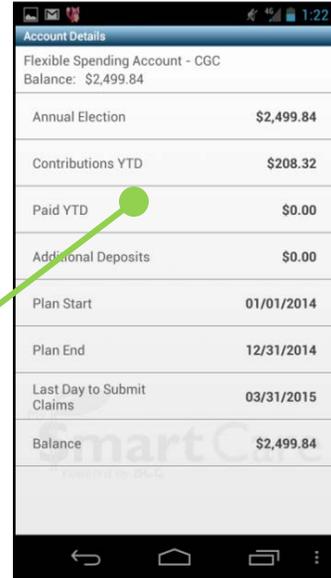
Manage your Account(s) with
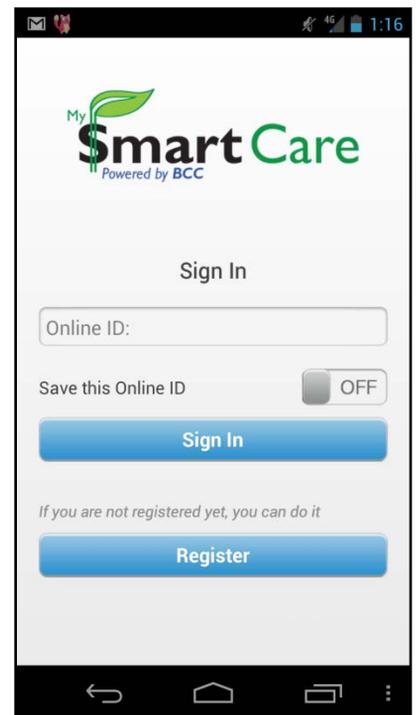
My SmartCare Mobile App

Once you are signed in, your home screen will appear, showing real-time account balances.

Click on the blue 'i' icon for account details or '$+' icon to submit a claim.

You can review plan specific details such as filing deadlines, plan year dates, claims paid to date and contribution amounts.

When you choose 'Add Claim', you must fill out all fields and click 'Add Receipt' to upload photos of substantiation. You can upload as many photos as you need.

If you submit a Dependent Care claim, you must include the dependent's name and date of birth in the comments section for processing.

Transaction details are available for all purchases and deposits.
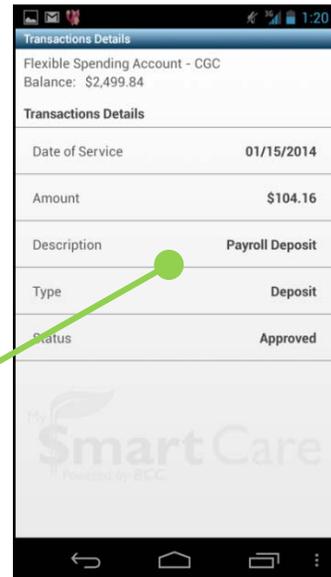
When you submit a claim, you will get a preview screen to approve, a certification pop-up to accept and then a successful submission message.

If you have questions regarding your account(s) or a specific claim, please contact BCC's Customer Service Center at 1-800-685-6100. Any mobile device issues should be directed to your service provider.