



# Get *InTouch* with SBA



Stay on top of your benefits—from the comfort of home!

At Select Benefit Administrators, we're committed to providing you with flexible, personalized service. One way we do that is through a members-only area of our Web site called SBA InTouch. By logging in with a user name and password, you can access personalized information about your benefits and claims 24 hours a day. If you prefer doing business online to phoning a personal representative, you'll appreciate the convenience of InTouch.

Use InTouch to:

- Look up your medical or dental claims information for the past two years
- See how much expense has accumulated towards your plan's deductible, stop-loss, or out-of-pocket maximum
- See how much expense has accumulated towards your dental plan's annual maximum benefit
- Track your share of healthcare expenses (deductibles, copayments, etc.) by family member and year
- Track your family's enrollment history and check the coordination of benefits information we have on file

## Questions and answers

### ***Can you send my login PIN by e-mail?***

Unfortunately, no. To best protect your privacy, your Personal Identification Number (PIN) must be sent by U.S. mail.

### ***Can I change my PIN?***

Yes, you can change your assigned PIN to another unique PIN if you wish. You'll receive instructions for changing your PIN when you receive your PIN by mail.

### ***What happens if I lose or forget my PIN?***

If that happens, you will need to request a new PIN. Privacy regulations prohibit us from reminding you of your PIN.

### ***Can I access my family members' information?***

You can access claims information for yourself and your covered dependent children under 18. For confidentiality reasons, your PIN will not allow access to information about a spouse or adult child. Your spouse and children 18 or over may request their own InTouch PINs to access their own coverage information.

## Questions and answers continued

### ***Can InTouch answer questions about my plan's benefits?***

Right now, InTouch is limited to information about your family's claims, medical expenses, and enrollment. We're working on bringing personalized benefit information to the site in the near future. In the meantime, our Customer Service staff is available to answer those questions by phone or e-mail.

### ***Who should I contact if I have technical problems?***

If you have any difficulties with InTouch, you're welcome to contact us by phone, toll-free, at (888) 532-5332, or by e-mail at [clientservices@selectadmin.com](mailto:clientservices@selectadmin.com). We'll look into your problem and follow up with you right away.

## Getting started

To start using InTouch, simply visit our Web site, [www.selectadmin.com](http://www.selectadmin.com), and register. Go to the For Members page, click on the InTouch logo, and follow the instructions for new InTouch users. The next business day, we'll send your User ID, PIN, and instructions by first class mail.

## Ready...set...surf!

If you're already shopping or banking online, then using SBA InTouch for Members will be a breeze. Even if you're an Internet rookie, we're sure you'll find the service easy to use, and our Customer Service Representatives are happy to help if you get stuck. The next time you're online, give PacificSource InTouch a try—then tell us what you think!



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