

PARTICIPANT REFERENCE GUIDE

BENEFIT CONTINUATION SERVICES



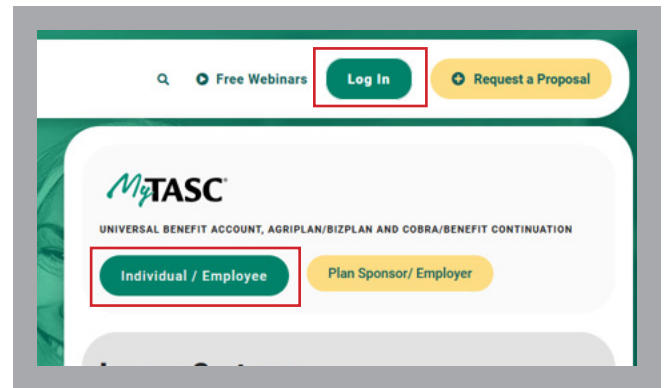
MyTASC GUIDE

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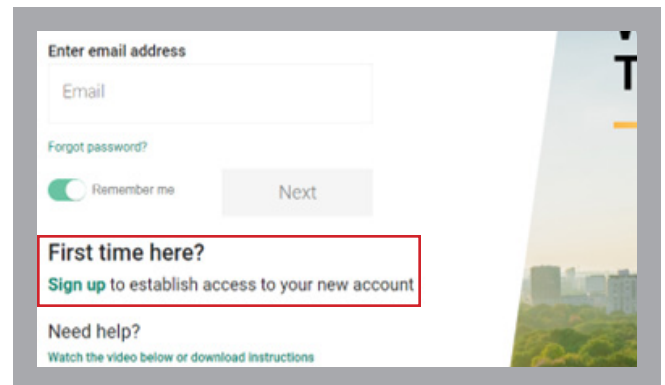
MyTASC Account Access

To access your account, go to www.tasconline.com and select the **LOG IN** button on the menu bar in the upper right. Please note, Google Chrome is the preferred web browser for account access.

On the drop-down list, click the **INDIVIDUAL/EMPLOYEE** option.



The first time you visit the site, you will need to complete the **Sign Up** process. This is true whether you are a new or returning participant. On the **Sign In** page, below **First time here?** click **Sign Up** to establish access to your new account.



There are two ways to sign up:

1) Sign Up with Your Email Address

If you already have an email address on file with us, complete the **Sign Up** process using that email.

- On the **Sign Up** page, enter your email address (the one we already have on file) and create a new password.
- A 6-digit verification code will be sent to your email address. Check your email, then enter that code.
- Enable **Two-Factor Authentication** to add an extra layer of account security. When you are using our website or mobile app and you successfully authenticate with your email address and password, we will send a code to your mobile phone for you to enter to complete the sign-in process.
- Read through and agree to the **Terms of Use**.

Once you have completed these steps, you will be able to sign into your account.

2) Sign Up with a Passcode

If you did not previously have an email address on file with us, you will need to sign up with your **Individual ID** and **Passcode**.

- On the **Sign Up** page, click the **Sign up with a passcode** link in the first paragraph of text.
- Refer to the letter you received from us containing your **Individual ID** and **Passcode**.
- Enter your **Individual ID** and **Passcode** from the letter, then the email address you wish to use. *(Your unique identifiers from the letter are used to associate the email you provide with your account.)*
- A verification code will be sent to your email address. Check your email, then enter that code.

Once your email address has been verified, you can complete the rest of the **Sign Up** process as described above (using the email address you just verified) and sign into your account.

The screenshot shows the 'SIGN UP' page. At the top, it says 'SIGN UP'. Below that, there is a paragraph of text: 'To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, sign up with a passcode if you were provided one.' The 'sign up with a passcode' link is highlighted with a red box and a green circle with the number '2'. Below the text is a form with a '1' in a green circle next to the 'Email' label and a text input field. Below the input field are the labels 'Create Password' and 'Show'.

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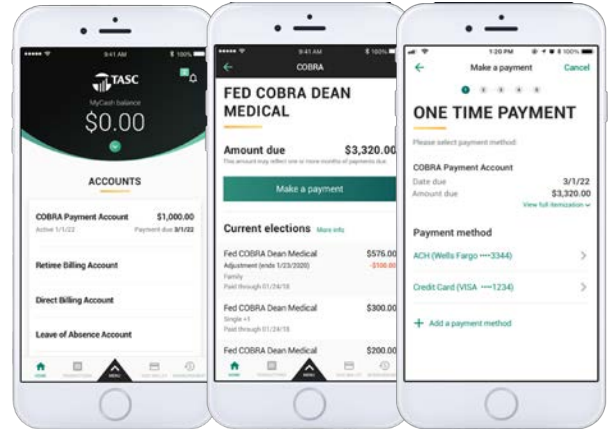
TASC Mobile App

After you have established access to your account, you can download the **TASC Mobile App** for convenient, anytime account management!

- » [App Store](#) (iOS)
- » [Google Play](#) (Android)

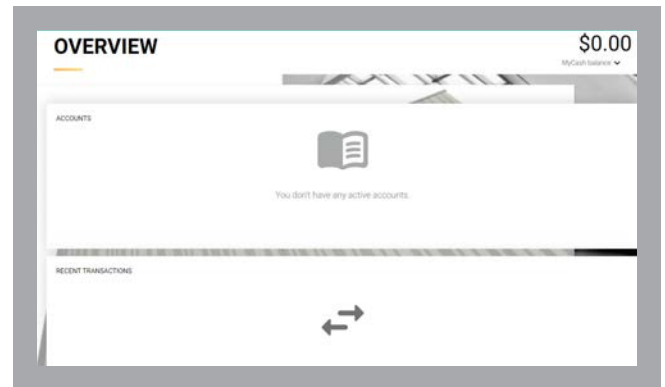


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Overview

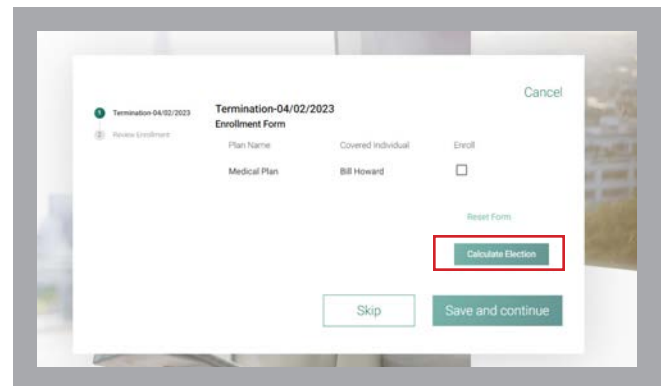
When you sign in online or open the app, you will see your **Overview**. This page contains all the tools you need to manage your Continuation Services account.



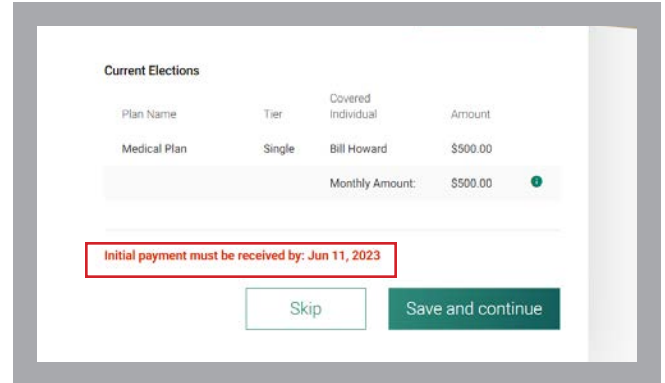
Activate Your Account & Enroll

Click **Accounts** and then select **Enroll** from the drop-down list. You will be able to view the **Eligibility Event** that was offered to you.

You will be given the choice to enroll in each plan for each qualified beneficiary. Each time you click to enroll in a plan, you can click **Calculate Election** to see the payment that would be due for that option.

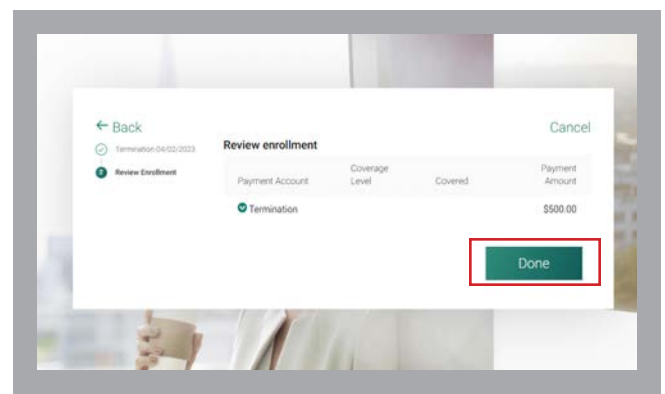


Your first payment deadline will be calculated according to the provisions of your account. If the information is acceptable, click **Save and continue**. If you want to revise your election, follow the guidance on the screen to change your options.

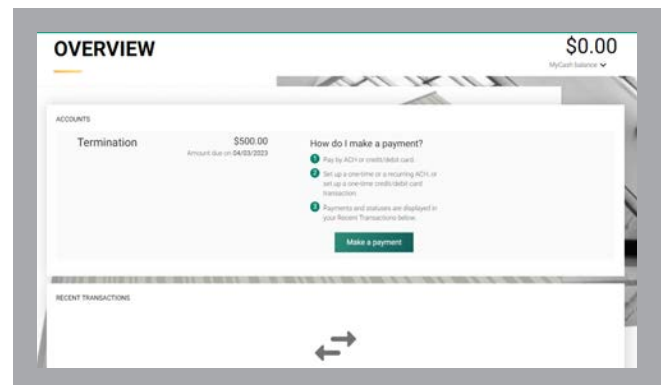


Review Your Enrollment

You will see a screen similar to this to review your enrollment. If it is acceptable, click **Done**.



Your **Overview** page will now look something like this, with the **Accounts** tile reflecting your new enrollment.

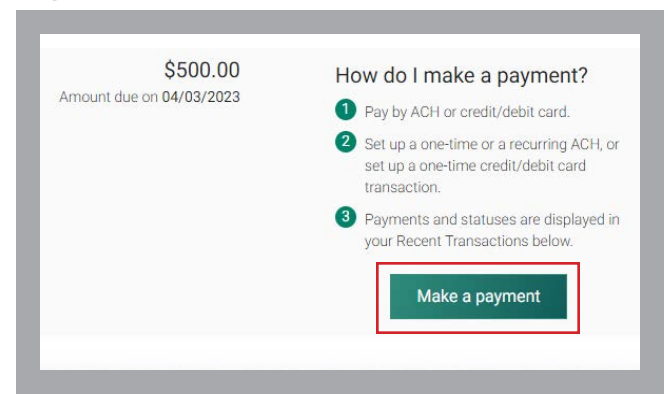
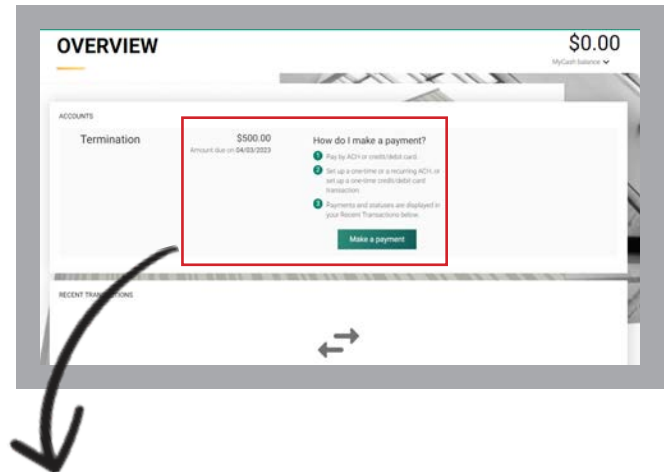


Making a Payment

You may set up a one-time or recurring electronic payment from your bank or provide information to pay by credit card (convenience fee will apply).

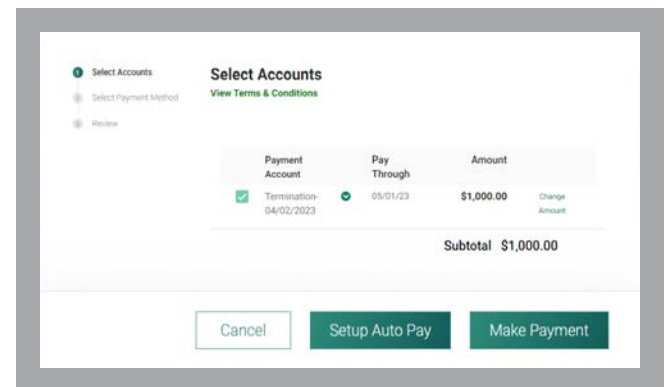
If you do not wish to use electronic payment options, you may instead choose to generate payment coupons, which will be mailed to you and which you can return with your check or money order. However, the fastest reinstatement of your previous coverage will occur with electronic payment.

To make a payment, click the **Make a payment** button.

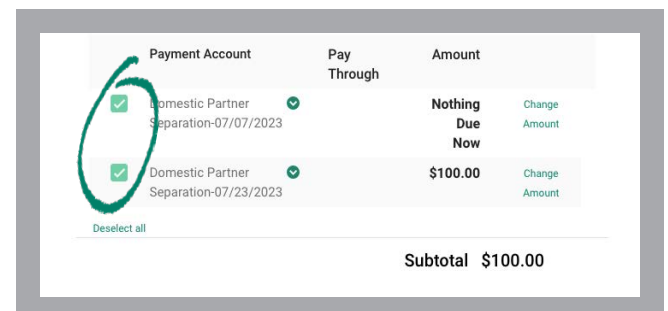


You will see a screen to select among your accounts. Make sure to review the **Terms & Conditions** before making a payment.

Click **Setup Auto Pay** to set up recurring payments, or **Make Payment** to initiate a one-time payment.



If you have more than one option shown, you must select the account or accounts that show a payment due by selecting or deselecting from the list. Failure to select correct accounts with payments due could result in cancellation of your coverage for nonpayment.



Next, select your desired payment method:

Select Accounts
● Select Payment Method
Review

Select Payment Method

You currently have no bank accounts linked

+ Link a new bank account

You currently have no card accounts linked

+ Link a credit or debit card

Other Payment Method

Generate coupons and send check in the mail

Subtotal \$1,000.00

Cancel Continue

1) ACH via Checking or Savings Account

Choose **Link a new bank account** to set up one-time or recurring ACH payments.

Enter your checking or savings account information in this step.

LINK A NEW BANK ACCOUNT

Nickname

Routing number

Checking
 Savings

Bank name

Account number

Pay to the order of: \$ Dollars

123456789 1234567890 4444
Routing number Checking number

Continue

2) Credit or Debit Card

Choose **Link a credit or debit card** to make a payment with your credit or debit card.

For credit/debit card payments, follow the instructions on the screen. A convenience fee will be charged.

ADD CARD

Pay with card

VISA Mastercard American Express Discover UnionPay

Cardholder Name

Cardholder Name

Card Number

Expiration Date MM/YY CVV 3 digits Postal Code

MM/YY ***

Save Card

Cancel Save Card

For a summary of your payment accounts, return to the **Overview** page and select **Accounts**, then **Summary** from the drop-down menu.

The screenshot shows the 'PAYMENT ACCOUNTS' summary page. At the top right, the available balance is \$0.00. Below this is a 'Timeline' section with the text 'Timeline coming soon...'. A table lists payment events:

Payment Account	Paid Through	End Date	Coverage Level	Payment Amount
Termination	04/03/23			\$500.00

A 'Subtotal: \$500.00' is shown at the bottom right of the table. A 'Make a payment' button is located at the bottom right of the page.

You can also review your payment setup by selecting your **Eligibility Event** from the **Accounts** menu.

The screenshot shows the 'TERMINATION-04/02/2023' payment details page. At the top right, there is a 'Make a Payment' button. The page displays the following information:

- Event:** Termination
- Event Date:** 04/02/2023
- Status:** Overdue
- Paid through:** 04/03/2023
- Amount Due:** \$500.00
- Available Balance:** \$0.00

Below this information are three expandable sections: 'Payments Due', 'Scheduled Payments', and 'Previous Payments', each with a dropdown arrow. A 'Make a Payment' button is also located at the bottom right of the page.

Cancellation and Refunds

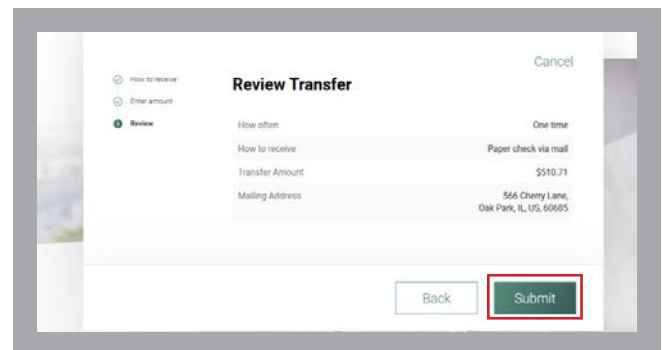
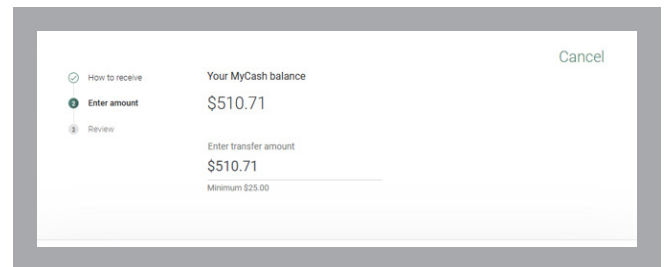
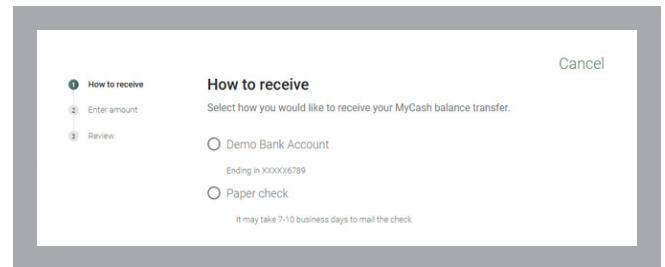
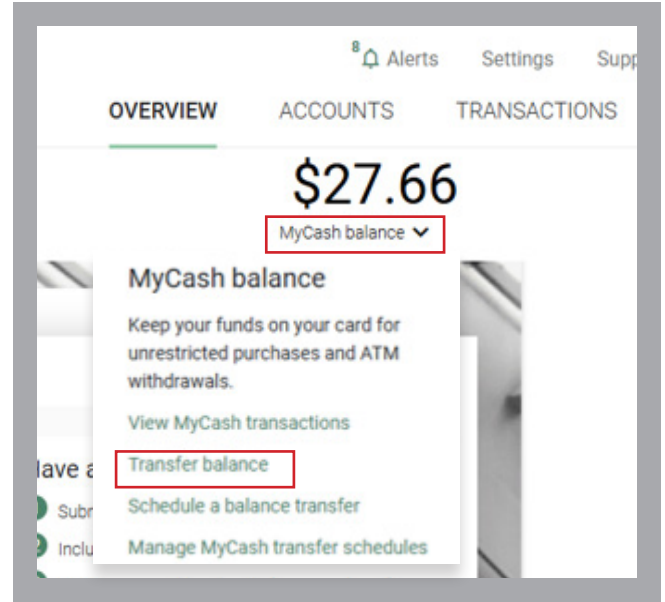
Cancellation most often occurs for one of the following reasons:

- Because you have reached the end of your continuation time frame.
- Because you did not follow the requirements for continuation.
- Because your employer has terminated all continuation administration with TASC.

If you made a payment or contributed funds for your continuation coverage that are not used to satisfy a payment obligation, these monies will be moved to your **MyCash** account after your payment account is marked as cancelled.

It's easy to request a refund from MyCash online or via the mobile app. From the **Overview**, select the **MyCash Balance** menu and click **Transfer balance**.

1. Select how you would like to receive your MyCash balance transfer.
 - › **ACH**. If you were signed up for ACH payments, your bank information should already be present. Select the bank account you would like the funds to be transferred to or click **Add new account** and enter your checking or savings account information, then click **Next**.
 - › **Check**. Select the **Paper check** option and click **Next**.
2. Enter the transfer amount and click **Next**.
3. Review the transfer and click **Submit**.

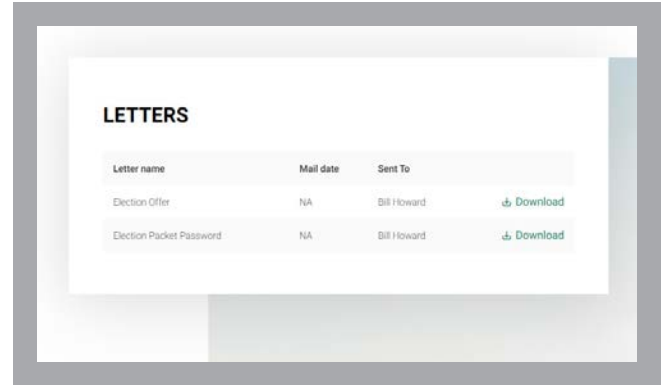


View a Copy of a Letter

You have the ability to view copies of letters that have been sent. From your **Overview** page, click **Support** and then select **Letters** from the left navigation menu.

Click the **Download** link to view the letter as it was originally sent.

NOTE: These copies are for informational purposes only.



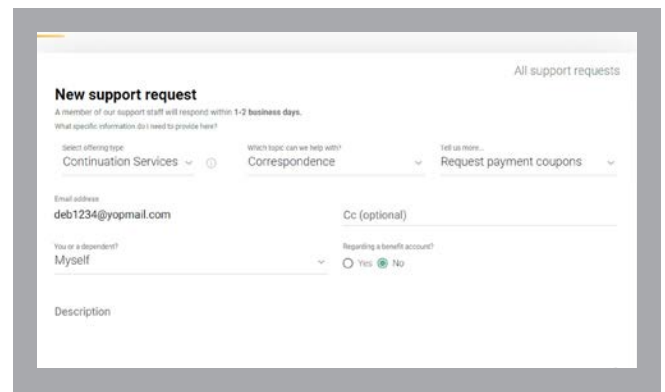
Support Requests

To contact us, click **Support** at the top of the **Overview** page. Follow the prompts to create a support request.

First, select the offering type. Next, choose from a list of common support topics from the drop-down menu.

Based on your topic selection, you will be presented with a focused set of related sub-topics. Choose the one that fits best.

Describe your support request in the box provided, upload a file for reference (*optional*) and click **Submit**.



Profile Settings

All participants are required to maintain up-to-date contact information. This includes email and mailing addresses and phone numbers. We periodically send important plan notifications regarding balances, deadlines and/or plan changes. We are not responsible for any consequences resulting from communications not received due to inaccurate contact information.

Go to **Settings** and select your **Profile** to review your contact information and make changes if necessary.

Plan Name	Tier	Covered Individual	Amount
Medical Plan	Single	Bill Howard	\$500.00
Monthly Amount:			\$500.00

Initial payment must be received by: Jun 11, 2023

[Skip](#) [Save and continue](#)

