



Goldleaf Mobile Benefits Frequently Asked Questions

Goldleaf Partners provides access to a mobile app that provides consumers with instant access to real-time balances for active accounts via their iOS or Android device. The app offers participants the ability to view account details, file claims, upload receipt images, request HSA distributions, and make contributions.

How do I download Goldleaf Mobile Benefits?

Participants can download the app from iTunes or Google Play mobile stores or log in to the consumer portal online and choose "Download Mobile App" in the Message Center.

Is my account information secure on Goldleaf Mobile Benefits?

Your app is password protected and information is transmitted using secure communication technology and no data is stored on your device. That means your privacy is thoroughly intact.

Can I set up a PIN/passcode for convenient access to Goldleaf Mobile Benefits?

When first-time users open the app, they are prompted to enter their username and password stored in the Consumer Portal. The participant can opt to use a secure four-digit PIN/Passcode to access the app for convenience. Subsequent access will only require the passcode.

How do I set up text alerts through Goldleaf Mobile Benefits?

Use the mobile app to keep your account current! You will receive important messages to provide the status of your account and when you need to take action. Once the app is installed, choose "Set up Text Alerts" from the Statement & Notification tab, enter the mobile number, select the mobile carrier, and select the check boxes for the alerts you want to receive and Submit. Once set up is complete, the participant will receive claim confirmations, denial notices, receipt requests for debit card transactions, and receipt reminders.

How do I file claims through Goldleaf Mobile Benefits?

It is simple to file a claim through the mobile app. Just tap the "File a Claim" option on the app, select account, add claim details, upload receipts by attaching the image to the claim, agree to terms and conditions, and submit the claim. *NOTE:* Goldleaf Mobile Benefits does not support payments entered from the expense tracker. Payments must be requested on the consumer portal.

How do I submit receipts through Goldleaf Mobile Benefits?

Once the mobile app is enabled, participants can add receipt images via their mobile devices for claims submitted through the Consumer Portal. The Message Center will display "Receipt Required" messages. Tap the "Receipts" link to activate the camera and allow the photo to be taken of the receipt. Once picture is taken, this allows the image to be previewed on the second screen where the participant can use or retake the photo. Select "Use" to submit the receipt image through the app.

Can I request Health Savings Account transactions using Goldleaf Mobile Benefits?

Yes, you are able to request distributions and make contributions to your Health Savings Account with Goldleaf Mobile Benefits.

Can I access all of my spending accounts on Goldleaf Mobile Benefits?

Flexible FSA and HSA accounts are supported. Dependent Care, HRA, and Transit/Parking accounts are not supported through the mobile app.