



Dear Plan Participants:

We are excited to be working with you in relation to your Health Reimbursement Arrangement and/or Flexible Spending Account program!

Below please find some basic steps for accessing information about your accounts on-line where you will find plan balance, claim information, claim forms, etc.

Step #1: Go to <https://www.tpaexchange.com> or <https://www.thesenecagroup.com> and choose **Split Funded (HRA & FSA) Member Login in**
(Do NOT choose Self-Funded Member Login)

Step #2: Choose **EXISTING USER** Login
Username = FIRST INITIAL, LAST NAME Ex: John Smith = JSMITH (cap sensitive)
If this doesn't work for you, please also try JSMITH1 or JSMITH2.
If there is a duplicate Member name in the system we will use a number at the end to differentiate.

Password = Social Security Number – the system will prompt you to change this to a personalized password on your first log-in.

Please note: if the system asks you for a “code” – it can be left blank.

Contact Us - Call Claim Department at (877) 224-8061, Toll Free at (877) 224-8061 or Email us at flex@tpaexchange.com
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Step #3: When you log-in with your initial password, you will then have the opportunity to create your own personalized password. Password suggestion example: Smith123!

Please change your login information
Change Username and Password

Username:*

New Password:*

Confirm Password:*

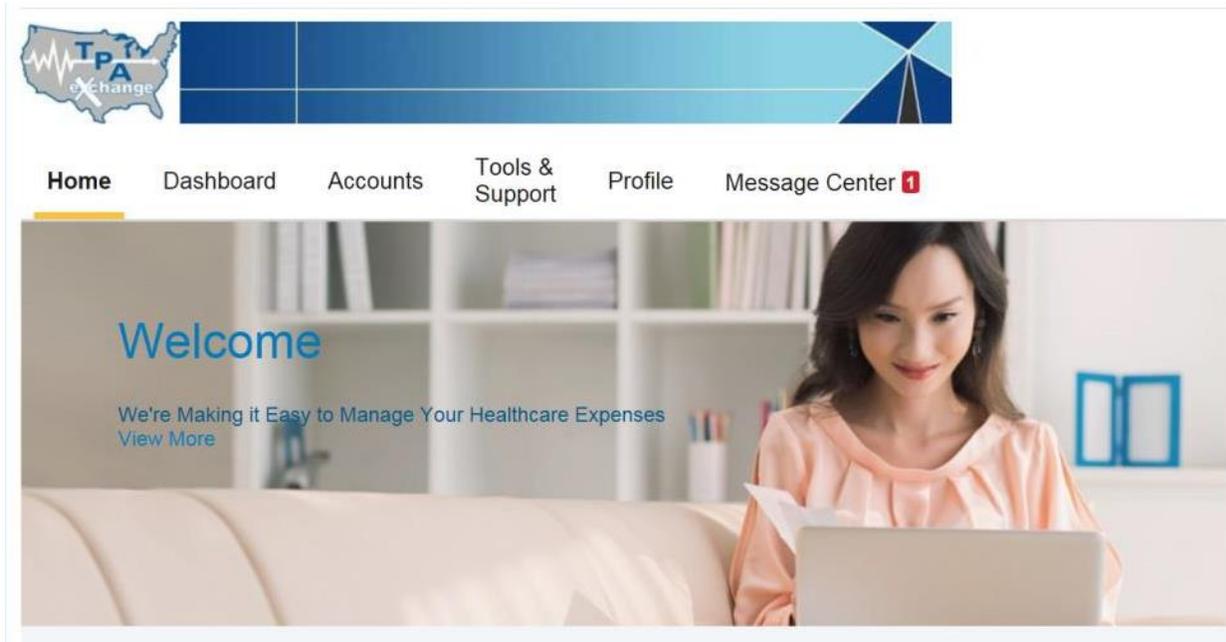
Security Question:*

Answer:*

Email:

By providing an email address, you will receive communications from TPA eXchange, Inc. electronically about your benefits in lieu of paper documents. Your email address will not be shared or used for any other purpose.

Step #4 Once officially registered, you will have access to your account information as shown below.



Please note that if you have been a plan participant for more than a year but have never logged in, your initial registration timeframe may have expired. If you are unable to login with the instructions as shown above, please contact us via one of the methods shown below to confirm all login information and if your registration timeframe needs to be extended.

TPA Exchange at 877-224-8061 or flex@tpaexchange.com
The Seneca Group at 866-487-4157 or service@thesenecagroup.com