



PBS Employee Login Instructions

- 1.) Please visit www.pbscard.com
- 2.) On the upper right-hand corner of the page you will see employee login (it will have a lock button next to it)
 - a. Click on employee login
- 3.) The next screen will come up and ask you to click on employee login again, click it.
- 4.) The following screen will ask if you are a new user or an existing user, click on existing user.
- 5.) Input your full social security number (no dashes or spaces) into the username area.
- 6.) The password will be the last four digits of your SSN (no dashes or spaces).
- 7.) Once completed you should be prompted to setup security questions.
- 8.) Once the security questions are completed you are now successfully logged in to your PBS account.
- 9.) You will be able to change your username and password in the profile area of the consumer portal under the login information tab.

How to file a claim on your consumer portal

- 1.) Login to your PBS portal with your username and password.
- 2.) Once you are logged in you, the first tab you will see is the Home tab. Under that tab it says, "I want to..." Please choose file a claim.
- 3.) The screen will say, create reimbursement and will have two asterisk categories: Pay From and Pay To.
- 4.) In the Pay From category please choose the account you are looking to be reimbursed from (FSA, HRA, QTA, etc)
- 5.) In the Pay To area choose Me.
- 6.) Hit next.
- 7.) Under receipt documentation please upload the correct documentation for the claim you are submitting (provider bill, transit receipt, Explanation of Benefits, etc).
- 8.) Hit next.
- 9.) The next screen will show claim details.
- 10.) Input the start and end date of service for (when you went for the medical visit, purchased a transit pass, had children attend daycare expenses, etc).
- 11.) Enter the provider name (the doctor or practice you went to for the visit, where your children attend daycare, where you purchased transit passes, etc).
- 12.) Please enter the category and type of expense you are submitting for.

- 13.) If notes need to be entered to provide further explanation on the claim please input said notes into the description.
- 14.) Check off the recipient the claim is for. If the recipient does not appear and they are covered under the plan you can enter your spouse/ children under the profile tab under the dependents category.
 - a. If the dependent does not appear as a recipient once they are added into your portal, please check off the cardholder as the claim and enter any additional information into the description.
- 15.) Hit next.
- 16.) Press submit.

How to add direct deposit information

1. Hover over the accounts tab
2. Go to banking/cards under the profile column
3. Click on add bank account
 - a. Add necessary information
4. Press submit

Hard Copy Claims (Sent via e-mail or fax)

Please submit the completed claim to claims.support@pbscard.com or fax to (203) 234-1139

To speak with a representative please call (888) 333-3901