



# Carrier Connect FAQs:

**Have a question? We're here to help!**

---

## **What is Carrier Connect?**

Carrier Connect is a portal that gathers your Explanation of Benefits (EOBs) from your medical, dental, and vision carriers.

## **What are the benefits to using Carrier Connect?**

Carrier Connect eliminates frustrating and time-consuming claims documentation. Simply register your account and we'll take care of the rest for you!

## **How do I register for an account?**

Log in to your insurance carrier's website and retrieve your login information. Log in to the ThrivePass Member Portal at [app.thrivepass.com](http://app.thrivepass.com), click on "Pre-Tax" and then "Personal Dashboard." Once there, click on the "Connect Your Plans" widget and follow the steps to complete your registration.

1. Access ThrivePass Member Portal at [app.thrivepass.com](http://app.thrivepass.com).
2. Click on "Pre-Tax".
3. Navigate to "Personal Dashboard".
4. Click "Connect Your Plans".
5. Follow the steps to complete registration.

## **What will happen to my claims after I register for an account?**

We'll begin retrieving your EOBs into the portal automatically, meaning less work for you!

## **Can I add my dependents to the account?**

Yes! By adding a dependent's information to your account, his or her claims data will automatically be retrieved by Carrier Connect.

## **Will I still need to submit additional documentation to receive reimbursements?**

Carrier Connect is set up to receive your EOBs automatically, eliminating the need for extra paperwork for verification of debit card payments and reimbursements. Note, there may be instances where the EOB amount(s) do not match the actual card transaction amount. In those cases, you may still be asked to submit documentation.

