



SMART APP LAUNCH FAQ

On June 22, our FBA Mobile App received a makeover. With this update, you can see first hand the savings you can make! If you have not downloaded the app, now is the time! Watch first hand, your growth and spending habits with your healthcare!

Below is the information you need to know:

[Will the new app do everything I'm used to doing?](#)

All existing features and functionality will be present in the new version. Yes, you will still be able to check your balance, view account details, submit claims, access alerts, ask questions, request a new card, and more.

[Will my app automatically update, or will I have to download a new app?](#)

If you have already downloaded the FBA Mobile App and automatic updates are enabled on your phone, the update will run automatically. If you have automatic updates disabled, you will need to visit the App Store or Google Play to manually install the update.

[Will my profile and settings automatically transfer to the new app?](#)

Yes, your profile and settings will remain the same once the update has been installed.

[Will the new app tie to my health insurance provider?](#)

You will have the option to enter your health insurance provider information. The new app has a powerful Find Care feature. Be sure to enter your health insurance information, so only your in-network healthcare is displayed in its search results.

[Will I know how to use the new app?](#)

The new app is very intuitive and user friendly. A tutorial will guide you through the new interface and features when you open the app for the first time. You can access the tutorial anytime within the main app menu.

