



MANAGE YOUR ACCOUNT

QUICK GUIDE

REGISTER

VIEW YOUR ACCOUNT BALANCES AND CARD TRANSACTIONS, SUBMIT CLAIMS AND MUCH MORE, RIGHT FROM YOUR COMPUTER OR SMARTPHONE.



FROM A DESKTOP: Visit www.flexfacts.com, click 'Participant Login' and click 'Register'.



FROM THE APP: Download the Flex Facts mobile app and click 'Sign Up'.



Enter your first and last name and home zip code. If you received a debit card, click the checkbox and enter your debit card number. Click 'Next'.



Choose to receive the verification code via email or text. Enter the code and click 'Next'.



Create your username and password, set up your security questions, and confirm your email address. Review and confirm your information to complete your registration.



If you receive this error, please email info@flexfacts.com to provide us with your email address and/or phone number.

ALERTS

SIGN UP TO RECEIVE TEXT ALERTS WHEN YOUR CARD IS APPROVED OR DENIED.



FROM A DESKTOP: On the top right corner of the page, click on 'Your Name' > 'Communication Settings'.



FROM THE APP: On the menu bar under Profile, click on 'Messages' > 'Settings' icon.



Click 'Add Number' and enter your mobile number. You will receive a text to complete the registration process.



Text **BAL** to **833-547-3536** to receive your current year account balances

DIRECT DEPOSIT

SIGN UP FOR DIRECT DEPOSIT REIMBURSEMENT TO RECEIVE YOUR PAYMENTS SOONER

On the top right corner of the page, click on 'Your Name' > 'Profile'



Click 'Edit' under Reimbursement Method



Select 'Direct Deposit' and enter your bank account information and click 'Save'



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SWIPE YOUR CARD

IF YOUR PLAN ALLOWS DEBIT CARDS, SIMPLY SWIPE YOUR CARD AT ELIGIBLE MERCHANTS.

➤ The funds will automatically be deducted from your benefit account to pay for eligible expenses. Be sure to retain all your receipts, as the IRS requires that we request copies of receipts for certain transactions.

VIEW YOUR ACTIVITY

VIEW YOUR CLAIMS AND TRANSACTIONS ON THE **ACCOUNT ACTIVITY** PAGE.

Go to Menu > Accounts > Account Activity. Use the buttons on top to filter transactions by year, plan, status and more!



Click on an individual transaction to view the details and take action as needed

Status	Action	Type	Transaction Date	Amount	Provider/Service Date/Account
Approved	Approved	Card Transaction	Jan 6, 2024	\$10.00	985 MAIL ORDER PHARMAC Flexible Spending Account
Approved	\$46.15 - Approved	Deposit	Jan 5, 2024	\$46.15	Flexible Spending Account

➤ For card transactions in a Pending status, the merchant/provider was already paid when the card was swiped but additional documentation is needed. Click 'Add Receipt' to attach a copy of your receipt.

Approved	Paid	Card Transaction	Jan 7, 2024	\$12.99	GRETNA DRUG CO INC Flexible Spending Account
Pending	Needs Receipt	Card Transaction	Jan 3, 2024	\$199.98	1-800 CONTACTS, INC. Add Receipt



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FILING A CLAIM

SUBMIT A CLAIM VIA YOUR FLEX FACTS ONLINE ACCOUNT OR VIA THE MOBILE APP



Go to Menu > Claims > Submit Claims



Choose the benefit account you would like to get reimbursed from. Click 'Next'.



Select the Claimant. Click 'Add New Dependent' if the claimant isn't listed in the drop-down. Click 'Next'.



You can choose to send the payment to your provider or reimburse yourself. When paying yourself, you may choose to receive a check via mail or set up direct deposit to your bank account*.

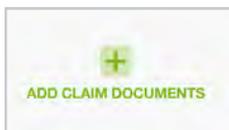
If 'Pay Provider' is selected, be sure to include a copy of a bill from your provider, verifying your patient account number and your provider's payment remittance address. If a copy of the bill is not provided, the payment will be sent to you instead.



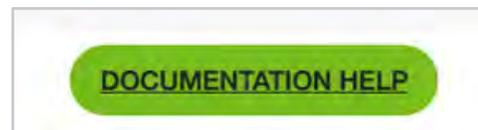
Select the correct Service Start Date and Service End Date and click 'Next'. Then enter the Claim Amount and click 'Next'.



Review the claim details and click **'+Add Claim Documents'** to attach a copy of your claim document(s).



Click **'Documentation Help'** to review which documents are required to be submitted with your claim(s).



Review and accept the terms and agreements and click 'Submit'.

*If your benefit plan does not offer check reimbursements, the Pay Provider feature and check reimbursement method will not be available.