

# How to order a Flex Debit Card *(If offered by your Employer)*



1. Go to [www.myflexonline.com](http://www.myflexonline.com) and log into your account (If new to the Flex Plan, click on "New User Registration")
2. Once logged in, select "Card Center" located on the ribbon bar
3. Under this tab, select "Flex Benefits Card"
4. Click on "Get Started"
5. To request Debit Card, select "I would like to request a Flex Benefits card for myflex"
6. If you want a card for your dependent, please enter their information
7. Click on "Next"
8. Verify the address the card will be mailed to and click "Submit"

## How to submit a Flex Claim

### File a Flex Claim via our mobile app on your smart phone

#### 5 easy steps to submit a claim

- Go to your app store on your smart phone
  - Search "MyflexMobile" app
  - Install "MyflexMobile" app
  - Your login information will be the username and password you set up at [www.myflexonline.com](http://www.myflexonline.com)
1. Click on "Out of Pocket Expenses"
  2. Click on "File a Claim"
  3. Enter the "Date of Service"
  4. Click on "Take a Photo"
  5. Click on "Submit"

If you have signed up for alerts, you will receive a text or email notification when your claim has been processed.



### Upload your Flex Claim at [www.myflexonline.com](http://www.myflexonline.com)

1. Go to [www.myflexonline.com](http://www.myflexonline.com) and log into your account (If new to the Flex Plan, click on "New User Registration")
2. Once logged into [www.myflexonline.com](http://www.myflexonline.com), click on "Submit a Claim" (blue box)
3. After reviewing the steps on how to submit a claim, click "Next" (blue box)
4. Enter your receipt information and click "Add" – If you have additional receipts for this claim, you will need to repeat this step
5. After all receipt information has been entered into the online claim form, click "Next" (blue box)
6. Verify the information has been entered, then click "Next"
7. To upload the receipts, click "Upload Receipts Now" (blue box)
8. Browse for the file you have scanned and click "upload file" (blue box)
9. After file has been uploaded, click "Submit receipts for this claim"
10. If you have signed up for alerts, you will receive a text or email notification when your claim has been processed

### Get Alerts By Text & Email

Now we'll let you know when we process your Claim or if we need a receipt to verify a purchase.

1. To sign up for this option, go to [www.myflexonline.com](http://www.myflexonline.com)
2. On the ribbon bar, click on "Go Mobile"
3. Under "MyFlex Mobile Alert", click "Here" to sign-up
4. Enter your contact information and click on "Save"

#### What you will be Notified about if signed up for Alerts by Text & Email

- When a receipt is needed for Debit Card verification
- When a Claim has been reviewed and the amount will be processed
- If your Flex Debit Card swipe has been declined

## Frequently Asked Questions

### What happens if I terminate employment before the end of the Plan Year?

You will have 60 days to seek reimbursement for expenses incurred prior to the date of your termination. Following the 60 days, any remaining funds will be forfeited.

### How can I find out if I have dollars left in my account?

You can get full account information by calling 515-224-9400, 1-800-300-9691 or by visiting [www.myflexonline.com](http://www.myflexonline.com).

### Do I have to pay for my unreimbursed medical expenses before I can be reimbursed?

No. You can be reimbursed for the expense as soon as it is incurred.

### How is orthodontia reimbursed under the Flex Plan?

IRS rules allow an employee to turn in expenses incurred only during a Plan Year. With orthodontia treatment the down payment can be claimed when incurred. The employee then can claim the monthly payment amount each month. Documentation for the down payment is a copy of the contract. The documentation needed to pay out a monthly claim is a coupon booklet or a monthly statement from the orthodontist.

### Why can I no longer email reimbursement claims?

New provisions in the Health Insurance Portability and Accountability Act (known as "HIPAA") discourage filing claims via email to protect your privacy. The change has been made to assure the protected health information for all Flex Plan participants will remain private.