



Registering your account

- Open web browser and type www.mypayflex.com into the address bar.
- Click on **Login** on the left-hand tool bar.
- Click on **Register my account** and enter your member number (which could be your Social Security Number or employer assigned number) and home zip code, and click **Submit**.
- Create a unique username and password; select a security question and security answer.
- Enter your e-mail address.
- Enroll in e-Notify to receive email notifications.
- Click **Submit** and you'll be able to access your PayFlex information!

Enrolling in direct deposit 

- **Login @ www.mypayflex.com** by entering your username and password, then click **Submit**.
- Select **Direct Deposit**.
- Then select **Add Direct Deposit Account**.
- Select your bank account type; enter your account number and routing number. You can usually find your 9-digit routing number on the bottom of a check or deposit ticket. The name of your bank will appear automatically in the Institution Name field. Then click **Submit**.
- Review your account information. If the information is correct, click **Confirm**.

Checking your account balance & Viewing your account history

- **Login @ www.mypayflex.com** by entering your username and password, then click **Submit**.
- To check your account balance, simply click on the **Select** link next to the account effective date for the plan year you want to view.
- Click on the **Claims** link in the middle of the screen to view your claim history.
- To view all transactions that have occurred in your account: select **Transactions** in the middle of the Account Summary screen.

Submitting a claim online using Express Claims 

- **Login @ www.mypayflex.com** by entering your username and password, then click **Submit**.
- Select **Express Claims** on the left-hand tool bar.
- Enter your claim information: type of expense, date of expense and the amount of expense. To add additional claims, select **Add Row**.
- Once you have entered in all of your claims, click **Submit**.
- Confirm all expense details, then click **Submit**. If you need to make changes, click **Previous**.
- Select "Fax" or "Upload" for your document choice. In order to upload your receipts, they will need to be scanned into a PDF format.
- If you selected "Fax", print and sign the form. Then fax claim and itemized receipts to **(866) WEB-CLMS (932-2567)**.
- If you selected "Upload", use the **Browse** button to upload an electronic document from your computer. To add additional documents, click on **Add Additional Documents**. After uploading your documents, you must check the Signature box at the bottom of the page to electronically sign your claim. If submitting dependent care claims, please make sure the provider's signature is legible.
- Then click **Submit**. You will receive an email from PayFlex notifying you when your claim has been processed.

Checking the status of your PayFlex Card & Ordering additional cards

- **Login @ www.mypayflex.com** by entering your username and password, then click **Submit**.
- Select **Debit Cards** on the left-hand tool bar.
- You will see: card holder name, last four digits of your card number and the status of your debit card.
- If you would like to order an additional debit card for a dependent or spouse, select **Card Order**.
- Select your Employer and enter the first and last name of dependent or spouse.
- Then select the dependent type and click **Submit**.
- Please allow 10-15 business days to receive your additional card(s).
- If your card is lost or stolen, please contact PayFlex at 800.284.4885.



PayFlex invites you to go green wherever you see this symbol.

* PayFlex Customer Service & IVR System 800.284.4885.



Spending Account Buying Center Tips

1. Accessible at www.mypayflex.com, the Spending Account Buying Center allows you to purchase OTC Supplies, vision and hearing products online using your PayFlex™ Card or personal credit card. Simply click on the corresponding icons to visit our online vendors to purchase an eligible healthcare item.
2. **Remember:** If you use your **personal credit card** rather than the PayFlex™ Card, please keep your printed receipt(s) and submit online via Express Claims.
3. For Frequently Asked Questions regarding our online buying center and our vendors, select FAQs from within the Spending Account Buying Center.

Eligible Healthcare Expenses

Acupuncture
Alcoholism treatment
Ambulance service
Artificial limb/teeth

Bandages
Breast-reconstructive surgery
Birth control pills (Norplant, ovulation kits)
Braille books and magazines

Chiropractor professional fees
Christian Science Practitioner fees
Cold medicine
Contact lenses
Contraceptives
Crutches

Dental treatment (includes exams, x-rays, fillings, root canals, gum disease treatment, crowns, bridges, dentures, implants, orthodontia; does not include cosmetic treatments such as teeth whitening, dental veneers, bonding, etc.)
Diagnostic services and tests
Drug dependency treatments
Drugs

Eye surgery (cataract, LASIK, corneal rings, etc.)
Eyeglasses, prescription (includes prescription sunglasses; also includes over-the-counter reading glasses)

Fertility treatments (in vitro fertilization, surgery or operations to reverse a prior surgery that prevents you from having children)
Flu Shots

Guide dog or other animal used to assist persons with physical disabilities

Health institute
Hearing aids and batteries
Hospital services

Insulin, syringes

Laboratory fees
Lead-based paint removal
Learning disability caused by mental or physical impairment, or nervous system disorders (treatment must be recommended by physician - see IRS Publication 502, Learning Disability)
Legal fees (fees you pay that are necessary to authorize treatment for mental illness)
Lodging (see IRS Publication 502, Lodging)
Long-term care services

Meals (only as part of inpatient hospital care)
Medical conference admission and transportation to/from (if concerns chronic medical condition of you, spouse or child)
Medicines/Drugs (prescription drugs, over-the-counter drugs or insulin; does not include cosmetic drugs)
Mentally handicapped, special home for person adjusting from life in mental institution to community living

Nursing home (if necessary for medical care and only the portion for medical services)
Nursing services

Operations (legal operations that are not cosmetic in nature)
Orthodontia
Orthopedic devices
Osteopath fees
Over-the-counter Drugs/Medicines, such as, acne medicine; allergy medicine; band-aids, splints and wraps; cough, cold & flu medicine; contact lens solution; eye drops; indigestion medicine; laxatives; nasal sprays, drops; ointment for cuts, burns, rashes; pain relievers; pregnancy, ovulation tests; reading glasses.

Oxygen

Pain relievers
Physical therapy
Psychiatric care
Psychologist fees

Schools and education, special (for mentally impaired or physically disabled person - see IRS Publication 502)
Sterilization procedures (vasectomy or tubal ligation)
Stop-smoking programs (including hypnosis, over-the-counter gums and patches)
Surgical fees (for legal operations not cosmetic in nature)

Telephone or Television for hearing-impaired persons, special equipment for Therapy, physical or speech
Transplants (donor expenses, if you pay those expenses)

Transportation and related travel expenses for person seeking treatment (See IRS Publication 502, Transportation and Trips)

Vaccinations
Vasectomy

Weight-loss program (only if medically necessary to treat existing disease (such as heart disease) and undertaken under physician's direction)
Wheelchair
Wigs (if purchased upon advice of physician for mental health of patient)

X-ray fees