

Quick Reference Guide

Direct Billing

Direct billing makes it easy to pay for premiums directly from the PayFlex® member website. Our Direct Billing services are mainly a solution to bill individuals for benefits who may be retired, on a leave of absence or disability or both.

Get started

Go to payflex.com*

- If you're a first-time user:
 - Click **Create your profile** and complete the required fields
 - Complete fields under the **Find Me** Section and click **Submit**
 - You'll be brought to the **Welcome Page**
 - Click **Go to Account Settings**
 - Click **Account Notifications** and choose the delivery method for payment and document communications
 - Click **SAVE** once your options are made
 - Review your **Dashboard** by clicking **Your Accounts** and select **Direct Billing** in the top right-hand corner
- If you're an existing user:
 - Click **Sign In** and login with your user name and password. You will need to establish security questions. This will bring you to the **Dashboard**.

View your detailed account information

From your PayFlex member website Dashboard, you'll see a summary of your most recent account activity. You'll also see upcoming premiums due along with due dates and number of days left to pay.

Make a Payment

- Click on **Make a payment** in the top right-hand corner
 - You can setup a recurring or one-time payment
- If you're a first-time user:
 - Setup your bank account information by clicking **add a new account**
 - Complete the required information and click **Submit**
- If you already have a bank account:
 - Click on the drop down **Select an account on file** and add the amount you want to pay
 - Click **Submit**

- Or you can make a payment by check or money order and mail directly to:

PayFlex Systems USA, Inc.
PO Box 953374
St. Louis, MO 63195-3374

Include your name and participant number.

Note: By Enrolling in the recurring payment option, you won't receive monthly invoices or our coupons.

Account Actions

You can:

- Set up and change account notifications
- Manage dependents
- Manage your address
- Cancel Direct Bill coverage

NOTE: Options above are only available if allowed by the Plan Sponsor

Account Activity

From the **Dashboard**, you can view the following:

- **My Benefits** - View details about your benefits
- **Payment and Billing Activity** - View payment and billing details
- **To Do List** - View items on your to do list

Access Important notices and letters

- From the Dashboard, select Documents and Forms in the upper right-hand corner
- Select from the four dropdown options
- Click the document title you choose to download and print the document

Questions?

- Log in to payflex.com
- Click on **Help and support** in the top right-hand corner
- Click on **Contact Us** - We're available via telephone, email or Live Chat
- Our hours of operation are Monday - Friday, 7am -7pm CT

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