

Connected claims solution



Health claims made easy

Managing what you owe your health care providers has never been easier. Just connect your health care claims data with your PayFlex® account(s).

With our connected claims solution, you can:

- View your claims data and account transactions all in one place
- Choose how you want to handle the claim, without submitting documentation*
- **Pay your provider:** Use the PayFlex® online feature to pay your provider directly from your account.
 - Pay yourself back for what you already paid out of pocket
 - Archive your transaction so you can take action later

Note: If you have a PayFlex reimbursement account, your employer may offer Auto Pay.** If this feature is turned on, funds are automatically taken out of your PayFlex account and sent to you. If Auto Pay is turned off, you can choose how to pay your out-of-pocket expenses.

- Set up account alerts to let you know when claims data is received by PayFlex and waiting for you to take action

Sign up for account notifications

Log in to your PayFlex member website. Click Account Settings from the top navigation. Then select Account notifications. Be sure to sign up for the Claim available for action notification to find out when you can take action on a health care claim.

*For record-keeping purposes or in case of an Internal Revenue Service audit, save all your receipts, invoices, Explanation of Benefits (EOB) statements, etc. that are related to your qualified medical expenses.

Here's how it works

1. Visit your health care provider.

Your provider submits a claim to your insurance company to determine the amount you owe.

2. Your claim is processed by your insurance company and sent to PayFlex.

- PayFlex alerts you when your claims data is received and waiting for you to take action.
- You can view your claims data on your PayFlex member website — see **Health Plan Claims**.

3. Choose how you want to handle the amount due.*

You can:

- Pay your provider directly from your PayFlex account
- Pay yourself back for an out-of-pocket expense
- Archive the expense so you can take action later

Questions?

Log in to your PayFlex member website and click **Help & Support**.

*The amount due shown in your account is reported to us by the insurance company. Any adjustments to this amount may result in overpayments or underpayments. You may have to work directly with your provider or insurance company to make any necessary adjustments. If a refund check is sent to you by your provider, you should find out whether those funds have tax consequences.

**PayFlex can only consider your card purchase “verified” if you apply health care claims equal to or greater than your card purchase

PayFlex Systems USA, Inc.

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