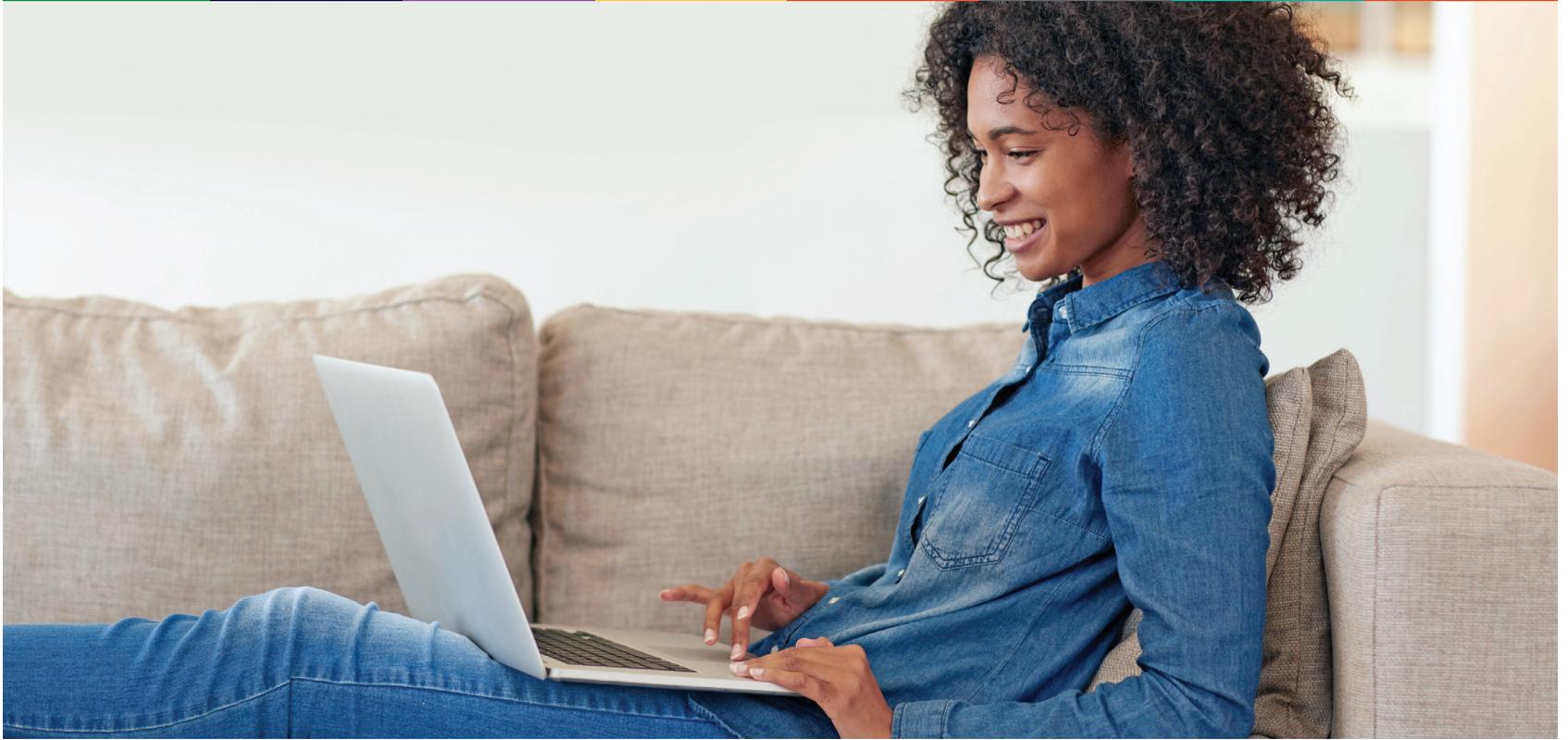


Quick Reference Guide

PAYFLEX®



PayFlex® Reimbursement Account

Take advantage of all the online features and tools available to you. This guide will help you easily manage your account online.

Get started

- Go to **payflex.com**.
- Click **Sign In**, located at the top right corner.
- If you're a new user, click **Create Your Profile**. Then follow the prompts to create your user name and password.

See which expenses are eligible

After you log in, you can find the list of common eligible expense items in **My Resources**.

View your account balance, deposits and payments

- Click the **Financial Center** tab.
- From the drop-down menu, select the account you wish to view.
- To view all your claims, select **Claims**.
- To view all your payments and deposits, select **Transactions**.

How to file a claim online

You can pay yourself back for an eligible out-of-pocket expense, or you can pay your provider directly from your PayFlex account (if offered). Click **File a Spending Account Claim** under *Quick Links* to get started.

- Enter your claim information. To add additional claims, select **Add Another Claim**.
- Once you enter all your claims, click **Next**.
- Confirm all expense details and click **Next**. To make changes, click **Previous**.
- Select **Upload**.
- Use the browse feature to locate/attach the supporting documentation for your claim.
- To add other documents, click **Add Additional Document**.
- Check the signature box to sign your claim and confirm your submission is for an eligible expense.
- Click **Submit**.

Be sure to sign up for the “Explanation of Payment” electronic notification through **My Settings**. This tells you when we have processed your claim.

How to file a claim by fax or mail

You can also fill out a paper claim form. Then fax or mail it to PayFlex. It’s easy to print out a paper claim form online. Log in to **payflex.com** and select the Resource Center tab.

- Within the “administrative forms” section, click the claim form you want to review and print.
- Then, decide if you want to fax or mail your claim form to PayFlex.

Fax: 1-888-238-3539

Mail: PayFlex, P.O. Box 4000, Richmond KY 40476-4000.

Note: Don’t forget to include supporting documentation with your claim.

Get alerts of account activity

- From **My Dashboard**, click **My Settings**.
- Click the notifications link.
- Enter your email address and choose the notifications you wish to receive. You can also choose when and how you’d like to get them. Then click **Submit**.

For fast reimbursement, enroll in direct deposit

Enrolling in direct deposit helps you get reimbursed quicker for eligible expenses. It can also help reduce the risk of lost or stolen checks. Once you enroll in direct deposit, PayFlex will deposit your reimbursements directly into your checking or savings account.

- From **My Dashboard**, on the left side of the screen, click **My Accounts and Services**. Then click **Enroll in Direct Deposit**.
- Select your employer and bank account type. Enter your account number, routing number and bank name. Click **Next**.
- Review your account information. If the information is correct, click **Confirm**. If you need to make a change, click **Previous**.

If you don’t want to enroll online, you can also fax/mail a direct deposit form to PayFlex.

- Log in to **payflex.com** and select the Resource Center tab.
- Within the “administrative forms” section, click **Direct Deposit Authorization Form**

Note: Each document must be uploaded in PDF format.

Questions?

Visit **payflex.com**, or call us directly at **1-844-PAYFLEX (1-844-729-3539)**.

We’re here to help Monday – Friday, 7 a.m. – 7 p.m. CT, and Saturday, 9 a.m. – 2 p.m. CT.

PayFlex Systems USA, Inc. is an affiliate of Aetna Life Insurance Company (Aetna).

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