

Simple Truth

3 Easy Ways to Get Your Claims Paid Fast

1. Use Your eflexCard. Simply swipe your eflexCard at any qualified merchant for instant reimbursement from your eflex account.

Helpful Hints

- If you have an email address, notify us by phone, email, fax, or complete our email address form at eflexgroup.com/forms. When we have your email address on file, we can notify faster if there's a problem with your claim. We can also send you updates on your eflexCard activity.
- Don't create more work for yourself; only send in receipts if we've requested them. Not all purchases require you to submit receipts.
- If we request a receipt for an eflex card purchase, please include the Receipt Request Letter when you send in your receipt. If you've lost your Receipt Request Letter, just attach your receipt to the eflexCard Receipt Form at eflexgroup.com/forms.
- Receipts should include the date of service, description of service, and dollar amount of purchase. Credit card receipts aren't eligible forms of documentation.

2. File Your Claim Online. Get started by logging into your eflex Employee Account online at eflexgroup.com.

eflex Employee Account Instructions

- Under "Actions" select "File Claim" from the eflex account you'd like to be paid from, i.e., Health FSA, Dependent Care, eflexTransit.
- Complete the claim form and include date of service.
- Choose the category or type of service, include a basic description of service, service provider, person receiving service, claim amount, and mileage amount (if needed).
- Click "Submit" and print a copy of your claims summary.
- Fax your claims summary along with your receipts to eflex toll-free at 1.877.231.1287



3. File Your Claim Manually. Visit eflexgroup.com, under "File Claims/Claim Form" and submit your claim manually.

- Complete entire claim Form
- Sign and date your claim form.
- Receipt should include date of service, description of service, and dollar amount of purchase. Credit card receipts aren't eligible forms of documentation.
- Fax your claim form and receipts to eflex toll-free at 1-877-231-1287.

Fast Answers. Fast Claims. Web Self-Service.

