

# PAYFLEX®

The PayFlex Card®, your account debit card

## Swipe your way to smart savings



### Pay with ease

The PayFlex Card helps make it simple for you to pay for your eligible expenses.

### Frequently asked questions

#### How does the card work?

When you receive your PayFlex Card in the mail, just call the number on the card to activate it. Then, you'll get your personal identification number (PIN).

To use your card, simply swipe and select either debit or credit. After you swipe the card, our system automatically confirms if you have enough funds available.

Keep in mind that some merchants may ask you to select debit. This means you'll need to enter your PIN to complete the transaction.

- If your spouse or dependent also has a PayFlex Card, they will use the same PIN you use.
- You can call Card Services for help if you forget your PIN or want to change your PIN.

#### Where can I use the card?

You can use your card at qualified merchants where Mastercard® is accepted and where merchants can process health care cards. Merchants include doctors' and dental offices, hospitals, pharmacies, and hearing and vision care centers. You can also use your card at some discount and grocery stores.

#### What can I pay for with my card?

You can use the card to pay for eligible expenses allowed under your plan. These generally include:

- Deductibles, copays and coinsurance
- Prescriptions and certain over-the-counter (OTC) items\*
- Dental and vision costs

To view the list of common eligible expense items, visit [payflex.com](https://payflex.com).

**Note:** Some cards can be used only for specific expenses. Check your plan details to confirm before using your card.

#### What if I don't use my card to pay for an expense?

You can pay for an eligible expense with cash, a check or a personal credit card. You can then use features online or through the PayFlex Mobile® app to pay yourself back.

\*If you want to use your account funds for OTC drugs and medicines, you'll need a written prescription from your doctor.

## Quick tips

**Order additional cards for your family** — If you're a new member, you'll automatically receive one card. You can order additional cards online for your spouse or dependent(s) at no cost.

**Save your receipts** — If you receive a Request for Documentation letter or see an alert message on your account, it means we need you to verify a card purchase..

**Access your account balance** — Log in to your PayFlex® member website to view your available balance.

**Check your card's expiration date** — Your card is valid for five years, as long as you're an active member. Before your card expires, you'll receive a new card in the mail.

**Replace lost or stolen cards** — Please call us right away at **1-888-879-9280 (TTY: 711)** to report a lost or stolen card.

### Request for Documentation

There may be times when we need documentation from you to verify your card was used to pay for an eligible item or service

To help stay up to date on your card transactions, log in to your PayFlex member website to sign up for debit card notifications through email, web alert or both

### How to respond to a Request for Documentation

If we ask for more information on a debit card purchase, send us the Explanation of Benefits (EOB) statement for the card purchase. You can upload your documentation to the PayFlex site, send it through the PayFlex Mobile app, or fax or mail it to us.

If you don't have an EOB, you have three other options:

1. Send us the itemized receipt for the card purchase.
2. Substitute another expense for the one in question
3. Pay back your account in the amount in question. Send a personal check or money order directly to PayFlex.

**Note: If you don't respond to the request, your card may be suspended until you either send in the requested documentation or pay back the account.**

### Got questions?

Visit [payflex.com](https://payflex.com) or call us directly at **1-844-729-3539 (TTY: 711)**. We're here to help Monday - Friday 7a.m. - 7p.m. CT, and Saturday 9a.m. - 2p.m. CT.

## Protect yourself and your identity

All PayFlex Card holders have access to the Mastercard® ID Theft Protection™ solution to help detect and resolve identity theft. Sign up for free today at [mastercard.us/idtheftalerts](https://mastercard.us/idtheftalerts).

For more information, call the Mastercard Assistance Center at **1-800-MASTERCARD (1-800-627-8372)**.

PayFlex Systems USA, Inc.

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