

ASIFlex Quick Guide

FSA Debit Card and Account Access

Manage Your FSA Account at www.asiflex.com

- Register to file claims and view your account statement 24/7!
- Account Detail – Know your balance! You can view details of your account including deposits, claims, payments, and current account balance.
- Read Your Messages – View secure messages sent to you from ASIFlex regarding claim payments or additional documentation that may be needed.
- Submit Claims – Just scan your claim documentation, log into your account and file online for rapid reimbursement!
- Update Preferences – You can change your user name, security image, security questions, or password at any time.
- FSA Store – FSA Store – View thousands of FSA eligible over-the-counter health care products.
- Eligible Expenses – View an listing of eligible/ineligible expenses.
- IRS Rules on How to Use the Debit Card – Go to asiflex.com/debitcards.



ASIFlex FSA Debit Card

Present the card for payment for health care services. Each time you use the card, you must ask the provider for an itemized statement. **An itemized statement must include:**

1. Provider name/address
2. Patient name
3. Date the service was provided (regardless when paid or billed)
4. Description of the service or health care supply
5. Dollar amount owed

Note: A credit card receipt, cancelled check, paid-on-account statement, or balance-forward statement is not sufficient.

You can also provide your insurance plan Explanation of Benefits (EOB) to document expenses.

What Needs Documentation?

IRS regulations require you to submit documentation for certain card transactions. The only items that do not require follow-up documentation are:

- Flat dollar copayments under the plan you enrolled in through your employer
- Identified recurring expenses (such as a regular monthly payment to the same provider for the exact same dollar amount)
- Prescriptions or over-the-counter health care products purchased at pharmacies/merchants that identify which products are qualified health care items

All other expenses require documentation.

HOW TO ACCESS YOUR BENEFITS

ASIFlex Card

Ask your provider for itemized documentation each time you use the card or provide insurance plan EOB.

ASIFlex Mobile App

- Check your balance anywhere, anytime
- File claims on the go

Online Claim Filing

- Scan your documentation
- Log in to your account
- Upload documentation to submit claim

Fax or Mail

- Complete the claim form in full and sign
- Submit with documentation

Contact

www.asiflex.com
asi@asiflex.com
Phone: 800.659.3035

Customer Service Hours:
7 am to 7 pm CT Mon-Fri
9 am to 1 pm CT Sat

Fax: 877.879.9038

PO Box 6044
Columbia, MO 65205-6044



How will I know if documentation is required? What are the timelines?

ASIFlex will send you three notifications if documentation is required. If you receive a request, provide the itemized statement or the insurance plan's Explanation of Benefits (EOB) statement.

The three requests for documentation are sent by email/text alert as follows:

1. **Initial Notice** – Sent approximately five days after ASIFlex receives notice of the card transaction.
2. **Reminder Notice** – Sent 21 days after the initial notice.
3. **Deactivation Notice** – Sent 21 days after the reminder notice and card is temporarily deactivated, and future claim submissions may be offset by the outstanding amount.

You can submit the documentation online through your account, via the mobile app, or by mail or fax. To submit via mobile app or online, just follow the online instructions and click on the highlighted claim.

If you do not submit the requested documentation, IRS rules require that your card be temporarily deactivated and future claim submissions will be offset by the outstanding amount.

For additional details regarding IRS regulations governing use of the card, visit asiflex.com/debitcards.



ASIFlex Mobile App

Check your balance and file claims on the go anytime from anywhere!

Just take a picture of your claim documentation and submit via the mobile app for rapid reimbursement!

The app is free and available on Google Play or the App Store.

Go Green!

Save time, save postage, save trees!

Sign up for Direct Deposit!

You can have payments deposited to your bank account instead of waiting for a check!

Switch from Mail Box to In Box!

Don't risk delayed or lost mail. Sign up to receive email and/or text alerts!

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