

www.myflexonline.com Information

Your flex account information can be viewed at myflexonline.com. 2010 account information will be available the second Tuesday in February. To access your personal account information go to:

<https://www.myflexonline.com/Login/Welcome.aspx>. If your username and password are still valid, you will simply need to log in. First time users need to click on “New User”, to establish a username and password. Protect you username and password, Wellmark has limited ability to reset.

This is a summary of the information and tools you’ll find on MyFlexOnline.

1. View Account

- a. Account Summary – lists the balances of medical and dependent care accounts. Tabs are also available to view account details or a summary of qualified expenses.
- b. Pending Payments – lists processed claims awaiting payment and denied claims. These amounts are not considered in the available balance number.
- c. Complete Payments – lists paid claims.
- d. View Qualified Expenses – a very detailed list of expenses to claim.

2. File a Claim – Request Payment

You can now fill out claim forms online. This enters your claim data into Wellmark’s flex system to allow quicker processing of your claim once they receive your supporting documentation. To complete a claim form following this process:

- a. Select the claim type from the drop down menu
- b. Enter the start date and end dates
- c. Enter a description
- d. Enter a dollar amount
- e. Enter the dependent(s) if applicable
- f. Click on “Add an Item” to enter additional items
- g. To remove claims, click “Remove”
- h. Completed entering claims click “View Form”
- i. Click on “Continue” to print your completed form
- j. Sign, date and mail or fax (515-248-5350) to Wellmark with supporting documentation.

3. User Information

- a. Personal Infor Change – lists personal account information and allowed to make changes to name, address and phone number. Your address will not be updated any other way.
- b. Password – change your account password or e-mail address
- c. Do not select “Continue” button on this screen if you have no changes to submit.

4. Contact us – find Wellmark Flexible Benefit’s address, phone number and e-mail address.

5. Help – find claim filing instructions.