



# ASIFlex Quick Guide for FSA Debit Card and Online Account Access

[www.asiflex.com](http://www.asiflex.com)  
[www.asiflex.com/debitcards](http://www.asiflex.com/debitcards)

Health Care Flexible Spending Account

## HOW TO ACCESS YOUR BENEFITS

### ASIFlex Card

Ask your provider for itemized documentation each time you use the card (*see details below*)

### ASIFlex Mobile App

Check your balance anywhere, anytime

File claims on-the-go

No follow-up documentation needed

### 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

## Manage Your FSA Account at [www.asiflex.com](http://www.asiflex.com)

Register to file claims and view your account statement 24/7!

Use the PIN that was sent in your confirmation letter to register. If you do not know your PIN, email [asi@asiflex.com](mailto:asi@asiflex.com) to request it.

*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 in to your account and file online for rapid reimbursement!

*Update* – You can change your user name, security image, security questions or password at any time.

*FSA Store* – View thousands of over-the-counter health care products eligible under your FSA.

*Eligible Expenses* – View an extensive listing of eligible/ineligible expenses.

*IRS Rules on How to Use the Debit Card* – Go to [asiflex.com/debitcards](http://asiflex.com/debitcards).

## Filing Claims and Submitting Documentation



There are a variety of ways to submit claims. Choose the one that works for you.

ASIFlex 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 use an Explanation of Benefits (EOB) to document expenses.

## What Needs Documentation? What are the timelines?

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

## 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!

Authorization forms can be found under the Forms Tab at [www.asiflex.com](http://www.asiflex.com).

## Contact

[www.asiflex.com](http://www.asiflex.com)

[www.asiflex.com/debitcards](http://www.asiflex.com/debitcards)

[asi@asiflex.com](mailto:asi@asiflex.com)

Phone: 1.800.659.3035

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

Fax: 1.877.879.9038

PO Box 6044  
Columbia, MO 65205-6044

All other expenses require documentation. ASIFlex will notify you 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 mail or 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 first request
3. De-activation Notice – Sent 21 days after the reminder notice and card is inactivated, 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 online just follow the online instructions and click on the highlighted claim (see below). If you do not submit the requested documentation, IRS rules require that your card be temporarily de-activated 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](http://asiflex.com/debitcards).

**ASI FLEX** Account Detail  
File a claim, review your balance, and access your account statements.

Follow-up documentation is required for one or more entries below. To provide documentation, please click the link in the Follow-Up Documentation Required column for that entry.

Section 125 Account Detail S044490  
Plan Year: Jan 1, 2015 thru Dec 31, 2015 Account Detail: Health Care Reimbursement Account  
Last day to file claims is 4/15/2016  
Coverage period is 1/1/2015 to 3/16/2015  
Debit Card Status is Active  
[Log Out of MyASIFlex.com](#)  
[Return to Self Service Menu](#)  
[Print this page](#)  
[Debit card overview](#)

**Color Legend**  
Follow-up documentation is required for this swipe.  
Follow-up documentation is urgently needed for this swipe. Card is in danger of being suspended.  
Debit card has been suspended. Upload follow-up documentation; once documentation has been processed and approved, your card will be reactivated.

Annual Election: \$1,500.00 Available Funds: **\$1,500.00**

Process Date	Description	Contributions	Claims	Payments	Earliest Date of Service	Latest Date of Service	Swipe Date	Follow-Up Documentation Required?
3/18/2015	Card swipe	\$20.00					3/18/2015	YES - Urgent
3/13/2015		\$28.85						
2/27/2015		\$28.85						
2/13/2015		\$28.85						
1/30/2015		\$28.85						
1/16/2015		\$28.85						
		\$144.25						

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## ASIFlex Mobile App

Don't like paperwork? Try the ASIFlex Mobile App! You can 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! Unlike the card, there are no requirements to submit follow-up documentation!

The app is free and available on Google Play or the App Store, and at [www.asiflex.com](http://www.asiflex.com).