

PayFlex Mobile® App

Don't go another day without our mobile app

Get access to your PayFlex® account with our free* PayFlex Mobile application. This app makes it easy to manage your account. It's available for iPhone® and iPad® mobile digital devices, and Android™ application.

Getting started is easy

First, you'll need to create a user name and password. You'll use the same user name and password for the app, as you do to access your PayFlex member website. If you already have a user name and password, skip to step 4 (below).

1. To create a user name and password, go to **payflex.com.****
2. Click **Sign In**, located at the top right corner.
3. Click **Create Your Profile** and complete the required fields.
4. From your mobile app store, download PayFlex Mobile.
5. After you log in to the app, you'll see **My Dashboard**. This connects you to:
 - Financial Center
 - Benefits Center (if applicable)
 - My Resources
 - Alerts
 - Contact Us

Using the mobile app features

Financial Center

You can view your account information and request reimbursement for your out-of-pocket expenses.

View account information:

To get started, select the account you wish to view.

- If you have a **reimbursement account**, you can:
 - **View all of your transactions in one list.** Select **Claims** or **Deposits** to narrow your view.
 - **View the details of your transactions.** Select the transaction you wish to view.
 - **View a summary of your account.** On the Details page, select the account to view a summary.
 - Select **File a Claim** to submit claims to PayFlex. Simply upload an image of your documentation.
- If you have a **health savings account (HSA)**, you can:
 - Use the **Make a Deposit** feature to contribute funds to your HSA.
 - Use the **Make a Withdrawal** feature to request reimbursement for your out-of-pocket expenses.
 - Use the **Make a Payment** feature to pay your health care provider directly for the amount you owe.
 - **View all of your transactions in one list.**
 - **View the details of your transactions.** Select the transaction you wish to view.
 - **View a summary of your account.** On the Details page, select the account to view a summary.

*Standard text messaging and other rates from your wireless carrier still apply.

If you're an Aetna member, log in at **www.aetna.com. Click **Access Your Account** to get your PayFlex member website. Click **PayFlex Mobile** to create a user name and password.

Benefits Center

If offered by your employer, this center features your benefits information and the contact details for your health plan and primary physician.

- You have to enter this information on your PayFlex member website to view it on the app.
- To add information or make changes, click on the **Benefits Center** tab from your PayFlex member website.

My Resources

You can view a list of common eligible expenses. You can also view any agreements and terms of use that we have sent to you.

- Select **Expenses** and choose the expense list you wish to view.
- Select **Documents Center** and choose the document you wish to view.

Alerts

If you see an alert, select it to view more details. If you have a PayFlex reimbursement account, here are the alerts you may see on the mobile app.

Alert: Claims requiring substantiation

You may see this if your employer offers the PayFlex Card®, your account debit card. This red alert message will let you know if we need documentation for a debit card purchase.

- To take action, select **Learn More**.
- You can upload your documentation on the app. Select the **Add Photo** image.
- Take a photo of your documentation or choose the image from your photo library. Make sure your photo clearly shows the date of service, the amount of purchase, a description of the product or service, the name of the merchant or provider and, if applicable, the name of the patient.
- If the photo isn't clear, select **Cancel**.
- If the photo is clear and readable, select **Choose**.

Alert: Claims payments

After you submit a claim, you'll see an alert message confirming the amount and when you can expect reimbursement. This shows after we process and approve your claim. Simply select the alert to view the details.

Contact us

You have a number of ways to contact us. Through the app, you can view our toll-free customer service number, fax number and mailing address; our customer service hours; and the member website.

Questions?

Log in to your PayFlex member website and click **Contact Us**. We're here to help Monday – Friday, 7 a.m. – 7 p.m. CT, and Saturday, 9 a.m. – 2 p.m. CT.

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