



## Welcome to Flexible Benefit Administrators

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Dear Flexible Benefit Participant:

Welcome to Flexible Benefit Administrators, Inc. ("FBA"). Our team is pleased to work with you as you participate in this benefit program, and are available to answer any questions you may have. Below are some quick highlights for you.

### **FBA Debit Card**

If you are new to the FSA benefit program, and FBA, you will receive a new FBA debit card in the mail within a few weeks. This card can be used at pharmacies, doctor offices and other qualified health service providers. If you have enrolled in the Dependent Care FSA, the same card can be used for payment wherever credit cards are accepted.

Recurring expenses that match the same dollar amount and provider for previously substantiated transactions can be identified in our system, preventing the need for repetitive documentation requests.

*Please note: Due to IRS regulations, certain debit card transactions may require additional documentation to be submitted for review and approval, such as dental office transactions or odd dollar amounts. Please contact our dedicated service team for more details.*

### **Technology**

#### **Accessing Account Information**

You can obtain account information, such as account balance, claims status, printable forms, etc., on the FBA website. To create your account online, go to [www.mywealthealthcareonline.com/fba](http://www.mywealthealthcareonline.com/fba) and choose "Register". Follow the instructions on the web portal. Please reference the Online Access flyer that has been included in this Welcome Kit for guidance on setting up your online portal access.

#### **Submit Claims via Online Portal, Mobile App, Email or Fax!**

You can submit a manual claim for reimbursement in a variety of ways. We can accept traditional mail submissions; however, there are alternative means for submitting claims paid out of pocket. In this Welcome Kit, you will find information flyers regarding the Mobile App (available for iPhone and Android devices).

#### **How To Contact Us**

Email: [flexdivision@flex-admin.com](mailto:flexdivision@flex-admin.com)

Fax: 757-431-1155

Mail: Flex Division c/o Flexible Benefit Administrators, Inc.  
P.O. Box 8188 Virginia Beach, VA 23450

Chat: Via the web portal

#### **Direct Deposit**

If you wish to receive reimbursement via Direct Deposit for any out of pocket dollars, please complete an FBA Direct Deposit Form in order to -establish this process through Flexible Benefit Administrators, Inc. Our dedicated team can provide this form, or review how to set this up via the online portal.

#### **Have Questions?**

Please visit us at [www.flex-admin.com](http://www.flex-admin.com) or call Flexible Benefit Administrators, Inc. at 800-437-3539.

**Customer Service hours are weekdays, 8:30am to 5:00pm Eastern time.**