

# MyAmeriflex Mobile Application

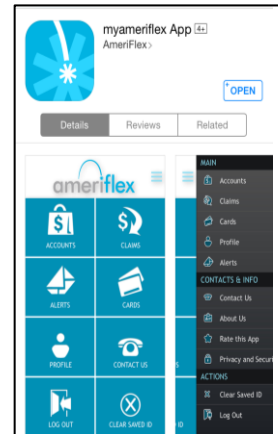
## Overview and Frequently Asked Questions

### Introducing the MyAmeriflex App

The **MyAmeriflex Mobile App** is now available (**for free!**) through the App Store and Google Play store! The app gives you on-the-go access to your flexible spending accounts by putting the convenience of the MyAmeriflex Portal at your fingertips. To locate the app in the App Store or Google Play store, search “Ameriflex” or “MyAmeriflex” and select the app that matches the image below. Then, simply download the free application and follow the instructions to register your account.

Once logged in, you will be able to:

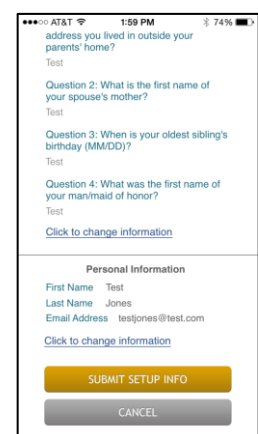
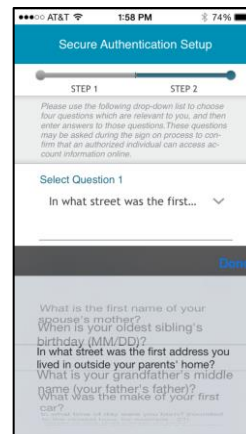
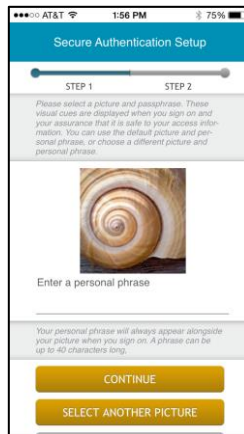
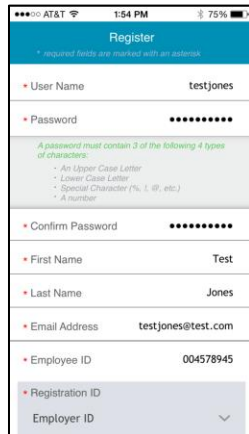
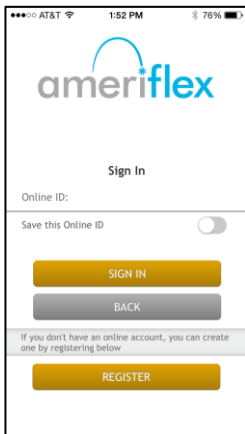
- View email alerts.
- View recent transactions.
- View your flexible spending account balance(s).
- Submit claims for reimbursement by taking a picture of the receipt\* and uploading it directly from your phone. You also have the option to pay your provider directly.
- Complete substantiation requests by taking a picture of the receipt\* and uploading it directly from your phone.
- Update your billing address, report a card lost/stolen, and order a replacement card.
- Enjoy **total security** and protection of account data.



*\*Please note: depending on the claim, specific documentation such as an itemized receipt, EOB, or other sufficient documentation may be required.*

### Registration Process

After downloading and opening the app, click “Register” on the first page. Provide the information requested and follow the steps on the next screens to register your account. Next, verify all of the security questions and answers. To finish the registration process, click “Submit Setup Info.”



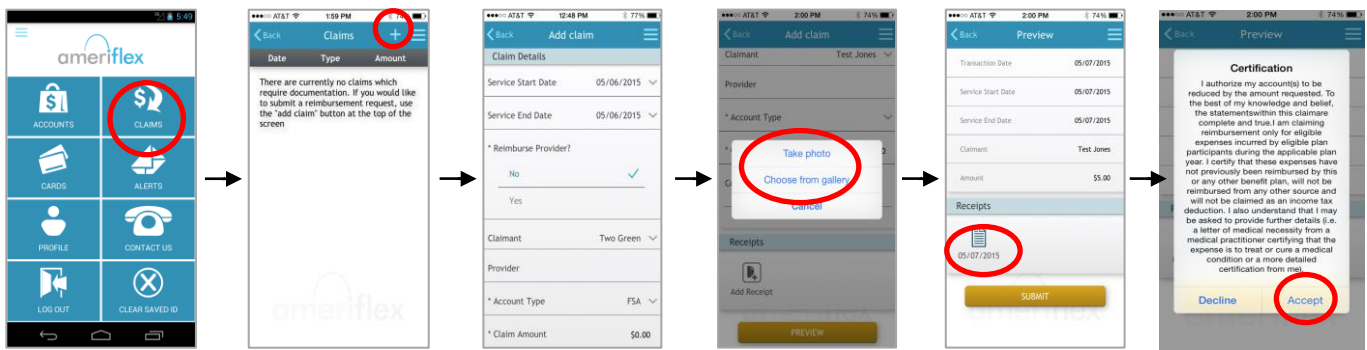
## Submitting a Claim through the MyAmeriflex App

It's quick and easy to submit a claim through the MyAmeriflex App. You can even snap a photo of your receipt and upload it directly from your phone!

**Step 1:** To add a claim, select “Claims” in the top-right corner of the screen, then select the “+” icon.

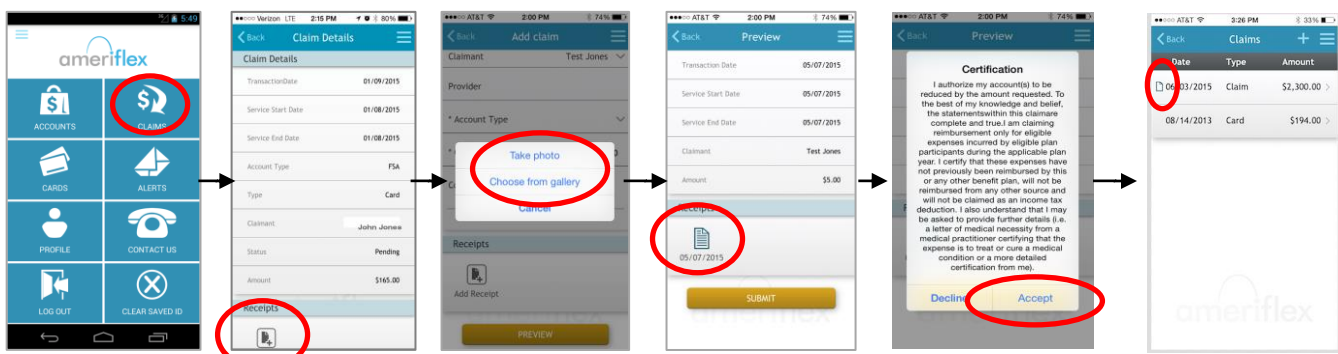
**Step 2:** Enter the Service Start Date, End Date, Claimant, Account Type, and Claim Amount, then click “Add Receipt.”

**Step 3:** After you click “Add Receipt,” you will have the option to take a new photo or choose an existing photo from your phone’s photo gallery. Once the picture is added, you will see it at the bottom of the screen. You must then select “Preview” to review your claim one last time. Once you have verified the information you are submitting, select “Submit” and “Accept.” Your claim has been submitted!



## Adding a Receipt for a Pending Claim

You can add a receipt for a pending claim by clicking on “Claims” in the top-right corner of the screen; selecting the claim that needs to be substantiated; and adding the receipt by taking a new photo or choosing an existing photo from your phone’s photo gallery.



In the top-left corner of the last screenshot above, you can see an icon of a small sheet of paper circled in red. This icon denotes which claims have receipts attached in the system.

*\*Please note that the appearance of mobile app screens may vary slightly depending on your mobile device.*

## MyAmeriflex Mobile App: Frequently Asked Questions

### *What phones support the mobile app?*

Android 2.2 and higher, as well as iPhone 4 and higher will support the mobile app. Windows and BlackBerry phones are not currently supported.

### *Will the MyAmeriflex app store my username and password?*

You can opt to have the mobile app store your username (not required, however). For security reasons, you will need to re-enter your password each time you log in.

### *How do I update my personal information in the mobile app?*

In most cases, you can update your personal information by clicking “Profile” from the main screen and then selecting the pencil edit icon. Please be sure to click “Save” when you are done updating your information. If you are unable to update your personal information, you will need to contact your HR department with your changes.

### *Can I use my existing MyAmeriflex Portal username and password to access my account through the mobile app?*

Yes! If you have not yet registered for the portal, please visit [myameriflex.com](http://myameriflex.com), choose “Employees” from the home page, select “Login,” then click on the “myameriflex portal” button.

### *Can I pay my provider through the app?*

Yes! Simply choose “Yes” under Reimburse Provider and enter your provider information under Provider Name. You can choose from a list of previously used providers or enter a new provider using the Mobile App.

### *Can I manage my Health Spending Account (HSA) through the mobile app?*

At this time, HSA accounts should be managed through the [MyAmeriflex Portal](#).

### *How do I report a lost/stolen card or request a new card?*

Click “Cards” from the home screen of the Mobile App, choose the card that needs to be replaced, and select “Mark as Lost/Stolen.” This will deactivate the selected card and issue a new card to your home.

### *What are my “Employee ID” and “Employer ID” numbers?*

In most cases, your Employee ID will be your Social Security Number. You can contact Ameriflex Member Services if you are unsure of your ID. Your Employer ID is your company’s AMF (Ameriflex) code. This code can also be obtained by contacting Ameriflex Member Services at 844.423.INFO (4636). You can also visit the Contact Us page on [myameriflex.com](http://myameriflex.com) (<https://www.myameriflex.com/Contact/Us>) for email and live chat options.