

## Announcing PayFlex<sup>®</sup> as the City of Alexandria's New FSA Administrator

Welcome to PayFlex, your new Flexible Spending Account (FSA) administrator. PayFlex is one of the largest processors in the country with over 25 years of experience in administering reimbursement accounts. All of your PayFlex services will be delivered through HealthHub<sup>®</sup>. At **HealthHub.com**, you will have real-time access to your account information and enjoy all of the tools to assist you in managing your account during the upcoming plan year.

To learn more about FSAs and determine whether an FSA is right for you, go to **HealthHub.com**, click on **Employee Account Login** and access the following before logging in:

- **My HealthHub Resources** - planning tools & education materials
- **Eligible expense items** – listing of eligible healthcare & dependent care expenses
- **Savings calculator** – determine your contribution amount & potential savings
- **FAQs** – get your questions answered
- **Digital library** – learn more about FSAs

### Accessing your account online

Starting January 1, 2014, you can register your account online and begin utilizing everything that HealthHub has to offer. To get started, go to **HealthHub.com**, select **Employee Account Login** and click on **Register Now**. Once you have registered your account and successfully logged in, you will be able to access the following:

- **File a Claim** – online tool to submit your claim for reimbursement
- **My Accounts and Services** - account balance, claim and card transaction history
- **My HealthHub Resources** – eligible expense listings, education materials, forms and publications
- **Frequently asked questions** – key information to help you understand your FSA

### Getting reimbursed for your claims

If you choose not to use the PayFlex Card to pay for your eligible expenses, you can pay with another form of payment and submit your claims for reimbursement either electronically, via fax or mail.

#### Reimbursement Methods

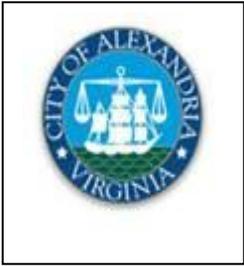
**Online:** HealthHub.com > File a Claim

**Fax:** 402.231.4310

**Mail:** PayFlex Systems USA, Inc.  
P.O. Box 3039  
Omaha, NE 68103-3039

### Enroll in Direct Deposit

To receive your claim reimbursements via direct deposit, login to **HealthHub.com**, click on the **Financial Center** and select **Enroll in Direct Deposit** on the left hand navigation bar. You can also download paper claim forms and direct deposit forms online. If you do not elect direct deposit, we will mail your check reimbursements to your home address.



## Your connection to HealthHub®

### ***HealthHub.com***

This site is designed to provide you with the information and tools you need to manage your Flexible Spending Account. We are excited for you to begin utilizing everything that HealthHub has to offer. To learn more about HealthHub and your FSA, visit **HealthHub.com** today.

### ***eNotify - stay up-to-date on your FSA***

Managing your FSA is even easier when you sign up to receive notifications via email and/or web alert messages on HealthHub.com. Through PayFlex's electronic notification system, *eNotify*, you can receive updates on your FSA balances; claims received, approved or denied claims, and notifications regarding your PayFlex Card. To get started, login to **HealthHub.com**, click on **My Settings** and select **Notifications / Email Address**.

### ***Customer Service Support***

Should you have any questions during the plan year, customer service representatives can be reached at (800) 284-4885, Monday – Friday, 7am – 7pm, and Saturday, 9am – 2pm CST.