

Direct Bill Participant Website Guide

Your guide to getting started at www.flexiblebenefit.com/direct-bill

Questions?

Call us at 866-847-8774

8770 W. Bryn Mawr Ave., Suite 1290W | Chicago, IL 60631 | www.flexiblebenefit.com/direct-bill

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Questions?

How to Register on the Flex Direct Bill Participant Portal

- 1. You will receive a New Member Login Notice containing your registration code. If you have not received a New Member Login Notice, please contact Flex Customer Service at 866-847-8774.
- 2. Go to www.flexiblebenefit.com/direct-bill and click Log In.

🗶 FLEX	Call Us at 866-847-8774
Welcome to Flex Direct Bill Easily manage your Retiree or Direct Bill services online with real-time information available 24/7.	

3. Select New User Registration

X FLEX		
	Sign In Username	New to Flexible Benefit Service LLC? New USER REGISTRATION
	Forpot your username or password?	

Questions?

4. Enter your Registration Code and SSN, then click **Submit Registration**.

NEW EXER Negestration reg D LICENSE AGREEMENT D CREATE ACCOUNT	New Registratio	ON	u are stigble a wher was sent to you via the United States Perba	
	Registration Code		Company Q	
	WYX00/FP	~	Floridite Banatt Service Corporation	
	Propriet		Dis: File.	
	First Name			
	Megan			
	Augural			
	Lest Name			
	Smith			
	Prisited			
	Individual ID			
	And Propriet			
	Social Security Number			
	TITE TELEVISION			
	Peared			

5. Accept the New User License Agreement and click **Submit**.

NEW USER	New User License Agreement
 REGISTRATION INFO LUCENSE AGREEMENT GREATE ACCOUNT 	PLEASE READ THIS AGREEMENT CAREFULLY. IT GOVERNE YOUR ACCESS TO AND USE OF THE COBRAport website and the services and materials prove the COBRAport Website (collectively "COBRAPONT").
	NEW COBRApoint User Agreement
	WEX HEALTH CLOUD USER AGREEMENT
	PLEASE READ THIS AGREEMENT CAREFULLY IT GOVERNS YOUR ACCESS TO AND USE OF THE WEX Health Cloud The Application website and the services and materials provided on the WEX Health Cloud Application (collectively; the "Application").
	BY SELECTING "LACCEPT" OR BY ACCESSING THE APPLICATION, YOU AGREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THESE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT, YOU MIST PROMPTLY GEARE ALLING OF THE APPLICATION.
-	I Accept BY SELECTING TACCEPT" OR BY ACCESSING CORRADMEL YOU AGREE TO THE TERMS. CONDITIONS AND LIMITATIONS OF THIS AGREEMENT, YOU DO NOT AGREE TO BE BOUND BY ALL OF THESE TERMS. CONDITIONS AND LIMITATIONS OF THIS AGREEMENT, YOU MUST PROMPTLY CRASE ALL USE OF CORRAPONT Resided

Questions?

6. Set up your username and password. Click **Submit & Create Account**.

K FLEX 🕊				
REGISTRATION INFO	Portal Usernam	ne and Password		
LICENSE AGREEMENT 3. CREATE ACCOUNT	Please choose a Username and Password to access the site.			
	Email Address			
	1			
	Required			
	Username 🧕			
	Required			
	New Password 0			
	Required			
	Confirm Password			
	Required			
	1			

7. Check the box to accept the terms and conditions and click Add Election.

🔇 FLEX 🔪	CONTAC	T U
Megan Smith Last Login: Nov 13, 2019 at 03	31 PM CST Sign out	
VELOCME VELCOME VELCOME ACREE AND SUBMIT 4. CONFIRMATION	AGREE AND SUBMIT PLEASE READ THIS ADREEMENT CAREFULLY. IT ODVERNIS YOUR ACCESS TO AND USE OF THE COBRApoint Website and the services and materials provided on the COBRApoint Website (collectively "COBRApoint") User Agreement	
	WEX HEALTH CLOUD USER AGREEMENT PLEASE READ THIS AGREEMENT CAREFULLY. IT GOVERNS YOUR ACCESS TO AND USE OF THE WEX Health Cloud The Application website and the services and materials provided on the WEX Health Cloud Application (collectively, the "Application") BY SELECTING "ACCEPT" OR BY ACCESSING THE APPLICATION, YOU AGREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THESE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT. YOU MUST PROMPTLY CEASE ALL USE OF THE APPLICATION.	
	Report T	



How to Enroll for your Direct Bill Benefits Online

Only applicable if plans have not yet been selected

Questions?

- 1. After registration, if you have not submitted an enrollment form, you will be directed to enroll online for your Direct Bill benefits.
- 2. You will be able to choose the benefits you wish to elect as well as the coverage level for each benefit.

Aegan Smith Last Login: Nov 13, 2019 at 0	3.31 PM CST Sign out
SOULINE ELECTION > • VIELCOME • ELECT PRODUCTS • J. AGREE AND SUBMIT • 4. CONFIRMATION	Election If you with to cancel out of this process, please choose the NOT NOW outfor below and you will exit this screen. If you wish to seed by mail return the paper Election Ferm to the address on your form. After you have elected, to become fully enrolled the full initial premium must be paid. Please refer to your Election Form sent through the mail for more information. YOUR INFORMATION Megaa Smith 12) Time de Choose III, 60025
	Elect Product Name Election End Coverage Dependent Relationship Protated Amount Amount Elect MIRJAV001 Blac Jam 12, 2020 ORI Only - - 5435 48 5450 49

Once you have completed your election you will be directed to your member portal Home Page.
 **If you do not complete your election, you are not able to access any additional information online until the enrollment is completed. **

L Megan Smith Last Login: Nov 13, 2019 at 03.31 PM CST	Sign out /elcome Megan Smith!	
III PROFILE	lelcome Megan Smith!	
\$ PAYMENT INFO		
95 PREFERENCES Day	Iceme to the Flexible Denefit Service Corporation self-service portal. Through this portal, you have access to make ments, set up recurring payments, access your demographic and plan information, view messages, and set up your	
52 COMMUNICATION ACTIVITY PRE	ferences for payment, billing, and communications. You can also change information, send an inquiry, or request	
MESSAGES	asance.	
E ELECTION You	at most payment of \$435.48 is due Nov 01, 2010	
	S MUZ FAMILIAT () RECURING PARADITS	

How to Navigate the Home Page

- 1. Refer to the Main Menu on the left to access your personal information, view or update payment information, update communication preferences, view communications and election information.
- 2. You can also view your balance and make a payment directly from your home screen.

X FLEX		CONTACT US
Mogan Smith Last Login: Nov 13, 2019 at 03:34	PM CST Sign out	
PROFILE PAYMENT INFO PREFERENCES EX COMMUNICATION ACTIVITY MESSAGES	Welcome Megan Smith! Welcome to the Flexible Benefit Service Corporation self-service portal. Through this portal, you have access to make payments, set up recarring payments, access your demographic and plan information, view messages, and set up your preferences for payment, billing, and communications. You can also change information, send an inquiry, or request assistance.	
M ELECTION	Your next payment of \$435.48 is due Nov 01, 2019 S MAKE PROMENT RECURRENCE PROMENTS	

How to View and Update your Personal Information

1. Refer to the Profile drop down in the main menu and select Personal Info



Questions?

2. Click on the yellow pencil to make updates to your demographic information.

PERSONAL INFO PRODUCT SELECTIONS REGISTRATION INFO	Your next payment of \$435.48 is due 1 \$ MAKE PAYMENT	Nov 01, 2019 RECURRENG PAYMENTS	×
 PAYMENT INFO % PREFERENCES ⊠ COMMUNICATION ACTIVITY ■ MESSAGES ☑ ELECTION 	Address 123 Flex St Chicago IL 60625	Phone (847) 699-8900 SSN xxx-xx-1111	Email jcotto@flexiblebenefit.com Birth Date Jul 14, 1984
	Client Flexible Benefit Service Corporation Div: Flex	Individual ID	Member ID 2.

- 3. To View your benefit options, refer to the **Profile** drop down in the main menu and select **Product Selections.**
- 4. Here you can view your benefit selections, coverage dates, and balances.

X FLEX						¢	CONTACT
L Mogan Smith Last Login: Nov 13, 2019 at 03:34 I	PM CST Sign out						
PROFILE PERSONAL INFO PHODUCT SELECTIONS REGISTRATION INFO PAYMENT INFO % PREFERENCES	Your next payment of \$435.48	is due Nov 01, 20	19 Ki Priments		×		
ES COMMUNICATION ACTIVITY	Product	Туре	Coverage	Effective Date	Amount	Subsidy	Amt.Due
ELECTION	MIBAV001 Blue ADV HMO Note: Amounts calculated based o	Medical n period starting [QB Only Dec 01, 2019.	Nov 02, 2019	\$450.49	\$0.00	\$450,49

Questions?

How to View Payments and Balances

1. Click on the Payment Info drop down in the main menu to view your payment schedule, payment summary, recurring payments or payment history.

Payment Schedule

The payment schedule provides a chart of your monthly amounts that have been paid and balances for future months of coverage.

RE pones c	Your next per							
S PAYMENT INFO	S 1140	ment of \$435.	Al is due Nov I	4, 2213	n		×	
NAMENT HISTORY M PREFERENCES ES COMMUNICATION ACTIVITY M MESSAGES SE ELECTION	PAYMENT 5 5500 5400 5300 5300	SCHEDULI	E	Due	Neat	l	I	1
	\$122	\$ep 01, 2019	0:101, 2019	Nov 01, 2019	Dec 01, 2019	Jan 01, 2020	Feb 21, 2020	Mar 01, 2020
	AMT OWED	\$3.00	50.00	\$435.46	5450.49	\$452.40	1450.40	\$450.40

Payment Summary

1. The payment summary provides your most recent and upcoming payment information.



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Payment History

- 1. Past payments can be reviewed from the Payment Info selection.
- 2. The payment schedule shows payments that have been made, what your next payment is, and your payment schedule after that.
- 3. The payment summary shows, in brief, the last payment made and the next payment to be made, as well as providing the option to make a payment.
- 4. The payment history shows each payment that has been made as separate line items.



How to Make a Payment

- 1. The option to make a payment is available from the **Make Payment** button on both the home page as well as the **Payment Summary** page under the **Payment Info** selection.
- 2. Select your preferred method from the following payment option
 - a. Credit or Debit
 - b. Checking or Savings account
 - c. Check or Money Order through the mail



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3. When selecting the check or money order through mail payment method, you will be directed to a form that can be printed and mailed along with your check to the address provided on the form.

the second s	mormation that that the check of more	ey order as specified below, choose user your payment	is positiarited by the due date.
Method Of Paymer	nt	Pay Information	
Mail		Payment Amount: Payment Date:	\$435.48 Nov 19, 2019
Premium payments car should be remitted to the your payment, please it	n be paid online via checking, savings, he address below. Payments must be in nclude your Member ID in the memo lin	debit or credit card, or recurring payment. If you choos the form of a check or money order. DO NOT send ca the of your check or money order:	e to pay by mail, payments ish. To ensure accurate posting of
		,	
Your Account		Remit to Address	

4. When selecting the Credit or Debit Card or Checking or Savings payment methods, you will need to select to pay the full amount or pay another amount and click **Next**.

PA	MENT AMOUNT
0	ay full amount for the Next Premium Month Due: \$435.48
	ay Other Amount: \$
	NEXT: CANCEL

5. You will be notified of any applicable fees for the payment method selected. **There is a \$20 additional fee for one-time credit, debit, or ACH payments** There is no Fee for recurring ACH payments.



de Granger Last Login: Nov 26, 2019	at 01:41 PM CST Sign out	
	PAYMENT AMOUNT	
PAYMENT METHOD 2. PAYMENT AMOUNT	Pay full amount for the Next Premium Month Due: \$3,529.29	NOTE
3. PAYMENT INFO 4. REVIEW	Pay Other Amount S	Selected Amount = \$3529.29 Convenience Fee = \$20.00 Your Total = \$3549.29

6. Next you will need to enter in your payment information as requested and click **Next**.

ettin Granger - Last Legin Nev 1, 2019 a	e DE ST AM CS7 Sign out		
MARE A PRVMENT APRIVENT AND	PAYMENT INFO Drife you undirer check and internation and doc ther?. Cand Information	Eliting	Details
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	-Select Month- ¥	- Select	•
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	-Select Year- *		
	Anazer		
	Advances of the second of the		_

7. Finally, review your payment information and submit your payment.

How to Make a Recurring Payment

- 1. The Recurring Payments option is available from the home page and under the payment info options.
- 2. Select I will pay by Checking or Savings Account to set up electronic payments.
- 3. Selecting electronic payments will bring you to a screen to fill in your bank account information.
- 4. After completing the payment info fields click **NEXT** to submit your recurring payment.



How to Update Log In Information or Communications Preferences

- Refer to the Preferences section of the main menu and click on LOGIN to update your email address or Flex Direct Bill password
- 2. Refer to the Preferences section of the main menu and click on **Communications** to update your communication preference.
- Here you can select to receive communications Via Email or Via United Sates Postal Service (Please note that select Direct Bill communications require mailing through United States Postal Service.)

De Granger Last Login: Nov 1, 2019 at 08:5-	4 AM CST Sign out
III PROFILE \$ PAYMENT NFO IVI PREFERENCES LOGIN COMMUNICATIONS	Vour next payment of \$3,525.22 is due Oct 91, 2013 \$ MV/2 PROMENT Pressure
ER COMMUNICATION ACTIVITY	Bacelive Communications

How to View Direct Bill Communications

1. Refer to **Communication Activity** in the Main menu to view the dates and copies of all your Flex Direct Bill communications.

bie Granger Last Login: Nov 1, 2019	# 08:54 AM CST Sign out			
I PROFILE \$ PAYMENT INFO	Your receil payment of B	0,629.29 is due Ool 01, 2019	×	
91 PREFERENCES	Comm	unication Activity		
PREFERENCES EI COMMUNICATION ACTIVITY MESSAGES	Commi	unication Activity		
IN PREFERENCES	Date Commi	unication Activity ammunication Type 5 Day Nation With No Payment		5
IN PREFERENCES	Date Commi Con 28, 2619 44 Con 10, 2019 16	unication Activity ommunication type 5 Day Nation With No Payment and Mantaer Login Nation		Ver

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How to View your Direct Bill Election

1. Click on the **Election** section of the main menu for an overview of your Direct Bill plan elections, including coverage level and amount in the election selection.



Flex Contact Information

Questions? Contact Us!

We're here to help you! Please feel free to contact us with any questions.

Monday through Friday 8:00 am to 5:00 pm CST.

Phone: 866-847-8774

Email: service@myflexaccount.com

Questions?