# X FLEX

# How to File Claims Through My Flex Account Mobile

**Are you tired of completing claim forms? Now you can file claims through My Flex Account Mobile in just a few simple steps.**

**1.** Once you have logged into the application, select the **"Claims"** icon.

**2.** Click **"Add Claim"** (+ for iPhones) on the top right side of your screen.

**3.** Enter the **"Service Start Date"** and **"Service End Date,"** if applicable.

**4.** Choose whether to pay your provider or pay yourself, and select the appropriate **"Claimant"** from the drop-down list provided.

**5.** If you've chosen to pay yourself, you can enter a brief description of the provider in the **"Provider"** field. If you've chosen to pay the provider, then click on **"Choose Provider"** and then **"Add a New Provider"**. Enter the provider information and hit **"Save."** Any providers you add will be saved for future use.

**6.** Enter the **"Claim Amount."**

**7.** Once you have entered the claim information, you will need to submit proper documentation in order to substantiate your claim for payment. Click the "**Add Receipt"** button on the bottom left. You will be given a choice to take a new photo or use one from your gallery.

**8.** Click **"Accept"** on the Certification screen. You will receive a message indicating that your claim has been submitted. Click **"OK ."**

*Note: If your employer has set a minimum reimbursement amount, you will not receive reimbursement until the minimum amount has been met or exceeded, or at the end of the plan year, whichever comes first.*