

# PAYFLEX<sup>®</sup>

## PayFlex Mobile<sup>®</sup> app

### Plan, save and pay on the go

With our free PayFlex Mobile app, you can easily access your account information in the palm of your hand.

#### Simply “tap” to:

- Check your account balance and view account activity
- View your account alerts
- Access the Eligible Expense Scanner to verify if an item is an eligible health care expense
- Review a list of common eligible expense items
- Pay your providers directly from your account
- Take pictures of receipts and pay yourself back for eligible expenses

#### What’s new with the PayFlex Mobile app?

- PayFlex’s Eligible Expense Scanner makes it easy for you to scan an item barcode to determine if it’s an eligible health care expense.
- Enhanced security and complimentary fraud protection.

#### How do I get the PayFlex Mobile app? And is there a fee to use it?

- You can download the app from your mobile device’s app store.
- The app is supported by the following devices:
  - **iOS version** 10 or above on iPhone<sup>®</sup> 5S, iPad Air<sup>®</sup>, iPad Mini<sup>®</sup> 2 or newer models
  - **Android version** 4.4 (Kitkat) or above on phones or tablets
- There’s no fee to download the app. Anyone with a PayFlex account can use it for free.

#### Can I submit a claim using the app?

Yes, you can submit a claim through the app if you want to reimburse yourself for an expense.

- After you log in, select **Manage Funds** to get started.
- When sending documents with your claim, simply take a picture and upload it through the app.

#### Can I use the app to transfer funds to and from my HSA?\*

Yes, you can transfer funds through the app.

- After you log in, select **Manage Funds** to get started.
- You can deposit funds into your HSA or request funds from your HSA.

#### How do I access the Eligible Expense Scanner?

After you log in to the app, you can find it on the home page or tap HELP to access the Eligible Expense Scanner.



\*Please check your plan details if offered.

## How do I get started with the app?

It's easy. Just use the same username and password you use for the PayFlex member website. If you haven't set up your online account with PayFlex, go to [payflex.com](https://payflex.com) to get started.

## What if I have trouble signing in?

Tap on **Trouble logging in?** on the log in page.

## Is the app secure?

Yes. Here are a few of the ways we make your security our priority:

- Log in with Secure Touch ID or Face ID.
- Get protected access to your account information.
- Use the same secure username and password you use on our site.

# Download the PayFlex app today for free.



## Questions?

Log in to your PayFlex member website and click **Contact Us** under **Help & Support**. Here you can also **Live Chat** with us.

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