ASIFlex’s Online Account Instructions

1. Go to www.asiflex.com, and click on “Account Detail” in the menu bar.

2. Enter your PIN (issued to you in the ASI enrollment materials that were mailed to you) and click the Begin button. This brings you to your personal Self Service Menu, and you have several options at this point. You can either review your account information or you can file claims online.

3. **Account Information** – To review your account information, please select the plan year in which you are interested and the account type and select Go. If you have only enrolled with ASIFlex for one year, or are only enrolled in one account type, you will only have the option of reviewing the default information.

   You will be able to review all pertinent information pertaining to your account.

4. **File Claims Online** - At the bottom of the Online Self-Service Center, click on the link labeled “File a Reimbursement Claim Online.” You’ll be prompted to enter some additional identifying information in order to confirm your identity. Enter it and click the Login button.

   - From the list displayed on the screen, select a plan year for which you wish to file a claim. (Only plan years that have available funds will be displayed. Typically, this will only be one year, but depending on your employer’s rules, there may be more than one plan year displayed.) Choose carefully, and click the Begin button.

   - From the list displayed on the screen, select the type of claim you would like to file. (Only accounts with available funds will be displayed. Choose the account for which you want to file a claim and then click the Continue button. (If you have reimbursement claims for more than one account, you must complete a separate claim online for each account.)

   - For each service for which you are requesting reimbursement, fill out all the information at the top of the screen. When you have entered all of the information for one service, click the Add to Claim button. You’ll notice that it now appears on the claim in progress at the bottom of your screen. As the claim is prepared, the items will be listed by order of date(s) of service, so the last item entered may not appear at the bottom of the claim. When you have entered all of your items, click on the File Claim button.

   - On the “Supporting Documentation” screen, you’ll be prompted to upload your documentation. **Your Documentation MUST be in .PDF format. We cannot accept any other file format** if you file your claims online. You may upload one or more files. Click on the Browse button to locate the .PDF file on your computer that you wish to upload, and then click the Upload button to send it to our secure server. If the file is successfully added, you’ll see it listed at the top of the screen. Please be patient – it may take several minutes for your file to upload depending on the length of the file and the speed of your internet connection’s upload speeds (which are usually substantially lower than your download speeds). Remember that you do **not** need to scan or submit a paper claim form, since you completed all of the information on the claim form in earlier steps.

   - On the “File Your Claim” page, read the statement carefully and understand the terms of your reimbursement claim, and type your name in the signature box. The name typed in the signature text box must match the name we have on file for this account for the claim to be valid. Finally, click the Submit Claim button.

   - You will be given a CLAIM ID which you should keep for your records as proof that you completed the claims submission process online. Click the “Return to Menu” link to return to the Online Self-Service Center.