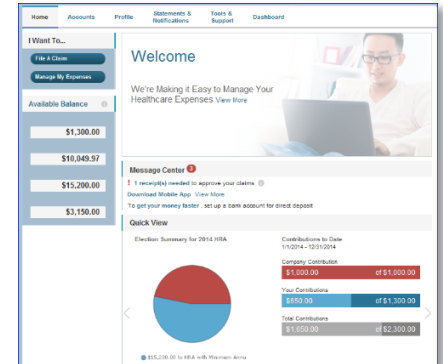


My Flex Account Quick Help Guide

Need help logging in?

- Log in at: <https://jfaflex.LH1ondemand.com>
- Your USER ID is your first initial followed by your last name and the last 4 digits of the social security number provided on your Enrollment Form. *Example: jsmith1234*
- Your PASSWORD when you log in for the **first** time, is *password*. You will be prompted to change this password immediately. Once changed, you will have access to YOUR OWN ONLINE ACCOUNT!
- PLEASE NOTE: the USER ID and PASSWORD are case sensitive



I'm online, now what can I do?

- **View and update your personal profile**, including your address, email address and dependent's information;
- **View your reimbursement account activity**, including claims history and account balances;
- **View your receipt status** to see if we've received and approved your submitted receipt;
- **File claims online** – once you file, you have several options to get the detailed receipt to JFA for approval:
 - Scan the receipt to your computer and upload to the claim just filed online;
 - Email the receipt to jfaflex@jaegerflynn.com;
 - Fax the receipt along with the printed confirmation notice to (518) 792-0226;
 - Mail the receipt along with the printed confirmation notice -- Attention Flex Department, 42 South Street, Glens Falls, NY 12801

We have an App for that!

There are 2 ways to download our app:

- Log into <https://jfaflex.lh1ondemand.com> on your mobile device, click on the "Tools & Support" tab, click on Download Mobile App. Click the appropriate option and download the app.
- Go to your App store, search **JFA Flex**, install the app and you are ready to use the mobile app to obtain your plan information.



Once you've downloaded our mobile app, log in for the first time using your username and password. You will be prompted to create a 4-digit passcode to use in the future for your mobile device. Once in, you will be able to file a claim, check your balance and **even take a picture of a required receipt after you have used your debit card!!**

What type of documentation is required to be reimbursed?

- **Provider Detail** – the receipt should be on provider letterhead or have the provider's official stamp on it (a receipt that is handwritten, without provider detail is insufficient);
- **Date of service** – not the date that it was paid (to ensure the medical expense was within the plan year);
- **Description of service** – office visit, copayment, etc.
- **Who the service was for** – participant, spouse, dependent (on health plan);
- **Total out-of-pocket cost** – after any payments by insurance or adjustments.

Questions? Please contact Jaeger & Flynn Flex Department at:

518.792.0042 or jfaflex@jaegerflynn.com