



IMPORTANT - FSA VENDOR INFORMATION

Welcome to Denver Reserve PayFlex, your Reimbursement Account administrator. Denver Reserve is now Denver Reserve PayFlex and effective January 29, 2007; your reimbursement accounts will be processed on the PayFlex platform. You will have a disruption in service related to the use of your flex card. The existing Visa® card will cease to function at the close of business Wednesday, January 24th. You will be mailed one new PayFlex MasterCard® and should receive the card the week of January 29th. The MasterCard® will work just like your Denver Reserve Visa® card and does not require activation. Once you sign the card, it is ready for use. Additional cards can be ordered through the web site (instructions below) and can be placed in the name of your dependents (at no charge).

This letter is being sent to you to help you better understand how to utilize your Healthcare and/or Dependent Care Flexible Spending Account(s). Please start using the web site and contact information below on Monday, January 29, 2007. All claims sent to the former locations will be automatically re-directed.

YOUR NEW CONTACT INFORMATION

- PayFlex Personal Website address www.mypayflex.com
- PayFlex claim fax number **402-231-4310**
- PayFlex claim email (for scanned claims) claims@payflex.com. (PDF, GIF, BMP, EPS, & TIFF formats supported)
- PayFlex Participant Customer Service Phone Number **(800) 284-4885**

You can access your specific account information anytime at PayFlex's website, www.mypayflex.com or by calling PayFlex at (800) 284-4885. (First time web users need to follow instructions on the web site to register.)

When you register your account at www.mypayflex.com, you can also enroll in PayFlex's electronic claim receipt notification service, *e-Notify*, to receive e-mail confirmation when your claims have been processed.

Claims submitted for reimbursement can be sent via Fax or Mail **or online using PayFlex's Express Claim Service**. To access *Express Claims*, go to www.mypayflex.com click the *Express Claim* button and follow the simple instructions. *Express Claims* submitted by 1:00 pm Mountain Time will be **processed by the end of the day**. Claims that are faxed in (not using *Express Claim*) or mailed in are processed and disbursed within 72 hours of receipt.

To expedite your reimbursement, PayFlex offers direct deposit. If you have signed up for direct deposit, this information will remain active in the PayFlex system. If you need to **stop or change your direct deposit**, go to www.mypayflex.com and log into your account. Click the *Contact Us* button and follow the simple instructions. Using the same *Contact Us* button, you can also order **additional debit cards**; that can be embossed with your dependent's name; be sure to click the *Submit* button when complete.

We look forward to servicing your account and hope these changes will improve your overall satisfaction.