



Email Notification of Flex Claim Processing

Beginning September 1, 2009, Allegiance will no longer mail an explanation of benefits (EOB) to flexible benefits participants who have elected direct deposit. Through the Allegiance website, participants may elect to receive email notification that EOBs are available on-line. A password to the website is required to elect this option.

- I. To request a password,
 - Go to www.allegianceflexadvantage.com.
 - Click on **Employee Information**
 - Click on **Log onto the web to view my account**.
 - Click on **Register New User** and:
 - Enter a “User ID” and your “Email Address”. The user ID will be your unique Allegiance website username.
 - Click on **I am the subscriber** then click on **Next**.
 - Enter your “Participant ID” (Your Participant ID is your Social Security number, with no dashes or spaces, or the alternate ID number you were assigned).
 - Enter your “Last Name,” “Zip Code,” and “Date of Birth”.
 - Click on **Next** and then press “Enter” to exit.

***Your password will arrive, via U.S. Mail, usually within three business days.**

- II. If you already have a password
 - Log onto the website with your Username and Password.
 - Click on **Account Manager**
 - Click on **email**.
 - Enter your email address and be sure you check yes to the question “Receive Electronic Explanation of Benefits?”

*Notification will be emailed to you each time a flexible benefits claim is processed for your account by Allegiance.

- III. To view your EOB
 - Log onto the website with your Username and Password
 - Click on **Explanation of Benefits** on the left side tool bar. *If you save this as a favorite, you will have quick access to your EOBs upon notification.

If you have any questions please contact our customer service line at 1-877-424-3570, Monday through Friday, 7:00 a.m. to 6:00 p.m. Mountain Time.