



## **PAPERLESS OPTION FOR FLEXIBLE BENEFITS!**

Allegiance Flex Advantage is ready to go paperless! We now have the option for flex participants who are signed up for direct deposit to receive an e-mail notification when their claim is processed. The e-mail notification will tell you to log in to the Allegiance website and view your Explanation of Benefits (EOB). Remember, you must have a password in order to view your account online. You will not receive a paper EOB for ACH payments whether they are a payment or denial. The e-mail will be a notification to you to log onto the secure website and view the EOB.

***Who can sign up for this option?*** Employees who have an active flex account. If you are already signed up for direct deposit and you sign up for this new option, whenever a flex claim is processed, you will receive the e-mail notification informing you that your EOB is available online. The flex reimbursement, as always, will be automatically deposited into your account.

If you are not signed up for direct deposit and still prefer to get paper checks, you will still receive the paper check and paper EOB in the mail. You will not receive an e-mail notification when a disbursement is made if you receive paper checks. However, if your claim is denied for any reason and you have signed up for e-mail notification, you will receive the e-mail notice that your EOB is ready to view. Again, if you are not signed up for direct deposit, you will only get an e-mail notification to view your EOB online if your claim was denied.

***Can I still view EOB's online if I don't sign up for the e-mail notification?*** Yes. This has not changed. As long as you have a login established on the website, you can go in and view your account. You can click on the claim number to bring the EOB up.

***What is the benefit of signing up for direct deposit and e-mail notification?*** By signing up for direct deposit, you can take a day or two off turnaround time because your check is put directly in your bank account instead of mailed to you, plus you save yourself a trip to the bank. Now that you can get an e-mail to notify you that your claim is processed, you can view your EOB immediately instead of waiting for it to come in the mail along with your check.

***I already have a login established for the Allegiance website. How do I activate my e-mail notification?*** Log into Online Services like you normally would. Once you are in, from the tools on the left, click Account Manager, click e-mail, enter your e-mail address and be sure you check yes to the question "Receive Electronic Explanation of Benefits?"

***I don't have a login yet for the website. How do I sign up?*** You can go to our website, [www.allegianceflexadvantage.com](http://www.allegianceflexadvantage.com), click on online services, click employee login, click Register New User to create a login Username. You will then be mailed a temporary password through the postal mail. If you have already received your temporary password letter, enter the Username you created during the registration and the password you have received. Be careful to enter the password EXACTLY as it appears on your letter, as this site is case sensitive. If you have any issues logging in, contact the flex department.

***Once I sign up for e-mail notification and receive an e-mail that an EOB is waiting, where do I view it?*** There will be a new option in the left column called Explanation of Benefits. Click on that option and enter the date range you want to view or leave blank to view all online EOB's.

***How do I sign up for direct deposit?*** You can go to our website, [www.allegianceflexadvantage.com](http://www.allegianceflexadvantage.com), and without even having to login, you can click on Sign Up For Direct Deposit and sign up online! If you would rather submit the form please look under the Participants tab, Direct Deposit Information and print off the Direct Deposit Enrollment Form. Fill out the form and submit to Allegiance, by fax 1-877-424-3539, scan it go to [www.allegianceflexadvantage.com](http://www.allegianceflexadvantage.com) \* Participant \* Submit a form online\* Attach it on our secure site or mail to Allegiance Benefit Plan Management, P.O. Box 4346, Missoula, MT 59806.

***Will my direct deposit be effective immediately?*** It will take 10-12 days to activate your direct deposit. This time allows the bank to "pre-note" your account, which is the verification process of ensuring that the account information is correct.

***Who can I contact for questions?*** You can contact Flex customer service at 1-877-424-3570.