



## *Flex Convenience® Card*

### **TIPS FOR MINIMIZING “HANGING TRANSACTIONS”**

- Call Allegiance before conducting exit interviews with terminating employees to check flex account status. Collect debit card(s) from terminating employees at the exit interview.
- Encourage employees to save receipts, prescription envelope flaps, and/or bills each time the card is used.
- Encourage employees to check receipts when using the card to be sure that the item(s) purchased, the date of purchase, and the amount are clearly indicated. Card users should ask the merchant for a more detailed receipt if the register receipt is vague or unclear.
- Discourage employees from using the card when the services or goods being purchased are eligible for insurance consideration. Most providers will accept payment after the explanation of benefits (EOB) has determined patient responsibility. The card can be used on-line or at the provider’s place of business after the EOB has been sent.
- Contact employees if you receive notification that their card has been deactivated. Contact Allegiance with the employee if there is any question concerning the necessary steps to resolve a “hanging transaction” and reactivate the card.

Call Allegiance:

1-877-424-3570

Fax Allegiance:

1-877-424-3539

Send scanned documentation via the online claim site:

[www.allegianceflexadvantage.com](http://www.allegianceflexadvantage.com)

Online Services

Participant- Securely submit, claims forms & questions