# isolved™

Filing a Claim with the iFlex Mobile App

Install the isolved Benefit Services iFlex App on your iPhone or Android, if you have not done so yet.

Once you have the iFlex App on your device, you will be required to enter your username and password. The username and password will be the same as the one you created to log into your account at www.isolvedbenefitservices.com.

You will need to create a four-digit passcode that will be used each time you access the App from your iPhone or Android.

You will then be taken to the Home page on the App where you can file a claim, view expenses or a quick view of your accounts. You can view all the balances available for your accounts from here as well.

How to File a Claim with the iFlex Mobile App
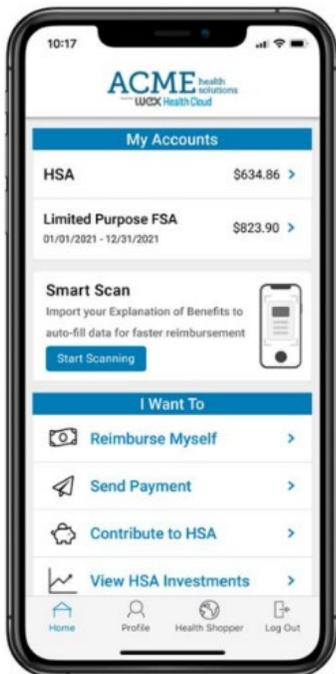
To file a claim with the mobile app, click on "Reimburse Myself" from the Home Page.

The next page is the claim form where you enter the following information (fields may vary depending on the account in which you are filing a claim): Date of Service, Amount, Provider, and Category & Type. You can also upload a receipt from your device by taking a photo of your receipt during the file-a-claim process.

Once you have filled out the form and uploaded your receipt, click on Submit. You have completed the file-a-claim process and will receive a check or direct deposit based upon the information provided, receipt data and your company's reimbursement schedule.

Remember, the iFlex App connects you with your details.
- Quickly check available balances 24/7
- Access account details
- View charts summarizing account(s)
- Click to call or email Customer Service

The iFlex App provides you additional time-saving options (if supported or applicable to your account[s])
- View claims requiring receipts
- Submit claims
- Take a picture of a receipt to submit for a claim
- View HSA transaction details
- Using Expense Tracker, enter medical expense information and supporting documentation to store for later use in paying claims via the isolved Benefit Services website
- Report a lost or stolen debit card

No sensitive account information is ever stored on your mobile device. Secure encryption is used to protect all transmissions