

Resolving Pending Benefit Card Transactions

HOW TO SUBMIT YOUR DOCUMENTATION

If you swipe your CareFlex benefit card for eligible products or services, you may be required to submit supporting documentation before the card transaction can be approved.

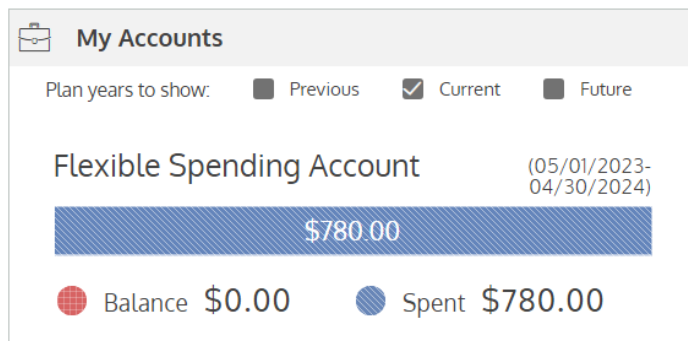
If you receive a request to provide documentation, you can respond following these easy steps:



Online:	Mobile App:	Email:	Fax:	Mail:
CareFlex Participant Portal: mycareflex.wealthcareportal.com	Search "CareFlex Mobile" on Google Play or Apple App Store	Support@careflex.com	410-414-8432	205 W. Dares Beach Road Prince Frederick MD 20678

The [CareFlex Participant Portal](#) conveniently identifies and lists on your online account Personal Dashboard transactions under review, allowing members to attach the requested documentation directly to the transaction.

Your [CareFlex Participant Portal](#) Personal Dashboard will include an Action Needed section on the right of the page. This section will include all pending transactions that require documentation. You can select the blue [ADD RECEIPT] link to upload documentation to the claim.



Action Needed

(\$240.00) Needs Receipt

Card

Date of Service: Aug 1, 2023

Date of Transaction: Aug 2, 2023

Claimant Name:

Provider:

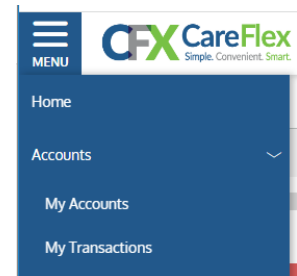
ADD RECEIPT

If documentation is submitted and reviewed and the transaction is marked ineligible or insufficient, it will be removed from the Action Needed section on the Personal Dashboard but can be reviewed on your Transactions page.

Resolving Pending Benefit Card Transactions

To review outstanding transactions from the Transaction page, follow these steps:

- Step 1.** From the **MENU** drop down, select **My Accounts** and then select **My Transactions**:



- Step 2.** Select the correct filters to review transactions. Make sure the correct calendar year is selected. To review only pending transactions, deselect the “Approved/Posted” and “Denied” filters:

Year Plan Type [EXPORT TO EXCEL](#)

Which transactions do you want to see? Select activities ☐ Approved/Posted ☒ Pending/Processing ☐ Authorized ☐ Denied [SEARCH FOR TRANSACTIONS](#) [PRINT TRANSACTIONS](#)

(\$240.00)	Flexible Spending Account Pending	Card	Aug 2, 2023	ADD RECEIPT
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- Step 3.** Click the transaction box to expand the transaction; click the ADD RECEIPT link to attach your supporting documentation to the transaction.

(\$240.00)	Flexible Spending Account Pending	Aug 2, 2023
Date Of Service	Aug 1, 2023	RECEIPTS
Description		No receipts to display.
Claimant		ADD RECEIPT
Account	Flexible Spending Account	PRINT
Plan Start Date	May 1, 2023	
Plan End Date	Apr 30, 2024	
Merchant Name		
Payment Details		
Total	\$240.00	
Posted	\$240.00	
Ineligible	\$0.00	
Remaining Balance Due	\$0.00	
Approved	\$240.00	

Once documentation has been received a CareFlex Claims Processor will review and confirm the eligibility of the payment. Typical turnaround time is 2-3 business days, don't delay in submitting your documentation.

ACT NOW TO COMPLETE THE REQUEST

If after 60 days CareFlex has not received documentation to support your purchase, your CareFlex Benefits Card will be temporarily deactivated, preventing further use. If a transaction is deemed ineligible, you will need to pay back the expense to the plan.

For questions or assistance, please contact CareFlex by email (support@careflex.com) or phone (888-577-2762).