

# Online Account Access

## CareFlex Participant Portal

### CareFlex Participant Portal

<https://mycareflex.wealthcareportal.com>

**Important Note:** the pop-up blockers on your Internet browser should be disabled prior to creating online access to your account; once registered you can re-enable the pop-up blockers.



## Register. Verify. Submit.

Select the **[REGISTER]** link on the top right of the home page.

### Step 1

- ✓ Enter your First Name, Last Name, and Zip Code.
- ✓ Select **[✓ NEXT]**

### Step 2

- ✓ Pick a method to receive a verification code. (Note: if you don't have a mobile phone number or email on file with CareFlex, please contact us.)
- ✓ Enter code received and select **[✓ NEXT]**

### Step 3

- ✓ Create a User Name, enter your Email and create a Password.
- ✓ Select **[✓ NEXT]**

### Step 4

- ✓ Answer the security questions and Select **[✓ NEXT]**

### Step 5

- ✓ Confirm email (update if necessary) and Select **[✓ NEXT]**

### Step 6

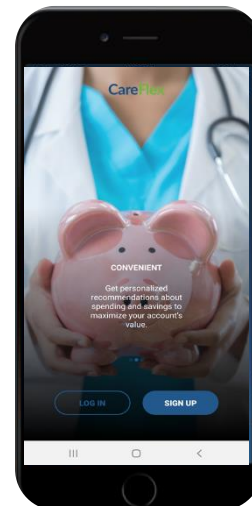
- ✓ Review information and Edit as needed
- ✓ Select **[✓ SUBMIT]**
- ✓ Select **[✓ DONE]**

If you have questions about your account or need help with the registration process, please contact **CareFlex** Customer Support by toll free phone 888-577-2762 or email [support@careflex.com](mailto:support@careflex.com). Our office hours are Monday to Friday from 8:00 am to 5:30 pm.

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## CareFlex Mobile App

The **CareFlex Mobile App** offers ultimate “on the go” convenience! The mobile app makes it easy for participants to access their account from their mobile device. The app is available at no charge for participants who possess a mobile device (phone or tablet) with an Apple® or Android™ operating system. Use your Username and Password established through the **CareFlex Participant Portal** or register directly from the **CareFlex Mobile App**.



**Faster.**

**Easier.**

**Better.**

- ✓ Secure login with current **CareFlex Participant Portal** username and password. (No need to register your mobile device, just download, login, and go!)
- ✓ Login memory for fast access.
- ✓ Real-time account balance, for both active and closing plans.
- ✓ Ability to submit requests for reimbursement directly from the mobile device.
- ✓ Ability to submit substantiation documentation using phone camera to take picture of EOBs and prescription labels.
- ✓ Your privacy is our #1 concern. Your app is password protected, information is transmitted using 128-bit SSL and no data is stored on your device. That's code for saying your privacy is thoroughly intact.

**Download the free mobile app  
for iOS and Android**

**Simply search for  
CareFlex Mobile App**

