**FlexPro Website**   
The Employee web access is available 24 hours a day, 7 days a week. Employees can review their accounts online for pending or ineligible transactions.

**Getting information 24 hours a day/7 days a week**

**Employee Experience**

https://keybenefit.wealthcareportal.com

Create Your Account   
When you log in for the 1st time you will need to complete the setup steps. You will need to Create a Username. If you receive a message that the one you want is already in use, add numbers or letters to make your Username unique in the FlexPro system. You will also choose your own secure password to log in for the first time. Complete the fields for your demographics: name, email address, preferred email, mobile phone number and Employee ID. FlexPro uses your SSN with no extra spaces or characters as your Employee ID – Example: 666456789. You will need your Employer ID for your registration ID.

* Your Employer ID is "KBA009800"
* Your Employee ID is H--------- (enter your social security number after the “H”)

**Manage Your Account**   
After you create your account, you have access to additional online account management tools such as: View your Account Balances and View your Pending Claims. You can also make any changes to your personal information. Making sure your current physical address and contact information is up to date will ensure FlexPro is able to reach you quickly by email with important information.

**FlexPro Upload Feature**Upload claims for reimbursement directly from a PC, tablet or your smartphone. Some tablets and phones do require the mobile app to present all available features. FlexPro is mobile optimized but carrier and phone version may interfere. You can check your claim history, find any unresolved transactions and upload directly to that transaction any required documentation. You can also download forms from your account, including a claim form.

**Mobile Phone Alerts**Use your online account to set up SMS text alerts for common communications. Find out when the claim you submitted has been entered or set your annual plan reminders to avoid missing the plan deadlines for turning in claims. You will need to have an online account to set this up. Some charges may apply depending on your phoneprovider. With a mobile phone number receiving alerts via text message, you can text “Bal” to 97487 to receive your current balance.

E-Mail Alerts  
Entering your preferred email address into your account allows FlexPro the ability to send you notices regarding your account. Once logged in, you can customize the notifications you wish to receive by email. Many notices are also sent directly to the participant portal. Options for notices are for situations occurring with your account: confirmation of an email or address change and when we have received claims you have submitted. You will also be sent regular notices which are important for the plan and your account balance throughout the plan year.

**Virtual Client Representative & Web Chat**Use the FlexPro customer service number to call anytime, day or night. Listen to the prompts and follow the steps. You will be provided a list of current options available. If you call during regular business hours you can opt out to speak with FlexPro staff by calling 800-558-5553 (8am - 5pm EST)

No time for a phone call? Have Flex questions while at work? No problem! Just open the FlexPro website and look for the FlexPro Chat link on the left side. Click, then begin chatting with FlexPro staff any time during normal business hours (8am-5pm | Monday - Friday). <https://keybenefit.wealthcareportal.com>

**Email or FAX FlexPro**  
While uploading your claim to the website is quickest, you can also email or fax your requests for reimbursement and resolutions for pended transactions. Submitting in this way will direct your claim information and substantiation documents directly to the online portal for processing. NOTE: For emails, please send anything other than text as an attachment rather than pasting to the body of the message to prevent system errors reading the data.[KeyBenefit\_Receipts@alegeus.com](mailto:KeyBenefit_Receipts@alegeus.com) | Fax: 844-560-6757 or 978-364-5086

Direct Deposit Reimbursement Information   
Your employer has chosen the Direct Deposit Reimbursement option. This feature allows employees who elect it to receive their Health Reimbursement Account reimbursements as a direct deposit (or ACH) directly into their bank account.

How Direct Deposit Works  
Employees can either submit the Direct Deposit Authorization form (attached below) to KeyBenefit\_Receipts@alegeus.com (see Direct Deposit form for submission details) or set up their direct deposit through www.mywealthcareonline.com/FlexPro. Once your direct deposit is set up, any future claims submitted for payment would be processed using this feature (it will not apply to claims prior to the date the account was set up).

You will receive an email confirmation when the reimbursement is generated and the money will be deposited directly into your bank account within 2-3 business days from the time of the email. You do not have to wait for your check to be delivered in the mail and do not have to go to the bank to deposit or cash your reimbursement.

https://keybenefit.wealthcareportal.com

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| **FlexPro Mobile**  Employees can download the app from the App Store or Play Store by searching "FlexPro Mobile.” Employee accounts must be registered with <https://keybenefit.wealthcareportal.com>in order to use this application on mobile devices. Once installed, Employees can log in with the ID information used in their registered account. Check your balance, update your address and more from your phone or tablet. See the Upload feature for a quick way to submit documentation for unresolved transactions and to submit new claims. |  |