

# PacificSource Administrators MyFlex Website: **Online Account Access for Participants**



## MyFlex Basics

At PacificSource Administrators (PSA), we're committed to providing you with flexible, personalized service. One way we do that is through the PSA website, which includes a participants-only area called MyFlex. By logging in you can access personalized information about your accounts 24 hours a day. Whether you have a Flexible Spending Account (FSA) or Health Reimbursement Arrangement (HRA), you can find everything you need at [PacificSource.com/PSA](http://PacificSource.com/PSA).

## Visit our website at [PacificSource.com/PSA](http://PacificSource.com/PSA)

- Learn more about your Benny™ Debit Card
- Download forms and materials including claim forms, direct deposit forms, and more
- Review Eligible Expenses
- Find answers to frequently asked questions

## Logging into the MyFlex Web Portal

1. To begin simply visit our website, [psa.pacificsource.com](http://psa.pacificsource.com), and select the "MyFlex FSA/HRA"
2. Select MyFlex to be navigated to the MyFlex Web Portal. All participants are automatically assigned a username and password by PSA.
3. Enter your username and password and select login.
  - a. If you have previously participated and changed your username or password please log in using your existing information.
  - b. If this is your first time logging into MyFlex enter your member ID number in the username field. Your member ID number is provided in your Welcome Letter; sent in the mail when you first enrolled. If you cannot locate your ID, call Customer Service at (800) 422-7038 to request it.
  - c. Enter your date of birth in the password field using the format MM/DD/YYYY with the slashes included.

### Questions?

If you have any further questions you're welcome to contact Customer Service anytime.

We're happy to help!

Direct: (541) 485-7488

Toll-free: (800) 422-7038

### Email

[psacustomerservice@pacificsource.com](mailto:psacustomerservice@pacificsource.com)

**[PacificSource.com/  
PSA](http://PacificSource.com/PSA)**



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- d. Once you are logged in, you will be prompted to enter or confirm the email address on file, create a new username and password, and create security questions. Be sure to click the blue buttons between each updated section as you make each change. You will not be prompted to repeat these steps on future logins unless security updates are needed.

## MyFlex Overview

The website is organized as follows:

- Home page
  - Overview and quick links
  - View plan balances and our most frequently used information
- Claims tab
  - Submit a new claim online
  - View your claim history and payment status
  - Select individual claims for additional information
- Status tab
  - View elections and account balances
  - View contribution history
- Profile tab
  - View and edit your profile
  - Change your address and personal information
  - Change your username and password
  - Add or update your Direct Deposit preferences
- Resources tab
  - Access our most popular forms
  - Run basic reports

## Questions and Answers

### How can I be sure my personal information is secure?

MyFlex is a secure site. All information you send to us via the Web will be encrypted. If another Internet user intercepts the communication, they will only be able to see it in an encrypted (garbled) format. Certificate technology allows us to decrypt the information, and view it in plain text form.

### Can I change my password?

Yes, you can change your password to another unique password at any time. To do so, select the Profile tab and choose the Username and Password option. You can choose to change just your username, password, or both.

### Can I change my address through MyFlex?

Yes, just select the Profile tab and choose the Update Profile option. Once you save your change, it will be routed to Customer Service for updating. You can monitor your submitted pending change on your home page. Keep in mind that you will still need to notify your employer of the change.

### Does MyFlex provide information about my Transportation Benefit?

Yes, if you have a Transportation account with PacificSource Administrators, MyFlex allows you to view your transportation claims, payments, and balances.

### My employer offers the Benny™ Debit Card. Will the balances and payment information shown on that website match MyFlex?

Since there may be variances in the dates payments are posted, we cannot guarantee that our data will be the same as the data shown on the [my.wexhealthcard.com](http://my.wexhealthcard.com) website. Any discrepancies however, should be temporary. If you believe there is an error in the information presented on MyFlex, please contact us for assistance.

### How do I submit a claim?

To request reimbursement online select the Claim tab and then select Submit a Claim. Detailed instructions are located under the Resources tab. Select Forms & Letters to find the Online Claim Instructions.

### Who should I contact if I have technical problems?

If you have any difficulties with MyFlex, you're welcome to call Customer Service. We'll look into it and follow up with you right away.

### Tips

- Access the MyFlex Web Portal directly at [hrbenefitsdirect.com/PSA](http://hrbenefitsdirect.com/PSA).
- Access additional information, forms, and materials at <https://psa.pacificsource.com/Flex/>.