

WELCOME



Congratulations on your recent enrollment in the Flexible Spending Arrangement plan, sponsored by **Clarkston School District**. Flex-Plan Services, Inc. is here to make sure that you get the most out of this valuable benefit. We've outlined some of the administrative details of how your plan works below.

If you have general questions regarding how a Flexible Spending Arrangement plan works, you can visit our website at www.flex-plan.com, or call our customer service center. See your Summary Plan Description (available from your employer) for specific details regarding your plan.

ONLINE ACCOUNT ACCESS

Available through our website (www.flex-plan.com), select any of the links labeled 'Participant' to direct you to the participant information page. From here you can access your account by selecting 'Manage My Account'. First time users will select 'Register with Flex-Plan.com'.

To register for online account access you will be requested to provide the following information:

- Last Name, First Initial
- E-mail Address
- Company Code: **CLK**
- Choose a User Name
- Date of Birth

Do not forget to review and accept the 'Terms and Conditions'. Shortly after registering for online access you will receive an E-mail confirmation with a temporary password.

PLAN YEAR

The dates of service for your eligible expenses must be during the plan year, which is **November 1, 2014** through **October 31, 2015** and while you are an active participant in the plan. Any expenses incurred prior to your effective date or after your termination date cannot be reimbursed.

GRACE PERIOD

Your plan also has a special 2 ½ month Grace Period after the end of the plan year. The Grace Period will end on **January 15, 2016**. This feature gives you an additional 2 ½ months to incur expenses against your Health Care and Day Care arrangements. All expenses incurred during the grace period will automatically deduct out of the prior year's arrangement, and any remaining balance will then be applied to the current plan year.

CLAIMS & REIMBURSEMENTS

A claim form is enclosed for your convenience. This form must be used when submitting a claim. You will want to make additional copies of the form for use throughout the year. Some other things to keep in mind:

- You may submit claims for reimbursement using one of the following methods (use only one method per submission):
 - Flexi App (for iPhone & Android)
 - Email
 - Mail
 - Online Claims Submission Tool
 - Fax
 - FlexConnect Tool
- Submit your request for reimbursement at least two (2) full business days prior to your reimbursement date.
- For Day Care FSA claims: this benefit is not pre-funded so we can only reimburse your claim up to the balance available at the time your claim is processed.
- All claims must be submitted prior to the end of the claim filing period. Under this plan, you'll have a **90-day** claims run-out period after the end of the plan year (**January 31, 2016**) to submit claims. Claims postmarked after this date cannot be accepted.

Reimbursements will be mailed to your home or initiated to be deposited into your bank account weekly on Thursday.

CUSTOMER SERVICE

A dedicated staff of customer service agents is available to answer your inquiries, Monday through Friday, between the hours of 6:00 am and 6:00 pm (PT). You can reach our customer service at (425) 452-3500 or toll-free at (800) 669-3539. Customer service inquiries can also be sent by email to customerservice@flex-plan.com.

We look forward to serving you this year!!