



Flexible Benefits Services

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Welcome to the start of a new flex plan year. We are excited to have you participating in an exceptional employee benefit program offered by your employer. If at any time during the plan year you have questions regarding your flex benefit program, please do not hesitate to contact our office at the numbers listed above, or you may e-mail your questions to support@r1benefitstoday.org.

Attached you will find some important documents that will assist you in taking advantage of the features and benefits of your flex benefit plan.

Participant Portal registration instructions - we highly recommend that each participant register for access to their individual web based Participant Portal. In addition to 24/7 access to your flex benefit account information, you can take advantage of the on-line claim submission feature.

Reimbursement Request Form - if you wish to file manual claims, you may use this form to request reimbursement from your flex benefit account. If you keep an electronic copy of this form on your computer, the form can be completed using your keyboard and printed for submission. Fill out the form completely and attach invoices showing dates of service, type of service and amount owed. E-mail, fax or send the claim and invoice copies to our office. Our address and fax number is listed at the top of this page. Claims may be e-mailed to claims@r1benefitstoday.org.

Direct Deposit Authorization Form - we highly recommend that all participants sign up for direct deposit of their flex benefit claim payments. It's reliable and secure. Lost checks in the mail simply delay your flex claim payments.

Benefit Debit Card Form - If you have an interest in obtaining a convenience debit card to use in paying for medical flex expenses, you will have to read the form and complete the information at the bottom of the form. Please make sure you read the form thoroughly and understand how the benefit debit card works. For most expenses, you will still be required to submit verification for approval of your debit card transactions. Completed forms may be e-mailed to support@r1benefitstoday.org.

We process flex claims daily and we make claim payments every Thursday. **Participants must have their claims to our office by noon on Wednesday in order to be paid that week.** If you have questions regarding your submitted claims or account balance, we strongly urge you to register for access to your individual Participant Portal.

Please visit our employee benefits website - www.r1benefitstoday.org. We continue to expand the amount of information available to you.

If you have any questions or concerns, please let us know. Have a great year!