

CAFETERIA / FLEXIBLE BENEFIT PLAN

Guide to Employee Tasks

(Also see the more detailed Guides with pictures of the forms and web site pages in the Manual.)

Employee Tasks:

- Enroll (Deductions will then be taken from your pay checks.)
- Submit claims – either online or by fax or mail.
- Receive reimbursement by direct deposit or check.
- Review account balances.

Enroll Online

Log on to www.Freidag.com

1. Select: “*Enroll in the Plan*” and then “*FlexSystem Enrollment*” on the next screen.
2. Enter you annual election amounts.

Enroll using the paper form

Obtain a “Flexible Compensation Enrollment” Form from your HR Department, at www.Freidag.com, or call 800-422-4661. The form has detailed instructions.

Submit a Reimbursement Request Online

1. Log on to www.Freidag.com
2. Select: “*Access Account*” and “*Reimbursement/Claim*” on the next several screens
3. To log in you will need your social security number, personal pin # and your Employer’s Plan ID #.
4. Process through the 4 Steps:
 - i. Your address information is reviewed each time you log on.
 - ii. Enter your reimbursement information and click “*Save and Review*”
 - iii. After all items have been entered, click “*Submit*”
 - iv. When prompted, print the VeriFlex Cover Sheet. Sign the VeriFlex sheet and fax or mail with copies of your substantiation documents for each claims listed. Insurance company EOBs and invoices are the best documents to send. Payment receipts and end-of-month statements may not show sufficient information. This should be done as soon as possible.
5. Reimbursements are normally issued within 3 working days.

Submit a Reimbursement Request by Fax or Mail

1. Fill out the Request for Reimbursement form (see instructions on back). If you need forms, call 800-422-4661, the HR Department, or Log on to www.Freidag.com.
2. Fax or mail along with a copy of the substantiation documentation for claims being submitted. (Fax number and mailing address is on request form.)
3. Reimbursements are normally issued within 4 working days.

Account Balances

By phone: call 800-422-4661 and press 5, then 1.

To view on line:

1. Log on to www.Freidag.com.
2. Select “*CAFE/FLEX Check Your Balance*”, and then “*Account Balance*”
3. After you login, select the appropriate tab for:
 - i. Member Information
 - ii. Total Contributions
 - iii. Total Claims Received (Which shows claims that have been substantiated and claims for which substantiation is pending because adequate documentation has not been received.)
 - iv. Total Claims Paid
 - v. Special Transactions (If your plan switched to FlexSystem mid-plan year, then the prior transactions are shown on this tab.)