

Direct Billing Quick Reference Guide

Direct billing offers you the convenience to pay for premiums directly from your PayFlex® member website. Direct billing services are for retirees, members out on disability and/or members taking a leave of absence.

Get started

- Go to **payflex.com**.*
- Click **Sign In**, located at the top right corner.
- If you're a new user, click **Create Your Profile** and complete the required fields.

View your detailed account information

From your PayFlex member website, go to the **Benefits Center**. Click on the following links to view detailed account information.

- **Account Overview**: View your enrollment status, start and end dates for coverage and payment information.
- **Account Activity**: View a summary of your most recent account activity and premiums due in the upcoming months.
- **Coverage History**: Review a list of all plans you are enrolled in.

View your next payment amount

From **My Dashboard**, you can view the amount of your next payment and payment due date under "Benefits at a Glance." For more detailed account information, click on **View My Account**.

Make a payment

- From the **Benefits Center**, click on **Make a Payment**. You may also be able to choose **One-Time Payment** or **Recurring Payment**.
- Otherwise, you can make a payment by check or money order and mail directly to: PayFlex Systems USA, Inc., PO Box 953374, St. Louis, MO 63195-3374.

Note: By enrolling in the recurring payment option, you won't receive monthly communications from PayFlex.

Account notifications

- From **My Dashboard**, click on **My Settings**.
- Click on the notifications link.
- Enter your email address and choose the notifications you want to receive. You can also choose when and how you'd like to get them. Then click **Submit**.

Access important notices and letters

On **My Dashboard**, select **My Documents** on the left-hand navigation bar.

- To download and/or print the following documents, click on the document title.
 - Participant Statement Reports
 - Deficient Payment Letter
 - Rate Change Notices
- To narrow your search, filter by document type. Click the drop-down arrow at the top of the page and select the type of document you want to view.

Questions?

Log in to your PayFlex member website and click **Contact Us**. We're here to help Monday – Friday, 7 a.m. – 7 p.m. CT.

*If you're an Aetna member, log in at **www.aetna.com**. Click **Access Your Account** to get to your PayFlex member website.

PayFlex Systems USA, Inc.

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