

REIMBURSEMENT PLANS FAQ

1. [How do I check my account balance\(s\)?](#)
2. [Can I check on the status of a claim and see if it has been paid yet?](#)
3. [My Benefits Card was lost or stolen; how can I get a new one?](#)
4. [What is the deadline for claims submission for my account?](#)
5. [What documentation do I need to submit with my Health Care FSA claim to get it approved?](#)
6. [How do I update my address in the system?](#)
7. [How can I add a dependent to my account? Can I get them a Benefits Card to use?](#)
8. [How can I check to see if my expense is an eligible purchase?](#)
9. [I submitted a claim and never received a check for it. How can I get a check reissued?](#)
10. [How can I add direct deposit information to my account?](#)
11. [Why was my Benefits Card transaction declined?](#)

1. How do I check my account balance(s)?

You can access your account by visiting <http://www.yourflexbenefits.mercermarketplace365.com/> or through the “Your Flex Benefits” mobile app. Please register if you are a first-time user or log in with your existing credentials.

First-time Users: One Time, Step-By-Step Registration Instructions:

- Go to <http://www.yourflexbenefits.mercermarketplace365.com/>
- From the Participant Access screen, click on *Register as a New User?*
- Enter your personal information on the ‘Identify Yourself’ screen as prompted and check the “I’m not a robot” CAPTCHA box.
- Complete the Registration Form screen by adding your username, password as well as your preferred communication method for two-factor authentication. Two-factor authentication is an added security check that sends a personalized 6-digit code to your phone via text or to your email when you log into your account.
- From the ‘You have been registered successfully’ screen Click the *Click Here to Log In* button to confirm your registration and login into your account.
- Log in
- From the ‘Send Two-Factor Authentication Code’ screen select the preferred method to have your code sent via text or email. Click *Send Code*
- Enter the code provided, then Click *Login*
- Review the “Terms of Use” on the next screen, check the box stating *I have read* and agree with the terms, then click *Agree*
- You will now be at the home page. Access your account from here by clicking the *Flex Benefits* box.

Mercer Marketplace 365+SM

2. Can I check on the status of a claim and see if it has been paid yet?

Log into your account by navigating to <http://www.yourflexbenefits.mercermarketplace365.com/> (see #1 FAQ). Click on the *Flex Benefits* box to access your account. On the personal dashboard you will see Recent Transactions which displays all the recent activity. Click on the transaction you wish to view. The list can be filtered by Year, Plan, and Type of Transaction. Under Type, click on Claims and to see all claims submitted and their status.

3. My Benefits Card was lost or stolen; how can I get a new one?

Log into your account by navigating to <http://www.yourflexbenefits.mercermarketplace365.com/> (see #1 FAQ). Click on the *Flex Benefits* box to access your account. In the upper right corner where it displays “Hi, (user’s name)” - - hover over the name or click the down arrow. Click Debit Card > Report Lost/Stolen. After clicking the Report Lost/Stolen button a popup will provide the option to order a replacement card.

4. What is the deadline for claims submission for my account?

Log in at <http://www.yourflexbenefits.mercermarketplace365.com/> (see #1 FAQ). Click on the *Flex Benefits* box to access your account. Go to the menu on the top left and select My Accounts > Benefit Account Summary. This page will display dates for claims submission deadlines.

5. What documentation do I need to submit with my Health Care FSA claim to get it approved?

The IRS requires supporting documentation for some claims. The acceptable claim documentation must include the following:

- Date the service was provided
- The service provider’s name
- The name of the person for whom the service was provided
- The cost of the service incurred
- A clear and detailed service description

6. How do I update my address in the system?

Demographic information, including address and email address, should be updated with your employer who will then provide that information to update your account.

7. How can I add a dependent to my account? Can I get them a Benefits Card to use?

Log into your account at <http://www.yourflexbenefits.mercermarketplace365.com/> (see #1 FAQ). Click on *Flex Benefits* to access your account. In the upper right corner where it displays “Hi, (users name)” - - hover over the user name or click the down arrow. Click on Profile and scroll to the bottom and click on the blue button to Add Family Member. Add the appropriate information, plans associated, and order a debit card if applicable.

8. How can I check to see if my expense is an eligible purchase?

Log into your account at <http://www.yourflexbenefits.mercermarketplace365.com/> (see #1 FAQ). Click on the *Flex Benefits* box to access your account. Go to the menu on the top left and select *Resources*. Click on *Eligibility List* to search.

Mercer Marketplace 365+SM

9. I submitted a claim and never received a check for it. How can I get a check reissued?

To have a check reissued, please email Mercer Marketplace Participant Services with detailed information at myflexbenefits@tri-ad.mercermarketplace365.com.

10. How can I add direct deposit information to my account?

Log into your account at <http://www.yourflexbenefits.mercermarketplace365.com/> (see #1 FAQ). Click on the *Flex Benefits* box to access your account. In the upper right corner where it displays “Hi, (user name)” - - hover over the user name or click the down arrow. Click on Profile to find the Direct Deposit Account set up.

11. Why was my Benefits Card transaction declined?

Some merchants are not eligible for Benefits Card transactions as they fall outside the merchant code guidelines. You should have received an automatic email explaining that your card was declined and why. If the purchase was made by paying with another method and feel your purchase was eligible, please submit a claim online.