

Pay your health care provider with “Pay Them”

Did you know you can pay your health care provider directly from your PayFlex account? It's true! You can use “**Pay Them**” to do it.

Before using Pay Them to pay for your eligible expenses, read these quick tips.

Quick Tips

1. Select the correct *expense type* and *date of service* for your claim

Let's say you received medical care. And you use **Pay Them** to pay your doctor. If the medical care was applied to your deductible, you would select “Deductible” as the *expense type*. For *date of service*, enter the actual date you received the care.

Note: If we get an eligible claim with incorrect information, we'll have to deny your claim.

2. Send supporting documents with your claim

When you submit a request to pay your provider, you must upload, fax or mail supporting documents.

- **If you're uploading**, your documents must be saved to your computer. You can upload a PDF, JPG, GIF or PNG.
- **If you're faxing or mailing**, send the documents right away. This can help prevent delay in processing your request.
- **Your supporting documents must include:**
 - Date of purchase or service
 - Amount you were required to pay
 - Description of the item or service
 - Patient name
 - Merchant/provider name

3. Watch for notification from PayFlex

We'll notify you after we process your request and mail your check directly to your provider. You can find the Explanation of Payment (EOP) online.

- Log into **horacemann.payflex.com**.
- Click on **Documents & Forms** and select **My Documents**.
- From the drop down, select **EOBs/EOPs/Checks**.

Note: The EOP does NOT confirm the check has been received, cashed or deposited.

4. Confirm receipt of payment

- Contact your provider to confirm they received payment from PayFlex.
- If your provider doesn't get a check from PayFlex, call us at **1-877-533-0220**.

Getting started with Pay Them

1. Log into **horacemann.payflex.com**.
2. Under *Account Actions*, click on **File a claim**.
3. Select **Pay Them** to get started.

Questions?

Visit **horacemann.payflex.com**. Or call us at **1-877-533-0220**. We're here to help Monday – Friday, 7:00 a.m. – 7:00 p.m. CT and Saturday, 9:00 a.m. – 2:00 p.m. CT.

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