

How to appeal a TexFlex claim with PayFlex

If you've submitted a claim to PayFlex and it was partially reimbursed or denied, you have the right to request a second review, or appeal, of the claim. You may also request, free of charge, copies of the Internal Revenue Service (IRS) documents upon which PayFlex based their decision. To request an appeal, you must submit a request to PayFlex within 90 days from the original denial date or partial reimbursement date.

How to submit an appeal

You have two options:

- You can submit your request online, through the TexFlex website.
 1. Visit www.TexFlexERS.com.
 2. Click **LOGIN** to access your account information.
 3. Select **View account details** on the dashboard.
 4. Under **Account activity**, select the **Claims** tile.
 5. Under **Unpaid claims**, click on the **Expense type**.
 6. From the claim details page, you'll see the amount not paid and the reason.
 7. Then, select **Appeal Claim**. Follow the prompts to upload/fax/mail documents before submitting your appeal.

OR

- If you don't want to submit your appeal online, you can send your request directly to PayFlex. Send a copy of your denial notice, along with supporting documentation to:

Attention: PayFlex, Flex Department
PO Box 8396
Omaha, NE 68103-8396

Be sure to include any information or documentation that may assist in reviewing your appeal request.

Upon receipt of the request, PayFlex will review your submission and provide a written response **within 30 days**. If PayFlex denies your appeal request after their review, you'll receive additional information about how you may request a second-level appeal through the Employees Retirement System of Texas (ERS).

We're here to help

For any questions, log into www.TexFlexERS.com. Select **Help & Support** to email or chat with a TexFlex customer care representative. You can also call us directly at **(866) 353-9839 (TTY:711)**. We're available to help Monday through Friday, 7 a.m. to 7 p.m. CT, and Saturday, 9 a.m. to 2 p.m. CT.

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