

ONLINE ACCOUNT INFORMATION

First Time Users

1. Log onto WWW.PADMIN.COM
2. Hover over the "Participants" link.
3. Left-click on "Access My Flex Account"
4. There is a link at the top of the screen entitled "New Users Click Here", first time users should click on this link to set up their account.
5. You will then be prompted to enter some information in order to set up your account.
 - a. Enter your social security number (without dashes)
 - b. Enter your date of birth (mmddyyyy)
 - c. Left-click on "Click here to continue."
6. You will now be prompted to create your own unique user ID and password.
 - a. You will also be prompted to select a challenge question that may be used in the event you forget your password.
7. Click "Set up User ID"
8. You are now logged in.

Returning Users

1. Log onto WWW.PADMIN.COM
2. Hover over the "Participants" link.
3. Left-click on "Access My Flex Account"
4. Enter your User ID and Password
5. Click "Log In"

To View Account Information

1. Once you are logged in, click on the account that you would like to view information on.
2. You will now be able to view all information regarding that account, including:
 - a. Account Balance
 - b. Claims
 - c. Check Dates
 - d. Denial Letters

Customer Service Representatives

1. Dial 1-800-688-2611
2. Enter extension 719 or:
 - a. Press "1" for Flex Information
 - b. Press "2" to speak to a customer service representative.
3. Your call will be transferred to the next available representative who will be happy to assist you.