



COMMONWEALTH OF VIRGINIA HEALTH BENEFITS

More Payflex FAQs

Q. If a Health FSA participant has not received their Payflex debit card (or has thrown it away by mistake), can they call customer service to get a new card?

A. Yes, the participant can call Payflex Customer Service at 855-516-8595 for assistance. If you think the card was lost or stolen, call 888-879-9280.

Q. If a Health FSA participant doesn't want to use the debit card, can they register without activating the card?

A. Yes, they can register without activating the card (card will not work if not activated), but they will still need the card number to register online.

Q. Can a participant who has not registered and doesn't wish to use online tools still access a paper claim form?

A. A claim form will be posted on the DHRM web site at <https://www.dhrm.virginia.gov/forms>.

Q. I am enrolled in a Dependent-Care FSA only (not a Health FSA), and when I tried to register, I was asked for a debit card number.

A. A participant enrolled in just a Dependent-Care FSA should not be asked for a debit card number. However if the participant is enrolled in both a Dependent Care and Health FSA, the Health FSA debit card number is required to register for on-line access.

Q. Do I have access to my full annual Dependent Care FSA election (starting July 1)?

A. No, while Health FSAs provide access to the full election amount on the first day of the coverage period, only Dependent Care FSA funds that you have contributed to your account are available during the coverage period.

FOR COMPLETE INFORMATION ABOUT YOUR FLEXIBLE SPENDING ACCOUNT,
SEE YOUR FLEXIBLE SPENDING ACCOUNT SOURCEBOOK, AVAILABLE AT
<https://www.dhrm.virginia.gov/employeebenefits/flexiblependingaccounts>