



Customer Care Team Quick Service Guide

Customer Care Phone Service

Speak with your representative Monday through Friday 8:00 am – 5:00 pm CST
1-800-383-1623 or within the local calling area 319-352-1623

If you need to check a balance or reimbursement payment after hours call our Automated Flex Hotline
1-888-705-0608 available 24 hours a day 7 days a week for your convenience.

Fax Numbers: 319-352-4018 and 319-352-2610

Customer Care Web Service

E-mail your claims, questions, and comments to our Customer Care Center.
customercare@advantageadmin.com

Check out our website for answers to frequently asked questions, personal account information and benefit updates.

www.AdvantageAdmin.com

Click on the MyFlex tab for your personal account information

- First Time Users will need to set up a personal User Name and Password by following the online instructions.

Submitting your Claim

Submit your Flex & HRA claims in a way that fits your style

E-mail: customercare@advantageadmin.com

Fax: 319-352-2610 or 319-352-4018 both available 24/7

Mail: PO Box 118 Waverly, IA 50677

Submit in person at 100 2nd St SW Waverly, IA a secured drop off box is also available.

*claims received by Noon M –F will be processed that day and reimbursements are released the next business day.