



## 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

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

### Customer Care Web Service

Email your claims, questions, and comments to our Customer Care Center.  
[customercare@advantageadmin.com](mailto:customercare@advantageadmin.com)

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

[www.AdvantageAdmin.com](http://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.
- If you are unsure of your username and password, please contact our customer care team for assistance.

### Submitting your Claim

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

1. Mobile App (iPhone, iPad, Android phone): Download Advantage Administrators App – called 1Benefits from the Apple Store or Google Play. Click on MyFlex account, complete the online form, take a picture of your receipt and upload it, and then hit send.
2. Online: Click on MyFlex, complete online form, scan and attach your receipts, and then send.
3. Email: [customercare@advantageadmin.com](mailto:customercare@advantageadmin.com)
4. Fax: 319-352-4018 or 319-352-2610 both are available 24/7
5. Mail: PO Box 118, Waverly, IA 50677
6. Submit in person at 100 2<sup>nd</sup> 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.