



MyFlex

Employer Online Enrollment

August 2016

Table of Contents

Overview	2
Online Enrollment Options	2
Getting Started	2
Enrollment Administration	3
View Open Enrollment	3
Manage Open Enrollment	3
Using Member Online Open Enrollment	6
Viewing Progress of Open Enrollment.....	6
Finalizing Open Enrollment.....	7
Update / Disapprove Elections	8
Add Election(s).....	8
Add New Member(s) and Elections	9
Approve Elections.....	9
View / Export Enrollment Report	10
Using Employer Online Enrollment	11
Add Election(s).....	11
Add New Member(s)	12
Approve Elections.....	12
View / Export Enrollment Report	13
Add Dependent(s)	13
Member Profile	13
Member Security	14
Debit Card Options	14
Terminations	14

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

Overview

The PSA (PacificSource Administrators) MyFlex web portal is a convenient way for both members and employers to manage their Flexible Spending, Transportation, and Health Reimbursement Arrangement accounts. Online enrollment is an additional feature of MyFlex that can be an effective tool to streamline the enrollment process for members and employers. The information provided in this document will help outline the process.

Online Enrollment Options

There are two online enrollment options;

1. **Member Online Enrollment** – Employees use MyFlex during the open enrollment period to enroll. When the open enrollment period expires the Group Administrator will review and approve (or disapprove) elections.
2. **Employer Online Enrollment** – Employees fill out enrollment forms and return the forms to the Group Administrator. The Group Administrator then uses MyFlex to enter the member elections.

Once the option has been determined, the following dates will need to be established;

1. **Member Online Enrollment**
 - a. **Member Open Enrollment Period:** Start and End Date. Online Open Enrollment will close at 9:00pm PST on the selected End Date.
 - b. **Group Review Period:** End Date. **Note:** *Group Review Period will begin the day following Member Open Enrollment Period End Date. Group Review Period End Date should be no later than the 21st of the month prior to the start of the plan year. (e.g., 12/21/2015 for plan year beginning 1/1/2016).*
2. **Employer Online Enrollment**
 - a. **Employer Open Enrollment Period:** Start and End Date. Online Open Enrollment will close at 9:00pm PST on the selected End Date.

Getting Started

1. Navigate to the PacificSource Administrators web portal;
<https://hrbenefitsdirect.com/PSA/signIn.aspx>
2. Log in using your group's username and password. If you need assistance logging in, please contact an Enrollment Representative at (541) 225-2730 or via email at psaenrollment@pacificsource.com.

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

Enrollment Administration

On the Home tab, select Members > Enrollment Administration from the drop-down menu. The Enrollment Administration page will enable the Group Administrator to perform the necessary functions related to online enrollment. The first Enrollment Administration page provides options to view and export current member elections, or manage and finalize member elections.

View Open Enrollment

Select View Enrollment Report to view a list of elections members have entered to date. A count of the members who have elected to participate will be displayed, as well as a percentage of enrolled employees. This report can be exported to Excel, Word, or PDF by selecting the preferred format.

Note: Total employee count is based on all members previously entered into the PSA system that do not have an employment termination date. It is not a reflection of the number of members enrolled in the current plan year.

Manage Open Enrollment

Select Manage Enrollment to manage and finalize member elections. This screen will be used to manage online enrollment regardless of which online enrollment option has been selected. Please refer to the instructions on page 6 or page 11 applicable to the selected option to determine how best to use the screen. The following list is intended as a general sample of this area.

The top screenshot shows the 'Member List' interface. It features a header with 'Member List' (1) and 'MEMBER, NEW (ZZMAN271710) Born: 05/03/1982' (6). Below the header are three dropdown menus: 'Plan Stage: Future Year(s)' (3), 'Group Options: Choose an Option' (4), and 'Member Options: Choose an Option' (7). The 'Member Options' dropdown is open, showing options like 'View/Edit Existing Election', 'Add Mid-Year Election', 'Member Profile', 'Member Security', and 'Dependents'. Below the dropdowns are two more dropdowns: 'All' (5) and 'All' (5). The table below shows a single row for 'MEMBER, NEW' with Member ID 'ZZMAN271710' and status 'Pending'.

The bottom screenshot shows a detailed view for a member. The header includes 'MEMBER, NEW (ZZMAN271710) Born: 05/03/1982'. The 'Available Plans' section lists 'DEPENDENT CARE EXPENSES (1/1/2017 - 12/31/2017) - Not Enrolled' and 'HEALTH RELATED EXPENSES (1/1/2017 - 12/31/2017) - Pending' (8). The 'Payroll Calendar' is set to 'MONTHLY 31ST (31ST OF EVERY MONTH)'. The 'Employee (EE)' section (10) shows 'Annual' as '\$600.00' and 'Per Pay' as '\$50.00'. The 'Employer (ER)' section (11) shows 'Annual' as '\$0.00' and 'Per Pay' as '\$0.00'. The 'Enrollment Status' (12) is 'Pending'. A 'Comments' field is at the bottom, and 'Save' and 'Save And Approve' buttons are at the bottom right.

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

<p>1 Member List</p>	<p>This list will include all non-terminated employees that have been enrolled in a PacificSource Administrators FSA, HRA, or Transportation plan, past and present. Always ensure the name in the Member Information bar (see 6) matches the member selected in the Member List.</p>
<p>2 Member List docking pin</p>	<p>The pin at the top right of the Member List will hide / collapse the Member List. The Member List will re-appear on the screen if the Member List icon, on the top left, is hovered over. The Member List may be re-docked by re-selecting the docking pin icon.</p>
<p>3 Plan Stage</p>	<p>Future Year(s): This option is used for Online Open Enrollment for the upcoming plan year. Current Year(s): This option is used for new hires mid-year and new mid-year elections.</p>
<p>4 Group Options</p>	<p>Approve All: After reviewing member elections, all elections can be approved at once, rather than individually. This option will approve all member elections in the Member List. <u>This function should be used carefully, as there is no way to cancel the action.</u> If this button has been selected in error, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com.</p> <p>Add New Member: This option is used to add a new member, who has not previously been enrolled. When selected, the Member Options side (see 7) will display the profile to enter the member information. Fields marked with a red asterisk (*) are required fields.</p>
<p>5 Filter drop-down</p>	<p>You are able to filter by Name, Member ID or Enrollment Status.</p> <p>The Enrollment Status drop-down contains four options;</p> <p>Approved: Once elections are Approved, they then enter PSA's database and Pending elections display as Approved. <i>Note: Approved elections display as Complete on the View Enrollment Report.</i></p> <p>Disapproved: If a member's enrollment must be disapproved due to eligibility or other reason, select Disapproved from drop-down menu and select Save. Use Disapprove to cancel an election, do not adjust the election to \$0.</p> <p>Not Enrolled: Members that do not have an election entered.</p> <p>Pending: All elections will initially display as a Pending status. These elections are pending Group Administrator review and approval/disapproval. <i>Note: Pending elections display as In Progress on the View Enrollment Report.</i></p>
<p>6 Member information bar</p>	<p>The member Name, ID number, and birthdate are displayed in this bar. The member information displayed should match the member selected in the Member List.</p>

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

<p>7 Member Options</p>	<p>View/Edit Existing Election: Update the Payroll Calendar, Annual amount, Per Pay amount or Approve / Disapprove the election.</p> <p>Member Profile: Update member demographic information.</p> <p>Member Security: Reset Member’s Web Usernames and Passwords. EFT/Direct Deposit information may not be changed or updated by the Group Administrator.</p> <p>Dependents: Dependent information is not needed for FSA plans. If the member is enrolled in an Individual HRA (Health Reimbursement Arrangement) plan, PSA will need dependent information for any family member whose claims may be paid through the HRA plan.</p>
<p>8 Plan Information</p>	<p>The plans offered and the plan year dates are displayed in this area.</p>
<p>9 Payroll Calendar</p>	<p>The payroll calendar impacts the pay dates that appear on the invoices as well as the member’s per pay and annual amounts. Confirm / update the Payroll Calendar from the drop-down menu.</p>
<p>10 Employee Elections</p>	<p>Employee funded Per Pay and Annual amounts should be entered in the Employee (EE) Pre-tax area. These may be entered by the member or Group Administrator, depending on the online enrollment option chosen.</p>
<p>11 Employer Elections</p>	<p>Employer funded Per Pay and Annual amounts should be entered in the Employer (ER) Pre-tax area. These may be entered by the Group Administrator only.</p>
<p>12 Election Status</p>	<p>The Election Status drop-down contains three options. It may be necessary to scroll to the right or dock / re-dock the Member List to view these options:</p> <p>Pending: All elections will initially display as a Pending status. These elections are pending Group Administrator review and approval/disapproval. <i>Note: Pending elections display as In Progress on the View Enrollment Report.</i></p> <p>Approved: Once elections are Approved, they then enter PSA’s database and Pending elections display as Approved. <i>Note: Approved elections display as Complete on the View Enrollment Report.</i></p> <p>Disapproved: If a member’s enrollment must be disapproved due to eligibility or other reason, select Disapproved from drop-down menu and select Save. Use Disapprove to cancel an election, do not adjust the election to \$0.</p>

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

Using Member Online Enrollment

If **Member Online Enrollment** is selected, employees will have the full open enrollment period to make or change their elections for the upcoming plan year. Members will be unable to elect an amount greater than the previously selected maximum for any particular plan. Online Open Enrollment will close at 9:00pm PST on the selected End Date.

Viewing Progress of Open Enrollment

During member open enrollment the Group Administrator will be able to view the pending member elections, but will not be able to approve or make changes to the elections until the open enrollment period has ended.

1. On the **Home** page, select "There are pending elections in need of approval. Click Here to review."



2. Select **View Enrollment Report** to review all member-entered elections. (Members > Enrollment Administration will also navigate to this page.)

GROUP	Participating	Actions
<u>_TRAINING COMPANY</u>	3/19 16%	View Enrollment Report Manage Enrollment

[< back](#)

Plan Stage

[Export To Excel](#)
[Export To PDF](#)
[Export To Word](#)

Group Name	Not Enrolled	Pending Approval	Enrolled	Disapproved	Total	Percent
<u>_TRAINING COMPANY</u>	0	0	0	0	0 / 12	0%
Participant Name	Start Date	End Date	Member ID	Plan	Status	Total Benefit
MEMBER, NEW	1/1/2017	12/31/2017	web00008333	HRE	In Progress	\$600.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	DCE	In Progress	\$5,000.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	HRE	In Progress	\$1,200.00
MEMBER, TWO	1/1/2017	12/31/2017	ZZMAN252154	HRE	In Progress	\$1,200.00

3. You are able to export to Excel, PDF or Word from here. Select the < back link, above the report, to return to the previous page.

Note: Total employee count is based on all members previously entered into the PSA system that do not have an employment termination date. It is not a reflection of the number of members enrolled in the current plan year.

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

Finalizing Open Enrollment

Once the open enrollment period is complete, elections may be approved or disapproved. This is also the time to add elections for late enrollees or employer funded plans.

1. On the **Home** tab, select the message There are pending elections in need of approval. Click Here to review.



2. To review member-entered Pending elections, see Viewing Progress of Open Enrollment steps 1-3 on the previous page.
3. Select **Manage Enrollment.**
(Members > Enrollment Administration will also navigate to this page.)

Plan Stage:

GROUP	Participating	Actions
<u>TRAINING COMPANY</u>	<div style="width: 16%; background-color: #0056b3; color: white; display: inline-block;">3/19 16%</div>	<input type="button" value="View Enrollment Report"/> <input type="button" value="Manage Enrollment"/>

4. If member's election(s) **do not require** further review, you can Approve All elections on the screen shown directly above.
5. If member's election(s) **require** further review or adjustment, select the member from the Member List, on the left.

Member List

Plan Stage: Group Options:

Name	Member ID	Enrollment Status
<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
MEMBER, NEW	web00008333	Pending
MEMBER, ONE	ZZMAN252153	Pending
MEMBER, TWO	ZZMAN252154	Pending

6. From the **Member Options** drop-down menu, on the right, select **View/Edit Existing Election.**

MEMBER, NEW (ZZMAN271710) Born: 05/03/1982

Member Options:

- Choose an Option
- View/Edit Existing Election**
- Add Mid-Year Election
- Member Profile
- Member Security
- Dependents

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

7. Select the **Pending** election.



MEMBER_NEW (ZZMAN271710) Born: 05/03/1982
 Member Options: View/Edit Existing Election
 Available Plans: **DEPENDENT CARE EXPENSES (1/1/2017 - 12/31/2017) - Not Enrolled**
 HEALTH RELATED EXPENSES (1/1/2017 - 12/31/2017) - Pending

8. You are able to update the Payroll Calendar, Annual amount, Per Pay amount or select Approve / Disapprove from the drop-down menu.

MEMBER_NEW (web00008333) Born: 05/03/1982
 Member Options: View/Edit Existing Election
 Available Plans: **DEPENDENT CARE EXPENSES (1/1/2017 - 12/31/2017) - Not Enrolled**
 HEALTH RELATED EXPENSES (1/1/2017 - 12/31/2017) - Pending

HEALTH RELATED EXPENSES (1/1/2017 - 12/31/2017)
 Payroll Calendar: MONTHLY 31ST (31ST OF EVERY MONTH)
 Employee (EE)
 Annual: \$600.00
 Per Pay: \$50.00
 Pending (selected)
 Not Enrolled
 Approved
 Disapproved
 Per Pay: \$0.00

- a. To **update an election**: Update the Payroll Calendar, Annual **or** Per Pay amount (the alternate will auto-calculate based on entry) and select Save.
- b. To ***disapprove an election**: Select Disapproved from drop-down menu and select Save. **Use Disapprove to cancel** an election. Do not adjust the election to \$0.

**To view the drop-down menu to Disapprove, you may need to select the pin  on the Member List to expand the view. You can re-dock the Member List by hovering and re-selecting the pin. .*

9. **Add Election(s)**: Select the **Member** from the **Member List**, on the left.
 - a. From the **Member Options** drop-down menu, on the right, select **View/Edit Existing Election**.
 - b. Select the **Plan** from Available Plans.
 - c. Confirm / update the **Employee Payroll Calendar**.
 - d. Under **Employee (EE) Pre-Tax**, enter the **Annual or Per Pay** Amount (the alternate will auto-calculate based on entry).
 - e. Select **Save**.

10. If you offer any Employer Funded plans; See Using Employer Online Enrollment instructions on page 11, steps 3 and 5, to enter Employer Funded elections.

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

11. **Add New Member(s) and Elections:** From the **Group Options** drop-down menu select **Add New Member**.

- a. Enter the member information and select **Save**.
 - Secondary ID: This is the member's PacificSource Health Plans ID number. If unknown or not applicable, please leave blank.
 - *Secondary SSN: This is the member's ***Social Security Number, which is required for an Individual HRA** (Health Reimbursement Arrangement) plan.
 - Fields marked with a red asterisk (*) are required fields.
 - Employment Date: Employee's date of hire.
 - Enrollment Date: Benefit effective date.
 - Flex Enrollment Date: Benefit effective date.
 - Select the **Add Debit Card** box, if your company offers the Benny card and you would like to order a card for the member.
Note: Debit card is not available for Dependent Care Expenses or Parking / Transit only enrollees.
- b. Confirm the **Member** and **View/Edit Existing Election** are selected on Member Options side, on the right.
- c. Select the **Plan** from **Available Plans**.
- d. Confirm / update the **Employee Payroll Calendar**.
- e. Under **Employee (EE) Pre-Tax**, enter the **Annual or Per Pay** Amount (the alternate will auto-calculate based on entry).
- f. Select **Save**.

12. **Approve Elections:** On the Manage Enrollment page, from the Group Options drop-down menu select **Approve All**.

- a. On the Member Options side, select **Approve All**.

Note: Elections previously Disapproved will remain unchanged. Members that have an election disapproved, will receive an email (if one is on file) that they have a secure message on the MyFlex website that states the election was disapproved.

The "web" Member ID number for new members is only temporary. After the elections are approved the member will be assigned a permanent PacificSource Administrators ID number, which they will receive in the mail.

13. After you have approved elections, please review your final enrollment.
 - a. On the menu select **Members > Enrollment Administration**.
 - b. Select **View Enrollment Report**.
 - c. If you would like to save a copy of this report, export it to your preferred format (Excel, PDF, or Word). When complete, select the < back link located above the report to return to the previous page.

Group Name	Not Enrolled	Pending Approval	Enrolled	Disapproved	Total	Percent
_TRAINING COMPANY	0	0	3	0	3 / 13	23%
Participant Name	Start Date	End Date	Member ID	Plan	Status	Total Benefit
MEMBER, NEW	1/1/2017	12/31/2017	ZZMAN271710	HRE	Complete	\$600.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	DCE	Complete	\$5,000.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	HRE	Complete	\$1,200.00
MEMBER, TWO	1/1/2017	12/31/2017	ZZMAN252154	HRE	Complete	\$1,200.00

Note: Total employee count is based on all members previously entered into the PSA system that do not have an employment termination date populated. It is not a reflection of the number of members enrolled in the current plan year.

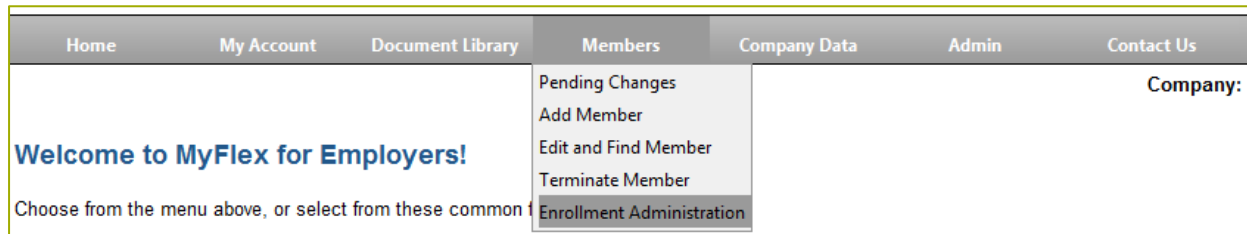
14. When complete, please send an email to psaenrollment@pacificsource.com and we will finalize the enrollment process. Notify us if any corrections or changes need to be made to an approved election.

No additional changes may be made online after this step is completed.

Using Employer Online Enrollment

If **Employer Online Enrollment** is being used, the Group Administrator will make or change member elections for the upcoming plan year. It will also allow for any Employer Funded elections to be entered by the Group Administrator.

1. On the menu select **Members**, then **Enrollment Administration** from the drop-down.



2. Select **Manage Enrollment**.

GROUP	Participating	Actions
_TRAINING COMPANY	3/20 15%	View Enrollment Report Manage Enrollment

3. **Add Election(s)**: Select the **Member** from the **Member List**, on the left.
 - a. From the **Member Options** drop-down menu, on the right, select **View/Edit Existing Election**.
 - b. Select the **Plan** from Available Plans.
4. Entering **employee** funded elections:
 - a. Confirm / update **Employee Payroll Calendar**.
 - b. Under **Employee (EE) Pre-Tax**, enter the **Annual or Per Pay Amount** (the alternate will auto-calculate based on entry).
 - c. Select **Save and Approve**.
5. Entering **employer** funded elections:
 - a. Confirm / update **Employer Payroll Calendar**.
 - b. Under **Employer (ER) Pre-Tax**, enter the **Annual or Per Pay Amount** (the alternate will auto-calculate based on entry).
 - c. Select **Save and Approve**.

Complete previous steps 3-5, as applicable, to enter all elections.

6. **Add New Member(s):** From the Group Options drop-down menu select Add New Member.
 - a. Enter the member information and select Save.
 - Secondary ID: This is the member’s PacificSource Health Plans ID number. If unknown, please leave blank.
 - *Secondary SSN: This is the member’s ***Social Security Number, which is required for an Individual HRA** (Health Reimbursement Arrangement) plan.
 - Fields marked with a red asterisk (*) are required fields.
 - Employment Date: Employee’s date of hire.
 - Enrollment Date: Benefit effective date.
 - Flex Enrollment Date: Benefit effective date.
 - Select the **Add Debit Card** box, if your company offers the Benny card and you would like to order a card for the member.
 - b. Confirm the **Member** and **View/Edit Existing Election** are selected on Member Options side, on the right.
 - c. Select the **Plan** from **Available Plans**.
 - d. Complete previous steps 4-5, as applicable, to enter all elections.

7. After you have entered and approved elections, please review your final enrollment.
 - a. On the menu select **Members > Enrollment Administration**.
 - b. Select **View Enrollment Report**.
 - c. If any election Status show as Pending, they will need to be Approved, to show as Complete.
 - d. Select the < back link and Approve All Elections or Approve Individual Elections

Group Name	Not Enrolled	Pending Approval	Enrolled	Disapproved	Total	Percent
_TRAINING COMPANY	0	0	3	0	3 / 13	23%

Participant Name	Start Date	End Date	Member ID	Plan	Status	Total Benefit
MEMBER, NEW	1/1/2017	12/31/2017	ZZMAN271710	HRE	Complete	\$600.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	DCE	Complete	\$5,000.00

8. Approve All Elections or Approve Individual Elections
 - a. **Approve All Elections**
 - i. Select **Manage Enrollment**.
 - ii. From the Group Options drop-down menu select **Approve All**.
 - iii. On the Member Options side, select **Approve All**.
 - b. **Approve Individual Elections**
 - i. Select **Manage Enrollment**.
 - ii. Select the **Member** from the **Member List**, on the left.
 - iii. From the **Member Options** drop-down menu, on the right, select **View/Edit Existing** election.
 - iv. Select the **Pending Plan** from **Available Plans**.
 - v. Select **Save** and **Approve**.

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

9. After you have approved all elections, you can view and export the Enrollment Report.
 - a. On the menu select **Members > Enrollment Administration**.
 - b. Select **View Enrollment Report**.
 - c. If you would like to save a copy of this report, export it to your preferred format (Excel, PDF, or Word). When complete, select the [< back](#) link located above the report to return to the previous page.

Group Name	Not Enrolled	Pending Approval	Enrolled	Disapproved	Total	Percent
_ TRAINING COMPANY	0	0	3	0	3 / 13	23%
Participant Name	Start Date	End Date	Member ID	Plan	Status	Total Benefit
MEMBER, NEW	1/1/2017	12/31/2017	ZZMAN271710	HRE	Complete	\$600.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	DCE	Complete	\$5,000.00
MEMBER, ONE	1/1/2017	12/31/2017	ZZMAN252153	HRE	Complete	\$1,200.00
MEMBER, TWO	1/1/2017	12/31/2017	ZZMAN252154	HRE	Complete	\$1,200.00

Note: Total employee count is based on all members previously entered into the PSA system that do not have an employment termination date populated. It is not a reflection of the number of members enrolled in the current plan year.

10. When complete, please send an email to psaenrollment@pacificsource.com and we will finalize the enrollment process. Notify us if any corrections or changes need to be made to an approved election.

No additional changes may be made online after this step is completed.

Add New Dependent(s)

1. On the Home Page select **Members > Enrollment Administration**.
2. Select **Manage Enrollment**.
3. Select the **Member** from the **Member List**, on the left.
4. From the **Member Options** drop-down menu, on the right, select **Dependent**.
5. Select **Add New**.
6. Enter Dependent information.
7. Select **Save**.

Member Profile

1. On the Home Page select **Members > Enrollment Administration**.
2. Select **Manage Enrollment**.
3. Select the **Member** from the **Member List**, on the left.
4. From the **Member Options** drop-down menu, on the right, select **Member Profile**.
5. Update member demographic information.
6. Select **Save**.

If you have questions regarding the online enrollment process, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com

Member Security

1. On the Home page select **Members > Edit and Find Member** from the drop-down menu.
2. Enter the **Last Name** (or at least the first two letters of the Last Name) and select **Search**.
 - Leave the “Search For” field blank to view all Members.
 - Select the “Include Terminated Members” box, for the search to include terminated members.
3. Select an option from the **Choose an action** drop-down menu and select **GO**.
 - **Reset Password**
 - **Reset and Email Notification**
 - **Reset Security Answers**
 - **Unlock Account**

Debit Card Options

- Debit cards for new members only may be ordered by the Group Administrator when creating a new member.
- Debit card changes; Create, cancel or order replacement cards, please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com.
- Debit card is not available for Dependent Care Expenses or Parking / Transit only enrollees.

Terminations

- If a member is still employed but is not enrolling for the new plan year, simply do not submit an election for the member. Members will not be automatically added to the new plan year. Please see the MyFlex User Guide in the Document Library for instructions on terminating an employee.
- If a terminated employee has returned and needs to be reactivated please contact an Enrollment Representative at (541) 225-2730 or psaenrollment@pacificsource.com.