

FREQUENTLY ASKED QUESTIONS

MYPLANCONNECT

What is MyPlanConnect?

MyPlanConnect is an upgrade to your Benefit Convenience Card experience that takes the hassle out of getting reimbursed. No more filling out forms – the system pre-fills them for you. You'll also get far fewer requests for receipts and other documentation.

How does it work?

We connect your health insurance plans to your Benefit Convenience Card account so that they can share information. All it takes is a quick, one-time setup – set it and forget it! When you connect your health insurance plans from the Ameriflex Convenience Portal, the service will start watching for claims. As soon as a claim is found, it is available in the Ameriflex Convenience Portal for you to click for reimbursement.

This eliminates your hassle in three ways:

1. Your claims are automatically imported into MyPlanConnect
2. To submit a claim for reimbursement, all you need to do is review your expenses and click to submit.
3. Reduces requests for debit card receipts and other documentation.

Is my data safe?

Yes. We use bank-grade security and encryption to safeguard your information. Critical data and documents are always encrypted and stored securely. This service is built by a team with deep experience developing secure, highly reliable transaction processing systems – systems that have processed billions of online and mobile transactions.

The technical details: All sensitive data is encrypted using a combination of symmetric and asymmetric encryption. We use the highest-level encryption methods supported on the web. All sensitive information is encrypted in transit and at rest.

Is my data private?

We are also HIPAA compliant, meaning your data is completely confidential, even to us (except in the rare case that we need to help you with a support request, in which case you must give us permission to access your data).

Can my anyone besides me see my information?

Nope. Your claim data is for your eyes only.

How do I get set up?

Click on the “MyPlanConnect” tab at the top of the page in your Ameriflex Convenience Portal. A new browser opens and you can start connecting plans right away.

How do I connect my insurance plan(s)?

Go to Plans and enter the insurance plan you want to add. Enter the username and password for that plan’s website and click “Connect.” Note: the first time an account is added, it can take up to 90 minutes to download all the insurance claims.

How do I reset my insurance username or password?

Click on the “password help” link. This will direct you back to your insurance carrier’s website where you can follow prompts to reset.

How do I update my insurance username or password?

Once you confirm or reset your username or password on your insurance carrier’s site, you can return to your Ameriflex Convenience Portal and update your insurance credentials.

How do I remove a plan?

Go to Plans. You will see a garbage can icon next to each connected plan. You can delete your plan by clicking on the garbage icon.

Which insurance carriers do you support?

Most national carriers including Kaiser Permanente, Providence, Moda, and more. We also work with many regional or state specific carriers. This list is long and ever expanding.

How often are claims imported?

Our insurance plan data is automatically refreshed on a weekly basis. At any time, you can also manually refresh the insurance claim information by visiting the MyPlanConnect tab and clicking the refresh symbol on the Plans page.

What should I do if I need more information?

If you need more information please contact Participant Services at participantservices@myameriflex.com or call [888.868.3539](tel:888.868.3539)