Flex Enrollment FAQs

Are all employees required to fill out a 2012 Flex Enrollment form?

Even though an employee may currently be enrolled in the 2011 Flex Plan Year, the employee is required to complete a new enrollment form if they wish to participate in the 2012 Flex Plan.

Where should I send the enrollment forms?

There are three ways to submit your enrollment forms to Allied:

- Fax the enrollment forms to Allied's Eligibility Department at (312) 906-8879
- Email the enrollment forms to eligibilitydept@alliedbenefit.com
- Mail claims to:

  Allied Benefit Systems, Inc
  200 w. Adams St. Suite 500
  Chicago, IL 60606
  Attn: Eligibility Dept.

Should I submit the forms as I receive them or should I wait until I have collected all of them?

Best practice is to wait until you've collected all the enrollment forms and send them in at one time; however, we realize that that may not be practical. You may send the enrollment forms as you collect them.

How long do I have to submit the enrollment forms?

In order for your member to take advantage of the 2012 Flex Plan Year Allied encourages you to submit your forms as soon as possible. Please note that in order for new participants to *receive debit cards prior to 1/1/2012*, your forms must reach Allied no later than December 1, 2011. Allied guarantees the following administrative commitment for the 2012 Open Enrollment:

All 2012 elections received by *December 1, 2011*, will be entered and audited by *January 1, 2012*. All current Flex Debit Cards, if applicable, will be active with new election amounts by *January 1, 2012*.

All 2012 elections received by *December 15, 2011*, will be entered and audited by *January 15, 2012*. All current Flex Debit Cards, if applicable, will be active with new election amounts by *January 15, 2012*.

All 2012 elections received by *January 1, 2012*, will be entered and audited by *February 1, 2012*. All current Flex Debit Cards, if applicable, will be active with new election amounts by *February 1, 2012*.

All 2012 elections received by *January 15, 2012*, will be entered and audited by *February 15, 2012*. All current Flex Debit Cards, if applicable, will be active with new election amounts by *February 15, 2012*.

How will I be notified once Allied has completed the enrollment process?

Once the 2012 elections have been entered and audited, you will receive an email notification that your 2012 enrollment process is completed at which time your group's enrollment data will be viewable on Allied's website.

When can employees submit claims?

Employees should not wait to submit their reimbursement requests. Processing for the 2012 Flex Plan Year will be begin immediately once the 2012 enrollment election is completed.

Will employees receive new debit cards?

The debit cards are active for three years after receipt. If the debit card has not expired, the 2012 pledge information will be loaded onto the member's existing card. If the member did not participant in 2011 Flex Plan, or if their card has expired, they will receive a new card. It usually takes 15 business days from the issue date for a member to receive their card. The new card is activated the first time it is used.

When will the employees be able to use their debit cards?

The 2012 Pledge amount will be loaded onto a member's existing debit card and ready for use on 1/1/2012. *In order for a new participant to receive his/her card, Allied must receive the enrollment forms before December 1, 2011*.

Will the employees have to complete a new direct deposit form?

If the employee participated in direct deposit and there have been no changes to their bank account, there is no need to complete a new direct deposit form.