

Subject line: PayFlex is becoming Inspira Financial

Coming soon: PayFlex is becoming Inspira Financial



PayFlex is becoming Inspira Financial on January 17, 2024. As Inspira, we will continue to offer a robust set of solutions across your health and wealth journey.

There is nothing to do on your end. You will get the same great service that you have come to expect.

Member Website and Mobile App

Starting on January 17th, 2024, our new website will be inspirafinancial.com. Don't worry – if you go to payflex.com, we will automatically route you to our new website! Here is how you can login:

1. Click the yellow "Log in" button in the top right corner.
2. Select the yellow "Log in" button within "Manage your HSA, FSA, or other benefits."
3. If you created an online profile with PayFlex before January 17th, 2024, your login credentials (username and password) are the same!

If you have already downloaded the PayFlex mobile app, you will automatically be prompted to update it. If you haven't yet downloaded the mobile app, download our new Inspira Financial mobile app on January 17th, to easily access all of your benefits!

Customer Service Center

All existing contact information remains the same. You can continue to contact us at (877) 343-1346 Monday-Friday 8am-8pm ET and Saturday 10am-3pm ET.

Debit Cards

We will not re-issue any current debit cards. Your current PayFlex-branded debit card will continue to work until the expiration date noted on the front. When your card expires, you will receive an Inspira-branded debit card. If your card gets lost or stolen, or if you need to order a dependent card, your new card may be branded with Inspira.

Claims Submission

You can submit claims the same way you always have been whether through your online account, the mobile app, or via fax.

Reimbursements

While reimbursement checks will change to show the new Inspira Financial name, any checks you currently have with the PayFlex name are still valid and can be deposited or cashed until the stated expiration date.

You are the driving force behind all we do. You can continue to expect a seamless experience without any interruption in service.