

New for 2021!

CareBot is now available on the Custom Flex Web Portal to offer 24/7 account assistance. With the new CareBot chat function, members can now receive help on their own schedule with the help of our automated chat feature.

The CareBot can assist with:

- Balance inquiries
- Claim status
- Debit card status
- Eligible Expenses
- And more!

Hi I'm CareBot! I'm here to help with questions you may have regarding your Custom Flex Account.



Manage your Account At Home...

To Register Your Account:

- Go to www.CustomDesignBenefits.com
- Click on Member Portal
- Click on Custom Flex:FSA/HRA/HSA
- First time logging in?
 - **Username:** FirstInitialLastNameLast4SSN
 - **Password:** Customflex

The Custom Flex Portal Allows you to:

- File Claims
- View Account Balances
- Request a New Debit Card
- And more!

...Or On The Go!

CustomFlex also available as a FREE App with our NEW! Eligible Expense Scanner. Available for download in the Apple App Store or on Google Play.



Over the Counter (OTC) drugs are now eligible for reimbursement through Flexible Spending Accounts and Health Savings Accounts!

The passing of the CARES Act allows some OTC drugs and medications to now be considered eligible expenses. This changes also allows menstrual products to be covered with FSA and HSA accounts. Some items are still considered dual purpose, and will require additional documentation to be considered eligible.

The Custom Flex Mobile App is ready now to help you understand which items are eligible with the Eligible Expense Scanner! Scan items at the store directly from your Mobile App for instant information on what is eligible.



Eligible Over-The-Counter(OTC) Drug.

Item is eligible for reimbursement. The item could be paid for with your CustomFlex card or fill out your claim and attach a copy of the store receipt.



Dual Eligible, please check with Plan Administrator for reimbursement procedure.

This item is considered dual purpose. Under the CARES Act it is reimbursed only with a prescription or Letter of Medical Necessity.