

QUICK REFERENCE GUIDE

UT FLEX HCRA and DCRA Tips

Get started

- Go to myUTFLEX.com
- Click “Log in”
- If you’re a new user, click “CREATE PROFILE” to get started.

View eligible expense items

To view a list of eligible expenses, log in and select “Explore eligible expenses”, under Quick Tips.

View your balance, deposits, and payments

- After logging in, you’ll see your account balance(s) on the dashboard. Or you can click “Your Accounts” at the top of the page and select the account you wish to view.
- To view your claims, click “View account details” from the home page. Then click the “Claims” tile.
- To view payments and deposits, click “View account details” from the home page. Then click the “Transactions” tile.

Verify your Inspira Card purchases

- If you’re asked to verify your card purchase is an eligible expense, you can take action online. Click “View account details” from the home page. Then click the “Verify card purchases” tile.
- To get started, select the card purchase to verify.

File a claim online

You can pay yourself back for an eligible out-of-pocket expense, or you can pay your provider directly from your Inspira account (if offered). After logging in, click “File a claim” on the home page, under Account Actions. You’ll enter your claim details and choose how you want to send documents to us.

Important note: You can upload documents in JPG, PNG, GIF, or PDF. The total size limit is 10MB. Your documents must show:

- Merchant/provider name
- Patient name
- Date of service
- Description of service
- Final amount you had to pay

If you choose to fax/mail your supporting documents, you must download a coversheet after you submit your claim. Then print and send it with your documents.

Order an additional Inspira Card for your spouse or dependent

- To order a card, go to “Account Settings” and click “Inspira Card.”
- Click “Order a “Dependent Debit Card.”
- Enter the first and last name of your spouse or dependent and click “Submit.” Once you order a card, you should get it within 10 to 15 business days.

Set up account notifications

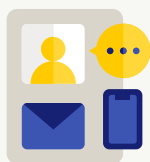
- Go to “Account Settings” and click “Account notifications.”
- Select the “+ sign” to view your notification options. Then choose the notifications you want to receive and Click “Save.”

Go Paperless

- Go to “Account Settings” and click “Account notifications.”
- Under Paperless settings, choose the documents you want to access electronically and click “Save.”

Link a bank account (set up direct deposit)

- Go to “Account Settings” and click “Bank accounts.”
- Select your bank account type and enter your routing number and account number.
- Check the box to authorize Inspira Financial to link your account and click “Save and Continue.”



Questions?

Log in to myUTFLEX.com or call us at 844-887-3539. We're here to help Monday – Friday 7:00 am to 7:00 pm CT, and Saturday, 9 a.m. to 2 p.m. CT.

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