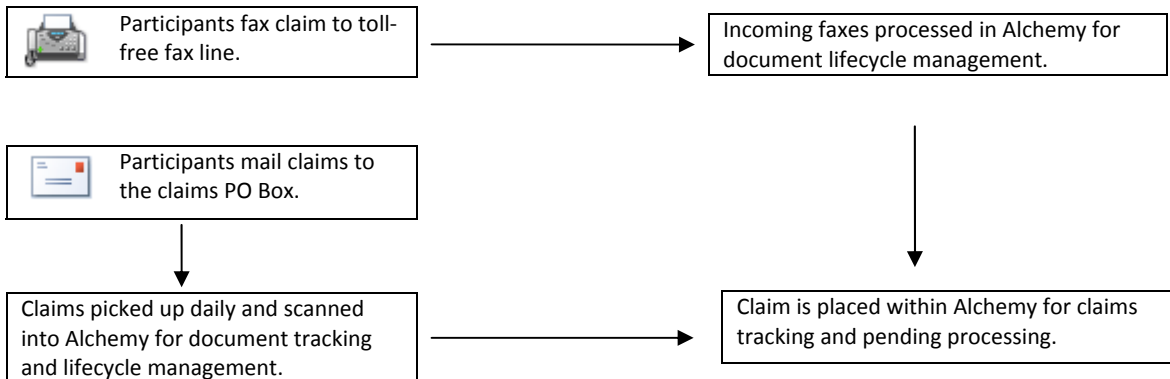


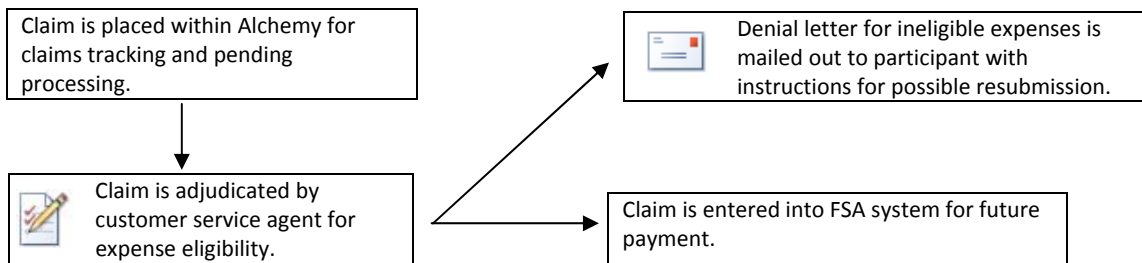
Claims Lifecycle

The right administrator must show a high level of competence in their ability to process claims for payment. This process is the foundation of the relationship between the TPA and the participant. If this process is compromised or not well-designed in any way, then the end result will be lost claims, incorrect payments and unsatisfied participants. Our claims lifecycle ensures the integrity of the claim submission process from submission to payment. The FPS claims lifecycle is a three (3) step process that starts with the participant.

1. Claim Submission by the participant via mail or fax.



2. Claim Processing by Flex-Plan Services’ customer service department.



3. Claim Payment to the participant.

