

Important Update About Your Flexible Spending Account

Effective July 1, 2021, your Social Security Number (SSN) will no longer be associated with your Flexible Spending Account (FSA). P&A Group encourages you to use your unique P&A member ID when referencing your account. Your Member ID can be found inside your account at www.padmin.com.

You will also be allowed to use a new unique ID that is in the following format: Your TAMS ID+00. Example: A12345600.

UPCOMING BLACK OUT PERIOD

In order for P&A to update its system and remove your SSN, there will be a blackout period from June 30, 2021 at 4:00 p.m. - July 7, 2021. During this time you will not be able to log into your P&A account or use your P&A Benefits Card. If you need to use your FSA benefit during these dates, you will have to pay for the eligible expense out-of-pocket and submit a claim to P&A for reimbursement. On July 7, 2021, you will be able to log into your account. Your Benefits Card will also be active on July 7, 2021.

Please Note: If you know you will need your Benefits Card during the blackout period, please consider making arrangements to use the card before June 30, 2021 at 4:00 p.m. or after July 6, 2021.

WHAT'S NOT CHANGING

This update will **not** affect:

- Your login credentials to access your account online.
- Your Benefits Card - on July 7, 2021, you can use your Benefits Card as you normally do.
- Your account details, like account balance or claims.

How to Submit Claims

If you incur expenses during the blackout period and need to submit a claim to P&A Group, please follow one of the options below.

P&A MOBILE APP*

Download our mobile app from [Google Play](#) or the [App Store](#) and log into your account to submit your claims. Choose Upload Claim/Documentation from the menu and follow the prompts on your screen.

UPLOAD FROM YOUR SMARTPHONE OR COMPUTER*

Submit a claim directly from your smartphone. First, capture a picture of your receipt or other supporting documentation of your eligible expense. Log into your account at www.padmin.com. Select Upload and follow the prompts on your screen.

SUBMIT A "PAPER" CLAIM

Claims can also be faxed or mailed. Complete a claim form (log into your account at www.padmin.com to access and print the form) and fax or mail to P&A Group, along with proof of purchase of your eligible expense (i.e., itemized receipt, EOB).

Toll-free fax: (877) 855-7105 Mail: 17 Court Street, Suite 500 Buffalo, NY 14202

**This claim method is not available June 30, 2021 - July 6, 2021.*

Questions? Contact P&A Group

For assistance with your account, please contact P&A through online chat at www.padmin.com or call (800) 688-2611 Monday - Friday, 8:30 a.m. - 10:00 p.m. ET.