



ASi Flex Department Contact Information

Eligibility Changes – You should inform your employer of any eligibility changes to your FSA/HRA/HSA account. All eligibility changes can only be done through your employer.

Address Changes – You can contact our office direct regarding a change in address. We do recommend you advise your employer of the address change as well.

Claims Submissions – You can e-mail your claim to flexhelp@asibenefits.com, fax to 559.475.5782 or mail to the address listed below.

Substantiation – If your plan has a VISA debit card, you may be required to provide documentation to substantiate your debit card transaction(s). You can e-mail your requested documentation to substantiation@asibenefits.com, fax to 559.475.5782 or mail to the address listed below

Claims Questions – You can contact our office at the numbers listed below and our receptionist will direct your call to one of our account representatives.

Reimbursements – All claims received in our office by noon on Thursday, will be processed for payment on Friday. Claims received after noon on Thursday will be processed the following week.

Claims Status or Account Balance – We encourage you to log in to your online ASi Employee Portal to view this information at any time. Portal access is very convenient and available 24/7.

You can also contact our office at the numbers listed below and our receptionist will direct your call to one of our account representatives. We look forward to working with you.

Administrative Solutions, Inc. (ASi)
P. O. Box 5809, Fresno, CA 93755
Ph. 559.256.1320 / Fax 559.475.5782 / Toll Free 1.866.777.1320
flexhelp@asibenefits.com