

Claims Appeals

How to Appeal a Denied TexFlex Claim

If you have submitted a claim that was partially reimbursed or denied, you have the right to request a second review, or appeal, of the claim. You may also request, free of charge, copies of the Internal Revenue Service (IRS) documents upon which ADP based their claim determination.

To request an appeal, you must submit a written request to ADP within 180 days of receiving your Explanation of Benefits. Please include any information or documentation that may assist in reviewing your appeal request.

Upon receipt of the request, ADP will review your submission and provide a written response within 30 days. If, after their review, ADP denies your appeal request, you may request a second-level appeal by submitting a copy of your claim and any supporting documentation directly to ERS. Please mail your request to:

Employees Retirement System of Texas
ATTN: Grievance Administrator
P.O. Box 1307
Austin, TX 78711-3207

For additional questions on how to request appeals for a denied TexFlex claim, please contact TexFlex Customer Care at 1-844-884-2364.