

# HSA MEMBER GUIDE

Health savings account (HSA)



Maximizing *your*  
**HEALTH SAVINGS**



**HealthEquity**<sup>®</sup>



healthyliving

# Table of contents

Account mentors	4
Getting started	5
How it works	6
Your HSA	8
Investing	12
Tips to maximize your savings	14
Retirement	15
Save now, cash in later	16
What if...	17
Online member portal	18
HealthEquity mobile app	28
Glossary of terms	34
About us	37



# WELCOME

You have taken the first step to building health savings by opening a health savings account (HSA). This member guide provides useful insight and tips for getting the most out of your HSA. If you have further questions, please call our account mentors. They are available to assist you every hour of every day:

**866.246.4846**

**[HealthEquity.com/AMEX](https://www.healthequity.com/AMEX)**



*Let's go!*



HealthEquity member services  
Salt Lake City, Utah

# Account mentors

**We are available to help,  
every hour of every day**

We understand the significance of your benefits selection. Our team of specialists based in Salt Lake City is available every hour of every day, providing you with insight to help you optimize your health savings account. Call us today.

**866.246.4846**

**HealthEquity.com/AMEX**

# GETTING STARTED

If you are new to HSAs, follow these steps to optimize your account and put you on the pathway to building health savings.

## Log on

Sign in to the member portal by visiting [my.HealthEquity.com](http://my.HealthEquity.com). If it is your first time logging in, select 'Create user name and password' and follow the step-by-step process to verify your account. Once you are logged in, complete the following:

- Add a beneficiary to ensure your HSA benefits your loved ones in the event of your death.
- Elect to receive eStatements to avoid a monthly statement fee.
- Navigate the portal and familiarize yourself with its features and capabilities. A comprehensive portal guide can be found starting on page 18.

## Start saving

Decide how you will begin building your health savings:

- **Paycheck contributions:** If your account is offered through your employer, you may make regular pre-tax<sup>1</sup> contributions from your paycheck.<sup>2</sup> Talk to your benefits department for assistance.
- **Transfer an existing HSA:** If you already have an HSA with another administrator, transfer your existing HSA balance to HealthEquity to consolidate your savings while taking advantage of other incentives. For more information, visit [www.HealthEquity.com/DoubleIt](http://www.HealthEquity.com/DoubleIt).
- **Electronic funds transfer (EFT):** Using EFT, you can make a one-time, post-tax contribution or schedule automatic HSA contributions from your personal bank account. To set up an EFT, log in to your HealthEquity account. From the 'My Account' tab, hover over 'HSA' and select 'Make Contribution.'



<sup>1</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.

<sup>2</sup> Some employers do not offer a pre-tax option. In that case, you include your HSA contributions as a deduction on your tax return. Consult a tax professional for more details.



# HOW IT WORKS

## At the doctor's office...

### 1 Receive services

With an HSA-qualified plan, copays are not typically required at the time of service. Be sure to present your insurance ID card. If your healthcare provider requires a deposit, it will be applied to your invoice.

### 2 Provider bills health plan

Provider submits a claim to your health plan for services provided.

### 3 Health plan sends EOB

An explanation of benefits (EOB) is sent to you outlining the negotiated or allowed charges and summarizes your year-to-date deductible and co-insurance totals. In some cases, your health plan may send a copy of your claim to HealthEquity, which will appear in the member portal.

### 4 Provider sends invoice

The provider sends you an invoice, or statement, reflecting the allowed charges. Make sure the amount matches the EOB sent by your health plan. If not, contact your health plan.

### 5 Pay invoice with HSA

You can pay for qualified medical expenses with your HSA checkbook or create an online payment that is sent directly to the provider or as a reimbursement to you.

## At the pharmacy...

### 1 Obtain prescription

Obtain a legal prescription from your doctor for required medication and present it, along with your insurance ID card, at the pharmacy.

### 2 Pharmacy verifies insurance coverage

The pharmacy checks with your insurance on-the-spot to determine the amount you owe for the prescription.

### 3 Pay for your prescription

The pharmacy fills your prescription and you pay the determined amount owed. The expense is automatically applied to your deductible or coinsurance. Your HSA checkbook is a convenient method of payment.

### Over-the-counter medication

The IRS does not allow HSA funds to be used for over-the-counter (OTC) medicines without a prescription. You can ask your doctor to write a prescription for OTC medicines or supplies that you frequently use so that you can use your HSA to pay for these items.



## Annual HSA contribution limits

### 2019:

Single coverage: \$3,500  
Family coverage: \$7,000

### 2020:

Single coverage: \$3,550  
Family coverage: \$7,100

## Catch-up contributions

The IRS allows a \$1,000 catch-up contribution for individuals age 55+ each year.

# YOUR HSA

## Introduction

By selecting an HSA-qualified plan, you are eligible to contribute tax-free<sup>1</sup> money into a health savings account (HSA). Your HSA funds can then be used tax-free to pay for qualified medical expenses. In addition, your HSA contributions earn tax-free interest and carry over from year-to-year, even if you change jobs or retire.

Because HSA-qualified health plans typically cost less than traditional plans, the money saved can be contributed to your HSA.

## HSA eligibility

There are specific requirements to open and contribute to an HSA. The IRS requires that you are covered by an HSA-qualified health plan, do not have other health coverage (i.e., traditional [non-HSA] health plan, Medicare, Tri-Care, VA benefits or even a flexible spending account), and are not claimed as a dependent on another person's tax return. There are some permitted coverages including certain accident or disease policies, as well as coverage for accidents, disability, dental care, vision care and long-term care. For more information on eligibility requirements see IRS publication 969.

## Contributions

Anyone can make a contribution to your HSA (i.e. you, your spouse, your employer), but as the account owner, only you benefit from the contributions as a deduction on your personal tax return. You do not need to claim contributions to your HSA made by your employer or others as income on your federal tax return.

## Contribution limits

The amount you can contribute each year depends on whether your health plan covers you (single) or yourself and others (family), as well as your age. Amounts are adjusted annually by the IRS.

## Contribution deadlines

You can contribute to your HSA until the tax filing deadline for the year (without extension). It is important to note that payroll contributions are applied to the calendar year in which they are made. Contributions for the prior tax year should be made through EFT or by check.

## Spouse and other tax dependents

Your HSA funds can be used to pay for your qualified medical expenses as well as those of your spouse and other tax dependents. This is true, even if the dependent is not covered under your health plan.



## Qualifications for HSA contributions

Your allowed annual HSA contribution is based on the following factors:

1. The number of months covered by an HSA-qualified plan
2. Your coverage type (individual or family)

During your first year with an HSA plan, you may be able to take advantage of the last-month rule and contribute up to the entire maximum for the year, regardless of when you join the plan.

**Last-month rule:** If you are an eligible individual on the first day of the last month of your tax year (December 1 for most), you are considered an eligible individual for the entire year. You are treated as having the same HSA-qualified coverage for the entire year as you had on the first day of that last month.

**Testing period:** If contributions were made to your HSA based on qualifications under the last-month rule, you must remain an eligible individual during the testing period. The testing period begins with the last month of your tax year and ends on the last day of the 12th month following that month.

For more information, see [IRS publication 969 under 'Contributions to an HSA'](#) or consult a qualified tax advisor.

## Medical expenses after your HSA is established

You can use your HSA funds to make a payment when you or an eligible dependent have a qualified medical expense. Payments, also referred to as distributions, are tax-free<sup>1</sup> as long as they are used for qualified medical expenses (see page 10). You can pay a provider from your HSA directly, or you can pay out-of-pocket and reimburse yourself later. There is no deadline to reimburse yourself for a medical expense you have paid out-of-pocket. You can do it next week, next year or several years after the expense is incurred. Simply keep the documentation (receipt or EOB) of the expense, or upload it to the documentation library located on the HealthEquity member portal for safe keeping. You will need to be able to provide this documentation if you are audited by the IRS.

# YOUR HSA (continued)

## Direct payments to providers

After you have received an invoice from your provider and matched it with an EOB from your health plan, you are ready to make a payment. You can use the HealthEquity member portal to set up a direct payment using our online payment tool. We will send the payment to the provider and include all of the information necessary to apply the payment to your bill.

## HSA checkbook payments

You can also use your HealthEquity HSA checkbook to make payments to your provider(s). This is especially convenient at the pharmacy. In order for your checks to clear, you must have the balance available in your HSA; no overdraft is available. Lastly, be sure to keep all receipts as documentation of your purchases or upload them to the HealthEquity Documentation Library in the member portal.

## Qualified medical expenses

Qualified medical expenses are designated by the IRS. They include medical, dental, vision and prescription expenses. See IRS publication 502 for a list of specific examples. Some highlights include:

- Alcoholism (rehab, transportation for medically advised attendance at AA)
- Artificial limbs and teeth
- Birth control pills and prescription contraceptives
- Contact lenses
- Eyeglasses and eye surgery
- Long-term care expenses
- Prescription medicines
- Orthodontia
- Telephone equipment and repair for hearing-impaired
- Therapy

## Non-qualified medical expenses

The federal penalty for using HSA funds for non-qualified expenses is 20 percent if you are under age 65, plus the loss of tax-free<sup>1</sup> treatment for the distribution. Keep itemized receipts and copies of prescriptions for over-the-counter drugs in case of an IRS audit.

- Concierge services
- Dancing lessons
- Diaper service
- Elective cosmetic surgery
- Electrolysis or hair removal
- Funeral expenses
- Future medical care
- Health club dues
- Insurance premiums other than those explicitly included
- Medicines and drugs from other countries
- Nonprescription drugs

For an expanded list of qualified medical expenses, visit:

[HealthEquity.com/AMEX](https://www.healthequity.com/AMEX)

<sup>1</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.

## Tax reporting

Because your HSA is a tax-advantaged account,<sup>1</sup> the IRS requires you to report how you use the account on your income tax return using Form 8889. HealthEquity provides two tax statements as applicable each year: 1099-SA and 5498-SA.

### IRS Form 1099-SA

If you had distributions from your account, they will be reported on the IRS Form 1099-SA. Unlike other 1099 forms, you are not required to include the amounts reported on this form as income unless they were used for non-qualified expenses. The form is mailed (and made available to you electronically) by the end of January each year, and is needed to properly file your tax return. For additional information, please consult a tax advisor. If you notice any errors, please contact HealthEquity immediately.

### IRS Form 5498-SA

Form 5498-SA is used to report contributions and rollovers to your account, and the account's fair market value (FMV). This form is not delivered until the tax filing deadline has passed and is not needed to file your taxes. The form is delivered in May each year. This is because you are allowed to contribute to your account up until the tax filing deadline, and the form captures all contributions for the tax year. HSA contributions are reported in boxes 2, 3 and 4.

- Box 2 – All contributions (regardless of tax year) made during the calendar year
- Box 3 – Contributions that were made after the end of the calendar year, but were designated as prior year contributions
- Box 4 – Any amounts rolled over from another HSA
- Box 5 – FMV as of December 31

### IRS Form 8889

Your tax preparer will use your 1099-SA, W-2 and other documents, as necessary, to complete and submit IRS Form 8889 with your annual tax return. Form 8889 is used to calculate your HSA deduction amount and report distributions.



## Documentation

In the event that you are audited by the IRS, you may be required to provide documentation of medical expenses paid using your HSA. We suggest that you upload your receipts, invoices, EOBs, written prescriptions (including those for over-the-counter medicine) and other official documentation to the HealthEquity member portal. These documents will remain safe and secure for future access.

# INVESTING

Just like a traditional savings account, your HSA earns interest. HealthEquity offers tiered interest rates on HSA balances. Your monthly statement displays the current interest rate paid on your account, and rates are also available when selecting ‘Interest Rates’ from the ‘HSA’ menu under the ‘My Account’ tab. Just like the funds you contribute, interest earned on your HSA balance is not taxed.<sup>1</sup>

## How to invest:<sup>2</sup>

To invest in mutual funds, your HSA balance must meet a minimum threshold. To confirm your plan’s threshold, visit the HealthEquity member portal or contact member services at 866.246.4846.

1. Log into the member portal.
2. Select ‘Investments’ from the ‘My Account’ tab.
3. Select which investment level suits your investment goals.
 

A. ‘Advisor Auto-Pilot’ and ‘Advisor GPS’ provide fund management and investment advice.	B. ‘Self-Driven’ allows you to manage your investments and trades yourself.
--	---

By selecting ‘Advisor Auto-Pilot’ or ‘Advisor GPS’ you are directed to the Advisor™ (powered by HealthEquity Advisors, LLC) investment tool to define your investment and risk-profile settings.

### If you selected ‘Self-Driven’ continue with these additional steps:

4. Choose the funds that meet your investment goals. Click the ‘Add’ button to add a fund to your investment mix.
5. To buy or sell shares from selected fund(s) in your portfolio, select ‘Make a Trade.’
6. You have two options for buying and selling shares (making a trade):
 

A. Specify a set dollar amount to purchase shares based on target holdings	B. Specify a dollar amount to buy or sell from each specific fund
--	---
7. Once you make your selection(s), select ‘Confirm.’
8. When prompted, confirm your trades and select ‘Execute.’

**note:** Place your mouse over the fund symbol to see a hover menu from which you can access a fund’s prospectus and research summary.

## Investment services

Personalized guidance, powerful tools

Advisor™ provides web-based professional investment guidance and access to powerful online tools to maximize your tax-free<sup>1</sup> HSA earning potential. The flexible options allow you to manage your funds or have Advisor do all of the work for you.

For more information, visit:  
[HealthEquity.com/Advisor](https://HealthEquity.com/Advisor)

Disclaimer: not all features are available for all groups.

**ADVISOR**™  
 powered by: HealthEquity **ADVISORS, LLC**

<sup>1</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state’s specific rules.

<sup>2</sup> Investments available to HSA holders are subject to risk, including the possible loss of the principal invested and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. HealthEquity, Inc. does not provide investment advice. HealthEquity Advisors, LLC™, a wholly owned subsidiary of HealthEquity, Inc. and an SEC-registered investment adviser, does provide web-based investment advice to HSA holders that subscribe for its services (minimum thresholds and additional fees apply). HealthEquity Advisors, LLC also selects the mutual funds offered to HSA holders through the HealthEquity, Inc. platform. Registration does not imply endorsement by any state or agency and does not imply a level of skill, education, or training. HSA holders making investments should review the applicable fund’s prospectus. Investment options and thresholds may vary and are subject to change. Consult your advisor or the IRS with any questions regarding investments or on filing your tax return.

# INVESTING FAQS

## Q What happens if my balance falls below the investment threshold?

A You will not be allowed to invest any more funds until your balance exceeds the investment threshold. Investment and HSA cash balances are treated as separate accounts, and there is no consequence to your investments if your available balance falls below the investment threshold. You do not have to sell your investments and you do not lose them.

## Q Are my eligible medical claims paid for or reimbursed from my investment account?

A No. Investment account balances are separate from your cash balance. To use investment funds to pay for claims you must sell shares. The proceeds from the sale are automatically moved to your HSA cash balance within three to five business days.

## Q How do I know my HSA cash balance vs. how much is invested?

A Log in to your member portal. Your HSA cash balance and investment balances will display in the 'Account Balances' section. You can also select 'Account Summary' from the 'My Account' tab.

## Q Do I have to pay taxes on interest earned from my investments?

A No. All interest earned on your HSA and investment account within your HSA is tax-free,<sup>1</sup> provided it is used for qualified medical expenses. Any balances from investments sold are automatically moved into your HSA cash balance.

## Q Does HealthEquity ever change available investment options?

A HealthEquity Advisors, LLC,<sup>2</sup> a wholly owned subsidiary of HealthEquity Inc., actively monitors fund lineup to ensure we are providing the best experience to our members. Any changes would be for the betterment of our members. HealthEquity reserves the right to add or remove funds at any time.

<sup>1</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.

<sup>2</sup> Investments are subject to risk, including the possible loss of the principal invested and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. HealthEquity Advisors, LLC™, a wholly owned subsidiary of HealthEquity, Inc. and an SEC-registered investment adviser, provides web-based investment advice to HSA holders that subscribe for its services (minimum thresholds and additional fees apply). Investing may not be suitable for everyone and before making any investments, review the fund's prospectus.

# TIPS TO MAXIMIZE YOUR SAVINGS

## Generic prescriptions

Generic prescriptions typically cost 80 – 85 percent less than their brand equivalent.<sup>1</sup> Consult your provider about generic prescription options. Your insurance plan may offer a prescription pricing tool for comparisons.

## Urgent care vs. emergency room

A visit to the emergency room can cost up to five times more than a visit to an urgent care facility that often provides the same treatment.<sup>2</sup> You should consider only going to the emergency room in a potentially life-threatening situation. An appointment made with your primary care physician will typically be less expensive than a visit to the urgent care.

## Maximize your HSA contributions

Each year, the IRS gives you the chance to contribute up to a certain amount to your HSA. To get the most out of this savings opportunity, you should consider contributing the maximum allowed:

### At the very least...

If you are not contributing the amount you spend on healthcare, you could be missing out on additional tax savings. At the very least, consider contributing funds to your HSA before you pay a bill and gain the tax benefits<sup>3</sup> of the HSA contributions.

## HSA CONTRIBUTION LIMITS

2019 **INDIVIDUAL**  
**\$3,500**

2020 **INDIVIDUAL**  
**\$3,550**

2019 **FAMILY**  
**\$7,000**

2020 **FAMILY**  
**\$7,100**

At age 55, an additional **\$1,000** is allowed annually.

You have until the tax filing deadline (usually April 15) to contribute the maximum amount. Consider making a contribution to your account through check or EFT in the first quarter of the year (for the prior year) if you have not maximized your contributions. Payroll deductions can only be applied to the current calendar year in which they are withheld.

<sup>1</sup> Source: <https://www.fda.gov/media/83670/download>

<sup>2</sup> Source: <https://www.regence.com/emergency-room-vs.-urgent-care>

<sup>3</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.

# RETIREMENT

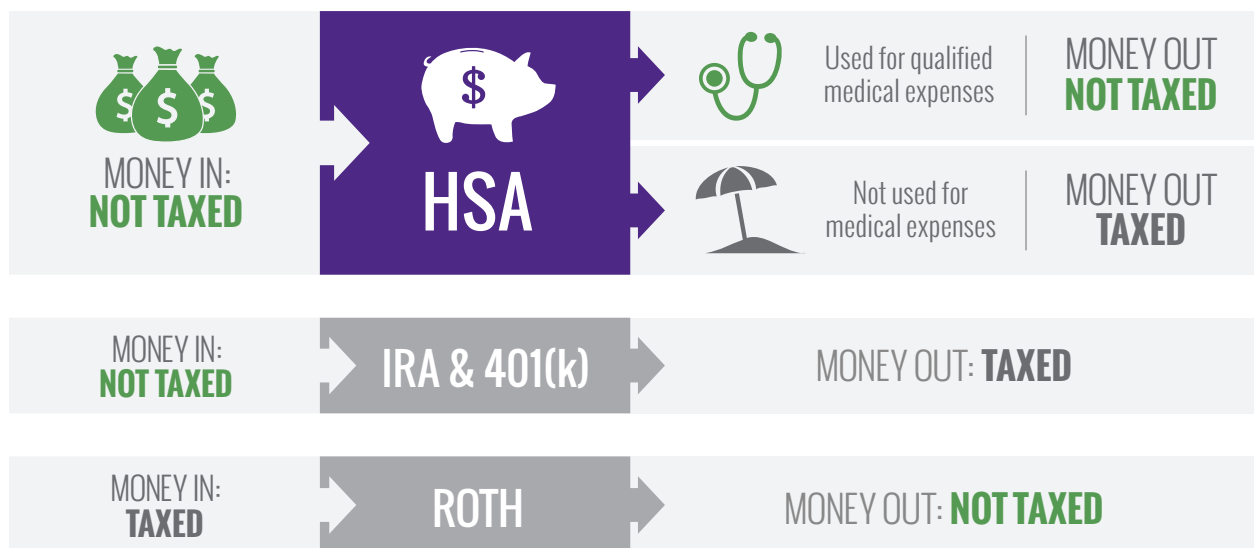
## Covering the Medicare gap

Medicare will not cover all medical expenses after retirement. The average American couple will need \$301,000<sup>1</sup> to cover out-of-pocket healthcare costs in retirement. An HSA, when managed properly, is a great option to cover the expenses that Medicare will not. Additionally, an HSA can be used to pay for eligible dental, vision and hearing expenses, which may not be covered by Medicare.

## HSAs vs. other retirement accounts

HSAs provide a great amount of tax relief of any account type for the following reasons:

- 1** Contributions are tax free<sup>2</sup>
- 2** Earnings are not taxed
- 3** When used for qualified medical expenses, withdrawals are not taxed



<sup>1</sup> The average American couple will need \$301,000 to have a 90% chance of having enough money to cover out-of-pocket healthcare costs in retirement. Based on median prescription drug expenses. Source: Employee Benefit Research Institute (<https://www.ebri.org/content/savings-medicare-beneficiaries-need-for-health-expenses-in-2019>).

<sup>2</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.

# SAVE NOW, CASH IN LATER

## Watch your HSA balance grow

By delaying reimbursement for qualified medical expenses that you pay out-of-pocket, you can save toward a future financial goal. With an HSA, there is no time limit to reimburse yourself for qualified medical expenses that you pay out-of-pocket, which means you can accumulate the reimbursable amount until you reach a determined goal while building tax-free<sup>1</sup> earnings.

## Here is how you can do it:

- 1 Set a savings goal**  
Establish a goal and determine how much money you will need to achieve it.
- 2 Pay medical expenses out-of-pocket**  
By paying medical expenses out-of-pocket, you allow the funds in your HSA to continue to build and earn tax-free<sup>1</sup> interest.
- 3 Archive your receipts**  
Keep track of your medical receipts, EOBs and invoices by uploading them to your account via the documentation library available on the member portal and mobile app.<sup>2</sup>
- 4 Reach your savings goal**  
Track your accumulated reimbursable expenses online until you reach the desired amount.
- 5 Cash in**  
Use the HealthEquity member portal or mobile app<sup>2</sup> to submit a reimbursement for the accumulated qualified medical expenses and receive a tax-free payment for the amount of out-of-pocket expenses you paid.



<sup>1</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.

<sup>2</sup> Accounts must be activated via the HealthEquity website in order to use the mobile app.



# WHAT IF...

## ...I do not have enough money in my HSA to pay a medical expense?

If you need to pay a medical bill but do not have a sufficient balance to cover the expense, you have the following options:

1. Many healthcare providers will allow you to pay installments over a period of time. You can even set up recurring payments on the member portal once you have authorized installment payments with your provider. See page 25 for more information on setting up recurring payments.
2. You can pay for qualified medical expenses out-of-pocket and reimburse yourself once your balance is sufficient.

As long as a qualified medical expense is incurred after your HSA is established, you can use your HSA funds to cover that expense.

## ...I leave my employer?

You own the HSA, so even if you leave your employer, the account stays with you. In fact, if you keep your HSA-qualified health plan (or enroll in another HSA-qualified health plan), you can still contribute to your HealthEquity HSA.

## ...I change my health plan?

If your new health plan is not compatible with an HSA, you will not be able to continue making contributions to your HSA. However, any funds you have contributed can continue to be accessed tax-free<sup>1</sup> to pay for the qualified medical expenses of you and your tax dependents.

You can also contribute additional funds to the account if you have not made the maximum eligible contribution based on how long you were covered, however leaving the plan early may result in excess contributions to your account. See IRS publication 969 for more details, and contact HealthEquity member services if you need help.

## ...I die?

Establishing a beneficiary for your account will save your loved ones a lot of difficulty in the event of your death. It is one of the first actions we recommend completing when you open your HSA.

A spouse beneficiary can assume ownership of the account without tax penalties or receive a taxable lump sum distribution. All other beneficiaries would receive a taxable lump sum. Taxes are assessed on the value of the account on the date of death.



# ONLINE MEMBER PORTAL

## Introduction

The online member portal is a powerful tool that gives you access to all account management features. To access your account, visit my.HealthEquity.com.



The screenshot shows the HealthEquity member portal interface. At the top, the HealthEquity logo and tagline "Building Health Savings" are on the left, and the user's name "John Doe (277838) Sign Out" is on the right. A navigation bar includes "My Account", "Claims & Payments", "Docs & Forms", "Resources", "Contact", and a notification icon with a red "3".

The main content area is divided into several sections:

- Account Balances:**

HSA Cash Balance	\$5,530.20
HSA Contributions YTD	\$0.00
HSA Distributions YTD	\$0.00
- Quick Links:**
  - Pay Doctor/Provider >
  - Request Reimbursement >
  - Make Contribution >
  - Transaction History >
  - Investments >
- To Do:**
  - Unresolved Claims 5
  - Unlinked Receipts/Docs 1
  - Unread Messages 3
- Empowering Americans:** A banner featuring a family photo and the text "EMPOWERING AMERICANS to build health savings maximize your savings: HealthEquity.com/Learn".
- 91% Overall Account Optimization:** A progress indicator for John Doe with a button to "Optimize Your HSA".
- Resources:**
  - Care Guides >
  - Disease Research >
  - Health Encyclopedia >
  - Health Risk Assessment >
  - Healthy Habits >
  - Hospital Comparison >
  - Medical Journal >
  - Out of Pocket Estimator >
- CONGRATS!:** A banner that says "You can now begin investing &..."

sample screenshot

# PORTAL GUIDE

Using the HealthEquity member portal, you can check your balance, review transactions, view insurance claims, invest in mutual funds, pay providers and submit for reimbursement.

## Member portal login page

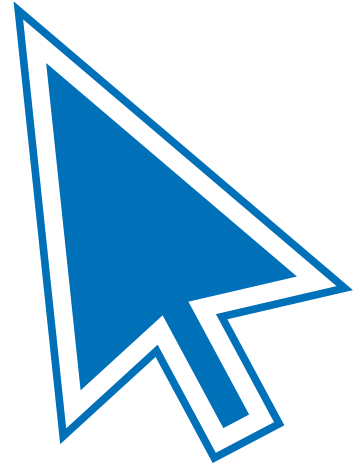
Logging into the member portal is easy. Simply follow the steps below to access your HealthEquity account.

### Logging in to your portal the first time:

1. Navigate to the member portal at [my.HealthEquity.com](http://my.HealthEquity.com).
2. Click 'Create user name and password' located under the message 'Are you a member logging in for the first time?'
3. Enter the verification code that appears on the screen.
4. Enter your personal information (first name, last name, zip code and birth date) and click 'Next.'
5. Enter the last four digits of your social security number.
  - You can set up your account username and password.
  - Otherwise, leave that field blank and click 'Next.'
6. Enter a phone number for verification, select 'Text Me' or 'Call Me' and then click 'Next.'
7. You will receive a call or text with a temporary password. Enter the password and click 'Next.'
  - After entering the passcode correctly, you can set up your account username and password.
8. If you cannot verify your phone number, click 'I don't have a phone.' A popup message will appear stating that additional questions are required. Click 'Answer questions.'
9. You will be asked a few questions on subjects such as:
  - Vehicle ownership history
  - Education history
  - Job history
10. After answering these questions, you can set up your account username and password.

### Logging in to your portal after your first login:

1. Go to [my.HealthEquity.com](http://my.HealthEquity.com).
2. Log in with the username and password you created during your first-time login.



# Home page dashboard

Welcome to the HealthEquity member portal homepage. This interactive and dynamic dashboard provides you with all of the information you need to manage and build your health savings.

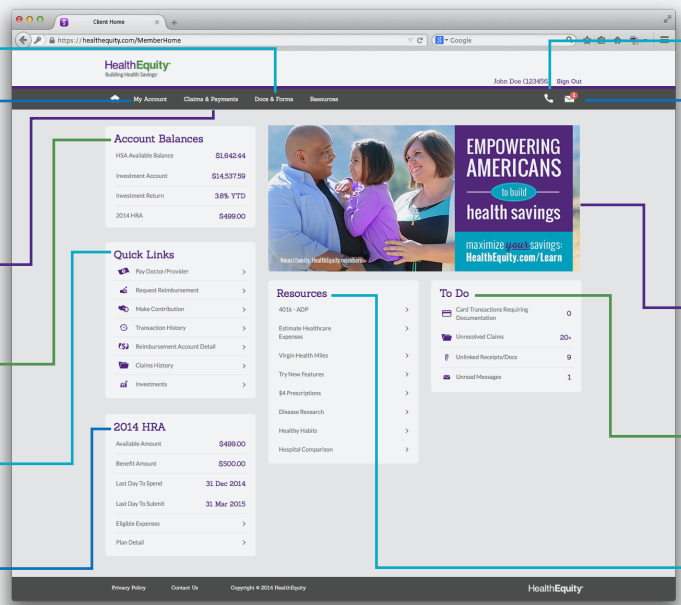
## Dashboard widgets

The homepage dashboard gives you quick and easy access to key information and common account actions. This allows for a complete account overview at-a-glance by using informative widgets containing your account's most important details:

**Account balance:** Your account balance is the first item on the home page dashboard. If you have invested any money, or have another account such as an FSA or HRA, these balances are displayed here with your HSA balance. To view balance details, click on each type of account to view your transaction history.

**Quick links:** This panel contains common account action items such as making payments, requesting reimbursement, making contributions, viewing claims and accessing your investments.

# HOME PAGE NAVIGATION



The screenshot shows the HealthEquity member portal homepage with various navigation callouts:

- Docs & Forms:** Contains account forms and tax documents
- My Account:** Helpful tools and information to manage your account
- Claims & Payments:** Easy claims, payments and documentation management
- Account Balances:** View all account balances here
- Quick Links:** One-click access to the most common account actions
- FSA/HRA Plan Details:** Balances and plan details located here for your reimbursement accounts
- Contact Us:** Personalized contact information
- Message Center:** Important reminders and updates from HealthEquity
- Showcase:** Highlights important information and learning opportunities
- To Do List:** Suggested action items
- Resources:** Tools and resources to maximize health savings and overall wellness

sample screenshot

**FSA/HRA plan info (if applicable):** If you elect an LPFSA or HRA to supplement your HSA, there is a widget for each additional account on your dashboard. It includes current balance and important plan dates. Click on the links provided for a comprehensive overview of your reimbursement account(s).

**Resources:** This widget displays the tools and links you need to become a better consumer of healthcare and improve your overall wellness. Specific tools vary based on your insurance and employer plan specifications. Refer to your personal member portal to view your available resources.

**To do:** With suggested action items, your to do list features helpful reminders and alerts to keep you up-to-date with your account. This includes any open claims that might require payment, unlinked receipts located in the documentation library (see page 26), and any unread messages in the message center. Clicking on each item takes you to the page where you can view and resolve any outstanding items.

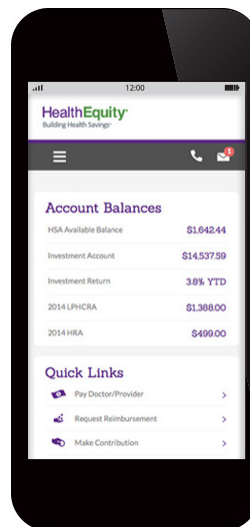
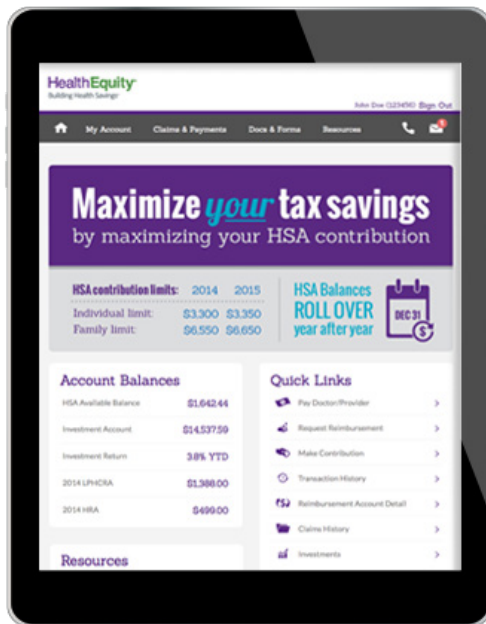


## Intuitive navigation

The member portal navigation provides a user-friendly interface for easy, self-service account management. Hover your mouse over the tabs to view the list of sub-menu options. Clicking on a specific link will take you directly to the desired page.

## Responsive web design

Customized to all viewing devices, the HealthEquity member portal dashboard is optimized for desktop, laptop, tablet and mobile access.<sup>1</sup> Including an ever-present navigation bar, your tabs and other helpful features remain visible as your scroll.



sample screenshots

Accounts must be activated via the HealthEquity website in order to use the mobile app.

## My account

The 'My Account' tab gives you access to information and settings regarding your HSA.

### Account summary

From the 'My Account' tab, you can review your account balance. Occasionally, pending contributions or distributions might cause a difference between the 'Ledger Balance' and 'Available Balance'. Always refer to the 'Available Balance' for the most accurate account balance.

### Verify your account

To verify your EFT account, HealthEquity will make a small deposit. Once the deposit has been made, return to the HealthEquity member portal to verify the amount received. As soon as your EFT account is verified, you can use it for contributions and reimbursements.

### Profile

'Profile' is where you can review and edit your profile settings, including personal information, login credentials and system preferences.

If you have not done so already, you can add your banking information directly on the 'Profile Details' page for EFT contributions and reimbursements by following these steps:

1. Go to the 'Account Information' section.
2. Click on the blue 'Add/Edit' button under 'External Accounts.'
3. Enter your bank account's routing number, account number, financial institution name and indicate how the account will be used.
  - To use your account for contributions and reimbursement, HealthEquity must first verify the authenticity of the account.
  - You can add as many accounts as you would like. However, if you will be adding the same account to multiple HSAs (i.e. yours and a spouse's account), HealthEquity requires you to submit a voided check to verify the account information.

### Statements

View your monthly statements, year-end statements and tax documents here at any time. Select a year to view a statement and click the link to open a PDF.

### HSA

From this menu, you are able to access account details such as current interest rates, transaction history and contribution history, and make contributions to your HSA. The 'Make Contribution' page allows you to make post-tax contributions to your HSA from a personal banking account. If you do not have a verified bank account on file, it will prompt you to add your banking information.

#### To make a contribution outside of payroll:

1. Go to the 'HSA' menu located under the 'My Account' tab and select 'Make Contribution.'  
You can make a one-time contribution or set up recurring monthly contributions.
2. Select an EFT account.
3. Enter the amount you want to contribute.
4. Select the tax year you would like the contribution applied to.
5. Click 'Contribute.'



## Investments<sup>1</sup>

The 'Investment' page is a user-friendly platform that allows you to build a portfolio and manage your investments with the click of a mouse. For more information about investing with HealthEquity, see page 12.

## Checks

The 'Checks' page allows you to order new checkbooks as well as view individuals who are eligible to sign checks from your HSA checkbook. To add authorized check signers to your account, please contact member services at 866.246.4846.

## Add individuals

'Add Individuals' will allow you to add beneficiaries and dependents to your account, and to authorize any users you would like to have access to your account.

'Authorized Account Users' lists those associated with your account. For anyone other than the primary account holder to receive specific account information over the phone, the primary account holder must first authorize them. To authorize an individual on your account, call member services or complete the account authorization form located under 'Docs & Forms.'

### To add a beneficiary to your account

1. Select 'Beneficiaries' from the 'Add Individuals' menu located under the 'My Account' tab.
2. Select your marital status.
  - If you are married but designating someone other than your spouse to be the primary beneficiary and you live in a community property state, HealthEquity requires a signature from your spouse on the beneficiary designation form located under 'Docs & Forms.'
3. Enter the required information: Name, DOB, SSN and address for each individual.
  - You can add both primary and contingent beneficiaries, up to four each. If you would like to add more than the portal will allow, please complete the beneficiary designation form and submit it to HealthEquity.

## Insurance information

'Insurance Information' contains specific information such as provider, policy number, coverage type, deductible and employer, when available. If your information is not listed here, contact your insurance company for specific coverage details.

<sup>1</sup> Investments made available to HSA holders are subject to risk, including the possible loss of the principal invested, and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. Investing through the HealthEquity's investment platform is subject to the terms and conditions of the Health Savings Account Custodial Agreement and any applicable investment supplement. Investing may not be suitable for everyone and HSA holders making investments should review the applicable fund's prospectus. Investment options and thresholds may vary and are subject to change. Consult your advisor or the IRS with any questions regarding investments or on filing your tax return.

## Claims & payments

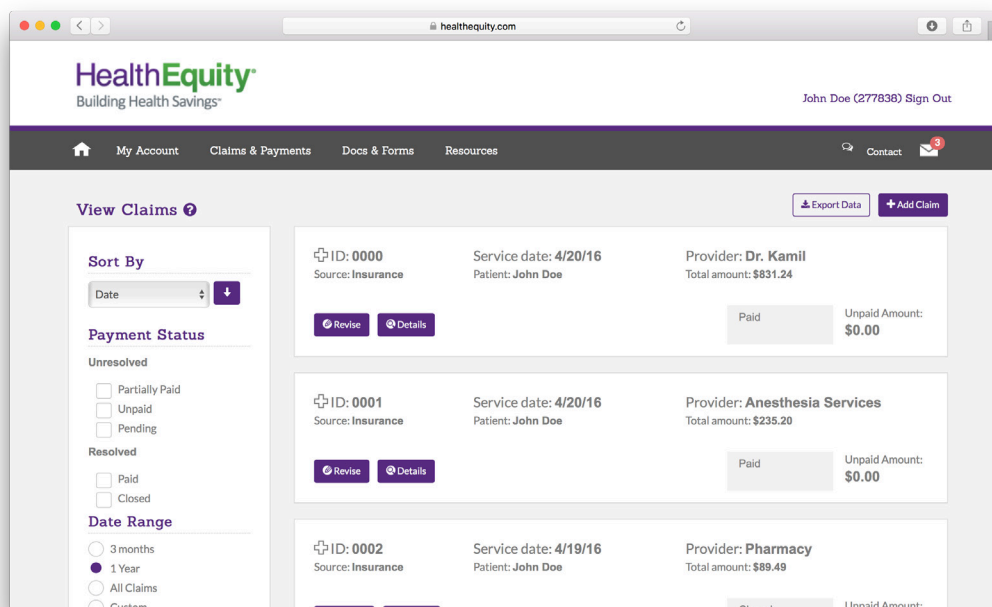
You might receive an email notification of a new claim received for you or one of your dependents. This is because your health insurance has chosen to integrate with HealthEquity, meaning that when your doctors and pharmacies bill your insurance company, the health plan sends a copy of that claim information to HealthEquity. Each claim listed gives you a breakdown of services, what was applied to your deductible and the estimated patient responsibility.

### View/pay a claim

1. Select 'View Claims' from the 'Claims & Payments' tab.
2. To send a check to a provider or reimburse yourself for expenses you paid out-of-pocket, select the appropriate action buttons that accompany the open claim.
  - If there is a patient responsibility, HealthEquity's system will give you the option to 'Pay Provider,' 'Reimburse Me,' or 'Close Expense.' Paying a provider will issue a payment directly to your doctor from your HSA. If you have paid out-of-pocket for an expense, you can reimburse yourself by clicking 'Reimburse Me.' If you paid the provider with your HealthEquity checkbook, or do not want to use your HSA funds to pay that particular claim, simply click 'Close Expense.' When your insurance pays the expense, the claim will display in the HealthEquity member portal as 'Closed.'
  - Provider information is usually included on claims sent to us by your insurance, but we recommend verifying the address before approving payment.
  - If you pay with your HealthEquity checkbook, the payment status of the claim will not update automatically on the 'View Claims' page; you can manually match a transaction to a claim by following the prompts when clicking 'Close Expense.'

### Claims marked as 'Private'

HealthEquity protects personal health information and does not display claim details for any dependent without their consent. To access 'Private' claim information, a dependent privacy access form must be completed by your dependent(s) and submitted to HealthEquity. This form can be found under the 'Docs & Forms' tab in the HealthEquity member portal.



sample screenshots



## Add a claim

1. Select 'Add Claim' from the 'Claims & Payments' tab.
2. Select whether you would like to 'Enter claim record and send payment' or 'Enter claim record only.'
3. Enter the record keeping information such as who the expense was for, date(s) of the expense, claims type and details, and click 'Next.'
4. Enter the amount of the claim and the provider information on the next screen before clicking 'Next' to finalize.

## Pay providers

5. Select 'Pay Doctor/Provider' from the 'Claims & Payments' tab.
6. Indicate that you would like to 'Enter claim record and send payment' and click 'Next.'
7. Select 'Pay Provider' and click 'Next.'
8. Choose whether you will be paying a new expense or an existing claim.
  - Clicking 'New' will allow you to enter specific claim details such as patient and date(s) of service.
9. The following screen will allow you to specify the amount you would like to pay as well as the provider's billing information.
  - Please verify the address before approving payment, even if the claim was sent to us by your insurance.
  - To set up recurring payments to a provider, in the 'Payment Amount' section, select 'Scheduled Payments.' You can specify the number of payments, the amount of each payment and the dates you would like them to be sent.
10. Click 'Next' and review payment details.
11. Check the box to authorize payment before clicking 'Finish.'

## Request reimbursement

1. Select 'Request Reimbursement' from the 'Claims & Payments' tab.
2. Indicate that you would like to 'Enter claim record and send payment' and click 'Next.'
3. Select 'Reimburse Me' and click 'Next.'
4. Choose whether you will be paying a new expense or an existing claim.
  - Clicking 'New' will allow you to enter specific claim details such as patient and date(s) of service.
5. The following screen will allow you to specify the amount you would like to be reimbursed and how you would like to be reimbursed.
  - To set up recurring reimbursements, in the 'Reimbursement Amount' section, select 'Scheduled Payments.' You can specify the number of reimbursements, the amount of each reimbursement and the dates you would like them to be sent.
6. Click 'Next' and review payment details.
7. Check the box to authorize payment before clicking 'Finish.'

## Set up an EFT (electronic funds transfer)

1. Select 'Profile Details' from the 'Profile' menu under the 'My Account' tab.
2. Under 'Account Information,' click the 'Add/Edit' button.
3. Enter the requested information. You will need a copy of a personal check for reference.
4. Select an account purpose.
5. Click 'Authorize.'

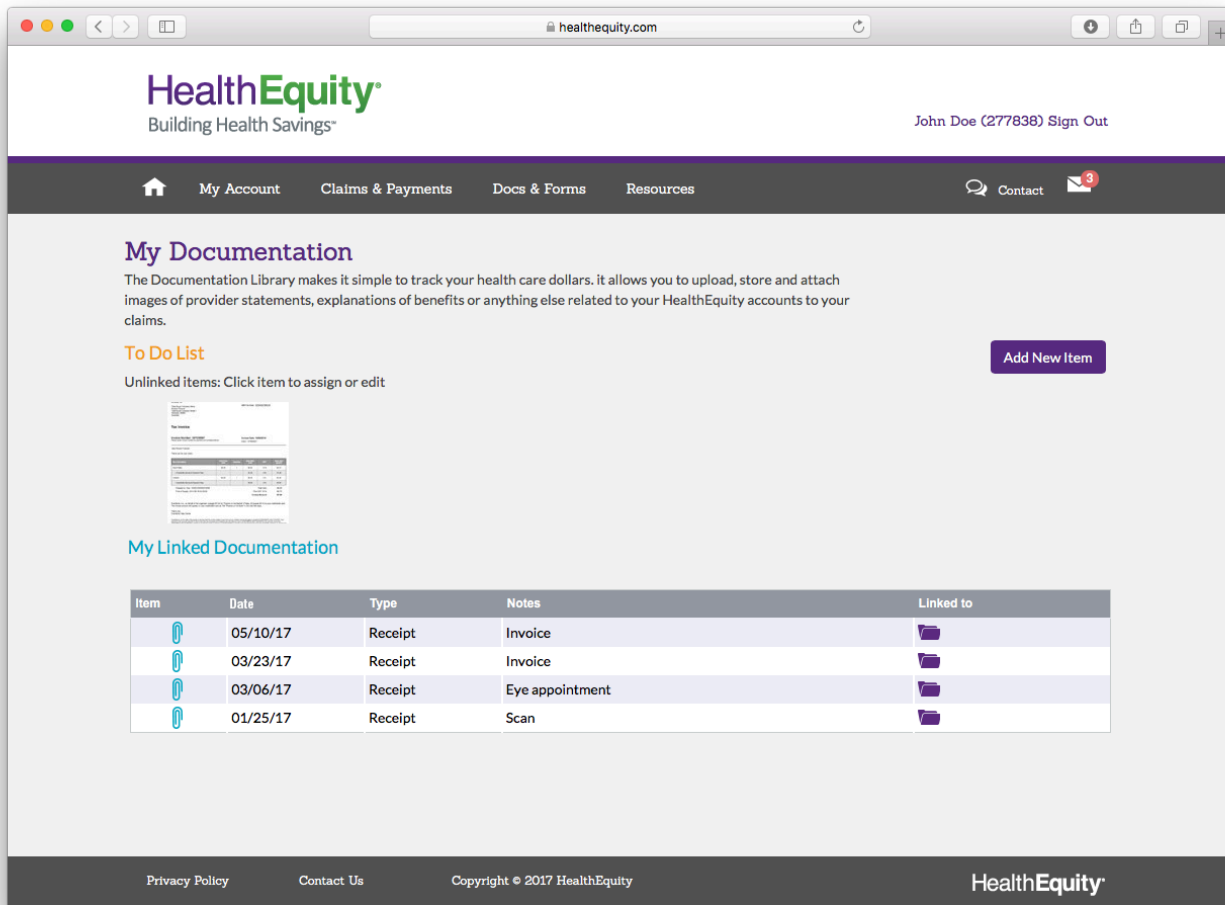
Your account will need to be verified before you can make contributions or request reimbursement.

# Documentation library

The documentation library, also located under the 'Claims & Payments' tab, is a convenient way to store and manage your receipts, EOBs, invoices, etc. By uploading your medical documentation, not only is everything kept in one central location, you can also access the documents for years to come. This eliminates the need to hold on to originals that are easily lost or damaged. While this action is not required, it is a powerful tool for electronic record keeping.

## Getting started

By selecting 'View Receipts & Documentation' from the 'Claims & Payments' tab, you will be taken to a page to either upload or view your medical documents. Any uploaded documentation that has not been linked to a claim or payment will display in the 'To Do List.' Images that have already been linked will display under 'My Linked Documentation.' Hovering over the paper clip icon will allow you to preview the image. To see which claim or payment an image is linked to, click on the icons to view more specific information.



sample screenshot

## Add a new document

1. Select 'View Receipts & Documentation' from the 'Claims & Payments' tab.
2. Click 'Add New Item.'
3. Click 'Browse...' to locate and upload the file, and specify the date of the expense, the type of documentation, and add any applicable notes.
4. Check the box confirming image quality and click 'Submit.'
5. The image will now appear in the 'To Do List.'

## Link to claim or payment

1. From the documentation library, click on the uploaded image you would like to link to a claim or payment.
2. Select whether you will be linking the document to a claim or a payment.
3. Check the box(es) of the claims or payments associated with the document.
4. Click 'Submit.'

## Docs & forms

Account documents and statements are located under the 'Docs & Forms' tab, including account maintenance forms, tax documents and monthly account statements. You can also access any uploaded receipts and medical documentation from this tab.

For a complete list of forms available, refer to your personal member portal.

## Resources

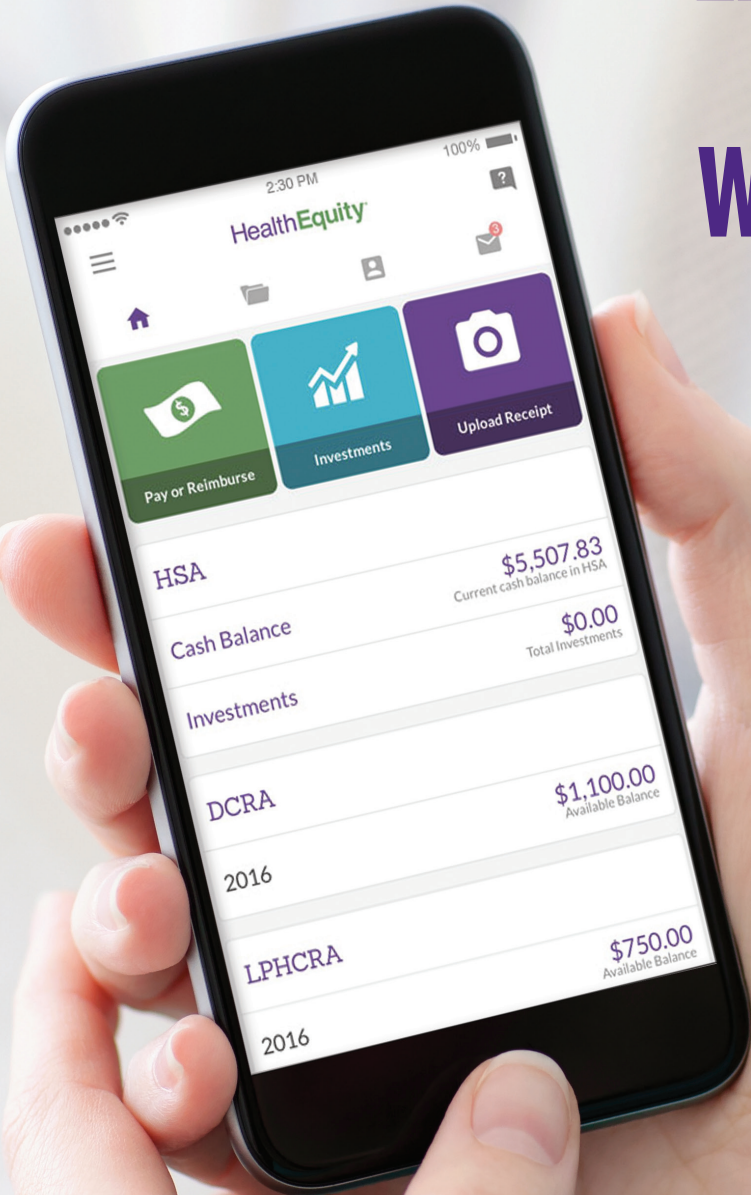
This tab provides useful tools and resources to help you maximize your health savings and overall wellness.

For a complete list of available resources, refer to your personal member portal.

### Save now, cash in later

The documentation library is a powerful tool to track your reimbursable expenses in the event that you would like to delay reimbursement and cash in later. See page 16 for more details.

**EASY ACCESS** to  
your **ACCOUNT**  
**WHEREVER** you are.



# MOBILE APP<sup>1</sup>

## HealthEquity available on-the-go

The HealthEquity mobile app provides easy, on-the-go access to all of your health accounts. This free app provides comprehensive tools to help you manage transactions and maximize your health savings.



## Convenient, powerful tools:

### On-the-go access

You can access your account from anywhere.

### Photo documentation

Simply take a photo with your device to initiate claims and payments.

### Send payments and reimbursements

You can send payments to providers or reimburse yourself for out-of-pocket expenses from your HSA.

### View claims status

View the status of claims as well as link payments and documentation to claims.

Download  
the **mobile app**  
FOR FREE

Apple<sup>®</sup> App Store<sup>®</sup>

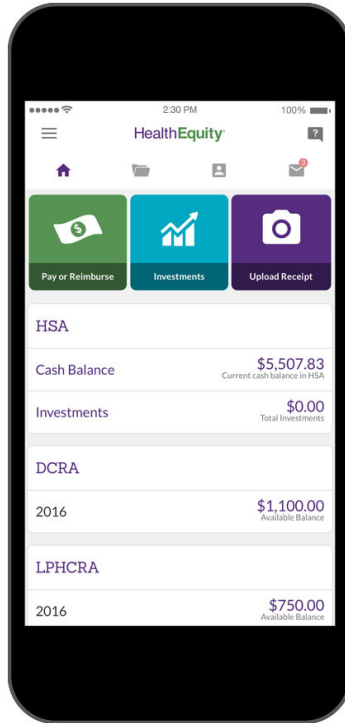
Google Play<sup>™</sup>

<sup>1</sup> Accounts must be activated via the HealthEquity website in order to use the mobile app.

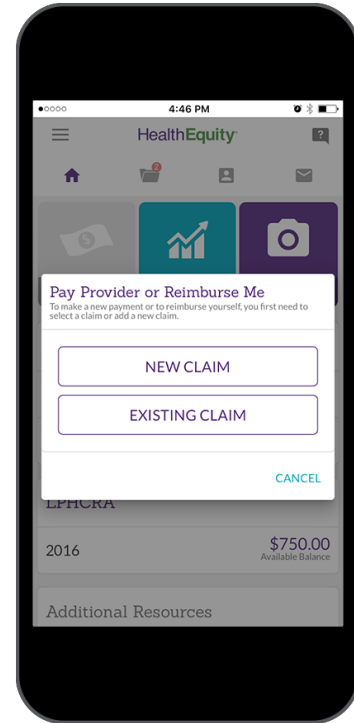
<sup>2</sup> All product and company names are trademarks (TM) or registered<sup>®</sup> trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them.



Login page



Home screen



New claim

## Logging in

Use the same username and password created for the member portal. If you have not logged in before, please do so using your desktop, laptop or tablet prior to logging in to the mobile app. If you are unsure of your login credentials, please contact member services for assistance.

## Mobile app home

From your home screen you can see your account balances, view and pay claims, manage your investments, upload receipts, update profile settings, access additional resources and receive important account notifications. There is also an ever-present menu icon for easy navigation and a contact us button for any additional questions you may have along the way.

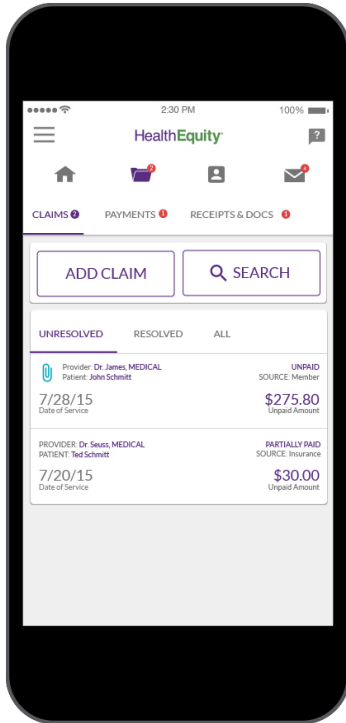
Tapping on each account will provide you with transaction details.

## Add a claim

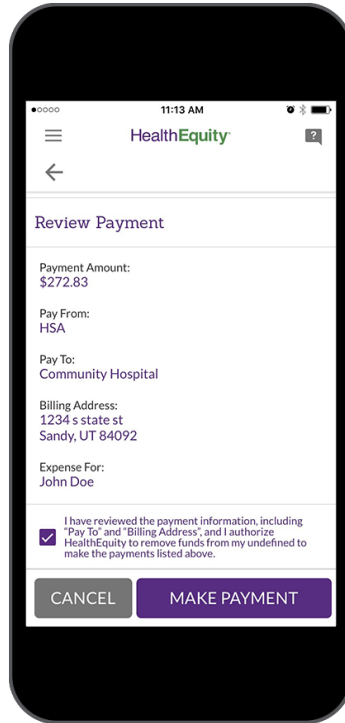
If your HealthEquity account is integrated with your health plan, your insurance company will automatically send us claims for you and any dependents. To add a new claim:

1. From the home screen, tap the 'Pay or Reimburse' button or the folder icon and select 'New Claim.'
2. Enter in all of the required claim information and tap 'Next.'
3. Complete the provider details required and tap 'Review Claim.'
4. Confirm the claim details before pressing 'Add Claim.'

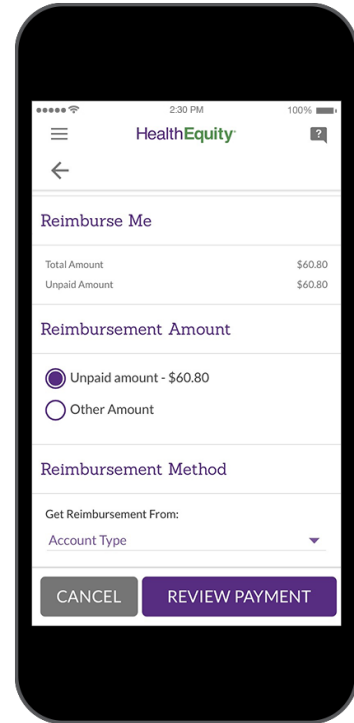
Accounts must be activated via the HealthEquity website in order to use the mobile app.



Claims page



Make payment



Reimburse me

The examples used are for illustrative purposes only.

## Paying a claim

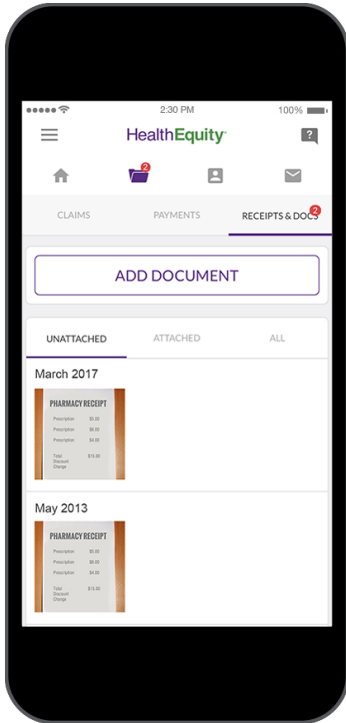
1. From the home screen, tap the 'Pay or Reimburse' button or the folder icon and select 'Existing Claim.'
2. Scroll to find the claim that needs to be paid and select it.
3. From the 'Claim details screen,' select 'Pay Provider' or 'Reimburse Me.'

## Paying provider:

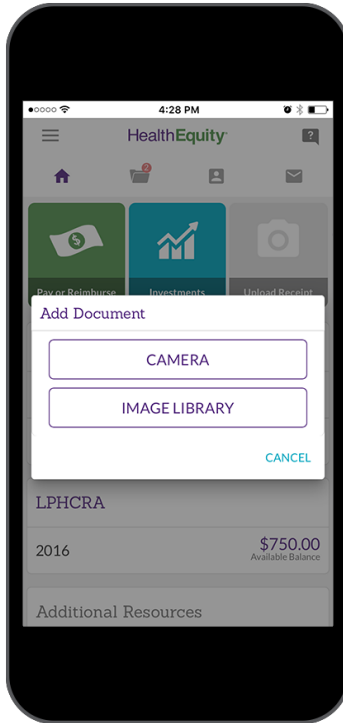
4. Enter the amount, the account you would like to use to pay the claim and the provider's address information. Please verify the mailing address for the provider is correct.
5. Tap 'Review Payment' to verify that all claim details are accurate.
6. Check the box to authorize the payment.
7. Finalize by tapping 'Make Payment.'

## Reimburse me:

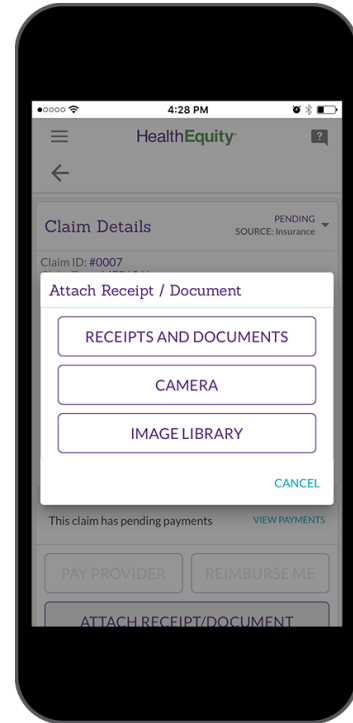
4. Enter the reimbursement amount, the account you would like to use to pay the claim and how you would like to be reimbursed.
5. Tap 'Review Payment' to verify that all claim details are accurate.
6. Check the box to authorize payment.
7. Finalize by tapping 'Reimburse Me.'



Documentation



Upload receipt



Attach receipt

The examples used are for illustrative purposes only.

## Documentation library

The IRS requires you to keep medical receipts for seven years. To simplify record keeping, HealthEquity provides a documentation library for you to store EOBs, itemized receipts and provider statements.

## Uploading a receipt

1. From the home screen, tap 'Upload Receipt.'
2. Take a picture of a receipt or select an image from your phone's image library.
3. Enter the date of the expense, the type of documentation, and any details you may need in the 'Notes' section.
4. Tap 'Add.'

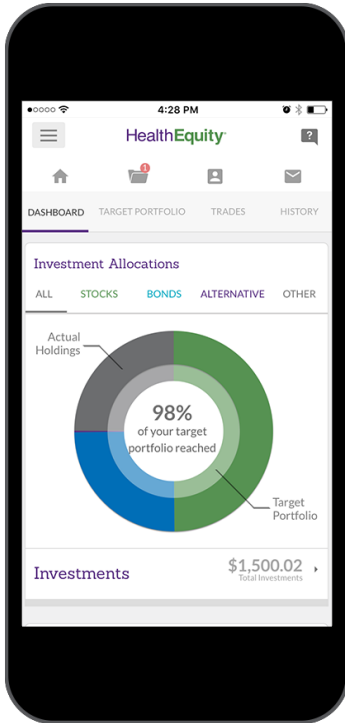
## Attaching a receipt to a claim of payment

From the home screen, tap the folder icon to access your claims.

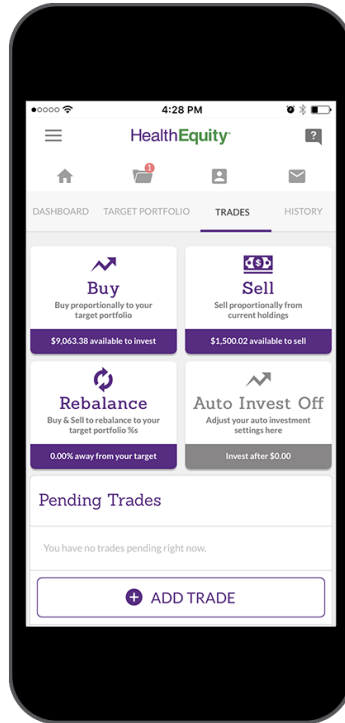
1. Select the claim that you would like to attach your receipt to and tap 'Attach receipt/document' on the 'Claim Details' screen.
2. Select an image that has already been uploaded, take a picture with your phone's camera, or select an existing image from your phone's image library.
3. Enter the date of the expense, the type of documentation, and any details you may need in the notes section.
4. Tap 'Add.'

Accounts must be activated via the HealthEquity website in order to use the mobile app.

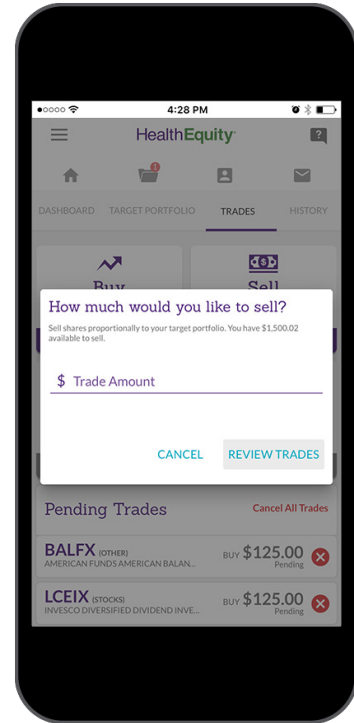




Investment dashboard



Trades



Sell

The examples used are for illustrative purposes only.

## Investing<sup>1</sup>

1. Tap the 'Investments' button on the home screen.
2. Agree to the terms and conditions to continue.
3. Decide which funds you would like to add to your investment portfolio. Tap the ticker symbol to learn more if a fund interests you.
4. Check the boxes next to your desired fund(s) and tap 'Add Selected Funds.'
5. Specify how you want your investments allocated.
6. Tap 'Save Changes.'

## Buying shares

1. Select the 'Trades' tab and tap the 'Buy' icon. This icon will also tell you how much you have available to invest.
2. Enter the amount you would like to invest.
3. Tap 'Review Trades.'
4. Confirm your trades are correct and tap 'Execute Trades.'
5. Your trade is now pending and will be final in three-to-five business days.

## Selling shares

1. Select the 'Trades' tab and tap the 'Sell' icon.
2. Enter the amount that you would like to sell.
3. Tap 'Review Trades.'
4. Confirm the trades are correct and tap 'Execute Trades.'
5. Your trade is now pending and your funds will be available in your HSA cash balance in three-to-five business days.

<sup>1</sup> Investments made available to HSA holders are subject to risk, including the possible loss of the principal invested, and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. Investing through the HealthEquity's investment platform is subject to the terms and conditions of the Health Savings Account Custodial Agreement and any applicable investment supplement. Investing may not be suitable for everyone and HSA holders making investments should review the applicable fund's prospectus. Investment options and thresholds may vary and are subject to change. Consult your advisor or the IRS with any questions regarding investments or on filing your tax return.

# GLOSSARY OF TERMS

## Account mentors

Our endearing term for our member services team, who are available every hour of every day to assist you.

## Administrator

This term can be applied to many types of organizations. For the purpose of this guide, 'administrator' refers to the company who holds, or administers, your HSA.

## Beneficiary

The individual(s) designated to inherit your HSA in the event of your death.

## Claim

The information about a specific medical service submitted by your provider to your insurance company for processing. You can enter new claim records and access existing claim records in the member portal for payment and documentation purposes.

## Coinsurance

Amount you pay (as a percentage of cost) after you meet your health plan deductible, but before you meet the out-of-pocket maximum (i.e. 10 percent, 20 percent, etc.).

## Contribution

The technical term used to refer to deposits (other than transfers and rollovers) to your HSA. These apply to your contribution limit.

## Contribution limits

The maximum amounts established by the IRS that you can contribute to your HSA. See page 14 for specific limits.

## Copay

The fixed dollar amount you pay for specified services and prescriptions under most traditional health plans. HSA-qualified plans do not typically require copays.

## Coverage tier

The level of coverage you have (single or family). HSA contribution limits vary by coverage tier.

## Deductible

The amount you must pay before your health plan begins paying toward your costs.



## Dependent

1. An individual, other than yourself, who is covered by your insurance plan; typically a spouse or child.
2. The IRS has specific requirements to determine tax dependents. Your HSA can be used to pay for the qualified medical expenses of any tax dependent, regardless of whether they are covered by your plan. Consult a tax advisor regarding your specific situation.

## Distribution

The technical term used to refer to withdrawals from your HSA.

## Electronic funds transfer (EFT)

A quick method of transferring funds directly between your personal financial institution and your HSA. You can set up an EFT for contributions or reimbursements in the member portal.

## Eligible individual

An individual who meets all of the IRS requirements to contribute to an HSA. You can read more about eligible individuals in IRS publication 969.

## Explanation of benefits (EOB)

A statement from your insurance that shows the service billed from your provider, the deductible, coinsurance and other covered amounts, as applicable. Compare this to the invoice from your provider to ensure accuracy.

## In-network

A provider that participates in your health plan's network, and agrees to charge negotiated rates established with your health plan.

## Insurance ID card

The card provided by your health plan that is used to verify coverage and process billing of your claim. It is important that you present this card each time you use healthcare services.

## Insurance premium

The amount you pay (usually per pay period) to have health insurance. HSA-qualified plans typically have lower premiums than traditional health plans.

## Out-of-network

A provider who does not participate in your health plan network and has no agreement with your health plan. You can still use your HSA to pay for qualified medical expenses from out-of-network providers.

# GLOSSARY OF TERMS

## Out-of-pocket maximum

For HSA-qualified plans: The maximum amount you will pay out-of-pocket, including prescriptions. Your deductible is included in this calculation.

For other plans: The concept is similar, but copays, coinsurance and other costs may not be included in the calculation of your out-of-pocket maximum. Contact your health plan for more details about your specific coverage.

## Point of sale (POS)

The terminal where you make payment with your HSA checkbook.

## Provider

The doctor or other healthcare professional who provides healthcare services.

## Provider invoice (provider statement)

The bill from your provider for services. It should reflect the adjustments presented on the EOB from your health plan.

## Qualified medical expenses

Expenses that can be paid tax-free<sup>1</sup> using your HSA. See page 10 for an overview of the expenses.

## Reimbursement

Money you withdraw from your HSA to pay yourself back for out-of-pocket medical expenses. There is no deadline to reimburse yourself for qualified medical expenses from your HSA.

<sup>1</sup> HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-free with very few exceptions. Please consult a tax advisor regarding your state's specific rules.



# ABOUT US

## Building health savings<sup>SM</sup>

HealthEquity empowers Americans to build health savings by providing powerful tools for health savings accounts (HSAs) and other health financial services. We have \$8.1 billion in custodial assets, which makes us a leading dedicated health account custodian in the nation. Our convenient solutions serve 4 million HSAs, owned by individuals at 45,000 companies across the country. With member support available every hour of every day, our team provides around-the-clock insight to maximize health savings.

## HealthEquity offers a complete line of integrated accounts:

- Health savings accounts (HSAs)
- Health reimbursement arrangements (HRAs)
- Flexible spending accounts (FSAs)
- Health incentive accounts (HIAs)



**HealthEquity**<sup>®</sup>

15 West Scenic Pointe Drive  
Draper, UT 84020  
info@healthequity.com | www.HealthEquity.com

AMEX\_HSA\_member\_guide\_Oct\_2019