



Participant Guide

METLIFE PARTICIPANT GUIDE

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METLIFE PARTICIPANT GUIDE

Welcome to the MetLife Participant Portal. This one-stop guide for your portal will help you find the information you need to manage your Health Savings & Spending Accounts (HS&SA) product(s)*.

Within the MetLife Participant Portal, you can:

- View account balances
- Make transactions
- Manage any HSA investments
- Reimburse yourself to a personal bank account or pay your provider
- Update your personal information
- Order replacement or additional debit cards
- Access online, monthly account summary reports and annual tax reporting
- Use the Expense tab to organize, manage and track expenses
- And much more!

*HS&SA product(s) are comprised of the following coverages:

- Health Savings Account (HSA)
- Health Reimbursement Arrangement (HRA)
- Health Flexible Spending Account (FSA)
- Limited Purpose Flexible Spending Account (LP-FSA)
- Dependent Care Flexible Spending Account (DC-FSA)
- Commuter Benefits

Important Note: This guide may include information on HS&SA products that your employer may not be offering to its employees at this time.

If you have questions about your account(s), contact MetLife Customer Service:

Phone: 833-571-0500 (Monday-Friday, 8 AM-8 PM EST)

Fax: 833-950-1243

Email: MetLife@service.healthaccountservices.com

Mail: MetLife
PO Box 2724
Fargo, ND 58108

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LOG IN TO VIEW YOUR ACCOUNT

Step 1: Go to <https://HealthSavingsAndSpending.MetLife.com> For your first-time login, click the “**Create your new username and password**” link.

Step 2: A 'User Identification' box will appear. Follow the onscreen instructions, filling in your first name, last name, and zip code and then either your Social Security Number or Employee ID. Click the 'Next' button.

Step 3: Create your username and password. The password must: *Have a minimum of 8 characters, contain upper and lowercase letters, at least one number and a special character.* Click the eye icon to view the text you have entered for your password. Click **Remember Me** if you would like the website to remember your username for future log ins. Click the **Next** button to continue. **Please keep a safe record of your username and password.**

Step 4: Select and answer **five security questions** and click the **Submit** button to complete the process. For security reasons, you may be asked one of these questions when completing certain account functions or after logging in to your account. **Please keep a safe record of your security questions for future reference.**

Step 5 (applicable to Health Savings Accounts (HSA) only): HSA accountholders will be prompted to read and agree to the Terms and Conditions for an HSA. Click “**Read and agree**” to open each agreement, after scrolling through and reading click the box that says, “**I have read and agree...**” or “**I have read this notice**” and submit when all are completed. ***The HSA is not fully active until you complete reading and accepting the Terms and Conditions.***

This completes the account set-up and you are now logged into your account.

HOME

The **Home** page provides tabs for easy navigation. On the Home page, you can view quick graphs, as well as see your available balances for your account(s) and recent transactions.



On the home page, there will be an **I Want To** section, otherwise it can be accessed by clicking on **Accounts** or **Tools & Support**. In this section you may see the following options:

- Reimburse Myself
- Send Payment
- Manage My Expenses, and
- If you have an HSA, Contribute to HSA and View Investments

The **Tasks** section located near the top of the Home Page is a notification area that alerts you that an action is needed on your account. For example, if you submitted a claim and still need to upload a receipt, you will see a notification here instructing you to do so.

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Contact Us | Test Participant | (0) | Logout



Home Accounts Tools & Support Message Center 7

Welcome to your MetLife account.

Save your Receipts!
Be sure to save your itemized receipt(s), as we may need this to ensure your purchase meets the IRS requirements for a qualified expense.

Tasks 1

To get your money faster, set up a bank account for direct deposit

I Want To:

[Reimburse Myself](#) [Send Payment](#) [Contribute to HSA](#) [View Investments](#) [Manage My Expenses](#)

Accounts

| HEALTH SAVINGS ACCOUNT | | 01/01/2022-12/31/2022 | |
|------------------------|-----------|---------------------------|-----------|
| | AVAILABLE | | AVAILABLE |
| Cash Account | \$0.00 | Health Reimbursement A... | \$0.00 |
| Investment Account | \$0.00 | | |

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| DATE | EXPENSE | RECIPIENT/PATIENT | MERCHANT/PROVIDER | SUBMITTED AMOUNT | STATUS |
|-----------|------------|-------------------|-------------------|------------------|--------|
| 5/30/2020 | Other | - | - | \$2.00 | \$ |
| 4/13/2020 | Laboratory | - | - | \$5.00 | \$ Pay |
| 4/13/2020 | Pharmacy | - | - | \$100.00 | \$ Pay |

ACCOUNTS

The **Accounts** tab at the top of the page makes managing your HS&SA finances easy. Within the tab are several tools available for you to use to track your expenses and account(s). Below are a few options you may find within the Accounts tab.

ACCOUNT SUMMARY

The information displayed on this page will vary depending upon your specific HS&SA benefits; the plans you are enrolled in for the current plan year. The Account Summary allows you to view the status of all your accounts, including available balance, and pending amounts. The illustration below is for an HSA, FSA, and Commuter Benefits.

ACCOUNTS

- Account Summary
- Account Activity
- Expenses
- Claims
- Payments
- Statements

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- *HSA- Total Available Balance* is the total amount of funds between Available Cash Balance and Investment Balance.
- *HSA- Available Cash Balance* is the most current record of funds available for withdrawal from your account and includes any pending withdrawals.
- *HSA- Investment Balance* is the Fair Market Value of your investment account(s). It reflects the most current record of funds and does not include pending transactions to or from an investment account. **You may not see an updated Investment Balance until the fourth business day after a transaction is initiated.**
- FSA or HRA Plan information, such as eligible amounts, submitted claims, and available balance will be displayed within a table.

Accounts / Account Summary

The information displayed on the Account Summary page will vary depending upon your specific healthcare benefits.

Health Savings Account ⓘ

TOTAL AVAILABLE BALANCE \$293.00

| | |
|------------------------|----------------------------------|
| AVAILABLE CASH BALANCE | INVESTMENT BALANCE |
| \$293.00 | \$0.00 * Current as of 3/30/2020 |

01/01/2020-12/31/2020

| ACCOUNT | ELIGIBLE AMOUNT | SUBMITTED CLAIMS | PAID | PENDING | DENIED | AVAILABLE BALANCE |
|--|-----------------|------------------|--------|---------|--------|-------------------|
| + Health FSA 01/01/2020-12/31/2020 | \$500.00 | \$5.00 | \$0.00 | \$0.00 | \$5.00 | \$500.00 |
| + Mass Transit (01/01/2020-12/31/20... | - | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |

Clicking on the name of the account as outlined below, will provide a popup that includes the following:

- *Eligible Amount* is the dollar amount you can access to spend for the year.
- *Submitted Claims* will show you what claims have been submitted to be processed.
- *Paid* will show you the dollar amount of the claims that have been paid to you or a provider.
- *Pending* will show you the dollar amount that is currently waiting to be processed or is pending payment.
- *Denied* will let you know if your claim has been denied and for what amount.
- *Available Balance* will reflect the balance that is currently available for spending.

01/01/2020-01/29/2020_closed ESTIMATED PER PAY PERIOD DEDUCTION: \$38.46

| ACCOUNT | ELIGIBLE AMOUNT | SUBMITTED CLAIMS | PAID | PENDING | DENIED | AVAILABLE BALANCE |
|------------------------------------|-----------------|------------------|--------|---------|--------|-------------------|
| + Health FSA 01/01/2020-12/31/2020 | \$2,000.00 | \$34.00 | \$6.00 | \$28.00 | \$0.00 | \$1,966.00 |

The bottom of the Account Summary page will include, as applicable, the options [Change Payment Method](#), [HSA Contributions by Tax Year](#), [HSA Coverage Level](#), and [Scheduled Transactions](#).

| | | | |
|---------------------------------------|---|------------------------------------|--|
| Change Payment Method | HSA Contributions By Tax Year | HSA Coverage Level | Scheduled Transactions |
|---------------------------------------|---|------------------------------------|--|

The [Change Payment Method](#) link will route you to the Profile tab where you can update how you prefer to receive payments. You can choose either between Direct Deposit or Check. Once your selection has been completed, select Submit.

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HSA Contributions by Tax Year is a pop-up table where you can see your contributions broken down by tax year. Contributions From Future Years refers to those that are made prior to the tax deadline but applied back to the prior plan year.

HSA Coverage Level has a pop-up tab where you can change your settings for your Coverage Level during a specified tax year. The Coverage Level refers to who is covered under your health plan. You can choose between Individual where your High Deductible Health Plan (HDHP) only covers yourself, or Family plan where your HDHP covers yourself and at least one other individual. Once your settings are correct, select **Submit**.

Scheduled Transactions will only appear if you have scheduled transactions. This link will route you to your scheduled transaction details.

ACCOUNT ACTIVITY

View your pending and processed transactions. You can also export your transactions, if you wish to access these in a spreadsheet. Note: This does not work with QuickBooks.

EXPENSES

You can view your expenses, add expenses, and pay expenses. Review the [Expenses](#) section for additional details.

CLAIMS

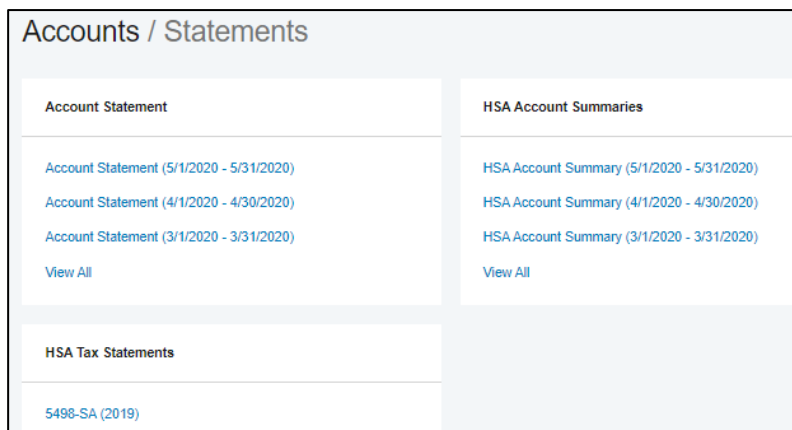
This page shows a list of the claims that have been filed. Claims can be filtered by Date, Account, Merchant/Provider, Claim Status and Amount. For additional information, please view the [File a Claim section](#).

PAYMENTS

View a list of all transactions for your accounts. Payments can be filtered by Date, Transaction Number, Method of Payment, Status, and by Amount.

STATEMENTS

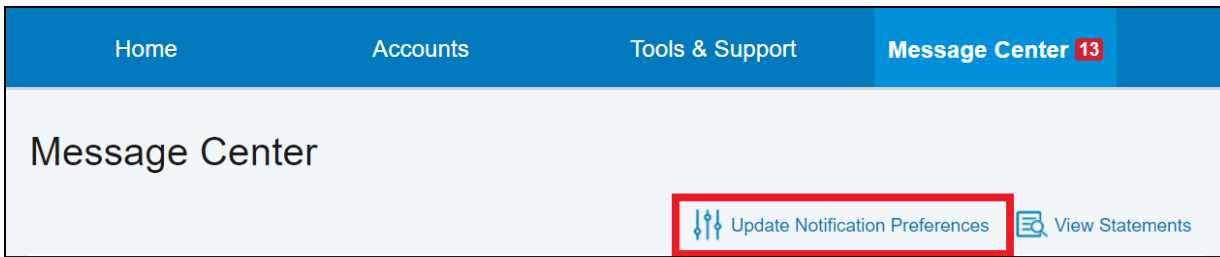
Here you can view your Account Statements and HSA Tax documents.



| Accounts / Statements | |
|--|--|
| Account Statement | HSA Account Summaries |
| Account Statement (5/1/2020 - 5/31/2020) | HSA Account Summary (5/1/2020 - 5/31/2020) |
| Account Statement (4/1/2020 - 4/30/2020) | HSA Account Summary (4/1/2020 - 4/30/2020) |
| Account Statement (3/1/2020 - 3/31/2020) | HSA Account Summary (3/1/2020 - 3/31/2020) |
| View All | View All |
| HSA Tax Statements | |
| 5498-SA (2019) | |

You can update your notification preferences by clicking on the **Message Center** tab, and then by clicking on **Update Notification Preferences**.

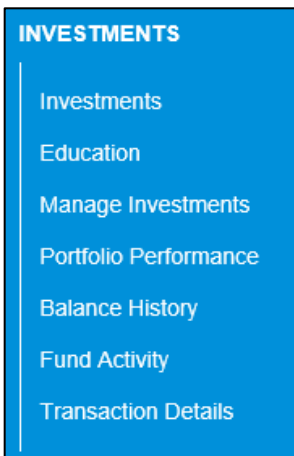
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When you [Update Notification Preferences](#), you will be prompted to update contact information such as your mobile number, mobile carrier, and time zone. You can also update notification options for your statements, claims, contributions, payments, and debit card. You can select an **online/paper/email/text** notification. These options will be dependent upon your preference.


INVESTMENTS

Investments are for Health Savings Accounts (HSAs) only and are optional for you to use. To view investments, click on [Accounts](#) from the top navigation bar, and then under [Investments](#) the below options will reflect. Other investment features listed below can be found the same way.



Your **Investment Summary** includes:

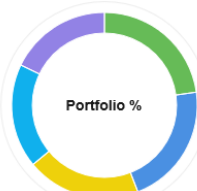
- Investment Balances, Recent Activity, and Rate of Return
- Election % and Portfolio %
- Detailed Table of Elections

 *Hover over the question mark icon next to Portfolio and Election for an explanation of each..*

Investments / Summary

Investment Transfer Threshold: \$2,000.00

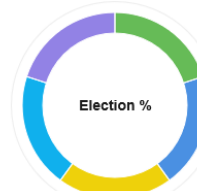
| | | | |
|---|---|---|--|
| Current Balance As of 11/12/2018 \$1,097.88 | Beginning Balance As of 08/13/2018 \$787.76 | Recent Activity As of 11/12/2018 \$310.12 View Details | Rate of Return 08/13/2018 - 11/12/2018 4.14% ▲ View Details |
|---|---|---|--|



Portfolio %

Fund Name

OPPENHEIMER DEVELOPING MKT Y
THORNBERG INTL VALUE
OPP MAIN SM CAP
PIMCO LOW DURATION INTSL
PIMCO COMMODITY REAL RETURN



Election %

| FUND NAME ^ | PORTFOLIO ? | ELECTION ? | BEGINNING BALANCE | PRICE | UNITS | ENDING BALANCE |
|------------------------------|-------------|------------|-------------------|---------|--------|-------------------|
| OPP MAIN SM CAP | 19.84% | 20.00% | \$154.32 | \$30.45 | 7.152 | \$217.78 |
| OPPENHEIMER DEVELOPING MKT Y | 22.74% | 20.00% | \$181.84 | \$44.57 | 5.602 | \$249.68 |
| PIMCO COMMODITY REAL RETURN | 17.87% | 20.00% | \$137.06 | \$6.79 | 28.902 | \$196.24 |
| PIMCO LOW DURATION INTSL | 18.15% | 20.00% | \$145.42 | \$9.85 | 20.230 | \$199.27 |
| THORNBERG INTL VALUE | 21.40% | 20.00% | \$169.12 | \$29.43 | 7.982 | \$234.91 |
| Total | 100.00% | 100.00% | \$787.76 | - | - | \$1,097.88 |

Investment Education and Resources

Investing can be confusing, to make things easier there are several areas within the Participant Portal where you can learn more about your investment options. The



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[Investments/Education](#) provides information about investment [Fund Performance](#), a [Guidance Tool](#) and an [FAQ](#) are all available to help you. This page can also be accessed from the [Investment Summary](#) page by clicking the [Learn More](#) link under Investment Education Materials.

Note: For investment advice, please consult with an investment broker or a specialist.

Setting up Investments

To start investing a portion of your HSA funds, you will select the [Start Investing](#) button on the [Investment Summary](#) page and establish your investment sweep threshold. The sweep amount must be set equal to or above \$2000 and in increments of \$100.

Automatic Investing

Once you have selected your sweep threshold you will be prompted to select an option for how you will proceed with selecting your investment funds.

- **Guide Me:** This option will walk you through a series of questions to help you make an informed decision for your investments.
- **I Want to Do it Myself:** This option will bring you to the Update/Confirm Elections page and allow you to select your own investment percentages and funds; if you do not select investment funds, the funds will automatically go into a default fund. Your percentages must total 100% and must be whole percentages.
- **Manual Investing One-time Transfer:** This option allows you to manage your investment transfers into and out of your investment account without enabling automatic transfers using your investment sweep threshold.

Managing Investments

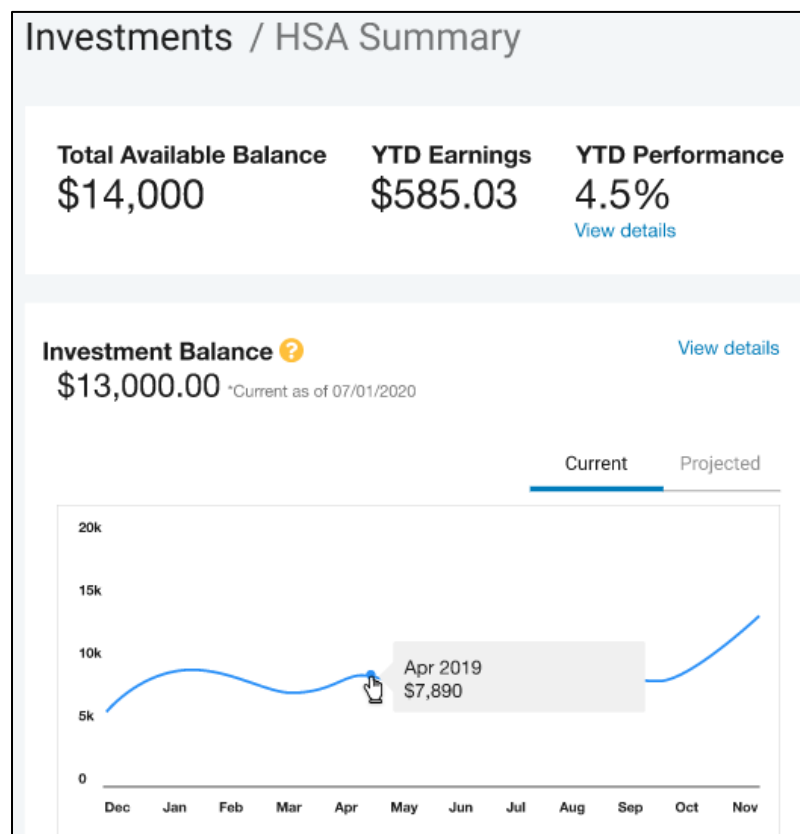
The [Investment Summary page](#) gives you the ability to buy and sell investments individually as well as change investment selections and auto-rebalance your funds. This page provides insight into your investments balance, how it can grow over time, and how each investment fund is performing.

[Portfolio Breakdown](#) will reflect on the Investment Summary Page and shows the percentage of the current balance in each fund and/or asset class. A breakdown of future investments can also be viewed if elections have been setup.

[One-Time Trades](#) allows for a one-time transfer from your cash account to [Buy Investments](#) or from your investment account to your cash account to [Sell Investments](#).

For a [One-Time Trade](#), if the investment sweep threshold is enabled and Buy or Sell Investments is selected, you will be taken to the [Update Automatic Investment Transfer Page](#):

- **Disable Automatic Investment Transfer:** This can be reactivated any time.
- **Edit Automatic Investment Transfer Threshold:** Temporary turn automatic investment transfers off until a specified date and/or change your automatic investment threshold.
- **Change Automatic Investment Threshold Only:** Increase or decrease your investment threshold to maintain a new threshold amount in your cash account.




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Note: If Auto-Transfers are enabled, they will need to be turned off if you wish to perform a manual transfer.

If the investment sweep threshold is not enabled, you can proceed to **Make an HSA Transaction:**

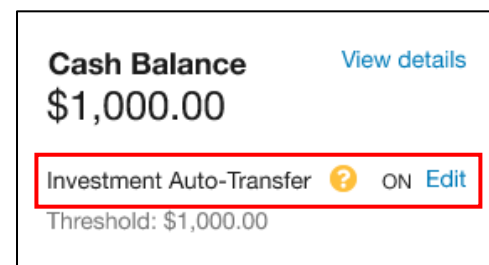
- **Transfer based on my investment election:** This option will allow you to input a dollar amount you would like to buy/sell. The amount you specify will be bought/sold based on the percentage of your portfolio invested in each of your funds.
- **Transfer into/from specific fund(s):** This option will allow you to input the dollar amount you would like to buy or sell from each specific fund.


 Use the question mark symbol for indication if a fund is not available to be sold, elected, and/or transferred.

Investment Auto-Transfer

- **Auto-Transfers to or from an Investment Account:** The option for this can be accessed within the **Investment Summary** page under the Cash Balance section at the top of the page. This turns transfers on or off to or from your investment account, as well as changes the threshold amount that controls automatic transfers to your investment account.

Note: Debit Card transactions will pull from your available cash balance in your account. If you are completing a transaction with your debit card, you will not be able to use any investment dollars earned. However, if you opt into investment sweeps this could result in an investment sale to maintain your cash balance.



Cash Balance [View details](#)
\$1,000.00
Investment Auto-Transfer  ON [Edit](#)
Threshold: \$1,000.00

Portfolio Performance will be reflected in a chart on the **Investment Summary** page that represents how the investments are performing quarterly, yearly, and overall.


| | | | |
|---|---|--|---|
| Last Quarter: 1.90% ▲ 07/01/2018-09/30/2018 | YTD: 13.44% ▲ 01/01/2018-11/12/2018 | One Year: 17.18% ▲ 11/13/2017-11/12/2018 | All: 16.82% ▲ 11/08/2017-11/12/2018 Annualized |
|---|---|--|---|

The second graph in this area will show your **Personal Rate of Return History** and can be filtered by specific:

- Dates
- Funds
- Asset classes
- Personal Rates of Return

The **Balance History** is viewable under the **Accounts** tab, and similar to the Portfolio Performance it shows a graph as a visual representation of the history of your investment balance. You can filter this by date, Fund, and Asset Class.

Fund Activity can be accessed from the **Accounts** tab and shows the breaks down of your selected allocated funds by class.

The **Investment Activity** page, within the **Accounts** tab, displays any requested pending and processed transactions that can be filtered by transaction type.  If the plus symbol is clicked, it will provide a drop down with additional information on a pending request.

View more information on the **Transaction Details** tab on the **Investment Activity** page with filter options to see a specific date: All Dates, Last Quarter, Year to Date, Last Month and Custom; all funds or a specific fund; and the activity type: All Activity Types, Purchases, Withdrawals, Transfers, Div/Int, or Fees.

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Change Investments

The [Investment Summary Page](#) provides an easy way to [Change Investments](#), allowing you to change your current portfolio, update elections for future investments and/or realign both.

To Change All Investments: Includes money currently invested, as well as future deposits and contributions. Changes you make on this page will realign both your current portfolio and your current elections. When new money moves into your investment account, your selection will control how it is invested.

To Change Current Portfolio: Changes you make will only affect your current investment account balances.

Select your preferred [Transfer Type](#) choose one of the options below from the drop-down menu:

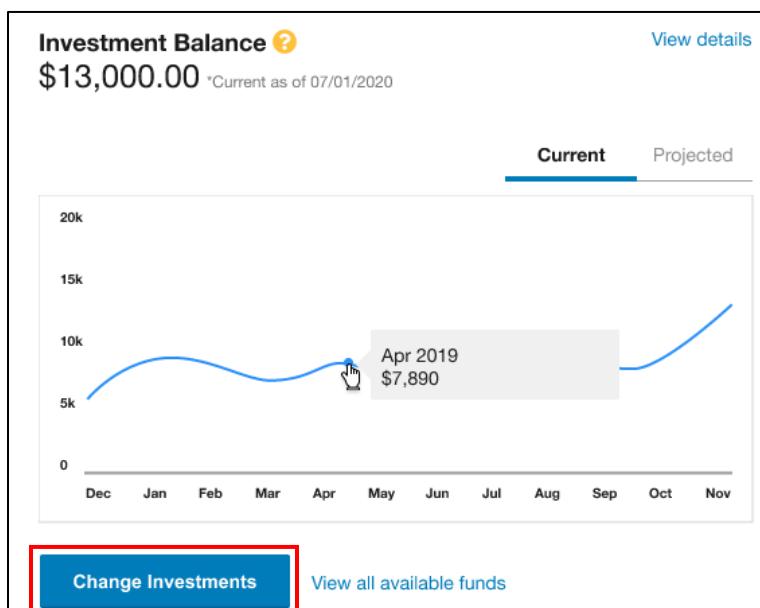
- **Realign:** When you Realign Investment Balances, your current account balances are redistributed. Changes you make will only affect your current investment account balance.
- **Dollar to Dollar:** Enter the dollar amount you would like to transfer from one fund into another fund(s).
- **Dollar to Percent:** Enter the dollar amount you would like to transfer from one fund in the Transfer From column and enter the percentage of that amount you would like transferred to each fund in the Transfer To column.
- **Percent to Percent:** Enter the percentage of the fund balance that you would like to transfer out of that fund and into another fund(s).
**You can transfer to more than one fund at a time.*
**If you want to transfer more than 90% of the balance out of a fund, it is recommended you use the Percent to Percent transfer option.*

To Change Future Investments: When new money moves into your investment account, your new selections will control how it is invested.

Set up my Elections: If you started investing by completing a one-time transfer this option will display and allow you to enable automatic investment transfers and set up your investment elections.

The [Auto rebalance](#) option is available under the [Portfolio Breakdown](#) graph on the [Investment Summary Page](#) and allows you to automatically keep your investment account balance in line with your investment elections.

When you enable automatic rebalance, you can also select the rebalance frequency from Annually(DEC), Quarterly(MAR, JUN, SEP, DEC), or Semi-Annually(JUN, DEC) and your investment account will automatically be rebalanced and then ongoing on the 10th day of the month, based on the cycle you selected.



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ACCOUNT UPDATES

UPDATE YOUR PROFILE

To change your phone number, email address, and certain other personal information, select your name at the top, then click [Profile Summary](#) in the drop down. Click [Update Profile](#) in the right corner of the Profile section. Update the information as needed and select [Submit](#).

Contact Us First Last Name

Participant Account ID | 123456789

Username | [ConsumerUsername](#)

Email Address | [Email@Email.com](#)

Last Login | 2/26/2019 - Online

PROFILE

[Profile Summary](#)

[Banking](#)

[Payment Method](#)

[Login Information](#)

Profile [Update Profile](#)

CHESTER COPPERPOT

| | |
|--|--|
| HOME ADDRESS 456 Main Street Astoria, OR 11223 United States | MAILING ADDRESS PO Box 222 Astoria, OR 11223 United States |
| HOME PHONE (123) 712-1257 | MOBILE NUMBER (111) 111-1111 |
| EMAIL ADDRESS kstandal@evolution1.com | |
| GENDER Male | MARITAL STATUS Married |
| USERNAME ccopperpot6789 | PARTICIPANT ACCOUNT ID 123456789 |

Profile / Update Profile

Contact Information *Required

Mailing Address * Same as Home Address

Address Line 1

Address Line 2

City

Zip Code

Mobile Number * () -

Mobile Carrier *

Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone *

Email Address

Confirm Email Address

By providing an email address, you will receive some notifications electronically about your benefits in lieu of paper documents. Your email address will not be shared or used for any other purpose.

Demographic Information

Gender

Marital Status Married Single

Fields that are not editable within your MetLife Participant Portal need to be updated by your employer, who will communicate the update(s)/change(s) to MetLife.

Note: To update your name, please submit a **Name Change Request Form**, which is found under the [Tools & Support](#) tab on the main page.

Note: Be sure to tell your employer if your mailing address or name changes so they can update it for their records.

ADD DEPENDENT

Add a dependent to your account by selecting your name at the top and clicking [Profile Summary](#) in the drop down. In the Profile Summary, add a dependent by clicking [Add Dependent](#). Enter the following information about the dependent:

- Full Name
- Birth Date
- Gender
- Student Status, if Applicable
- Relationship to Account Holder

Complete the required fields and select [Submit](#).

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ADD HSA BENEFICIARY

HSA plans allow you to list a beneficiary due to the nature of the account. It is recommended that you designate a beneficiary for your HSA as this individual will receive your HSA assets in the event of your death. You may add or change/update your beneficiary at any time.

Select your name at the top, then click [Profile Summary](#) in the drop down and select [Add Beneficiary](#).

You will need to enter the following information to successfully add a Beneficiary:

- Full Name
- SSN
- Birth Date
- Address
- Relationship to the Account Holder
- Primary or Contingent Beneficiary

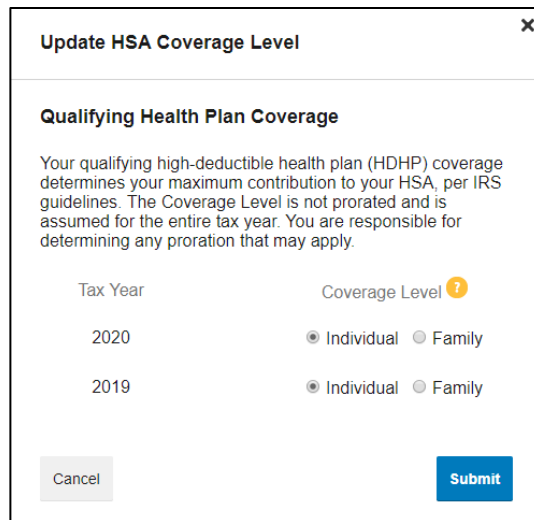
Note: If you wish to designate someone other than your spouse as your primary beneficiary, you will need to submit a completed [HSA Death Beneficiary Form](#) with your spouse's signature of consent. This form can be found under the [Tools & Support](#) tab.

Complete the required fields and click [Submit](#).

UPDATING HSA COVERAGE

You can update your HSA coverage within the portal to reflect your current HDHP coverage. Select [Accounts](#) in the top navigation bar and then under the [Accounts](#) section select [Account Summary](#). At the bottom of the [Account Summary](#) page, select [HSA Coverage Level](#). You can choose between an Individual plan or a Family plan and the appropriate tax year.

Note: This will not update your insurance coverage.

A screenshot of a dialog box titled 'Update HSA Coverage Level'. It contains a section for 'Qualifying Health Plan Coverage' with explanatory text. Below this, there are two rows for 'Tax Year' (2020 and 2019) and 'Coverage Level' (Individual and Family). The 'Individual' option is selected for both years. At the bottom, there are 'Cancel' and 'Submit' buttons.

Update HSA Coverage Level

Qualifying Health Plan Coverage

Your qualifying high-deductible health plan (HDHP) coverage determines your maximum contribution to your HSA, per IRS guidelines. The Coverage Level is not prorated and is assumed for the entire tax year. You are responsible for determining any proration that may apply.

| Tax Year | Coverage Level ? |
|----------|--|
| 2020 | <input checked="" type="radio"/> Individual <input type="radio"/> Family |
| 2019 | <input checked="" type="radio"/> Individual <input type="radio"/> Family |

Cancel Submit

ADD A BANK ACCOUNT

Add a personal bank account to your MetLife HS&SA account(s) by selecting [Accounts](#) and then under [Profile](#), select [Banking](#). Select [Add Bank Account](#). This linked account can be used to make additional contributions to your HSA.

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Additionally, you can use your linked bank account to reimburse yourself from your HSA, HRA, FSA(s), and/or Parking Account for expenses paid out of pocket.

Complete the required fields and select **Submit**.

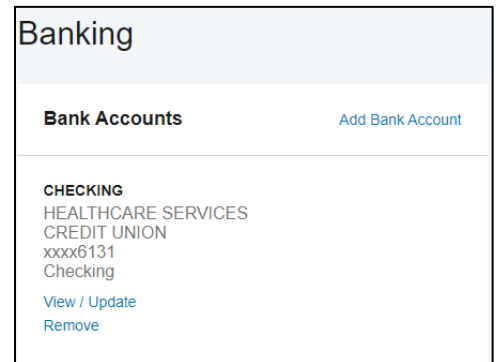
Review the pop-up message and click **Submit**.

A micro- deposit ranging from \$0.01 - \$0.99 will be made to your personal bank account in the next 1-3 business days for security purposes. You can confirm the deposited amount by visiting the MetLife Participant Portal at <https://HealthSavingsAndSpending.MetLife.com>. After logging in, click on the link in the Task section on the **Home** page. The link will read **One or more bank accounts require activation**.

Click on **Activation**. Enter the amount that was deposited in your personal bank account and click **Submit**.

REMOVE A BANK ACCOUNT

To remove a bank account, go to **Accounts**, then **Profile** and select **Banking**. From there you will see the account(s) you have added. Underneath the account will be the option to View, Activate, or Remove. The 'Remove' button will only be visible when the bank account updates are allowed for the participant and if there are no pending ACH HSA transactions and/or scheduled HSA transactions.



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HOW TO CREATE AN ACCOUNT TRANSACTION

HSA TRANSACTIONS

REQUESTING HSA DISTRIBUTIONS

You can take a distribution (aka withdrawal) from your HSA using the Participant Portal, Mobile Application, or by submitting an HSA Distribution Request form, which can be found under **Tools & Support**

1. To request a distribution from the Participant Portal, click **Accounts** from the top navigation bar, and then under **I Want To** select **Reimburse Myself**. If you would like to send payment to someone else via check, select **Send Payment**.
2. To create a distribution, select Pay From: **My HSA**. Choose whether you want the distribution sent to yourself via check or via direct deposit to your personal bank account that you have linked via your online portal (See [‘Add Bank Account’](#) for more information). Click **Next**.

Note: *Selecting reimbursement via direct deposit will enable you to receive your funds faster than if you request a check be sent to your address on file.*

3. If you selected to **Send Payment** to someone else via check, complete the newly populated fields (Payee, Payee Name, Account Number, Payee Address). Click **Next**.
4. Once the distribution details have been added, you can choose to set up a recurring distribution on a schedule. If you do not need the distribution to recur, select **One-time**.
5. Complete the remaining information for the transaction, including the amount, and click **Next**.
6. You will be prompted to read and agree to the disclaimers regarding the distribution from your HSA. Once you check the box and click **Submit**, you will have to answer a security question, then your distribution will be processed.

Note: *Checks will be mailed and should arrive within 7-10 business days. Please allow for 2-3 business days for a direct deposit to complete.*

MAKING HSA CONTRIBUTIONS

If you have a personal bank account linked, you can contribute to your HSA outside of your payroll deductions through the Mobile Application or the Participant Portal by selecting the **Contribute to HSA** link from the **Accounts** tab under **I Want To**. If you do not have a bank account linked this can be accomplished by submitting an *HSA Contribution form*, available under the **Tools & Support** Tab. To ensure you don't go over the annual contribution limit set by the IRS, be sure to factor in any payroll and employer contributions submitted during the year (<http://www.irs.gov/pub/irs-pdf/p969.pdf>).

1. To contribute to your HSA via the Participant Portal, you must first provide your bank account information. If you have not added your bank account, click on your name at the top, and then click on **Banking**. For additional information visit the [‘Add a Bank Account’](#) section for steps on how to add a new bank account.

Note: *Contributions from a personal linked bank account into your HSA are post-tax dollars. You may be able to claim these on your tax return as tax deductible items (<http://www.irs.gov/pub/irs-pdf/p502.pdf>). If you prefer to have pre-tax contributions, please notify your employer.*

2. You can choose to set up a recurring contribution on a schedule. By clicking on schedule it will prompt users to decide a frequency, schedule and start date. If you do not need the contribution to recur, select **One-Time**.
3. Enter the amount of the contribution and indicate the tax year (if applicable – the prior tax year will show if it is January, February, March or before the tax filing deadline of the current year)

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- You will be prompted to read and agree to the disclaimers regarding the contribution to your HSA. Once you check the box and click Submit, your contribution will be initiated.

Note: Please allow 2-3 business days for the transaction to fully process.

NON-HSA TRANSACTIONS

DOCUMENTATION REQUIREMENTS

You may be required to submit documentation for a debit card transaction. All claims submitted via paper form or submitted through the Participant Portal or mobile app will require documentation. For more information on how to submit a claim, please view the [‘File a Claim’](#) section.

Your documentation will need to contain the following:

- Date(s) of service
- Type(s) of service
- Cost of service(s)
- Merchant name/information

An Explanation of Benefits (EOB) will contain all of these if you are unable to obtain a receipt with these fields.

An example of incorrect documentation would include a summary receipt that doesn't include all the needed information listed above.

Sample Receipt

ABC Vision
123 Crescent Lane
City, ST 12345

Provider

(701) 555-1234
Dr. Iris

Date: 06/10/2020
Receipt #: 12345

Services:

| | |
|---------------------------------------|----------|
| Eye Exam | \$135.75 |
| Prescription Lenses | \$81.50 |
| Prescription Contacts (12 Month pack) | \$63.50 |

Subtotal\$280.75
Taxes\$0.00
Total\$280.75

Callouts: A green checkmark is in the top left. Red boxes highlight the provider name, date, services list, and total amount. Blue callout boxes point to the date, type of service, and amount.

Sample Receipt

ABC Vision
123 Crescent Lane
City, ST 12345

(701) 555-1234

Date: 06/10/2020
Receipt #: 12345

Subtotal\$280.75
Taxes\$0.00
Total\$280.75

Thank you for your service.
We value you as a customer.
"Refer a friend for \$50 off your next purchase."

A red prohibition sign is in the top left.

Documentation may be needed for debit card transactions due to IRS regulations.

- When you make a purchase that requires you to provide documentation, we will send you automated receipt reminders via mail or email. Once we receive your documentation, you will no longer receive reminders. To receive reminders by email, see the [Statements](#) section.
- If we do not receive and process documentation within **60 days** after your card transaction, your debit card will be deactivated and placed in a temporary hold status. You will be asked to send us appropriate documentation or reimburse your account. Your debit card will be reactivated within one business day of processing

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your documentation or repayment (for instructions on making repayments please see '[Submit a Repayment](#)').

- The claim number must be included if you are sending in documentation for a debit card transaction.

FILE A CLAIM (For HRAs and/or FSAs)

When filing a claim, you will want to ensure the expense has been paid out of pocket. You can submit the claim either via the online portal, the mobile application, or the Reimbursement Request Form (accessible from your online portal). Once the claim has been approved, funds will be issued directly to you via check or direct deposit (depending upon accounts linked). Should your claim be denied, you will receive a communication advising what further information is needed, which can be found under the [Message Center](#) tab.

1. Click on [Accounts](#) from the top navigation and then under **I Want To** select [Reimburse Myself](#) (to reimburse yourself) or [Send Payment](#) (to pay someone else). You will be brought to a new page where you will select an account and a payee.
2. To file a claim and request reimbursement, select the plan you choose to **Pay From**. **Pay To** will autofill based on if you chose to reimburse yourself or send payment to someone else. Click [Next](#).
 - If you've chosen to send payment to someone else via check, you will be asked to enter the [Payee Details](#). Click [Next](#).
3. Then you will have to upload a receipt with the following to validate your claim:
(Note: Receipts must be in a JPG, JPEG, GIF, PNG or PDF and cannot exceed 8MB. There can also only be 4 documents uploaded at one time.)
 - Date(s) of service
 - Types(s) of service
 - Cost of service(s)
 - Merchant name/information

Note: If the transaction is a Co-pay, this will need to be noted on the receipt by the provider's office.

4. The next step will be to provide the claim details:
 - Start date of the service
 - End date of the service
 - Amount
 - Provider
 - Category
 - Type of service
 - Recipient
 - Answer yes or no to whether you drove to receive your product/service or not
 - If Yes, enter how many miles you drove
5. Review the transaction summary to make sure that all the information was entered correctly. Next, you'll be asked to agree to the Terms and Conditions and hit the submit button.
 - [Add Another](#) allows you to file multiple claims together without having to submit each one individually.
6. Lastly, if you click [Submit](#) this will indicate Confirmation towards the top and you are given the option to print the page for your records if you would like.

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SUBMIT A REPAYMENT

We will request repayment from you for any paid claims for which we have not received sufficient documentation in a timely manner. If you need to make a repayment, you will see a message under the [Message Center](#) tab or in the [Tasks](#) section on the [Home](#) page.

To repay a claim you can utilize either of the two options below:

1. Click [Repay](#) to repay the claim(s) via a transaction directly from your personal bank account you have on file. If you do not have a bank account linked to your portal, visit the [‘Add Bank Account’](#) for instructions.
2. Print a [Denial Letter with Repayment](#) and send in a personal check with this notification to the mailing address shown at the bottom of the Denial Letter.

Note: *If you believe you have sufficient documentation for a claim that has been denied and is pending repayment, you can select the [Upload Receipt](#) option. The upload option may not be available if your original claim documentation was denied as ineligible. However, you may still submit along with a corresponding claim notification from your message center for re-evaluation.*

The screenshot shows a 'Tasks' section with a blue header. Below the header, there are two task items, each with an exclamation mark icon and a question mark icon. The first item reads: '4 repayment(s) totaling \$40.00 due for paid claims that were later denied.' The second item reads: '4 receipt(s) needed to approve your claims'.

CLAIM APPEALS

You have the right to appeal our decision regarding any denied claim(s) for benefits and you must file your request for review within 180 days of the date you receive your denial letter from MetLife. Please contact MetLife Customer Service at 833-571-0500 with your claim details for review.

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METLIFE DEBIT CARD

Advantages of the debit card:

- Pay directly from your account(s) at the point-of-sale for qualified expenses
- Charges are paid directly to the provider/retailer
- No waiting for reimbursement



Qualified expenses:

The IRS determines what expenses you can pay for. For more information, see IRS Publication 502 at <http://www.irs.gov/pub/irs-pdf/p502.pdf>.

Using the card:

To activate your debit card, call the activation line at: 866-898-9795 and if you have any issues activating your card, please contact MetLife Customer Service at 833-571-0500 (Monday-Friday, 8 AM-8 PM EST).

Some accounts may not require you to submit documentation for purchases made at retailers that use an Inventory Information Approval System (IIAS). These merchants will approve eligible expenses at the point of purchase. **Any Participants enrolled in an FSA or HRA should save their receipts.** For a complete list of IIAS merchants, visit <https://www.sig-is.org/>. When using your card at these merchants, you will swipe your card for the entire purchase amount. Eligible expenses will be charged to your debit card. You'll need to use another form of payment for any ineligible items. **Documentation may be required if eligible items are not verified at the point of sale. You will receive an email or mailed notification if documentation is required.**

Note: For HSA plans you do not need to submit receipt documentation to MetLife for any purchases. However, you should keep copies of your receipts for debit card transactions and all distributions from your HSA for seven years in the event of a personal audit. The Expense tab is a place where you can log your receipts; for more information, please view the [Expenses](#) section.

The daily transaction limit on your MetLife Debit Card for all transactions is \$5,000.

Note: Debit card usage for FSA/HRA accounts without a Grace Period will only be for the current calendar year. Claims that need to be filed outside of the current calendar year will need to be done manually.

VIEWING YOUR DEBIT CARD STATUS

You may view your benefit card status by hovering your mouse over either the **Accounts Tab** or the account holder's name at the top of the page, then, under **Profile**, selecting **Banking/Cards**. Under the **Debit Cards** section, you will see your **Card Status** and **Purse Status**. **Card Status** will display the overall status of your benefit card. **Purse Status** will display the status of the card in relation to a specific plan. If you are enrolled in multiple plans, this will tell you your card status for each plan. The debit card status will not display for previous plan years for which the eligible period has ended.

REPORTING A DEBIT CARD AS LOST OR STOLEN

To report a card as Lost/Stolen, select your name at the top of the main page of your Participant Portal, then click **Banking** in the drop down. Your debit card information will display on the right side of the screen. Select **Report Lost/Stolen**. All issued debit cards will immediately be deactivated, and your new card(s) will be mailed to the address on file. You should receive within 7-10 business days.

Note: Please review your recent debit card transactions under your HS&SA account activity. If you do not recognize any of the transactions, please complete the **Transaction Dispute Form**, which can be found under the **Tools & Support** tab, and mail or fax the form to the contact information provided on the form.

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ORDERING ADDITIONAL CARD(S)

To order additional debit cards, go to [Banking/Cards](#) and, click [Order Replacement Card](#). Click [Submit](#). One or two replacement cards are issued based on your employer's plan.

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EXPENSES

Expenses can be accessed by clicking on [Accounts](#) and then [Expenses](#). In the [Expenses](#) section you can add an expense, export expenses, and find detailed reports of your HS&SA expenses.

The [Add Expense](#) button is located in the top left corner of the page. To add an expense there are 3 required sections:

- Expense Description
- Date of Service
- Expense Amount

Optional fields for your records include:

- Total Billed Amount (which is the total amount billed before insurance and provider discount deductions)
- Provider
- Expense Type (medical/vision/dental/pharmacy, etc.)
- Recipient/Patient (in case there is a dependent(s) on the account)
- Upload a Receipt (must be a JPG, JPEG, GIF, PNG, or PDF and cannot exceed 8 MB)
- Lastly, there is a “Notes” section at the bottom for you to input notes for future reference.





At this time, you can decide to [Pay Expense Now](#) or [Save for Later](#). By clicking [Pay Expense Now](#), you will be prompted with additional questions about your submitted expense as well as how to initiate money movement. By clicking [Save for Later](#), the expense will be added to the expense page and can be paid later by clicking on the [Pay](#) button by a specific expense.

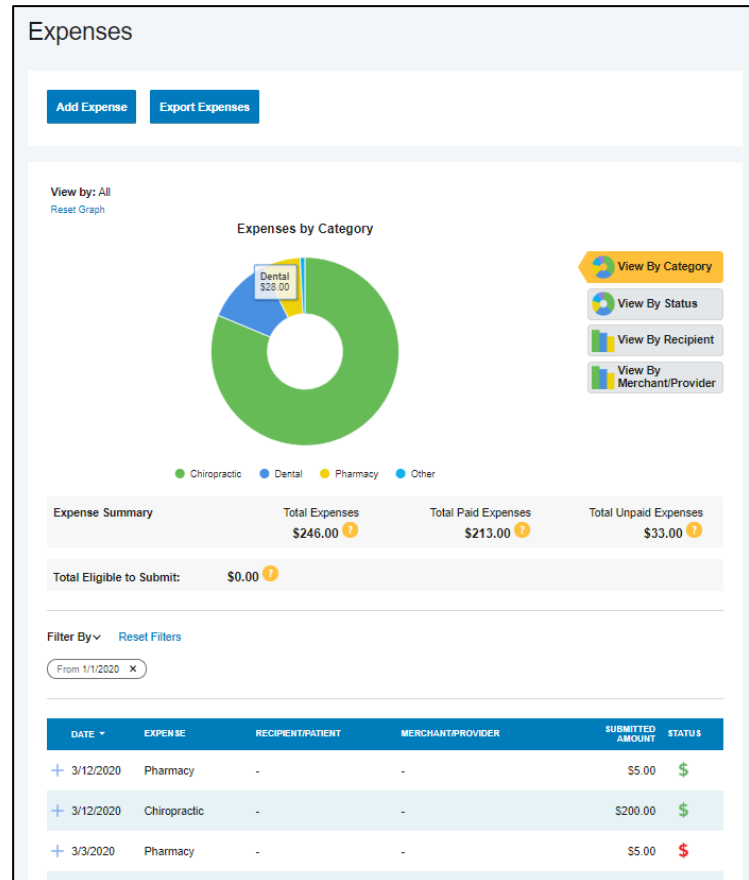
Note: Any expense added will not initiate any money movement.

The [Export Expense](#) button will export a detailed list of all your expenses into an excel spreadsheet.

On the Expense page, you may view your chart by category, status, year, recipient, or by merchant/provider. The chart can be filtered down further by selecting [Filter By](#) at the bottom of the graph. Selecting a filter to filter by will apply the filter both the graph and the list of expenses. Should you want to go back to the main graph, simply select [Reset Graph](#) in the top left corner of the graph.

The bottom of the Expense page shows options for each individual expense. Clicking on an expense displays options such as upload a receipt, add a note about the expense, mark an expense as paid if you paid the expense from an outside source, remove the expense, and update an expense.

-  The red dollar sign icon indicates the expense has not been paid.
-  The green dollar sign indicates the claim expense has been paid.
-  The yellow dollar sign indicates a claim expense has been partially paid.
-  Hover over the question mark icon to view information about each field.



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| DATE ▾ | EXPENSE | RECIPIENT/PATIENT | MERCHANT/PROVIDER | SUBMITTED AMOUNT | STATUS |
|-----------------|----------|---|---------------------------------|------------------|--------|
| 3/12/2020 | Pharmacy | - | - | \$5.00 | \$ |
| Payment Details | | Description: Distribution | Date(s) of Service: 3/12/2020 | | |
| | | Requested On: 3/12/2020 | Account: Health Savings Account | | |
| | | Expense Category: Pharmacy | Paid: \$5.00 | | |
| | | Source: Online | | | |
| | | Update Expense | Upload Receipt | | |

Follow these steps to make a payment:

Step 1: Click on the [Pay](#) button by an expense in the listed chart.

Step 2: You will then be brought to a new screen where you will select an account to [Pay From](#) and an account to [Pay To](#).

- If you select to pay to someone else, you can add their information if they are a new payee or choose a provider you have already saved. You will need to click [Select a Payee](#) to add a new provider, which will then require you to add the provider's name, account number, and address. You can also add the recipient information, however, it's not required.

Step 3: Next will be the [Transaction Summary](#) screen, where you can verify the amount is correct.

Step 4: You will see a [Transaction Summary](#) next, where you can review that your total amount entered is correct. You will see a [Normal Distribution Disclaimer](#). After you have read the information, you will be asked to check the box, indicating that you have read, understand, and agree to the terms.

[I have read, understand, and agree to the information and terms above.](#)

Once the box is checked, the ["Submit"](#) option will be available to select.

Step 5: Lastly, you will be required to answer a security question for verification. Once the security question is answered correctly, you are given the option to print the page for your records.

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TOOLS & SUPPORT



The **Tools & Support** tab includes a comprehensive list of forms, educational materials, plan details and our contact information for inquiries. There are also common ‘**How Do I?**’ tasks, such as the link to download our mobile app, or to change your default payment method.

FORMS

Forms are displayed based on your plan enrollment under the **Tools & Support** tab.

| Form Name | Account Type | Description |
|--|-----------------|---|
| Authorized Representative/HIPAA Form | All | Used to document the designation of an Authorized Representative for a participant. This form authorizes the release of medical information to the named representative(s). Only valid for one year after submission for FSA/ DC-FSA/HRA. <i>Please note that with this form it allows information to be provided to the authorized representative but does not allow them to make any changes.</i> |
| Automatic Orthodontia Request Form | FSA/LP-FSA HRA | Used to receive automatic reimbursement for orthodontia expenses. A new form must be submitted at the start of each new plan year. |
| Claims Terms and Conditions | FSA/ DC-FSA/HRA | The terms and conditions of a reimbursement request |
| HSA Blocked Account Documentation Guide | HSA | This guide can be referenced to identify the types of the documentation that can be submitted to verify the identity of a participant that has failed the identity verification process. |
| HSA Death Beneficiary Form | HSA | Used to add or replace beneficiaries to a participant’s account. |
| HSA Contribution Form | HSA | This form can be used by the participant to submit contributions via mail with a contribution check. |
| HSA Death Distribution Form | HSA | Used to request funds to be distributed to the beneficiary(ies) or the estate of the deceased account holder. |
| HSA Distribution Request/Account Closure Form | HSA | Used to request a distribution from the account holder’s HSA, or to close the HSA and transfer the entire account balance. |
| HSA Transfer Form | HSA | This form is used by the participant to request their previous trustee/custodian to transfer all or a portion of assets from another HSA into their MetLife HSA. |
| Medical Necessity Form | FSA/LP-FSA/HRA | This form is to be completed when a participant is submitting “dual-purpose” expenses. Dual-purpose expenses are expenses that are only eligible with a Medical Necessity letter or signed doctor’s note (i.e. massage therapy, weight loss programs, etc.). |
| Power of Attorney Form | All | This form is used by the participant to designate someone else as an authorized user on their account. This form is valid for the lifetime of the account holder. By selecting a power of attorney, a participant is agreeing that the power of attorney can make decisions for the participant. |
| Recurring Dependent Care Request Form | DC-FSA | This form is to be completed each plan year and as changes occur when the participant wants to receive recurring reimbursement of dependent care expenses. A new form must be submitted each year. |
| Reimbursement Request Form | FSA/HRA | This form is used for the participant to submit any out-of-pocket expenses for reimbursement. Transit is a card-only benefit. Please contact MetLife Customer Service to obtain the Transit Reimbursement Form, only provided as exception. |
| Transaction Dispute Form | All | This form is used when a participant wishes to dispute a transaction in the case of suspected fraudulent debit card activity. |

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MESSAGE CENTER

The **Message Center tab** will be where you receive notifications for actions such as a receipt reminder, request for more information, denial letter, and more.

When there are new notifications in the **Message Center**, a red box with a number inside indicating how many new notifications have accrued, will be present.

When messages are present, you will be able to see the following:

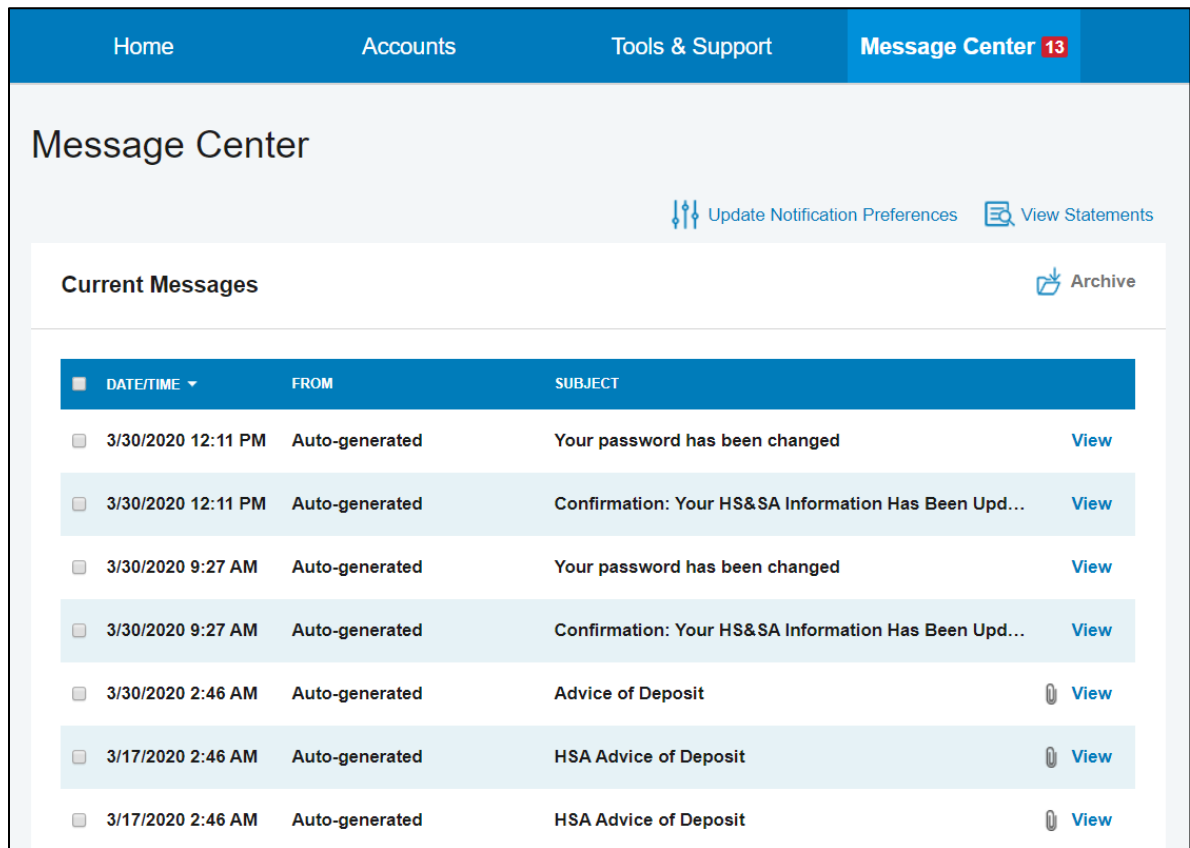


- The date and time the message was sent
- Who the message is from
 - For notifications, this will be 'Auto-generated'
- The subject of the message
- An attachment icon if attachments are included

When a new message appears, it will be bolded. To view a message, click **View**. To view an attachment, click **View** next to the message and click on the link next to attachment in the Message information section.

After messages have been read, they will appear in normal font and you will have the option to archive the message(s). On the main page, you will have the option to see both **Current Messages** and the option to view **Archived Messages**. Hide archived messages by clicking **Hide Archived Messages** if archived messages are open. Messages will be stored for a period of 3 years.

Note: Once a message has been moved to the archive section, it cannot be moved back to the main page or be permanently deleted.



The screenshot shows the MetLife Message Center interface. At the top, there is a navigation bar with tabs for Home, Accounts, Tools & Support, and Message Center (13). Below the navigation bar, the page title is "Message Center". There are two links: "Update Notification Preferences" and "View Statements". The main content area is titled "Current Messages" and includes an "Archive" button. A table lists the messages with columns for Date/Time, From, Subject, and a View link. The messages are as follows:

| DATE/TIME | FROM | SUBJECT | View |
|--------------------|----------------|--|------|
| 3/30/2020 12:11 PM | Auto-generated | Your password has been changed | View |
| 3/30/2020 12:11 PM | Auto-generated | Confirmation: Your HS&SA Information Has Been Upd... | View |
| 3/30/2020 9:27 AM | Auto-generated | Your password has been changed | View |
| 3/30/2020 9:27 AM | Auto-generated | Confirmation: Your HS&SA Information Has Been Upd... | View |
| 3/30/2020 2:46 AM | Auto-generated | Advice of Deposit | View |
| 3/17/2020 2:46 AM | Auto-generated | HSA Advice of Deposit | View |
| 3/17/2020 2:46 AM | Auto-generated | HSA Advice of Deposit | View |

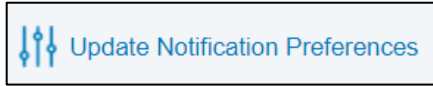


Revised 01/08/2024

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NOTIFICATION PREFERENCES

To receive notifications about your account, click on [Update Notification Preferences](#) above the current messages. Here you will update if and how you will receive notifications.



Under the **Contact Information** heading, ensure the information is correct. If it is not correct, click [Update Contact Information](#).

Under the **Notification Preferences** heading, select the delivery method for each type of notification by checking the corresponding boxes. The **Contributions** and **Payments** sections allow you to set a balance or transaction threshold that will trigger the notification to be sent. Check the [I would like to Go Paperless](#) box to clear and disable all the 'paper' delivery methods for the applicable notifications.

Message Center / Update Notification Preferences

Contact Information [Update Contact Information](#)

Mobile Number [Add](#)

Email Address metifeclientmanagement@healthaccounts.com

Notification Preferences

You will receive the applicable notifications listed below based on the Delivery Method.

[I would like to Go Paperless:](#)

| | STATEMENT PREFERENCES | | ALERT PREFERENCES |
|--|-----------------------|--------------------------|--------------------------|
| | Online | Paper | Email ? |
| STATEMENTS | | | |
| HSA Account Summary <i>\$1.50 fee per printed summary</i> <i>Automatically emailed based on whether or not you have an email address</i> | Available | <input type="checkbox"/> | Emailed |
| HSA Tax Documents <i>Automatically emailed based on whether or not you have an email address</i> | Available | Mailed | Emailed |
| CLAIMS | | | |
| CONTRIBUTIONS | | | |
| Contribution posted to your HSA | - | - | <input type="checkbox"/> |
| HSA available cash balance is below \$ <input type="text"/> | - | - | <input type="checkbox"/> |

Update Contact Information ✕

*Required

Mobile Number * -

Mobile Carrier * [?](#)

Your mobile number will be used only for the purpose of servicing your benefit plan account. This information will not be used for any solicitations.

Time Zone * [?](#)

Email Address

Confirm Email Address

By providing an email address, you will receive communications electronically about your benefits in lieu of paper documents. Your email address will not be shared or used for any other purpose.

Note: When you select an amount for the **Contributions** section such as the HSA available cash balance notification above, you can enter any number from 0.01-99,999,999.00.

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METLIFE MOBILE APP

Save time and gain the insight you need to manage your account(s) by downloading our mobile app. To download, search for **HS&SA** on the Apple or Android app store on your mobile device. Our secure mobile application makes managing your account easy through quick access and intuitive navigation to all your important account information while you are on the go! This app is designed for your Apple device (including iPhone®, iPad®, and iPod touch®) version 6.0 and higher or Android device, version 2.2 or higher.



Powerful features of the MetLife mobile app include:

Easy, Convenient and Secure

- Simply log in or create your account to the intuitive app to begin managing your account quickly and easily
- No sensitive account information is ever stored on your mobile device; secure encryption is used to protect all transmissions

Connects You with the Details

- Quickly check available balances, including investment balances
- Access account details
- Click to call or email MetLife Customer Service with questions
- View notifications and messages about your account.

Provides Additional Time-Saving Options

- View transaction details
- Request HSA distributions
- Make HSA contributions
- File a claim and upload receipt documentation with your mobile device's camera
- Initiate a repayment for an ineligible expense
- Use Expense tab to enter medical expense information and upload receipts to store for personal recordkeeping

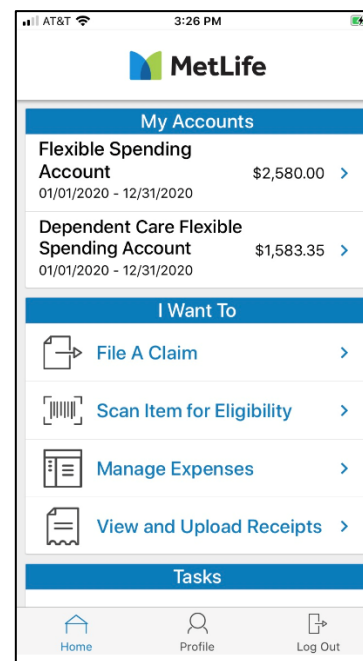
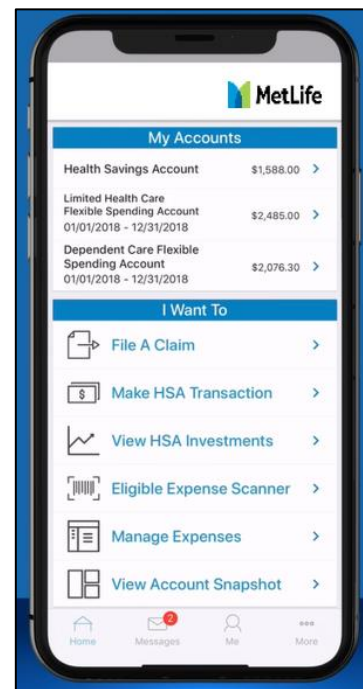
Eligible Expense Scanner (available post login only)

- Scan the bar code of a product to determine if it is an eligible expense for your account(s)
- Real-time product look-up to display whether the product is eligible, ineligible, or not found
- Participant must have a medical plan (FSA/LP-FSA, HRA, HSA)

HSA Investments Details

- Investment summary page for read-only information
- Mobile specific settings

Did you know you can enroll in text notifications? See the [Statements](#) section for more information.



FAQs

How do I change my HSA payroll deduction amount?

You can change your HSA payroll any time during the year with your employer, who will adjust the amount being deducted from your paycheck.

How do I change my FSA/Commuter/DC-FSA payroll deduction amount?

FSA/DC-FSA plans only allow changes to your election (that would in turn update your payroll amount) with a qualifying life event such as the addition or loss of a qualifying dependent. Commuter plans can be updated without such an event. Contact your employer for more information.

What do I do if a provider or my health insurance refunds me for an expense I paid for with my benefit account or I requested funds in error?

For an FSA or HRA this can be submitted via check along with the claim number to the standard PO Box on claim notifications, or you may contact our call center to have the corresponding claim denied so that you can repay the claim within our online portal. If the provider refunds your debit card the account will be repaid, but you may need to contact the call center if the corresponding claim is still asking you to take action and we can have the refund applied to that claim.

For an HSA, this can be submitted along with the Contribution Form, indicating that this was a "Mistaken Distribution". You can either deposit the funds into a personal account and then issue a check from this personal account for the funds or sign the check over to your HSA account and mail this to the address on the form. If the funds were returned to your debit card, these will route directly into the account they were originally debited from and no further action is required.

What if I use my HSA to pay for something other than a qualified medical expense?

If HSA funds are used for other than qualified medical expenses, the expenditures are subject to applicable income tax and, for individuals who are not disabled or over the age of 65, subject to an additional 20% tax penalty. You will receive tax forms at the end of the year, and it is your responsibility to report any distributions for non-qualified expenses.

Can I reimburse myself with HSA funds for qualified medical expenses incurred prior to my enrollment in an HSA?

No. Qualified medical expenses may only be reimbursed, tax-free, if the expenses are incurred after the date your HSA was established.

Once I request a transaction, how long does it take for my funds to be available?

If you have a bank account added to your account this can take as little as 3 business days for an HSA transaction. However, a check can take up to 7 business days to arrive. For FDA or HRA claims, this will be dependent upon if the claim documentation is approved.

What do I do if my debit card is declined or doesn't work?

Ensure you have activated the card, and have logged into your online portal to accept your terms and conditions. Within your profile, confirm you have the correct and most recent card by verifying the last four digits. You may also view your debit card status within your account Profile. (See [Viewing Your Debit Card Status](#) above) Check your balance and verify via your activity that there are no pending transactions you have not accounted for. If using the card at the retail pharmacy ensure the item is coded as HSA/FSA eligible. Still unable to determine the cause? Call our customer service team who can verify the cause and best solution.

Who qualifies for an HSA?

Generally, an eligible individual is anyone who meets all of the following criteria unless an exception would apply: Covered under an IRS qualifying High Deductible Health Plan (HDHP); Not covered by any other health plan that is not an HDHP; Not currently enrolled in Medicare or TRICARE; May not be claimed as a dependent on another individual's tax return.

Who qualifies as a dependent?

A person generally qualifies as your dependent for HSA purposes if you claim them as an exemption on your Federal tax return. Please see IRS Publication 502 for exceptions. www.irs.gov/pub/irs-pdf/p502.pdf.

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How can I grant my spouse access to my account(s)?

You may submit a Power of Attorney Form or an Authorized Representative Form. These forms can be found via the Participant Portal or through your employer.

Can I use my HSA/FSA/Commuter to pay for expenses incurred by a spouse or dependent?

Yes, you may use your HSA and Health FSA funds without penalty to pay for qualified expenses for yourself, spouse or dependent even if they are covered under another health plan. Dependent Care FSA funds can be used for any dependent even if your spouse paid for the expense. Commuter benefits are an employee-only benefit and cannot be used to pay for your spouse or dependents. Please consult a qualified tax advisor for advice.

What can I use the HSA for?

The funds in the HSA can be used to pay for qualified medical, dental, vision and prescription drug expenses, including over-the-counter drugs and medications, as defined in IRS Publication 502. HSA funds used for non-qualified medical expenses are taxed and subject to a 20% penalty if you are less than 65 years of age. Beginning at age 65, HSA funds for non-qualified medical expenses are taxed, but do not incur any penalty.

Can I enroll in both an HSA and a Health FSA?

If you enroll in both an HSA and a Health FSA, you cannot make deductible contributions to the HSA for that coverage period if the FSA are "general purpose" arrangements that pay or reimburse for qualified medical expenses. However, you still may be able to make deductible contributions to an HSA even if you are also covered under a Health FSA or if those arrangements are "limited purpose" FSAs that restrict reimbursements to certain "permitted benefits" such as vision, dental or preventive care benefits. Other permissible combinations include "post-deductible" Health FSAs. Contact your legal or tax adviser to review these situations.

If I change employers, what happens to my HSA?

Since you are the owner of the HSA, you may continue to maintain the account if you change employers. HSA to HSA transfers are permitted and do not impact tax reporting if you are enrolled in an HSA in the future.

Who may contribute to an HSA?

Anyone may contribute to the HSA of an eligible individual. If an employee establishes an HSA, for example, the employee, their employer, or both may contribute to the employee's HSA in a given year. If a self-employed or unemployed individual establishes an HSA, that individual may contribute to the HSA. Family members can deposit money into the employee's HSA account, up to the annual per-person or family limit set by the IRS. Keep in mind, all contributions from all sources count toward your IRS maximum contribution limits.

Can I move my HSA to my spouse's HSA and vice versa?

No. As HSA's are linked to each individual HSA, accountholders are unable to move their HSA funds to another individual's HSA, per IRS regulations.

Who is responsible for determining whether HSA distributions are used exclusively for qualified medical expenses?

As the HSA account holder, you must ensure that distributions are used for qualified medical expenses. Records of medical expenses should be maintained as evidence that distributions have been made for these purposes. You are responsible for ensuring contributions to the HSA do not exceed IRS limits.

What happens to the HSA if I die?

If you are married and your spouse is a named beneficiary, she/he becomes the owner of the account and assumes it as his/her own HSA. She/he may also elect to have the HSA closed and distribute funds in the form of a check. If you are not married, your account will cease to be an HSA. The assets will pass to your beneficiaries or become a part of your estate and be subject to applicable taxes.

When will tax documentation become available?

You will receive a 5498-SA for the Contributions that have been made by the end of February. You will not need this one for filing taxes. You will only receive a 1099-SA if there were Distributions made. The 1099-SA is needed for filing taxes and is typically available by the end of January.

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Will HSA contributions that I made independently from my employer show up on my W-2?

No. Contributions made by either of these methods are considered after-tax contributions for purposes of W-2 reporting. In order to receive the tax benefit of after-tax contributions, you must claim them on your tax return.

Is tax reporting required for an HSA?

Yes. IRS form 8889 must be completed with your tax return each year to report total deposits and withdrawals from your account. You do not have to itemize to complete this form

How do I submit my itemized receipts for my HSA?

You will not need to submit your itemized receipts for your HSA plan, however, your distributions will be reported to you and the IRS via your 1099-SA tax document, so

you should retain them for your own tax records. The Expenses section is a great place for you to store your receipts to keep an organized record of them. The IRS recommends keeping receipts for seven years.

What can I use the Commuter plans for?

- **Parking:** This account allows you to set aside money for eligible parking expenses at or near your employer's business premises or parking at or near a location from which you commute to work by mass transit, vanpooling, carpool, etc.
- **Mass Transit:** This account allows you to set aside money for eligible expenses for any pass, fare card or similar item that entitles you to transportation on a mass transit system or vanpool to and from work.