

HSA IMPLEMENTATION GUIDE

Health savings accounts



THE POWERFUL
& *easy* HSA
SOLUTION



HealthEquity®

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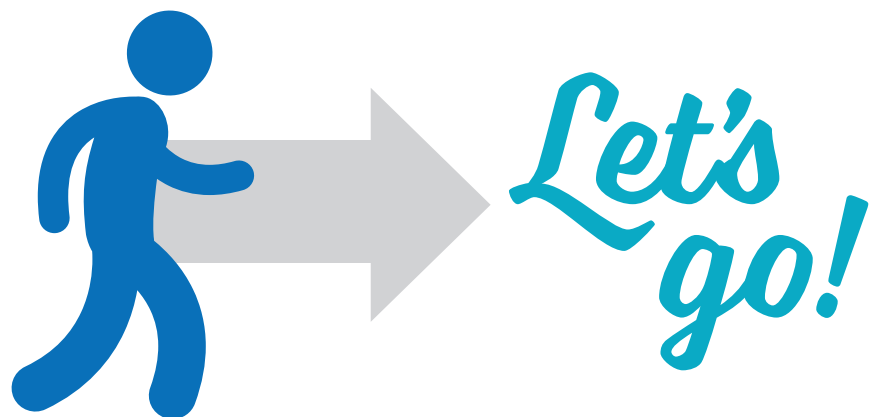
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EASY, CONVENIENT SOLUTIONS

Thank you for selecting HealthEquity as your HSA partner. As an experienced provider of health savings accounts, we offer powerful and convenient solutions to ensure the successful implementation of your plan. These include:

- Automated account setup
- Dedicated employer support team
- Useful employer portal

This guide provides a detailed outline of the HSA setup process. Our team of experts will guide you every step along the way for easy execution.





HealthEquity team member
Salt Lake City, Utah

Easy Execution

**Helpful support for employers
is available every step of the way**

Our employer services team, based in Salt Lake City, will guide you through the entire implementation process. Their insight and experience provide powerful resources for a successful launch.

TIMELINE

1. PREPARATION

Select an HSA-powered plan offered by your health plan

Review timeline

Group setup, employee Health plan enrollment

2. SET-UP

HealthEquity creates employer portal

Employer receives welcome communication

3. GO LIVE

Employer submits group eligibility to HealthEquity

HealthEquity opens HSAs

Employees receive welcome materials

We'll take you there.

Our streamlined process makes implementing HSAs easy for employers. With powerful technology and an expert implementation team, we provide a convenient launch process with three easy phases:

- 1** PREPARATION
- 2** SET-UP
- 3** GO LIVE

PHASE 1: PREPARATION

.....
45+ days prior
to effective date

Select an HSA-powered health plan

- Work with your health plan representative to select an HSA-qualifying plan that meets the needs of your employees.

Effective plan design:

Experience has proven that increasing employer contributions to employees' HSAs leads to higher adoption and greater plan satisfaction. This enables you to enrich your employees' benefits package while complying with health reform regulations and avoiding excess taxes.

.....
45 days prior
to effective date

Review timeline

- Review the implementation timeline with your health plan representative and determine milestone dates.
- Determine communications plan and how to position your HSA offering with employees for increased adoption.
- Employee educational resources are available at:
www.HealthEquity.com/HSAlearn

.....
40 - 10 days prior
to effective date

Group setup, employee health plan enrollment

- Complete group set up through your health plan.
- Employees interested in participating in an HSA-qualified plan complete the health plan enrollment process.
- To be eligible, employees must meet the following requirements:
 - Enroll in an HSA-qualifying plan
 - Have no other health coverage unless permitted by the IRS
 - Not enrolled in Medicare
 - Not claimed as a dependent on someone else's return.

PHASE 2: SET-UP

.....
35 - 25 days prior
to effective date

HealthEquity creates your employer portal

- HealthEquity processes group setup information.
- After initial setup, the employer will manage employee eligibility and account funding via the employer portal.

.....
35 - 25 days prior
to effective date

Employer receives welcome communication

- You will receive a welcome letter by mail or email, containing instructions for accessing the secure employer portal, enrolling employees, making contributions and a link to the comprehensive employer welcome site.
- For a personalized employer portal demonstration, contact HealthEquity Employer Services at 866.382.3510.

.....
25 days prior
to effective date

Employer submits group eligibility to HealthEquity

- Employer submits employee enrollment data to HealthEquity electronically via the secure HealthEquity employer portal.
- After initial setup, you can use the employer portal to manage employee enrollment status and make contributions.

PHASE 3: GO LIVE

.....
15 days prior
to effective date

HealthEquity opens HSAs

- HealthEquity loads eligibility data.
- Employees must pass the Customer Identification Process (CIP) as required by federal law. HealthEquity manages the entire CIP, which typically takes one business day.
- Employees who fail the CIP are notified by mail or email.
- Once the CIP is successfully completed, individual accounts are created by HealthEquity. No wet signatures are required to open accounts.

.....
12 - 15 days after
eligibility file is loaded

Employees receive welcome materials

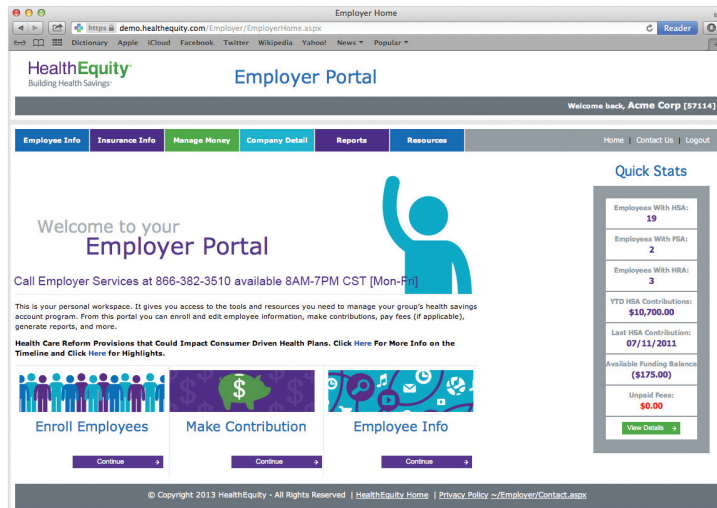
- HealthEquity mails welcome materials to employees who pass CIP
- Welcome materials include:
 - HealthEquity Visa® Health Account Card¹
 - Instructions for accessing member portal
 - Contact information for member services
 - Tips for maximizing health savings with an HSA
 - Fee and interest rate schedule
 - Custodial agreement and privacy policy

HSA balance transfers:

Employees may have existing HSAs with previous administrators. To avoid potential fees from other providers, we suggest consolidating into one HealthEquity account. The transfer process is simple and leads to increased satisfaction. We can offer an incentive for balance transfers: HealthEquity.com/doubleit

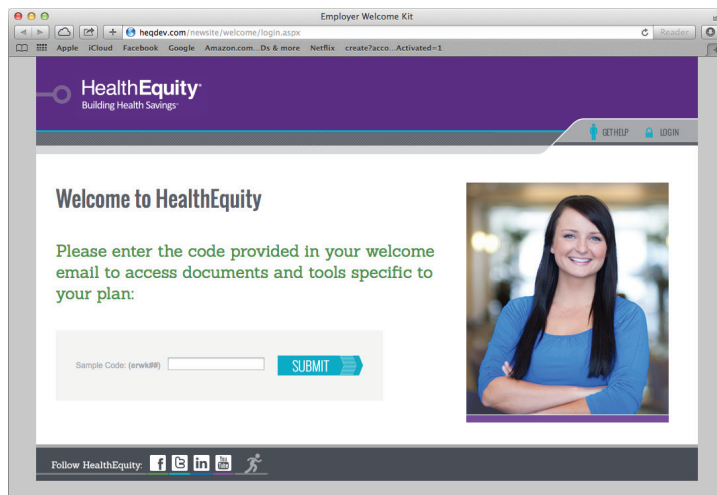
¹ This card is issued by The Bancorp Bank, pursuant to a license from U.S.A. Inc. Your card can be used everywhere Visa debit cards are accepted for qualified expenses. This card cannot be used at ATMs and you cannot get cash back, and cannot be used at gas stations, restaurants, or other establishments not health related. See Cardholder Agreement for complete usage restrictions.

EMPLOYER PORTAL



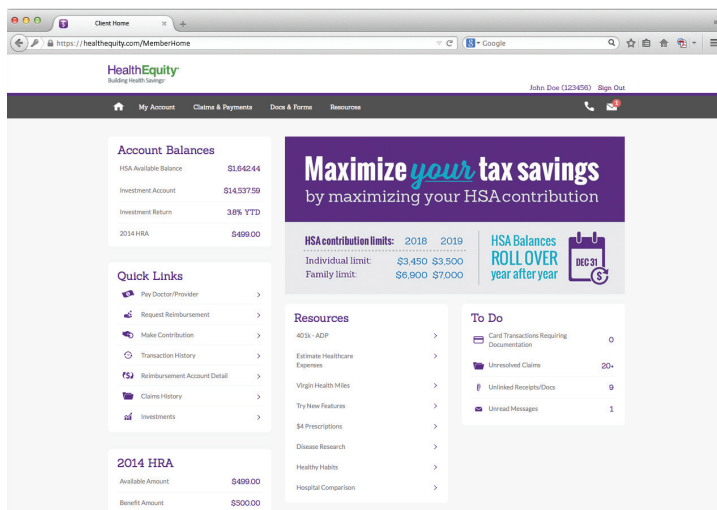
sample

EMPLOYER WELCOME MATERIALS



sample

MEMBER PORTAL



sample

WINNING WITH EMPLOYEES

For increased adoption, it is important for HSAs to resonate with employees. HealthEquity provides a comprehensive suite of educational materials to help in your efforts. These resources leverage our unique insight as a leading provider of HSAs and offer a simple, compelling message.

Central to the communications is the use of personas that illustrate personal scenarios that employees can identify with and see the real benefits of an HSA. Communication tools are located in a convenient, online format and include:

- Video tutorials
- Educational brochures
- Mobile app¹
- Calculators
- Presentations

To access a sample member resource website, visit:

HealthEquity.com/learnHSA





Account mentors

**Helpful support for our members
is available every hour of every day**

Our team of specialists based in Salt Lake City are available 24 hours a day, providing members with the tools and information they need to optimize their health savings accounts.



FAQs

Q How much can be contributed to an HSA?

A The maximum amount is established by the IRS and subject to change each year. See IRS Publication 969, Health Savings Accounts and Other Tax-favored Health Plans, at www.irs.gov for current contribution limits.

Q How do I enroll my employees with HealthEquity?

A There are two options for enrolling employees: 1) enter individual enrollment information manually into the secure employer portal or 2) upload an enrollment (.csv) document containing all employees' information.

Q What HSA investment options¹ are available to members?

A HealthEquity offers a variety of investment options for HSA members. For more information, visit www.HealthEquity.com/advisor. A minimum balance of \$2,000 is required to begin investing.

¹ Investments available to HSA holders are subject to risk, including the possible loss of the principal invested and are not Federally-insured or guaranteed by HealthEquity, Inc. HealthEquity, Inc. does not provide financial advice. HSA holders making investments should review the applicable fund's prospectus. Investment options and thresholds may vary and are subject to change. Members should consult their advisor or the IRS with any questions regarding investments or on filing a tax return.

Q How do I manage the HSA program moving forward?

A Upon group setup, you will have access to the HealthEquity employer portal. Its features allow you to:

- Create additional logins for your staff with role-based permission levels and email preferences
- Set up banking information
- View employee listing with status, coverage level and coverage dates
- Fund accounts and manage contributions
- Generate reports and create system alerts

Q What happens if someone fails the customer identification process (CIP)?

A Employees who fail CIP will display an incomplete status in the employee listing on the employer portal. These employees will need to submit additional documentation before their accounts can be utilized. Contributions can still be made to the account, but will be unavailable until the CIP has successfully been completed.

RESOURCES

Employer services

Phone: 866.382.3510 (Available 8 am - 7 pm Central)

Email: employerservices@healthequity.com

Employer portal

MyHealthEquity.com

Employer welcome materials

HealthEquity.com/ERWelcomeKit

Employer open enrollment resources

HealthEquity.com/educate

Member services

Phone: 866.346.5800 (Available every hour of every day)

Email: memberservices@healthequity.com

Member resource site

HealthEquity.com/learnHSA

Get started today.

Help your employees to maximize health savings by offering our powerful and easy HSA solution.

Contact your health plan representative or contact HealthEquity at:

866.382.3510



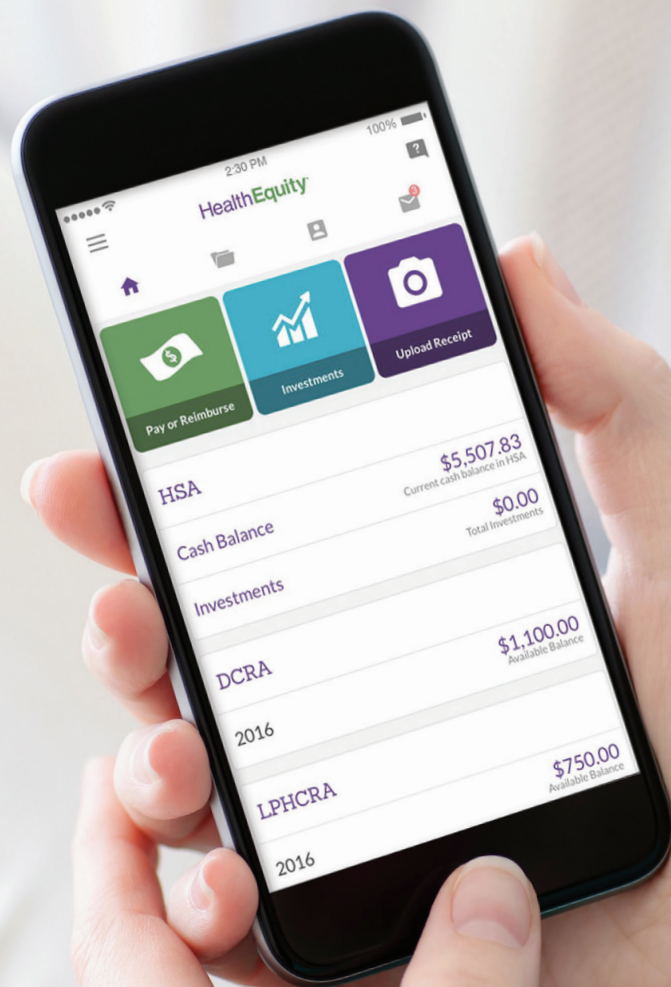
*We'll take
you there.*

EASY ACCESS to your ACCOUNT WHEREVER you are.



HealthEquity mobile app¹
available for FREE at:

- Apple® App Store®
- Google Play™



HealthEquity®

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Draper, UT 84020
info@healthequity.com | www.HealthEquity.com

Generic_Nonint_HSA_implementation_guide_May_2018

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

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