

10 Frequently-asked questions

1. How do I contribute to my HSA?

Payroll deduction for pre-tax contributions. For post-tax, call HealthEquity, go online and set up EFT, or send a check with form.

2. How do I find out my account balance?

Go online or call HealthEquity.

3. How do I use my HSA to pay for my prescriptions?

Simply swipe your HSA Visa card at the pharmacy.

4. I forgot to pay for a prescription with my HSA card, how do I get reimbursed?

Go online to set up EFT to reimburse yourself or call HealthEquity.

5. Where can I use my HSA card?

Run it like a credit card at your pharmacy or medical office.

10 Frequently-asked questions (continued)

6. Can I get a card for my spouse?

Yes. By logging into your member portal under Manage Cards and requesting one, or call into our Account Mentor team.

7. Will I receive a statement for my account?

Yes, monthly.

8. Is my HSA FDIC insured?

Yes. (Funds you choose to invest are not).

9. Does the money I have in my HSA roll over from year to year or do I lose the money at the end of the year?

The money rolls over year to year. You don't lose the money in your HSA. It's your money. And you earn interest on it!

10. Do I pay for the full doctor's office visit when I go to the doctor?

Some doctors require you pay upfront; most will bill you later. Remember, you're only responsible to pay the discounted amount determined by your insurance benefit. Don't let the doctor overcharge you at the point of service.

Account mentors

- Available around-the-clock, every day
- Helpful support for members
- Based in Salt Lake City

866.346.5800



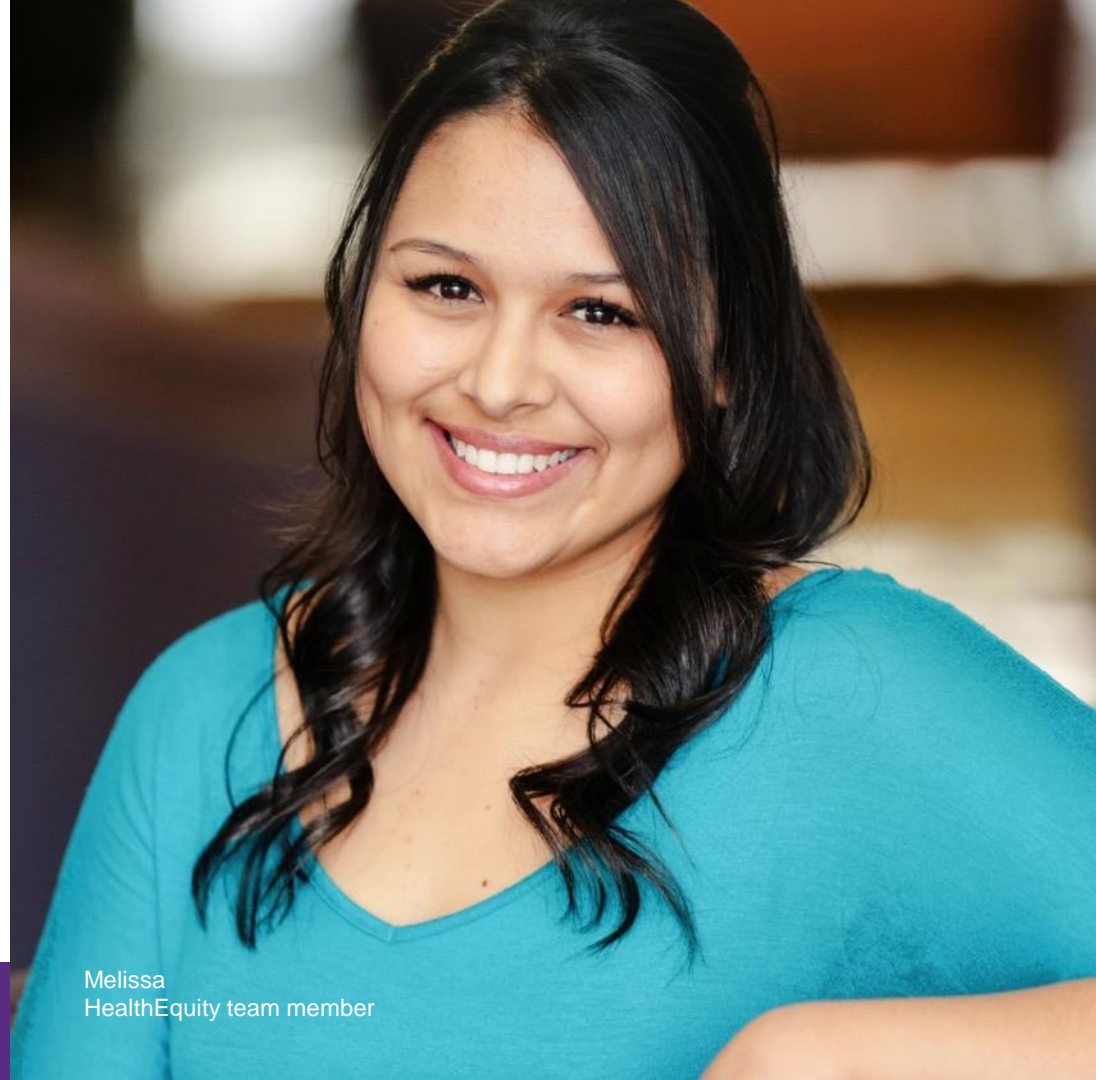
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2015, 2016
Salt Lake Tribune
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Melissa
HealthEquity team member