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#### INTRODUCTION TO YOUR NEW BENEFITS PROGRAM

Thank you for selecting HSA Bank as your benefits administrator. We value the trust you've placed in us to deliver a quality benefits program for you and your employees.

As one of the leading HSA administrators in the nation, we were among the first to offer healthcare-based savings accounts to individuals and employers. Our reputation was built on making it easy for our customers to pay for and manage their healthcare expenses. And our expertise lies in providing a superior customer service experience that is unmatched by any other HSA administrator.

#### How to use this Employer Guide

We look forward to partnering with you to design a successful benefit program around your benefit strategy and business needs. This comprehensive guide includes all the information you need to launch a successful benefit program for you and your employees.

If you have questions, please call our Business Relations Representatives at 866-357-5232, Monday – Friday, 7:00 a.m. – 7:00 p.m., Central Time, or email us at <u>businesspartners@askus.hsabank.com</u>.

## THE EMPLOYER ADMIN PORTAL – GETTING STARTED

## Logging In

To log in to the employer admin portal:

- 1. Go to EmployerAccess.hsabank.com.
- 2. Enter your **Username** and **Password**.
- 3. Select Login.

Note: Your Username and Password for initial login will be provided by HSA Bank.



#### Welcome

#### Login to your account

Username:	
Password:	
	Login

Can't login?

I forgot my password

# **Logging Out**

To log out, select **LOGOUT** in the upper right corner of your page view.

# **Managing Your Password**

A. Setting Your Password: Requirements

The following requirements apply when creating a password:

- Minimum password length is eight characters
- Password must contain both upper-case and lower-case letters, at least one number and one special character (!@#\$%&\*).
- Password cannot be the same as previous 24 passwords and will expire after 30 days.
- Maximum number of failed login attempts before your account is locked is five. To unlock your account contact Business Relations at 866-357-5232.

## B. Forgot Your Password/Changing Your Password

- If you forgot your password, visit our website at EmployerAccess.hsabank.com and select
  the "I forgot my password" link. After entering your Username and answering a security
  question, your password will be emailed to you.
- If you would like to reset your password or are locked out of your account, please contact Business Relations at 866-357-5232.

## **Navigating**

Once you have successfully logged in, you will be taken to the employer admin portal home page. From here, you can select a tab to perform a variety of tasks or review information.

#### **HOME**

Access all functions associated with your program including:

- Reports
- Employees
- Plans
- Resources
- Imports
- Links



Sheila Faucher ▼ | Logout

REPORTS **EMPLOYEES** • **PLANS** RESOURCES IMPORTS \* LINKS \* Last Login Date: 8/23/2014 10:59:35 AM CDT Last Login Source: Employer Portal Welcome, Sheila Welcome to your benefits administration portal. Access your plan details, access reports, manage employee information, and more... **Recently Created Reports** Contributions HSA Funding Collection Notification (N/A) Set Up Recurring Contributions Created: 8/8/2014 | Detail Report | PDF Import Queue HSA Employer Summary Report (6/1/2014 - 6/30/2014) Created: 7/22/2014 | PDF O Completed in the last 7 days

## **ENROLLMENT OPTIONS**

## **Enrollment File Upload via Employer Admin Portal**

Enrollment files can be uploaded online to the employer admin portal. File formats are available under Imports and Import Data. Simply download the file templates and fill in the participant information in the Excel file templates. Save the files to your computer as a .xlsx, .xls, or .csv file. Browse to the files and load them directly to the employer admin site for processing. There will be one file for demographics and one for enrollment, any troubleshooting of the files will be done right through the employer admin site.



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HOME REPORTS EMPLOYEE	ES PLANS RESOURCES IMPORTS V LINKS
Last Login Date: 8/23/2014 10:59: Last Login Source: Employer Portal	35 AM CDT
Import Data From File	
*Data To Import:	Select a template  Select an import template.
Step 1:	Open the template in Excel.
Step 2:	Enter or copy and paste your data into the template.
Step 3:	Certain fields must match information setup by your administrator. If the field does not match the setup data, the record you're attempting to import will fail.
Step 4:	Save a copy of the file: Select File >> Save As Add a File Name Select to save the file as .xlsx, .xls, or .csv Save the file to a location you can remember Select Save  Note: If you need to make edits after submitting a file, you should edit the master copy and when completed with your edits, re-save a new file.
* Upload File:	Locate the file you saved in step 4, containing the data you wish to import.
* Required field	Import Data   Cancel

#### **Electronic File Enrollment**

The Electronic File Enrollment method allows you, or a third party, to submit an electronic data file to HSA Bank's FTP server to enroll participants in your benefit plans.

HSA Bank requires all files to be submitted in our file format; this will be provided to you during implementation. Required fields and information in the file will be reviewed with the employer or third party. After the file has been successfully tested, you will be able to upload your file to HSA Bank's secure FTP server. After sending each file, you will receive an email confirming receipt of the file and the results of the file processing. All information must be complete and accurate or files will reject; rejected files will need to be resubmitted once the information has been corrected. Typically, set up – including testing – is complete within 2-3 weeks.

## FTP/SFTP Setup

All files will be sent to HSA Bank's FTP or SFTP server; HSA Bank will require the following information to begin FTP/SFTP setup:

- Technical Contact
- IP Address can have up to three different static IP Addresses

Login credentials and PGP keys will be communicated to the Technical Contact once the server is ready to be used. Connectivity and file decryption testing will begin after that; the enrollment file will also need to be tested and the format approved.

Within the FTP/SFTP site there will be two directories; one for INBOUND files and one for OUTBOUND files. Within the INBOUND file directory there will be two additional directories; one for ENROLLMENTS and one for CONTRIBUTIONS. Enrollment files are to be placed in the ENROLLMENT folder and contribution files within the CONTRIBUTION folder. The OUTBOUND folder is reserved for any files that HSA Bank may return to the employer; this directory may not be used.

## **File Testing Procedures**

Enrollment files and contribution files will need to be tested and approved prior to going live with HSA Bank. HSA Bank requests test files containing test data be sent to the FTP/SFTP with naming convention TEST\_ERID\_FileType\_MMDDYYYY. Files will be reviewed and tested and results will be communicated to the employer via the implementation team. Once the file format is approved, HSA Bank is ready to receive live files.

#### Live Enrollment Files

Enrollment files can be sent to HSA Bank as often as is necessary to complete enrollment in the HSA throughout the year. The enrollment file format is reviewed with the Employer during implementation. Email correspondence will be sent to the Employer following each file submission indicating the status/results of the file. Once the file is processed additional emails will be sent to the Employer to confirm receipt and complete processing of the file.

#### **Enrollments File Validations**

Files containing enrollment records that are missing required data will be processed however the records missing data will be sent to our enrollment follow-up tool. HSA Bank will reach out to the employer or participant to gather the necessary information to complete the enrollment and open the account. If there are issues with the file format a corrected file will be requested from the employer.

## **Group Online Enrollment**

HSA Bank offers online enrollment for employees choosing the HSA via a custom link that is provided to the employer during initial sign up. The link allows employees to complete their HSA enrollment online, accounts are open within one business day and will show in the employer admin login at that time.

## **VETTING AND NON-RESPONSE**

HSA Bank, in compliance with the USA PATRIOT Act, is required to obtain, verify and record information that identifies each person or entity that wishes to open an account. The USA PATRIOT Act helps the government fight the funding of terrorism and money laundering activities. Therefore, when your employees enroll in an HSA, HSA Bank requests their name, street address, date of birth, social security number, citizenship status and employment details. The employees' information is processed through an automated system, which verifies their identity.

In the case that the automated system is unable to verify the identity of an employee, HSA Bank will attempt to collect additional forms of identification from your employees.

- The HSA will be "blocked." This means that all account activity is suspended until we receive and verify the necessary documents.
- The employee will be asked to complete a form and provide the required documentation necessary to confirm his or her identity.
- The information can be faxed to Accountholder Services at 800-357-6246 or emailed to accountholders@askus.hsabank.com.
- Once the documentation has been received, verified, and validated, the account block will be removed, and the HSA will be established.

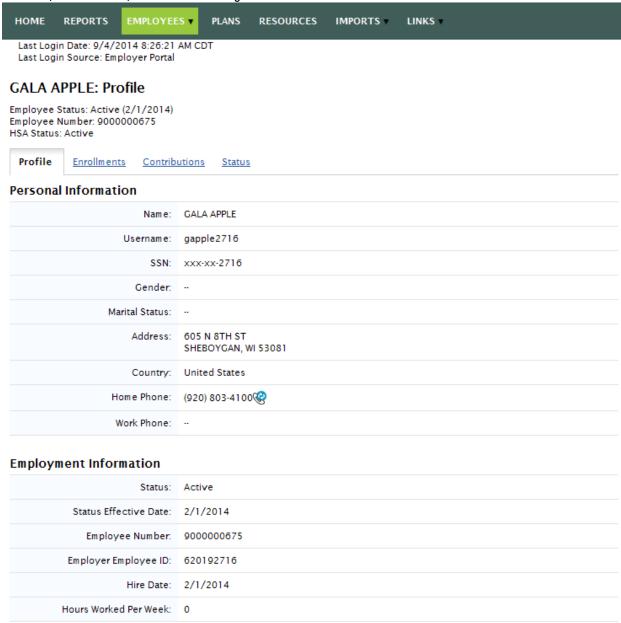
**Important Note:** If the employee does not provide information needed to verify their identity within 60 days, we will return any contributed funds to the accountholder and close the account.

An HSA is unable to be established for a non-resident alien or individual who does not have a valid Social Security Number. If enrollment information is sent for a non-resident alien, the account will be closed.

#### VIEWING EMPLOYEE DETAILS

You have access to view real-time data at an employee level to facilitate your ability to support your employees' questions. Under the 'Employees' tab at the top of the page, you can search for employees using first name, last name, or can select an employee from a list of all employees. Once you have accessed an employee's account, you can view the following:

 Profile – The employee's demographic information such as name, address, phone number, email address, date of birth, and authorized signer if the accountholder has added one.



• Enrollments – Similarly to your employees, you can review the summary of an employee's current and historical enrollments including the effective date, employer contribution, and contributions-to-date that have been sent by the Employer. HSA deposits made directly to HSA Bank by the accountholder will not show in the Employer Portal.



• **Contributions** – You can view all posted employer contributions to the accounts. This enables you to verify the monthly contribution amounts.

#### GALA APPLE: Contributions Employee Status: Active (2/1/2014) Employee Number: 9000000675 HSA Status: Active **Profile Enrollments** Contributions Status Account type: Tax Year: ΑII Contribution Type: Account Status: Αll ΑII Search Αll Reset Contributions Export Date Contribution Type Status 🔞 Tax Year Account Amount 9/2/2014 **Employer Contribution** Health Savings Account Posted 2014 \$3.00 9/2/2014 Payroll Deduction Health Savings Account Posted 2014 \$2.00

Status-The status tab allows you to see a history of an employee's status, as well as make updates to the status. To update an employee's status, click Add New Status. Update examples include terminating an employee or placing the employee on LOA.



 Select the new employee status and effective date. If you are entering a termination, also enter the last payroll deduction date.

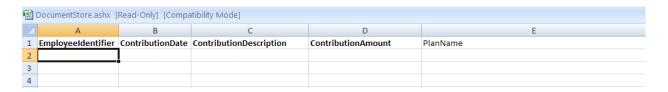


## **CONTRIBUTIONS**

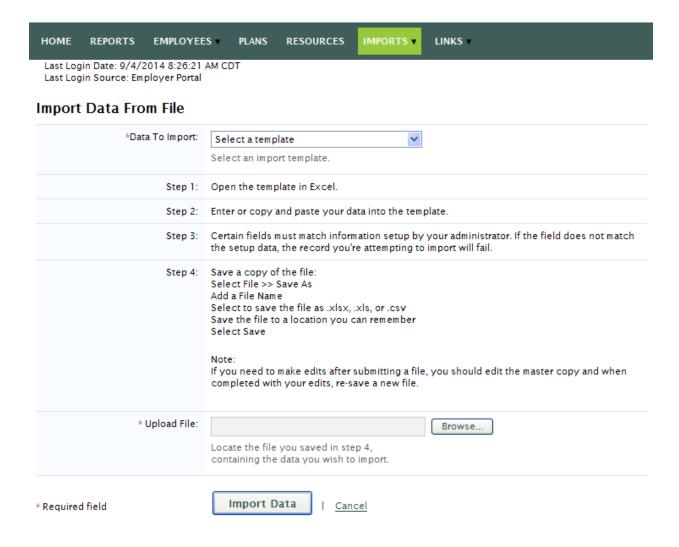
Contributions to the accounts can be made in several convenient ways. Each option is outlined below with instructions on how to complete contributions and items needed to setup each process.

#### **Contribution Files**

Contributions to the employee benefits can be made via a contribution file with an automated ACH pull of funds from the account you designate. To load contribution files login into the employer admin portal and click on Imports. Download the file template and fill in the employees' SSNs, type of contribution (employer or payroll), contribution date, amounts and plan name (Health Savings Account). Save the file to your computer as a .xls file. Browse and upload your file. The system will validate that all records contained on the file have an open account and then initiate the pull of funds. The whole process takes 3 business days, if you would like your contribution to post on the 15<sup>th</sup> of the month, files must be loaded on the 13<sup>th</sup>, as an example. The day the contribution file is loaded is considered day 1, day 2 the funds are requested via ACH and day 3 the funds are posted to the accounts. Funds will not be pulled for contributions that cannot be posted to a participant account and you will be notified via the system as to which accounts were unable to be funded.



In the Data to Import drop down menu choose Contribution, then browse and find your file and click Import Data. The screen will show data successfully loaded or will outline that invalid information is in the file and the file will need to be corrected and reloaded.



#### **Notification Email**

The notification email will generate once the import of your contribution file is complete. The email will indicate the total number of records, and how many have failed. To view the failed contributions, log into the Employer Portal and view the Contribution Reports.

From: <a href="mailto:businesspartners@askus.hsabank.com">businesspartners@askus.hsabank.com</a> Sent: Tuesday, April 08, 2014 10:36 AM

To: <a href="mailto:Employer@emailaddress.com">Employer@emailaddress.com</a> Subject: Import Complete

The import process has completed for the following file.

File Name: sample\_file.txt

Total Records: 5 Failed Records: 0

Date Received: 4/8/2014 10:33:02 AM Date Processed: 4/8/2014 10:36:00 AM

Import Report: https://EmployerAccess.hsabank.com/Imports.aspx

This is a system generated email. Please do not respond.

To complete setup for the contribution files, please download the <ACH Agreement> from the employer portal, review and sign the agreement and return it to HSA Bank. We will process the agreement and enable the file load via the website. You will receive an email when the setup is complete.

## **Group Online Contribution**

Contributions can also be made via the portal through Group Online Contribution. This option allows employers to set contributions to recur based on the schedule specified in the system. If the employer chooses not to have the contribution continually recur the end date can be set to not allow the contribution to post again. To complete setup for the Group Online Contribution process, download the Group Online Contribution form from the employer admin portal, once the forms are completed and signed return them to HSA Bank. The system will be enabled in 3-5 business days. You will receive an email when the setup has been completed.

To initiate the recurring contribution place your mouse over the Imports section of the tool bar and choose Setup Recurring Contributions from the drop down menu.

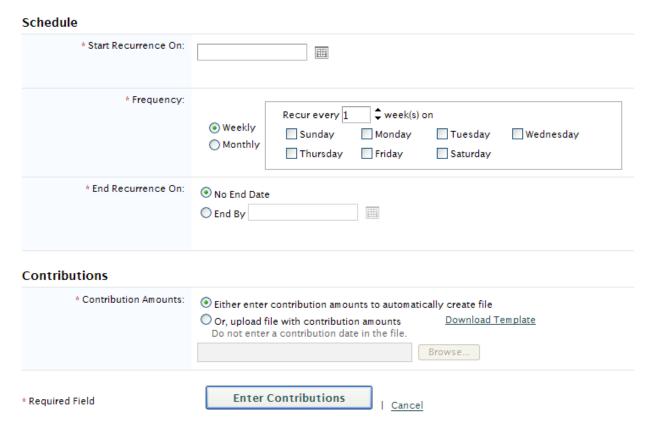


On the next screen click Set Up New Recurrence.



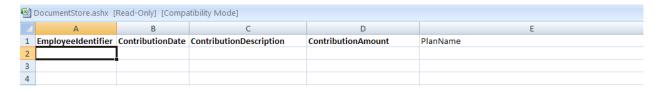
In the screen that appears choose the date to start your recurring contribution as well as a frequency, if you would like to the contribution to stop as of a certain date enter that in the End Recurrence On section. If you would like to enter the amounts per employee, highlight the radio button next to that item. If you would like to upload a file

#### Set Up Recurring Contributions: Health Savings Account



The next screen will allow you to either enter the amounts for each employee or if you chose to upload the file you will get a confirmation screen showing that the file was successfully loaded.

## File Template



## List of Employees

# Set Up Recurring Contributions: Health Savings Account

**Health Savings Account** 

Schedule: The last day in every month

Start Date: 9/30/2014 Update Schedule

Total Payroll Deductions: \$0.00

Total Employer Contributions: \$0.00

Calculate Totals

#### **Contribution Amounts**

Name	Identifier	Payroll Deduction	Employer Contribution
APPLE, FUJI	xxx-xx-2717	\$	\$
APPLE, FUJI-TEST	xxx-xx-2717	\$	\$
APPLE, GALA	xxx-xx-2716	\$	\$
APPLE, O'CONNER	xxx-xx-2716	\$	\$
BLACK, ARKANSAS	xxx-xx-2719	\$	\$
CLUB, SAMS	xxx-xx-1444	\$	\$
DELCIOUS, GOLDEN	xxx-xx-2722	\$	\$
DELCIOUS, GOLDEN	xxx-xx-2712	s	\$
DELCIOUS, MOLLIES	xxx-xx-2713	\$	\$

Confirmation screen once file is loaded or amounts per employee are submitted.



The contribution is scheduled and will recur until the ending date or until a change is made to the contribution.

To change/cancel recurring contribution, click on recurring contributions and then click update next to the contribution you would like to change/cancel. Make your changes to the contribution and click save or click delete recurrence at the bottom of the page to stop the contribution.

## **Contribution Reports**

Contribution reports can be viewed within the import queue which is accessible under the Imports tab within the Employer Portal.



Select the **Expand** arrow button to the left of the Date Received column to see a summary. If any records failed on the flie, click the Exception Report link to open an Excel spreadsheet that details why each record failed.

	Date Received	File Name	Status	Failed Records	Actions
•	4/10/2010 8:30 AM	SAM_SampleFile_Import_041020	Failed	6 of 12	
•	4/6/2010 10:30 AM	SAM_SampleFile_Import_040520	Completed	2 of 350	
•	0005102256	SAM_SampleFile_Import_040420	Completed	100 of 409	
•	0005002109	SAM_SampleFile_Import_040320	Completed	9 of 112	

## **Contribution Discrepancy Report**

Displays a count of all contributions in a file for Notional (FSA, HRA, Dependent Card, Transit) accounts, the number of contributions processed, and any errors or warnings that occurred. The report also includes all unrecognizable records received on a file. The report has three pages. Displays under the Completed/Cancelled queue with a processed contribution file.

## **Open Ended HSA Imported Contribution Report**

Displays a count of all contributions in a file for HSA accounts, the number of contributions processed, and any errors or warnings that occurred. The report also includes all unrecognizable records received on a file. The report has three pages. Displays under the Completed/Cancelled queue with a processed contribution file.

## Sheet 1 – Summary

- Displays the total contribution records in a file minus any unrecognized records
- Processed contributions appear in the summary in total and a summary by payroll deductions and employer contributions

Open Ended HSA Imported Contribut	ion Report- Summary	
File Statistics		
File Name	filename001.txt	
Total contribution records in file Total processed contributions Total records with errors and warnings	256 255 1	\$3,000.00 \$2,500.00 \$500.00
Payroll Deduction Summary		;
Payroll deduction date Total processed	<b>12/24/2010</b> 200	\$2,000.00
Employer Contribution Summary		
Employer contribution date Total processed	<b>12/24/2010</b> 25	\$250.00
Employer contribution date Total processed	<b>12/25/2010</b> 25	\$250.00

#### Sheet 2 - Processed Contributions

 Displays all contributions successfully loaded along with employee ID, contribution type, date, amount, and row number in contribution file

Row	Participant						Contribution	
Number	File Import I *	Identifier ~	Name	Division	Status 💌	Contribution Type	Date 💌	Amount *
486	111111111	111111111	Adams, Jill	001	Active	Payroll Deduction	12/24/2010	\$10.00
1	111111111	111111111	Brown, Megan	001	Active	Employer Contribution	12/24/2010	\$10.00
22	111111111	111111111	Brown, Robert	001	Active	Payroll Deduction	12/24/2010	\$10.00
106	111111111	111111111	Brown, Robert	001	Active	Employer Contribution	12/25/2010	\$15.00
160	111111111	111111111	Jordan, Micheal	001	Active	Employer Contribution	12/24/2010	\$10.00
232	111111111	111111111	Nelson, Bob	001	Active	Payroll Deduction	12/24/2010	\$10.00
5	111111111	111111111	Peterson, Paul	001	Active	Payroll Deduction	12/24/2010	\$10.00
55	111111111	111111111	Tank, Frank	001	Active	Payroll Deduction	12/25/2010	\$10.00
98	111111111	111111111	Adams, Joe	001	Active	Employer Contribution	12/25/2010	\$10.00

## Sheet 5 – Errors and Warnings

Will display contributions not processed and provide error description

Open Ended HSA Imported Contribution Report - Contribution Errors and Warnings								
Row Participant Record Contribution Severity Number File Import ID Type Date Amount Field Name Error Description Error Description							Error Data	
Warning	486	012461283	СT				Multiple contributions received for the same plan and contribution date. Last contribution record was processed.	12/124/2010

# Sample Contribution Timeline for files with contribution dates of Day 1 or earlier

Day 1	Employer transmits Contribution File     The file is processed by HSA Bank
Day 2	<ul> <li>Funding Collection Notification is emailed to the primary Payroll Contact</li> <li>The Funding Collection notification is posted on the Employer Portal</li> </ul>
Day 2	Employees can view the contributions as "pending"
Day 3	Contribution funding amount is debited from the designated employer bank account
Day 3	Funds are posted to the account and available to the employee

## **EMPLOYER REPORTING**

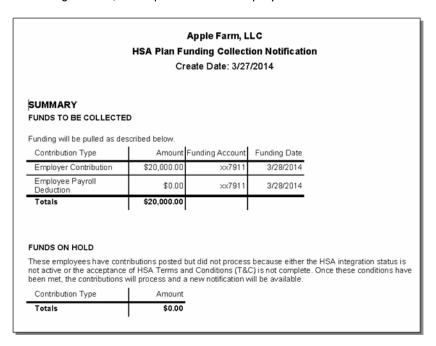
HSA Bank generates a number of reports for you and posts them to the Employer Portal.

The **REPORTS** tab in your Employer Portal will show a complete list of summaries related to your program. The following pages will describe the standard reports available to you. Additional reports are available based on your group's specific needs. Please contact Business Relations Representatives for these options.

## **HSA** Reports

#### I. HSA Plan Funding Collection Notification

- Reflects the funds for recently posted payroll and employer contributions and the date the funds will be posted
- Posts to employer portal under "Reports" one business day before funds are pulled from employer account
- If divisional funding is used, the report will be set-up by division



## II. HSA Employer Summary Report

- Provides aggregate monthly HSA statistics and balances
- Includes average account balance, distributions and contributions



#### **HSA Account Summary**

Employer Name: Test Leahys Lemons LLC Reporting Period: 7/1/2014 - 7/31/2014

#### Balance Summary

Account Type	# Accounts With Balance	7/1/2014 Opening Balance	7/31/2014 Closing Balance	1/1/2014 Opening Balance
HSA Cash Account	1	\$13.00	\$13.00	\$0.00
Investment Fair Market Value	0	\$0.00	\$0.00	\$0.00
Total Balance		\$13.00	\$13.00	\$0.00

#### Transaction Summary

Current Period	Amount	#	Year to Date	Amount	#
Deposits	\$0.00	0	Deposits	\$103.60	5
Withdrawals	\$0.00	0	Withdrawals	(\$90.60)	6
Transfer to Investments	\$0.00	0	Transfer to Investments	\$0.00	0
Transfer from Investments	\$0.00	0	Transfer from Investments	\$0.00	0
Interest Earned	\$0.00	0	Interest Earned	\$0.00	0
Consumer Fees	\$0.00	0	Fees	\$0.00	0

Current Period	Amount	#	Year to Date	Amount	#
Payroll Deductions	\$0.00	0	Payroll Deductions	\$0.00	0
Employer Contributions	\$0.00	0	Employer Contributions	\$0.00	0
Other	\$0.00	0	Other	\$103.60	5
Total Deposits	\$0.00	0	Total Deposits	\$103.60	5

#### Deposits by Tax Year

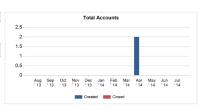
2014 Year to Date	Amount	#	2013 Year to Date	Amount	#
Payroll Deductions	\$0.00	0	Payroll Deductions	\$0.00	0
Employer Contributions	\$0.00	0	Employer Contributions	\$0.00	0
Other	\$75.00	2	Other	\$0.00	n

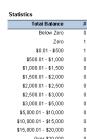
Current Period	Amount	#	Year to Date	Amount	#
Consumer Fees	\$0.00	0	Consumer Fees	\$0.00	0
Employer Fees	\$0.00	0	Employer Fees	\$0.00	0
Total Fees	\$0.00	0	Total Fees	\$0.00	0

# hsabank."

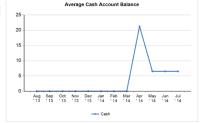
#### **HSA Account Summary**





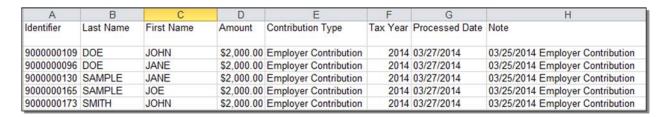


Over \$20,000



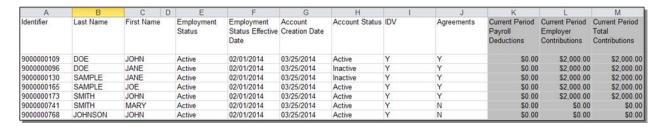
## III. HSA Account Detail Report (Detail)

- Provides the contribution detail for the requested time period
- Will only report employees that have had a contribution for the requested time period



## IV. HSA Account Detail Report (Summary)

- Provides aggregate contributions for prior and current tax year
- Reports those employees in a blocked account status as well as employment status
- For employers utilizing direct deposit funding only, account numbers will display



N	0	Р	Q	R	S	T	U	V
YTD Payroll Deductions	YTD Employer Contributions	YTD Total Contributions	Prior Tax Year YTD Payroll Deductions	Prior Tax Year YTD Employer Contributions	Prior Tax Year YTD Total Contributions	Current Tax Year YTD Payroll Deductions	Current Tax Year YTD Employer Contributions	Current Tax Year YTD Total Contributions
\$0.00	\$2,000.00	\$2,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,000.00	\$2,000.00
\$0.00	\$2,000.00	\$2,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,000.00	\$2,000.00
\$0.00	\$2,000.00	\$2,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,000.00	\$2,000.00
\$0.00	\$2,000.00	\$2,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,000.00	\$2,000.00
\$0.00	\$2,000.00	\$2,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,000.00	\$2,000.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

## **Fee Funding Notification**

- Reflects the employer fees assessed and the date the funds will be posted
- Posts to employer portal under "Reports" on the day fees are assessed. Funds are pulled from employer account on the fee collection date that is show on the report.

# **Fee Funding Notification**

Created on: 4/2/2014

The Coffee Bean Inc (TCB012)

426 Jetfuel Road

New York, NY 12458

#### Summary by Fee Type

Fee Count	Fee Amount	Adjustments	Total Amount
1	\$50.00		\$50.00
1	\$500.00		\$500.00
1	\$4.95		\$4.95
1	\$4.95	(\$4.95)	\$0.00
1	\$90.10		\$90.10
5			\$645.05
	Fee Count  1  1  1  1  1  5	1 \$50.00 1 \$500.00 1 \$4.95 1 \$4.95	1 \$50.00 1 \$500.00 1 \$4.95 1 \$4.95 (\$4.95)

Questions? Contact HSA Bank Business Relations at: (877) 731-5214 or businesspartners@askus.hsabank.com.

## UNDERSTANDING EMPLOYEE FORMS AND GUIDES

#### RESOURCES - Download current forms

HOME REPORTS **EMPLOYEES** • **PLANS** IMPORTS \* LINKS \*

Last Login Date: 9/4/2014 8:26:21 AM CDT Last Login Source: Employer Portal

#### Resources

Authorized Representative HIPAA Form

**HSA Contribution Form** 

**HSA Death Beneficiary Form** 

**HSA Death Distribution Form** 

**HSA Direct Rollover-Transfer Form** 

**HSA Distribution and Closure Form** 

**HSA Verification Form** 

Name Change Request Form

Most account management functions are self-service and accessible online by the accountholder.

- We encourage you to direct your employees to login to their account to review information and interact with their account.
- This will promote further engagement with their healthcare spending decision-making and make for a better HSA experience.
- We also provide forms for many of the functions that can be performed online for those without access to a computer. These forms are available for viewing and/or download within Employee account access and the Employer Portal.

## **PORTAL REQUIREMENTS**

#### A. System Requirements

To run the portal properly, your system must meet these requirements:

- Internet Explorer 7.0 or higher (See below for browser requirements)
- High-speed Internet connection (Dial-up is not recommended)
- Adobe Reader 7.0 or greater
- For optimal viewing, monitor screen resolution should be at 1024 X 786

## **B. Browser Requirements**

The chart below summarizes popular Web browsers and the minimum versions required to ensure optimal performance in both the Participant and Employer Portals:

Browser Software	Minimum Version Required
Microsoft Internet Explorer (IE)	IE 7.0 and greater
Mozilla FireFox	Most current and prior 2 versions
Google Chrome	Most current and prior 2 versions
Apple Safari	5.x or greater

# **GETTING HELP**

If you need assistance after Implementation or with any day-to-day administration questions, contact:

**HSA Bank Business Relations Representatives** 

Phone: 866-357-5232, 7:00 a.m.-7:00 p.m., Central Time

Email: businesspartners@askus.hsabank.com

Fax: 877-851-7041