

Dear Member,

Thank you for choosing HealthEquity as your health care account administrator. Your new account is an easy-to-use way to get the most out of every health care dollar you and your family spends.

With a HealthEquity account the following benefits are available:

- ▶ **Access to our live HealthEquity specialist**, 24 hours a day, 365 days a year, who can help you better save and spend your health care dollars.
- ▶ **A personalized HealthEquity member portal**—the easiest way to see your claims and account status.
- ▶ **Quick turnaround time for claims processing** we process and pay claims daily so your claims will be processed within one to two business days after receipt.

If you have any questions at all, please contact a HealthEquity Member Services specialist. We look forward to helping you better save and spend your health care dollars.

Sincerely,



Stephen Neeleman, M.D.
HealthEquity, Inc
Chief Executive Officer

HPHC FSA/HRA VT 20110406

www.healthequity.com

15 West Scenic Pointe Drive, Suite 400
Draper, UT 84020



Helping You to Better
Save and Spend
Your Health Care Dollars.



HealthEquity is Your Health Care Account Administrator for Your New Plan Year.

Plan Type	Annual Funding



HealthEquity is much more than simply your account administrator. We are your dedicated partner in helping you understand and manage the financial side of your health care.

In addition to typical management services, HealthEquity provides you with 24/7/365 member service support and a personalized online HealthEquity member portal.

Your HealthEquity Member Portal

Access Account Information and Helpful Health Care Financial Service Tools.

To log onto your HealthEquity member portal:

- ▶ Go to www.myhealthequity.com.
- ▶ Type in your username and password.
- ▶ If you have never logged on before, select that you are logging on for the first time as a member. Be prepared to enter your first and last name, the last four digits of your Social Security number, birth date, and the ZIP code of your current residence. This information is used to identify you as the actual account holder.
- ▶ HealthEquity's expert team of specialists are standing by 24-hours a day, 365 days a year to answer your questions about anything and everything related to your HealthEquity accounts. If you have any questions regarding how to log on or how to best use your accounts, please contact HealthEquity at 877.826.6882.

Your HealthEquity member portal allows you to:

- Check your real-time account balance.
- Compare the cost of treatments and providers within a specific ZIP code using our medical pricing tool.
- Check to see if your prescription has a generic alternative or less expensive substitute using our prescription drug pricing tool.

Finding Fast Answers on Your HealthEquity Member Portal:

Need to:

Click on:

Check balance	My Money , then Account Balance
Check the status of a submitted claim	My Money , then Reimbursement Account Detail
Change password and username	My Profile , then Login Settings
Add EFT information	My Profile , then Account Information
Update personal information	My Profile , then Personal Information
Verify dependent information	My Health , then Dependent Information
Obtain a direct deposit form	Forms & Docs