



How to get the most out of  
your HealthEquity® HSA.



Membership Guide



## Welcome to HealthEquity®

HealthEquity is your health savings account (HSA) administrator, which means it's our job to help you better understand and manage the financial side of your health care. We're here to help you do the best job of spending and saving your HSA dollars by helping you make the smartest financial decisions about your health care.

[You've already made a smart decision by choosing a HealthEquity HSA.](#)

You now have a savings and spending account that can be funded with tax-advantaged contributions that earn interest or investment returns. Best of all, the services that come with your HealthEquity HSA help you make smart spending and saving decisions. In some cases we'll be able to help you save money on health care services or medical products. And we make it easy to understand and pay what you owe .

[Learn more.](#)

The pages that follow will guide you through the basics of your health savings account, how an HSA works with your health insurance, and what kind of services are at your fingertips.

If you have any questions not answered in this guide, please call our 24/7, toll free HealthEquity Specialists anytime at 1-866-346-5800.



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## Getting started.

1. You either have or soon will receive your HealthEquity® HSA VISA® debit card. This card has a sticker attached with a toll free phone number. Call that number to activate your card.

Use your card to access your HSA funds (see page 8 for information on the best ways to use your card). Although you swipe the card and sign just like a credit card, it will debit funds directly from your HSA.

2. Log on to [MyHealthEquity.com](https://MyHealthEquity.com) to access your Member Account. The first time you go to the site you'll be asked to log in and create a password. It'll just take a few minutes and, once you've signed up, you can return anytime to manage your account and use your HealthEquity services.

### [Your privacy is important to us.](#)

We use the latest technology to protect your personal, financial and medical information and keep it secure. Our processes and policies have all been designed to provide state-of-the-art information security and privacy.



## What you can do with your HSA.

1. **Pay qualified health care expenses** – Use the HealthEquity online PayChoice™ payment platform at MyHealthEquity.com to pay for qualified health care expenses. You can use your debit card, request a check by phone or online, or transfer funds online.

2. **Save money for future medical expenses** – You may not have significant health care expenses every year, but saving the maximum amount every year (see page 6) helps you build a sizeable nest egg for when you're faced with larger financial needs. And that money is never taxed at the federal level when you use it to pay for qualified medical expenses (see page 16). (You can use it for non-qualified medical expenses but then you are subject to tax and using HSA funds for any non-qualified expenses before age 65 is subject to tax and penalties.)

3. **Save for post-retirement expenses** – Once you reach age 65, you can use your HSA funds to pay for anything you wish. Qualified medical expenses are still not taxed; any other expenses are subject to tax but not penalties.

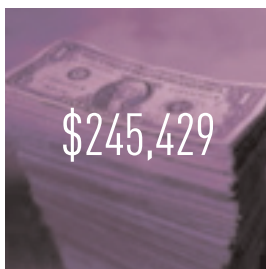
**Remember** – your HealthEquity® HSA is your money. Whatever you don't spend in a given year rolls over into the next. And if you change jobs or retire, the money goes with you.



## Watch how your HSA savings can grow.

How your HSA grows depends on how much is contributed and the returns you earn. But here's a general idea of what your HSA can do for you when you save.

If you were to contribute the maximum annual amount for family coverage (\$5,950) over twenty years and never spend it, you would save \$245,429. Contribute the maximum yearly amount for individual coverage (\$3,000) and never spend the funds and your total savings would be \$123,745.\*



If you were to contribute the maximum annual amount for family coverage (\$5,950) over twenty years and spend the minimum annual deductible from your HSA (\$2,300), you would save \$150,557. Contribute the maximum yearly amount for individual coverage (\$3,000) and spend the minimum annual deductible from your HSA (\$1,150) and your savings would be \$76,310.\*



\* Savings totals are presented for illustrative purposes only and are based on savings earning 7% APR over a twenty-year period. Actual performance will vary based on individual investment choices and market fluctuations. Contribution maximums are subject to change by Congress.

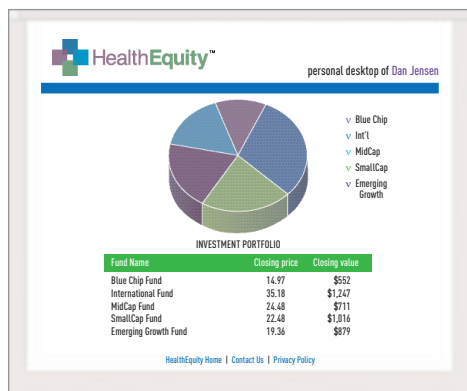


## Invest your HSA savings.

HealthEquity has partnered with leading mutual funds to provide a selection of high-quality investments for our HSA members.

Here's how you can take advantage of these investment opportunities:

- Maintain \$2,000 minimum HSA cash balance
- Invest any funds above that minimum
- Buy and sell shares as often as you wish
- NO trading fees
- NO set up charges



You can review your investments anytime at [MyHealthEquity.com](http://MyHealthEquity.com). Any gains or losses will not be treated as contributions or distributions from your HSA. Just remember, your investments are not FDIC insured. If you have questions, call 1-866-346-5800.

## How to make contributions to your HSA.

Your employer can choose to contribute to your HSA and so can you, up to the legal maximum. In 2008 the limits are \$2,900 for individuals and \$5,800 for families, in 2009 the limits are \$3,000 for individuals and \$5,950 for families. Be sure you don't exceed the annual maximum contribution amount or you could be assessed penalties. If you are 55 or older, you can make additional contributions that are also tax deductible. The allowable "catch-up" contributions to HSAs are: 2008 – \$ 900, 2009 and after – \$1,000.

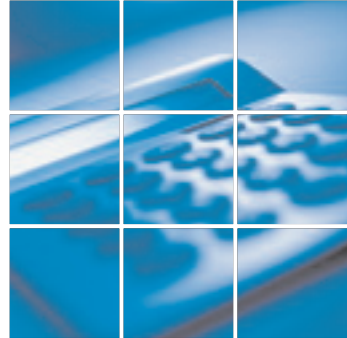


### How to deposit money in your HSA.

Your employer can allow you to automatically deposit money by payroll deduction to contribute to your HSA. These contributions are made with pre-tax dollars so you don't need to deduct them on your tax return.

If you're not already contributing by payroll deduction, ask your employer if they can set it up for you.

You can also contribute directly to your HSA. In most cases, direct contributions are made with after tax dollars and you can deduct them on your tax return. If you'd like to make direct contributions from your personal checking or savings account, go to [MyHealthEquity.com](https://MyHealthEquity.com). Follow the instructions, provide your personal account information, and set up your electronic funds transfer. That's all there is to it. If you want to make automatic recurring contributions, you can set that up as well. Or you can call us at 1-866-346-5800 and we can help you.





## The smart way to pay for medical expenses

Here are several payment scenarios and the smartest ways to use your HSA to pay health care expenses.

### When you have enough money in your HSA.



- Make sure you wait until the bill has been processed by your health plan so their negotiated discount has been applied.
- You can then call the provider with your HealthEquity HSA VISA® debit card number or simply write the number on your bill to have payment taken directly from your HSA.
- You can also go online to your Member Account at MyHealthEquity.com and schedule to pay in full on a specific date.
- Or you can pay from another account or with a credit card. If you pay this way, you can reimburse yourself from your HSA, or enter the payment details online to create a record for future reimbursement (see “Lifetime Claims and Spending Record” on page 15). You can do both on your Member Account at MyHealthEquity.com.

### When you don't have enough in your HSA.

- Make sure you wait until the bill has been processed by your health plan so their negotiated discount has been applied.
- Go online to your Member Account or call a HealthEquity Specialist to set up a payment schedule based on the next contributions to your HSA.
- You can schedule a number of future payments to automatically be sent to your provider.



Go to [MyHealthEquity.com](https://MyHealthEquity.com) for  
more information and online tools

### Paying at the pharmacy.

- Call the number on your health plan ID card to find a participating pharmacy.
- Call to renew a current prescription or take your new prescription to the pharmacy.
- Present your pharmacy card or health plan ID to the pharmacist. The pharmacy will submit an online claim to your health plan.
- Your health plan will automatically apply the network discount and record the discounted amount against your deductible. (This doesn't take long. It happens while you wait.)
- The pharmacist will request payment from you for the discounted amount before giving you your prescription. Give the pharmacist your HealthEquity HSA VISA® debit card for payment if you have enough money in your HSA. (Choose the "credit" option to have money withdrawn without having to use a PIN.)
- You may also pay by check, cash, or credit card at the time of the purchase. You can later submit an online reimbursement request. Or, you can choose to enter the payment details into your HealthEquity online Member Account to create a record for future reimbursements. From your online Member Account, select "PayChoice Bill Pay" and "Make a Reimbursement/Payment". You will be able to enter the claim information and direct HealthEquity to make an immediate or future reimbursement. (see "Lifetime Claims and Spending Record" on page 15).



## How reimbursement works

If you paid for a qualified medical expense from an account other than your HSA – and did not use your debit card – you are eligible for reimbursement. You can choose to save the money and let it grow or simply go online to request that we transfer funds into another account or send you a check.

Here's how to submit a request:

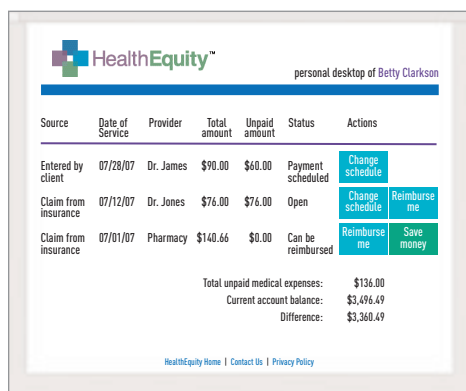
1. Obtain qualified medical care or purchase qualified medical supplies and keep your receipt.
2. Check your HealthEquity account statement or your HealthEquity online account to ensure you have HSA funds available.
3. Complete the online reimbursement request or call our HealthEquity Specialists at 1-866-

346-5800 to submit a request over the phone.

4. We will deposit the funds directly into your personal checking or savings account or send you a reimbursement check, provided you have funds available in your HSA.

5. You can check your HSA online to review the status of the reimbursement request.

**Important:** If you don't have enough money in your HSA when you need to pay a medical expense, you can pay it from another account and, when you have enough money in your HSA, then request your reimbursement. Remember, you can only be reimbursed for expenses that were incurred after your HSA was established.



Source	Date of Service	Provider	Total amount	Unpaid amount	Status	Actions
Entered by client	07/28/07	Dr. James	\$90.00	\$60.00	Payment scheduled	<a href="#">Change schedule</a>
Claim from insurance	07/12/07	Dr. Jones	\$76.00	\$76.00	Open	<a href="#">Change schedule</a> <a href="#">Reimburse me</a>
Claim from insurance	07/01/07	Pharmacy	\$140.66	\$0.00	Can be reimbursed	<a href="#">Reimburse me</a> <a href="#">Save money</a>
			Total unpaid medical expenses:			\$136.00
			Current account balance:			\$3,496.49
			Difference:			\$3,360.49



## Get the best prices by getting information from your HealthEquity Specialist.

Your HealthEquity Specialists work 24/7 to help you find the best prices on qualified health care expenses as well as identifying the smartest ways to spend your health care dollars.

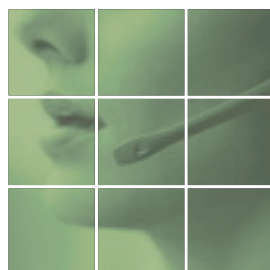
■ **Use in-network health care providers** – These are physicians, other medical professionals, hospitals, labs and care facilities that have agreed to discounted rates with your health plan. Find your in-network providers by calling the 800 number on your health plan ID card or visit their web site.

■ **Medical Treatment Pricing Tool** – Your HealthEquity Specialists can help you use our Medical Treatment Pricing Tool to find average costs for a wide range of medical services and products in your zip code area. This allows you to choose the best provider or facility at the best cost.

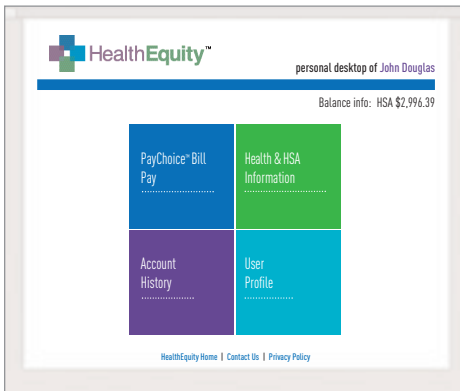
■ **Prescription Drug Pricing Tool** – We can help you find out what your prescription costs before you have it filled.

■ **Generic Alternatives** – We can help you find out if there are generic equivalents for your prescription drugs and how much you can save if one is available.

■ **Other ways to save at the pharmacy** – Some drugs can be prescribed in higher dosages, often for the same price, which may allow you to split the pills in half and save. And using mail order pharmacies can often save you money by allowing you to purchase your prescription in large quantities.



## Your HealthEquity® Account Services



### Web-based Tools

Here's a comprehensive set of tools to help you understand and manage the financial side of your health care. They can all be accessed through your online Member Account at [MyHealthEquity.com](https://www.MyHealthEquity.com) or you can call our HealthEquity Specialists at 1-866-346-5800 and they can help you use the tools.

### HealthEquity Specialists

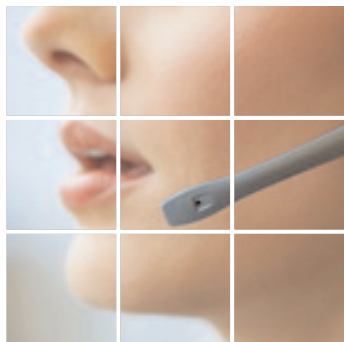
As we've mentioned before, one of the most helpful features of having a HealthEquity HSA is your 24/7 access to HealthEquity Specialists. These aren't simply hired hands who answer phones. They're trained HSA experts who are ready to help you understand and manage your HSA and the financial side of your health care. They can work with your health plan and health care providers.

Anytime you have questions – 24 hours a day, 7 days a week, 365 days a year – you can call a HealthEquity Specialist for answers at 1-866-346-5800.



Our specialists are there to help you resolve issues and get the most from your HSA, including:

- Finding the best way to pay your health care bills
- When to pay your medical bills
  - Which account to pay from first when you have a combination of an HSA, FSA (Flexible Spending Account) or HRA (Health Reimbursement Arrangement)
- How to save on health care expenses
- Understanding what having a tax-advantaged health savings account means for your tax situation
- Investigating the costs of a wide range of medical services in your zip code area
- Learning safe and effective ways to save money on health care purchases, including prescriptions
- HSA Administrative Help
  - > How your HSA works
  - > Account balance inquiries
  - > Activating debit cards
  - > Ordering a debit card
  - > Requesting reimbursements
  - > Paying providers
  - > Understanding medical claims



### Your HealthEquity® HSA VISA® debit card

Every account includes one free HSA VISA® debit card. To activate it, call the number on the sticker on your card. For additional and replacement cards, please call our member service line at 1-866-346-5800.

### Account Administration

Our easy-to-use PayChoice™ payment platform at MyHealthEquity.com gives you the flexibility to:

- manage your account information
- see real-time balances
- reimburse yourself
- make payments from your account directly to the provider
- schedule one or more payments in advance
- set up electronic funds transfers
- and much more

### Investment Options

To be eligible to invest some or all of your HSA funds, you maintain a minimum HSA balance. Please contact HEQ to find out what the minimum balance requirement is for your HSA or log onto [MyHealthEquity.com](https://www.MyHealthEquity.com). HealthEquity does not charge commissions or investment fees to use the investment option. You are free to buy and sell shares as many times as you want at no cost. (Remember, investments in mutual funds are not FDIC insured against loss of value.)



## Pricing Tools

HealthEquity makes price comparison information available online to help you compare the costs of treatments and providers within a specific zip code area. Use this tool before you incur any non-emergency medical costs to help you get the best value for your health care dollars.

You can also call a HealthEquity Specialist anytime for help. They can access the tool for you.

## Lifetime Claims and Spending Record

Your online Member Account gives you permanent health care and financial records that can help produce future tax benefits. For example, if you chose to pay your medical expenses out of pocket, rather than from your health savings account, you can record those claims and payments in your Claims and Spending Record and then, after age 65, you can pay yourself back with tax-free dollars from your HSA.





# Qualified Medical Expenses

Your health savings account may be used to pay for qualified medical expenses as determined by law. (But remember, just because an expense is a qualified medical expense doesn't mean it applies towards your deductible – laser eye surgery, for example.) Review your Certificate of Coverage or call your health plan for complete details about what applies to your deductible.

Here's a partial list of qualified medical expenses:

Acupuncture	rental	Nursing services
Alcoholism or drug addiction treatment	Dental treatment	Optometrist
Ambulance services	Diagnostic devices	Oxygen
Artificial limbs	Disabled dependent care expenses	Prescription medications
Artificial teeth	Eye surgery	Psychoanalysis (other than related to training)
Bandages	Eyeglasses	Smoking cessation programs
Birth control pills and other prescription contraceptives	Fertility enhancement	Special education (if prescribed by doctor)
Braille books and magazines (excess cost)	Guide dog or other animal	Special home for mentally retarded person
Breast reconstruction surgery	Hearing Aids	Sterilization (reproductive)
Car Modifications for Disabilities	Home care	Telephone or television for hearing impaired
Certain non prescription/over-the-counter drugs	Lead-based paint removal	Therapy prescribed as treatment
Chiropractor	Legal fees to authorize treatment of mental illness	Transplants (costs of donor)
Christian Science practitioner	Legal termination of pregnancy	Transportation and other travel costs for medical care
Contact lenses	Long-term care	Weight loss program (if prescribed by doctor)
Crutches, purchase or	Medical conferences concerning chronic illnesses	Wheelchair
	Nonprescription medicines	Wig (for hair loss if prescribed by doctor)
	Nursing home	



For more information about qualified medical expenses, contact your tax advisor, visit [www.IRS.gov](http://www.IRS.gov), or contact the IRS directly and ask for section 213 (d).

Partial list of expenses your HSA dollars MAY NOT be used to pay:

Baby-sitting, childcare, and nursing services for a normal, healthy baby  
Controlled substances in violation of federal law  
Elective cosmetic surgery  
Dancing lessons  
Diaper services, unless needed to relieve the effects of a particular disease  
Electrolysis or hair removal  
Expenses used in figuring health coverage tax credit  
Funeral expenses  
Future medical care  
Hair transplant  
Health club dues  
Household help other than that qualifying as long term care  
Illegal operations and treatments

Insurance premiums other than those explicitly included (medical premiums after age 65)  
Liposuction  
Maternity clothes  
Medicines imported from another country  
Nutritional supplements unless prescribed for a medically diagnosed condition  
Personal use items unless specifically included  
Swimming lessons  
Teeth whitening  
Veterinary fees, except for guide or assistance animals  
Weight-loss program

