

Further to HealthEquity Transition

Member FAQs



Table of Contents

02 Transition

05 Payments and Fees

06 Account and System Changes

06 Claims

07 Cash and Investments

10 Portal — Member

10 Mobile

11 Operations, Plan Design, Service Model Changes

12 Payment Cards

Transition

Who is HealthEquity?

Established in 2002, HealthEquity administers Health Savings Accounts (HSAs), Flexible Spending Accounts (FSAs), Health Reimbursement Arrangements (HRAs), and other consumer-directed benefits for our more than 14 million accounts in partnership with clients, benefits advisors, and health and retirement plan providers.

Why is this transition taking place?

HealthEquity acquired Further in November 2021 as part of our commitment to continue to provide remarkable products backed by service, education, and member engagement support that go above and beyond customer expectations.

What do I need to do for the transition?

For the transition, you will need to update your bank accounts for claims payments and review your paper or electronic statements selection. If you have a Health Savings Account (HSA), you will also need to update your beneficiaries and your authorized users. If you have a Flexible Spending Account (FSA) or a Dependent Care Flexible Spending Account (DCFSA), you will need to enter in your dependents. HSA members will also need to enter dependents for claim payments as applicable.

Failure to complete the above will not have an impact on the transition itself, but are necessary steps for your plan.

What is the timeline for the transition?

If you have a Further HSA, you can view the transition timeline on your transition site.

If you have a Further Flexible Spending Account (FSA), Health Reimbursement Arrangement (HRA), or other products, your transition timing is dependent on your employer completing mandatory tasks.

Will there be any training or webinars that I should attend to learn more?

Yes! We are offering a series of webinars. Please visit the Transition Resources tab on your transition website for more details.

When can I access my HealthEquity account?

You can access your HealthEquity account once you receive your HealthEquity Card Package. The Card Package will be sent one month before your Transition Date. Contributions can be made to your HealthEquity HSA starting around that time.

How can I access my new account at HealthEquity?

Sign into the member portal by visiting My.HealthEquity.com. If it is your first time logging in, select 'Create username and password' and follow the step-by-step process to verify your account. Once you are logged in, navigate the portal, and familiarize yourself with its features and capabilities, then complete the following:

- Add dependents.
- Optionally request additional debit cards for dependents.
- Optionally add dependents as authorized users.
- Add a beneficiary to ensure your HSA benefits your loved ones in the event of your death.
- Add personal bank information to make contributions and/or receive reimbursement via electronic transfer.
- Update communication preferences.
- Elect to receive electronic statements and electronic tax forms, to avoid monthly statement fees.
- Review the comprehensive member transition guide.

Will my username and password be transferred?

No. You will receive a HealthEquity Card Package in the mail, which will contain your first time login instructions to the HealthEquity portal. For eligible members, packages also include new HealthEquity Visa® Card* for the new plan year.

I have a Health Savings Account. What do I need to do for the transition?

As a Health Savings Account member, you will need to update the bank accounts you use for payments and review your statement selection. You will also need to update your beneficiaries as well as your authorized users, and make sure to re-submit any pending claims which have not yet been paid.

*This card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa 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.

I have an HRA/FSA. What do I need to do for the transition?

As an HRA/FSA member, you will need to update the bank accounts you use for payments and review your statement selection. You will also need to update or enter your dependents for future claims.

Will my fees change after the transfer?

Your monthly administration fee will remain the same as your current Further monthly administration fee. You may incur fees for certain services you elect (e.g., reimbursement via check, paper statements, additional/replacement debit cards beyond three (3), returns/stop payments). Members can locate their specific fees on the HealthEquity member portal; under Account Details, click on “View Adjustments to Schedule of Fees.”

For members who participated in Further’s Plan Change option, this option will no longer be available through HealthEquity and your fees may change. You will receive a separate notification during your transition timeline.

Will I have continuous access to my HSA throughout the transition?

To facilitate the transfer to HealthEquity, there will be a period during which you can view your account online, but you will not be able to access your HSA cash funds, use your Further debit card, or make any changes to your HSA investments. Any investments in your Further HSA will be subject to market conditions, including risk of loss in account value, during this time. This period is called a “blackout period.” It will begin nine calendar days before the Transition Date and lasts until the Transition Date. After that, your HSA balance will transfer to your HealthEquity HSA account one day prior to the Transition Date. We encourage you to carefully consider how this blackout period may affect your financial plan.

When is the last day I can distribute money from my Further HSA?

Your last day to distribute funds from your Further HSA is one day prior to the start of the blackout period.

Will I be able to log into my HealthEquity HSA and make contributions during the blackout period?

Yes. You will be able to make contributions to your HealthEquity HSA beginning approximately 1 month prior to the transition.

What if I incur an expense during the blackout period?

Qualified medical expenses may be incurred during the blackout period and can be paid with a personal account and reimbursed from your HSA after the blackout period has concluded.

Where can I go for more specific information about transitioning HSA accounts?

For additional information regarding the transition for HSA accounts, visit your transition site.

Where can I go for more specific information about transitioning FSA accounts?

For additional information regarding the transition for FSA accounts, visit your transition site.

Where can I go for more specific information about transitioning HRA accounts?

For additional information regarding the transition for HRA accounts, visit your transition site.

Who do I contact if I have additional questions?

If you have additional questions, please contact the HealthEquity Member Services team at 844.351.6856. They are available 24/7.

Payments and Fees

How do I correct an overpayment?

When an overpayment is detected, claims will display as “paid but ineligible” on the member portal. If an overpayment has been detected on your account, please complete and submit the Return of Overpayment form found in the General Forms section of the member portal, and the overpayment will be repaid via Electronic Funds Transfer.

Are there any ancillary fees for Health Savings Accounts?

HSA members may be subject to additional fees, including: \$2 paper statement fee, \$25 account closure fee, \$20 return deposit item, \$20 stop payment (per item), and \$20 excess contribution correction.

HSA members are also subject to a \$2 paper reimbursement check fee. No fee is charged for electronic funds transfers or payments to the provider. The first 3 cards associated with the account are provided for free; additional or replacement cards are \$5.

Are there any ancillary fees for HRAs/FSAs?

HRA/FSA members are subject to a \$1 paper statement fee and a \$2 paper reimbursement check fee. No fee is charged for electronic funds transfers or payments to the provider. The first 3 cards associated with the account are provided for free; additional or replacement cards are \$5.

Will I continue to receive quarterly statements?

No; HealthEquity issues statements on a monthly basis. Health Savings Account members receive paper statements by default, but may opt into receiving electronic statements. Members with a Flexible Spending Account or an HRA/FSA receive electronic statements by default, but may opt into receiving paper statements for a \$1 fee.

Account and System Changes

I have an HSA card but I'm no longer with my former employer. I am now with a different one. Will I still have two HSA cards and two logins?

On HealthEquity you won't need to have two logins or two separate cards. You will receive one card and your two separate HSA accounts will be combined into one.

Claims

How do I pay a future claim?

Medical claims with future dates are not supported, and will be denied for services not rendered. The date of service for medical claims must be in the past.

Dependent Care Flexible Spending Account (DCFSA, also known as DCAP) claims can be submitted for future dates up to the election amount and should be scheduled. Due dates may be chosen and if no date chosen during submission, HealthEquity will update the due date and schedule out any portions that have service dates in the future (provided claim is approved). Reimbursement prior to the completion of services is not allowed. Finally, if current deposits are less than claim amount, the current balance will pay and the remainder will be approved pending until future deposits become available up to the election amount if applicable.

How do I submit a claim?

Members can submit claims and upload documentation through either the member portal or the mobile app. Members can also access the member portal or the mobile app to release payment on eligible claims.

Which of my accounts will be used to pay claims?

Paper claims will automatically be paid out of the most applicable account. For claims paid online, members can choose which account they would like to use to pay a claim.

What happens if I can't pay a claim?

If an account does not have sufficient funds to cover a claim, the claim will be denied as exceeding elections. HealthEquity will only approve and pay what is possible given the balance of an account.

How can I change or modify my provider?

Members can set up "Pay My Provider" through the member portal. For integrated claims, members have the opportunity to update billing information for their provider during the payment request process.

Does HealthEquity pay future claims?

Medical claims with future dates are not supported, and will be denied for services not rendered. The date of service for medical claims must be in the past.

Dependent Care (DCFSA, also known as DCAP) claims can be submitted for future dates up to the election amount and should be scheduled. Due dates may be chosen and if no date chosen during submission, HealthEquity will update the due date and schedule out any portions that have service dates in the future (provided claim is approved). Reimbursement prior to the completion of services is not allowed. Finally, if current deposits are less than claim amount, the current balance will pay and the remainder will be approved pending until future deposits become available up to the election amount if applicable.

Can I submit a manual claim if I have enabled claims crossover or autopay?

To avoid duplicate claims, HealthEquity does not allow manual claims submission on accounts with claims crossover or autopay. In certain cases, members may be able to submit manual claims for certain specified expense types.

If I have multiple accounts, which account will the claim be processed from when I submit a claim?

When submitting claims on the member portal, members must specify the account to process from; claims cannot be submitted for more than the available balance in the account.

I have an HRA/FSA. Will my dependents be transitioned?

HRA/FSA members will need to enter their dependents through the member portal.

Will I need to re-upload records or receipts to the HealthEquity portal?

Yes. If you have uploaded any records or receipts saved to the Further portal under the “My Records and Receipts” section in anticipation of submitting at a later date for reimbursement, you will need to download these documents and upload them to the “Receipts and Documentation” section of the HealthEquity portal.

Cash and Investments

What will happen with my cash balance?

Once the transfer to HealthEquity is complete, your HSA cash balance will be allocated as noted below based on your current Further HSA program:

Further Select HSA — to an interest-bearing account at a federally insured bank, credit union, or similar financial institution; eligible for insurance by the FDIC or NCUA.

Further Premium HSA, Further Value HSA, Basic Saver, and Free Saver — to an interest-bearing group annuity contract issued by participating insurance partners (the “Group Annuity Contract”). This HealthEquity “Enhanced Rates” option consists of interest-bearing group annuity contracts issued by participating insurance companies for your HSA cash balance. Principal and interest are subject to risk of loss and not covered by deposit insurance. Interest rates are subject to change.

Please refer to the Cash Supplement to the Health Savings Account Custodial Agreement for your HSA (included in your Card Package) for additional information.

What is the interest rate paid on my cash balance?

After logging in to the HealthEquity member portal, go to “Interest Rates” on the right side of the page. You will be able to view your interest rate on the “Interest Rates” page.

Can I move my cash balance from the Group Annuity Contract to a federally insured option?

Yes. If you do not want your HSA cash balance to be allocated to the Group Annuity Contract, you may choose to have your cash balance allocated in a federally insured option. You may make this election at any time after your HSA transitions to the HealthEquity HSA portal.

What will happen with my investments?

It is important to note that new contributions to your account will not be invested until you have set up your target allocations and indicated your investment preferences. If you have an investment account, your HSA assets that are invested in funds on the Further portal will be transferred to the HealthEquity portal as noted below:

Continuing Funds: All funds available through the Further investment portal will continue to be available through the HealthEquity HSA portal, other than the funds noted below under the headings “Freezing Funds” and “Closed to New Investment Funds”. Amounts invested in the Continuing Funds will transfer in-kind to the HealthEquity portal.

Freezing Funds: The Schwab Government Money Investor Shares (SNVXX) fund on the Further investment portal will be transferred in-kind to the HealthEquity HSA portal; however, SNVXX will be closed to new investment beyond the amounts invested in this fund before the blackout period (described above). This means that you will not be able to invest new amounts in this fund after the blackout period starts. You will not be able to invest new amounts in this fund after the transition and may sell your investment in SNVXX at any time following the transition to the HealthEquity HSA portal.

Please note: SNVXX is not intended for use as a long-term investment option. As such, SNVXX will no longer be available on the HealthEquity HSA portal 60 days after your Transition Date. Any remaining SNVXX shares in your investment account at that time will be liquidated, with the resulting proceeds placed into a default HSA cash option.

Closed to New Investment Funds: These funds were previously frozen for any new investment on the Further investment portal. Amounts invested in Closed to New Investment Funds will be transferred in-kind to the HealthEquity portal. This means that you will not be able to invest new amounts in these funds. You will not be able to invest new amounts in these funds after the transfer and may liquidate these funds at any time following the transition to the HealthEquity HSA portal.

*Investments are subject to risk, including the possible loss of the principal invested and are not FDIC or NCUA insured, or guaranteed by HealthEquity, Inc. HSA holders may select mutual funds for investment through the HealthEquity investment platform but HealthEquity, Inc. does not provide investment advice. HealthEquity Advisors, LLC, a wholly owned subsidiary of HealthEquity, Inc. and an SEC-registered investment adviser, provides web-based investment advice to HSA holders that subscribe for its services (minimum thresholds and additional fees apply). Registration does not imply endorsement by any state or agency and does not imply a level of skill, education, or training. Investing may not be suitable for everyone. You should carefully consider the investment objectives, risks, charges, and expenses of any mutual fund before investing. A prospectus and, if available, a summary prospectus containing this, and other important information can be obtained by visiting the fund sponsor's website. Please read the prospectus carefully before investing. HealthEquity does not provide legal, tax or financial advice. Always consult a professional when making life changing decisions.

Will my investment fees change after the transfer to the HealthEquity portal?

Investments on the HealthEquity portal will be subject to investment fees (expense ratios) charged by the mutual funds (the same as your Further HSA investments), plus a monthly investment administration fee equal to 0.03% of your average daily investment balance (capped at \$10.00 per month). In addition, your HSA has access to investment advisory services available from HealthEquity Advisors, LLC, you will be charged a separate monthly fee of 0.05% of your average daily advised balance (capped at \$15.00 per month). HealthEquity does not provide investment advice, HealthEquity Advisors, LLC does. If you were previously billed in advance for certain investment fees, following the transition to the HealthEquity HSA portal, your HealthEquity HSA default cash option will be credited with the pro-rata portion of any excess fees previously billed.*

Portal — Member

Who is able to update a Health Savings Account member's profile data?

Because HSA members own their accounts, only members are able to update their profile information. When members update their profile, they should communicate their changes to their employer so that the employer may update their own records.

Can I access the HealthEquity Portal through SSO from my health plan portal?

Yes — members can access the HealthEquity member portal through SSO from the health plan portal, but members will be required to register and create a username and password before their first access to HealthEquity.

Will my investment information be available directly on the HealthEquity Portal?

Yes — HealthEquity member investment information is integrated into the site and consists of a robust set of tools.

Mobile

Can I manage investments from the mobile app?

Yes — members can fully manage their investments from the HealthEquity mobile app.

Does HealthEquity's mobile app have the same functionality as the web portal?

HealthEquity's mobile app matches the full functionality of the member portal, including investment information.

* Basic cash option is a federally insured option for your HSA cash balance. Cash funds are held in an FDIC- or NCUA-insured institution and are eligible for deposit insurance, subject to applicable requirements and limitations. Interest rates are subject to change.

** Enhanced Rates option consists of interest-bearing group annuity contracts issued by participating insurance companies for your HSA cash balance. Principal and interest are subject to risk of loss and not covered by deposit insurance. Interest rates are subject to change.

Operations, Plan Design, Service Model Changes

I was part of the Further's Plan Change program. Will that be available on HealthEquity?

HealthEquity offers two cash placement options to optimize your HSA cash balances, Basic or Enhanced.* **

Our Enhanced Rates option offers potentially higher interest rates compared to our Basic Rates option. For a complete breakdown of potential interest rate schedule for the Enhanced Rate option, please refer to your member transition website.

Once transferred, members with HSAs can select their cash option preferences with either our Enhanced Rate or Basic Rate offerings as soon as they have their portal credentials.

After you log in, go to "Interest Rates" on the right side of the page. From the "Interest Rates" page, you will be able to select your preferred rate option. You may change your preferred rate option at any time and at no cost.

If you participated in Further's Plan Change program, which allowed you to move to the HSA plan type of your choice, (with corresponding interest rates and administrative fees), you will be automatically moved back to your employer's default interest option.

No action is required by you at this time.

Unlike Further's Plan Change program, HealthEquity's Enhanced Rate option does not require an additional fee. Once your account has fully transitioned to HealthEquity, you will no longer be charged monthly to access this increased interest rate option.

*This card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa 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.

Will expiring Further debit cards be reissued?

For Further debit cards expiring within 45 days prior to your Transition Date, no new card will be issued. If a member's Further debit card is expiring more than 45 days prior to your Transition Date, Further will automatically reissue a new card to the mailing address on file.

Will new hires receive a Further debit card?

For new hires whose Further benefits for the current plan year begin within 45 days prior to your Transition Date, Further debit cards will not be issued. Instead, members may choose to pay for eligible medical expenses out-of-pocket and submit a claim for reimbursement.

Will my Lost/Stolen Further debit card be reissued?

Further will continue to issue new cards in Lost/Stolen situations until 10 days prior to your Transition Date. At that point, cards can be marked as Lost/Stolen, but no new card will be issued.

I haven't received my HealthEquity Card Package. What should I do?

If you do not receive your Card Package prior to two weeks before the transition, please contact the HealthEquity Member Services team at 844.351.6856.

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This way to  **remarkable**