

Flexible Spending Account (FSA)

Login Site:

MyAccounts.hsabank.com



GETTING STARTED WITH YOUR FSA



To register your online account, go to MyAccounts.hsabank.com, click on "Create your new username and password," and follow the prompts.

After you have set up your account, you can access your account online through our Benefits Administration Platform.

- Robert Half, Protiviti and Full-Time Engagement Professionals: <https://EnrollMyRHBenefits.com>

Here you can view current balance information, set up or update your profile, review account activity and manage your healthcare expenses.



Your HSA Bank Visa® Health Benefits Debit Card will arrive in a separate mailing. You can use your card to pay for IRS-qualified medical expenses eligible under Robert Half's plan. Remember to save your receipts in the event HSA Bank needs to validate or substantiate the eligibility of the expense.



To order a second, free HSA Bank Visa® Health Benefits Debit Card for an eligible dependent (such as your spouse), simply add them as a dependent on the Member Website. To do so, navigate to Accounts, click Profile Summary, Add Dependent¹, fill out the information for your dependent and click Submit.



Go Paperless! We encourage you to elect to receive statements, notifications and alerts electronically by providing your email address or mobile phone number. The Statements & Notifications Preferences page on the Member Website outlines all the documents and notifications available.

NEED ADDITIONAL ASSISTANCE?



At HSA Bank, we are committed to providing you with superior service. That's why we offer live phone support 24 hours a day, seven days a week. Simply call 833-228-9354 to speak with a representative.





FAQS FOR THE NEW MEMBER

How is a plan year defined for an FSA?

FSAs have a start date and an end date, and the time in between is called the plan year. Expenses must be incurred during the plan year. Claim eligibility is based on the date of service of the expense, regardless of when you are billed, charged, or when you paid for the service.

Can I change my election or stop contributing money to my FSA at any time during the plan year?

IRS regulations state once you have enrolled in an FSA, you cannot change your election amount unless you have a qualifying life event such as marriage, divorce, birth or adoption of a child, death of a spouse or child, or a change in your or your spouse's employment. For more information on life events, please visit: www.robberthalfbenefits.com. You may not reduce your election to an amount less than either your year-to-date reimbursements or your year-to-date FSA contributions.

What is an eligible expense under the traditional healthcare FSA?

Healthcare FSAs may only be used as reimbursement for IRS-qualified medical expenses as defined by Section 213(d) of the Internal Revenue Code (IRC) and your plan document. Some examples of IRC 213(d) expenses include:

- Deductibles, copays, and coinsurance
- Eye exams, eyeglasses, and contact lenses
- LASIK surgery for vision correction
- Hearing exams and hearing aids
- Lab fees
- Chiropractic treatment
- Dental and orthodontic care

Please be sure to review your Summary Plan Description for details specific to your plan.

May I use my FSA to get reimbursed for IRS-qualified medical expenses my spouse or dependent children incur, even if they are not covered under my medical plan?

Yes, if the expenses are eligible under your FSA.

Do my FSA dollars expire?

Yes, if you don't use your FSA dollars within the plan year, they will expire. Your plan offers a 90 day run-out period, which gives you extra time in the new plan year to file claims for expenses incurred in the previous plan year. Since your plan year ends on December 31, you have until March 31 of the following year to file claims.

Does my FSA have a Grace Period?

No. All expenses must occur before the end of the plan year.

What am I required to submit along with a reimbursement request form?

You may be required to submit any itemized receipts and other supporting documentation for all of your FSA expenses. It is recommended you maintain the following documentation:

- The Explanation of Benefits (EOB) statement from your medical, dental, or vision plan.
- An itemized receipt or bill of service including provider or merchant name, patient's name, description of services/products, original date of service, and patient's portion of the charge. Credit card receipts, canceled checks, and balance forward statements do not meet the requirements for acceptable documentation.
- A Medical Necessity Form completed by a medical, vision, or dental provider (required in some cases).
- HSA Bank will apply future claims reimbursement funds to any unsubstantiated claims until the claim is paid in full. Any claims that are unsubstantiated six months after the end of the plan year will be taxed.

Can I set up direct deposit for receiving my reimbursements?

Yes, you can receive your reimbursements more quickly by signing up online for direct deposit to your external, personal checking or savings account. On the Accounts tab, Banking/Cards page, click on "Add Bank Account", enter your bank account information, and click Submit.

How often are reimbursements made?

Claims are processed on a daily basis. Once your claim has been processed and approved, payment will be issued to you via check or direct deposit. If you elect to receive a check, please allow extra time for delivery through the postal service.

Does HSA Bank have a mobile app??

Yes, HSA Bank Mobile offers real-time access for all your account needs – like checking account balances, filing claims, and tracking expenses – 24 hours a day, seven days a week. Download it today at Google Play or the App Store.

1. Dependents must be over the age of 18 years for a card to be issued.

2. While the HSA Mobile app is free to download, message and data rates may apply. Check with your mobile services provider for any charges that may apply for data usage on your mobile device. Please refer to the Online Services Agreement for further details regarding HSA Bank Mobile banking services.