

Frequently asked questions regarding HSA accounts

1. What is an HSA account?

HSA stands for health savings account. It is a special account that is owned by an individual that is used to pay for medical expenses. They were first created in Medicare Legislation signed into law by President Bush on December 8, 2003. It also allows you to save for future qualified medical health expenses on a tax-free basis. To qualify you must be covered by a high deductible health plan. You own and you control the money in your account.

2. How do I access my HSA account if I have a problem or want to check what has been submitted?

There are several ways you can access your account. One is by calling the toll-free number on your card -- 1-800-357-6246. Another way to access your account is online by going to their website at: <http://www.hsabank.com>. Once at the website you will click on the login button. If you don't already have an account the window below the login button will allow you to create your own account with your own personal password and user identification name. You will be able to view charges to your HSA once you have an open account to better keep track of what has been processed in regards to your medical expenses. You will also receive a hard copy in the mail. With the online service you can also set up e-mail notifications when your account reaches certain balances. It is also helpful to keep track of any of your fees this way as they are also listed with your account information.

3. How does my HSA account work with my Blue Cross card?

You should always use your Blue Cross card first. The reason for this is your HSA account cannot be accessed by Blue Cross. There is no communication between the two. The only way Blue Cross knows that an expense is being credited against your deductible is by using the Blue Cross card first. If your deductible hasn't been met then your provider should ask you for your HSA card to make payment. Once your deductible is met then Blue Cross will be the only card you use.

4. Are there any fees I should know about?

Yes you have a monthly maintenance fee for your HSA account. If you purchase checks from HSA Bank there is also a fee for purchasing those items. Using your HSA card as a debit card will result in a fee for each use. To avoid the check and debit card fees only use your HSA card as a Visa credit card.

5. What is the best way I can access the funds in my HSA account?

Using the HSA card as a Visa credit card.

6. How do I use this insurance and know what providers accept it?

Your Flex Blue Plan can be used with any Blue Cross provider. So in essence if your doctor, pharmacy, or hospital participates with Blue Cross Blue Shield of Michigan they should take your Flex Blue Plan. Provider information can be found on the Blue Cross Blue Shield website at: <http://www.bcbsm.com> or by contacting them at their toll-free number 1-800-258-8000. You should present your Blue Cross card first each time you need to access your insurance. This will serve two purposes. First, it lets Blue Cross know what to apply to your deductible. Second, Blue Cross has set fees for any of their participants allowing you a lower rate which would then be applied to your deductible. By not presenting the card first there is no way to let Blue Cross know what you have used in your HSA account or for your provider to know what to charge you for the service.

7. Do I need to save my receipts?

Yes you should always save your receipts. Errors do occur and you want to be sure that you have proof that the service you used was allowable under your insurance policy or if it wasn't posted accurately. Also if you are ever audited by the IRS it shows them that you had an allowable expense under your HSA account.

8. What medical expenses can I use my account for and what should I avoid?

Review your Blue Cross coverage. Those are the services that you want to charge to your account. They will include things like doctor's appointments, labs and prescriptions. While it is allowable to use your HSA account for other medical expenses by law it will not spend down your deductible. So best practice would be unless you plan on putting extra money in your account and keep it separate in your accounting use it as you would have your Blue Cross card for those type of expenses.

9. What happens if I spend all the money in my HSA account?

The deductible amount that was put in by Genesee County Community Mental Health does not include your monthly maintenance fees. You will need to ensure that you have enough money in your account to cover the

maintenance fee and any others you may incur if you decide to purchase checks or use your card as a debit card. ***Never let your account go to a zero balance because it will close.*** There would be a fee for reopening your account and agency cannot add money in it following year if your account is closed. To avoid this you may write a check to HSA Bank with a letter of explanation indicating that you would like to deposit this money in your account. The small amount, for example \$20 plus your monthly maintenance fees will ensure your account stays open and you will have access.

10. Can I use Medco and if so how do I access it?

Yes you can use Medco services for mail order prescriptions. You would contact them first with your insurance information from both of your cards. They would then process your order and mail them as usual.