BenefitWallet™
A Xerox Solution

HSA Quick Start Guide

Introduction

Welcome to HSA Quick Start, a service for rapid implementation of our HSA product for your workforce. HSA Quick Start allows employers to implement an HSA program in approximately seven business days or less. Thank you for considering BenefitWallet for your health care savings needs.

We pride ourselves on our expertise in configuring our product for you and have successfully enrolled and activated accounts with over 26,000 employers and 1.2 million members across the nation.

HSA Quick Start is focused on small and medium-sized employers that work directly with us and anticipate less than 150 HSA accounts. If you are a client of one of our partner health plans or anticipate more than 150 total HSAs please contact the Employer Support Team at 1-866-712-4551 or by emailing HSAEmployerSetup@mybenefitwallet.com. Otherwise, please continue on with the instructions contained in this guide.

Employer Support Team

At the heart of HSA Quick Start is our Employer Support Team and technology solution. We have designated HSA representatives that make up our Employer Support Team. This team is a group of our most experienced HSA-dedicated experts whose sole focus is to support you, the employer.

Initially, the role of the HSA Employer Support Team is to provide hands-on guidance to you and your employees through the implementation process. You can contact them at any time for assistance between the hours of 8 am and 8 pm Eastern Time by calling 1-866-712-4551 or by emailing HSAEmployerSetup@hsamember.com.

Implementation Steps

Our goal is to make this process easy for you. So during implementation, we are available to guide you through an automated process to access BenefitWallet. The following are the implementation steps of HSA Quick Start:

Step 1: Employer Setup

Step 2: Employer Activation and Notification

Step 3: Employer Login and Employee Enrollment

Step 4: Employee Account Activation

Step 5: Funding

Note that completion of these steps is dependent upon the timely actions of both employers and employees.

Step 1: Employer Setup

The first step is to establish the employer on our system.

The employer setup process begins when you decide to offer an HSA-qualified health plan to your employees. Our process is not dependent on your insurance carrier and can work with the carrier of your choosing.

The employer setup process enables you to provide basic information to establish an employer account. Through step two, you will obtain login information for the employer website. The process is designed to be streamlined, convenient, automated and, most importantly, secure. We provide ongoing employer support through our HSA Employer Support Team and our website.

The Quick Start Employer Setup Form is the key to establishing your group on our system. This is a short form that you will complete and submit to us via e-mail or fax. The form, including submission instructions, is included in this document.

Quick Start Employer Setup Form

The form has two primary sections. The first section collects profile information about the employer. This section enables you to identify authorized individuals on your team to work with the HSA program. The second section provides us with important information about the HSA-compatible health plan that allows us to determine which payroll mechanism will work best for your team. To get started, complete the required sections on the Quick Start Employer Setup form and submit to the Employer Support team by email (HSAEmployerSetup@mybenefitwallet.com) or fax (1-201-633-0134). The Employer Support team can generally set up your employer account and respond to you within two business days provided that they receive the Quick Start form prior to 4:00 pm Eastern Time on any business day.

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Step 2: Employer Activation and Notification

Within two business days after we receive the Quick Start Employer Setup Form we will complete the employer activation and send three emails to the payroll contact listed on the form. The three emails include:

Email 1-Welcome email: The welcome email confirming the group set-up is complete as well as instructions on how to;

- access the employer web site
- use Payroll on the Web (POW!) for contributing to your employees' HSAs
- use the online web reporting
- find additional training and user guides

Email 2-Employer authentication email: This email provides information on how you can designate additional authorized employer contacts for our team to assist with day-to-day questions.

Email 3-HSA funding instructions and temporary password email: This email provides HSA funding instructions and your temporary Web password for the employer website.

With this information in hand, you are ready to access the website.

Step 3: Employer Login and Employee Enrollment

The third step starts with you logging on to our web site and submitting HSA enrollment information for each new member. This is a completely automated, streamlined and secure process, with no file development of any type required.

You will begin by following the instructions to log on to the employer website that you received in Step 2, Employer Activation and Notification. If you have questions or problems logging on, please contact our Employer Support Team at 1-866-712-4551.

Through our Group Online Enrollment tool, you can easily upload enrollment information for employees who are eligible for an HSA. No additional forms are required. After you log on to the web site click the Group Online Enrollment tab to access the enrollment spreadsheet. Populate the spreadsheet with the enrollment data, click the icon to save the enrollment information as a text file and then upload the file. Please note that employees will be required to activate their HSAs after you upload enrollment information.

Upon submission of the enrollment information, we validate the information immediately and report back any errors with a pop up window. If there are any errors, please correct them and re-load the corrected enrollment information.

Note that an alternative approach to submitting enrollment information is to submit one-by-one enrollments by selecting “Enroll an Individual Employee”. This is best suited for employers with very few enrollments. This is approach can also be used to add new members throughout the year.

We will set up an HSA for each employee sent through the Group Online Enrollment tool. Enrollment information submitted prior to 4:00 pm Eastern Time will be posted that same evening.

Enrollments successfully loaded will display on Web Reporting and Payroll on the Web within one business day.

You may review the attached Group Online Enrollment User Guide that provides a comprehensive overview of how the tool works. This guide is also available on the Online Group Enrollment tab located on the employer website.

Group Online Enrollment User Guide

Step 4: Employee Account Activation

Employees are typically able to begin activating their HSAs the day after they have been entered through the Group Online Enrollment tool. It is very important that you communicate to employees about account activation since you, the employer, cannot fund an account until after it is open. There are no fees for employees to open their accounts.

Standard Account Opening Process

We recommend activation through the electronic signature process. Direct your employees to www.mybenefitwallet.com and click on First Time User in the upper right corner of the screen. Your employees will be guided through the e-signature process. When an employee completes the e-signature process they agree to the terms and conditions of the account and activate their account.

At the same time, we mail a welcome letter to each member. This includes the same banking information that displays online during the electronic signature process. The welcome letter explains the e-signature process and provides a master signature card. Employees do not need to wait for the welcome letter to activate their account since they can access the e-signature option the first business day after we receive enrollment from you.

Debit Card and Check Book

A complimentary debit card is mailed to the address on file within 5 to 7 business days to all account holders as part of the standard account opening process described above.

A PIN is mailed a few business days later. For security purposes, the debit card and PIN are mailed separately in plain white envelopes. Additional debit cards may be ordered through our website or customer service center with the second debit issued free of charge.

A checkbook is available to all members who submit a Master Signature Card. The checkbook is mailed in a plain white envelope within 5 to 7 business days after the Master Signature Card is processed. A Master Signature Card is provided with the welcome letter. In addition, members can log on to our site and download a personalized master signature card. The first checkbook is free of charge.

Step 5: Funding

You will be able to log on to the employer site at any time to see which employees have opened their HSAs and which have not. You can follow up with employees who did not open their accounts. We will also send two reminder letters to employees to open their accounts.

It is very important to note that accounts can only be funded after the health plan effective date entered during employee enrollment. IRS regulations do not permit funding to occur until the health plan year begins; otherwise, the member is subject to a penalty. If your health plan year has not yet started, you will need to wait to complete step 5 until that time.

Payroll on the Web

You will use “Payroll on the Web” as the primary funding tool to deposit pre-tax employee or employer contributions to your employee’s Health Savings Accounts. This innovative service enables employers to provide HSA contributions online at any time.

Payroll on the Web is simple to use, secure and an integral part of BenefitWallet’s fully automated funding process. Payroll on the Web is fast – funding submitted on any business day by 4 pm Eastern Time will post that same evening.

Funding requires two items from the employer. First, funds are submitted by an employer in a lump sum by ACH, wire or check. Second, the employer provides instructions through the employer website telling us how to distribute those funds to each member’s account.

If you prefer, you can send contributions via ACH Direct Deposit and members can contribute directly to their accounts on an after tax basis using our account transfer process or traditional deposit slip.

Extensive online reporting, reflecting the status of all funding instructions, is available overnight.

For more detailed information on Payroll on the Web, please visit the full demonstration available at http://www.brainshark.com/acs-inc/Payroll_on_the_web

Fees

We offer a bundled fee structure which includes free check writing and debit card usage:

- Account setup fee: $0.00
- Monthly maintenance fee: $0 per account for checking account balances in excess of $1,000 and $3.50 per account per month for an account with an average monthly account balance under $1,000

The monthly maintenance fee may be paid by the employer or deducted directly from each member's HSA. If you are interested in paying the fees on behalf of your employees, please call the Employer Support Team at 866-712-4551 for further assistance.

Contact Information

Employer Support Team

Phone: 1-866-712-4551

E-Mail: HSAEmployerSetup@mybenefitwallet.com

Fax: 1-201-633-0134

Hours of Operation: 8:00 am – 8:00 pm Eastern Time, Monday – Friday

BenefitWallet Service Center for Members

Phone: 1-877-472-4200

TDD: 1-800-833-8334

Hours of Operation: 8:00 am – 11:00 pm Eastern Time, Monday – Friday

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