

# What's New With Blue Solutions® Spending Accounts?



Exciting things have been happening with the Independence Blue Solutions Spending Account products that will enhance our customers' and members' experience.

## Enhanced Customer/broker support materials

Spending account information is available via our online platforms, ROAM Resource Center and Broker Forms Online. New materials include:

- Health Spending Account (HSA) FAQs to answer questions regarding setup, managing the HSA, and Bank of America® investments
- Customizable HSA presentations
- Guides that provide support to our customers regarding contributions and reporting capabilities.
- Simplified HRA and HSA setup applications
  - HSA can generally be added through ROAM, with no paper form necessary

---

Blue Solutions HSA and HRA products are completely integrated with our medical plans, have no monthly administrative fees, and provide a great experience and value for customers.

---

## Enhanced member support materials

Updated materials available through the member portal, including:

- Enhanced support with “Ask IBX”, the online virtual assistant tool that answers to common members questions regarding spending accounts.
- Updated spending account overview guides, with new “How to” documents that provide step-by-step instructions on spending account-related activities.
  - Available in the member portal resource center and IBX App.

---

The IBX spending account customer service team is specially trained to answer member questions, available via the phone number on the back of the medical ID cards.

---



## More value and added features make our spending accounts a great choice!

Our Blue Solutions spending accounts provide customers the opportunity to lower their healthcare costs and provide their employees with high quality health care coverage.

### Employer Benefits Include:

- Easy account maintenance
- Simple contribution and reporting process
- Employer HSA Employer Contribution Help Desk to support our group leaders
- No monthly administrative fees for small market employers or employees

### Members Benefits Include:

- Quick access to account balance and claim information on the free IBX mobile app
- Claims integration that provides a superior spending account experience
- A spending account Visa® debit card with options to add cards for dependents at no extra no cost
- An integrated customer service experience

---

Our market-leading HSA from Bank of America® is integrated with our products and services to streamline the employee experience while helping employees maximize the value of their health care dollars.

---



Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

**BROKER**  
COMMUNICATION