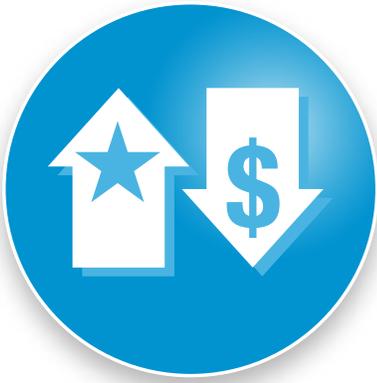




Health Savings Account (HSA) Quick-Start Guide

For Blue Solutions® customers

Independence 



Let's get started!

This guide is for Independence Blue Cross (Independence) Blue Solutions® customers who have selected a qualified high deductible health plan for their employees and who will be making contributions (employer dollars and/or employee-payroll based contributions) to their employees' Bank of America health savings account (HSA).*

This guide explains when and how to set up and manage your group's HSA. This may be especially helpful if you are contributing to an HSA for the first time, as some of the steps can only be completed once the plan year has started. It also provides answers to some frequently asked questions, as well as a list of helpful contacts and online resources on page 9.

This guide is meant to provide a simplified walkthrough of the HSA setup, after the effective date of your new plan year.

Quick-start checklist

Here are the things you will need to do to set up and manage your group's HSA account. More detailed instructions for each step can be found on the pages that follow.

Before the start of the plan year:

- Briefly review this guide so you understand the steps you will need to take after your new plan year begins.

After the start of the plan year, set up your group account on ibxpress.com:

- Ensure you have access to the group portal (pg. 2)
- Ensure you have access to the spending account portal (pg. 2)
- Complete employer HSA banking information (pg. 3)
- Confirm employee accounts (pg. 5)
- Complete contribution information (pg. 5)

Throughout the plan year:

- Monitor your contributions (pg. 7)
- Update contributions as needed (pg. 8)

*Independence Blue Cross does not offer banking, investment, or financial services. HSA funds are maintained in accounts under custody of Bank of America, N.A., a separate company that does not offer Blue Cross and/or Blue Shield products or services. Bank of America, N.A. is not affiliated with Independence Blue Cross.

The information in this guide is not intended to provide legal or tax advice. You should consult with your own legal and/or tax advisor regarding health savings accounts.

Setting up your account on ibxpress.com

Accessing account management tools

As a group administrator or business owner, you can use our group portal, ibxpress.com, to manage your group's account. With ibxpress.com, transactions are quick, easy, and secure. If you are new to Independence or did not already have administrative access, you will receive an email near the start of the plan year with your login and temporary password.

If you do not have access to the group portal or have questions, please contact your Independence account executive, consultant, or broker.

Accessing spending accounts

Spending accounts require an additional level of access that is activated on the first day of the new plan year. At the start of the plan year, you can confirm that you have access by logging into www.ibxpress.com, going to the *Account Profile* tab, and selecting *Profile Settings*. The table lists your groups and your role. You should see the word "Access" under the *Spending Accounts* column.

If you do not have access to spending accounts, please contact your Independence account executive, consultant, or broker.

Accessing spending account links

Once you have access, spending account links are available from the *Assist Employees* tab. As illustrated on the next page, you can complete all HSA-related activities from the *Assist Employees* ❶ tab in the *Spending Account Resources* ❷ area, the *Upload HSA Files & Review Status* ❸, and the *Reports* ❹ links.

Completing employer HSA banking information

You need to tell Bank of America from which account you will be making HSA contributions. (Bank of America uses ACH Debit for funding.) The amount withdrawn from the account will be the total of all your contributions. You only need to enter your banking information once, but you need to do this *before* you enter your contribution information.

Note: If your bank uses ACH filtering (most do), you need to provide your bank with the company ID “1521523496” before you set up your bank account information. If you do not provide this information, the Bank of America request will be rejected by your bank.

Entering your banking information:

1. Log in to www.ibxpress.com and click on the *Assist Employees* ❶ tab.
2. Select *Upload HSA Files & Review Status* ❸. This will open the *Files* landing page.
3. Click on the *Contribution* tab. This will open the *Schedule and Bank Information* page.
4. Click on the *Bank Information* tab.
5. Select the *Setup/edit* link.
6. Enter your bank account information.
7. Click *Submit*; another question will appear asking if it is okay to change the bank account for any future schedules. Select *Yes*, as no active schedules have been created.

Assist Employees

Employer Home / Assist Employees

- Request ID Card
- Benefit Booklets
- Member Resource Guide
- Manage Elections, Deposits & Contributions
- Accounts at a Glance
- Upload HSA Files & Review Status
- Reports
- Eligible Expenses
- Vision Claim Form
- Eyewear Repair & Replacement Policies
- Find a Provider
- Find an Eye Care Provider
- Hospital Quality Measures

Assist Employees

Help employees better manage their health with these online tools.

Employee Resources

Request ID Card

Request replacement ID cards for employees or their dependents.

Benefit Booklets

Access benefit booklets for your employees.

Member Resource Guide

2

Spending Account Resources

Manage Elections, Deposits & Contributions

Accounts at a Glance

Access reports on claims activity, total contributions and distributions and account balances.

Upload HSA Files & Review Status

Reports

Access reports on claims activity, total contributions and distributions and account balances.

Eligible Expenses

Quick Resources

View Benefit Booklets

Add Employee

Find Employee

Change Your Password

Request ID Card

Enrollments in Process

Contact Numbers

Employer Processing Guidelines

3

Upload HSA Files & Review Status

4

Reports

Access reports on claims activity, total contributions and distributions and account balances.

Confirming employee accounts

Before you can make contributions, there must be accounts open to receive the contributions. The timing of this depends upon a couple of factors. You can confirm employee accounts openings at the start of the plan year by running the HSA Applications Not Complete report. This report lists everyone who has started the account opening process (automatic or manual) but who has not yet been approved.

Running the *HSA Applications Not Complete* report:

1. Log in to ibxpress.com and click on the *Assist Employees* **1** tab.
2. Select *Reports* **4**. This will open the Reports landing page.
3. Select the *HSA Applications Not Complete* report from the *Account Maintenance* column.
4. Choose parameters if needed (typically not applicable for a new offering) and click *Submit*.
5. Refresh the page by clicking on the Reports tab again and the report will appear.

Completing contribution information (manual “key-in” option)

The easiest way to enter one-time and scheduled contributions is manually. This is the most common approach for Blue Solutions customers. There is also a file-upload option for larger customers. This option is explained in the *HSA Contribution Guide* available online at www.ibx.com/employer_resources.

If you are not sure which approach will work best for you or have questions, call the HSA Employer Contribution Help Desk at 1-877-959-4161.

Setting up manual contributions:

1. Log in to ibxpress.com and click on the *Assist Employees* **1** tab
2. Select *Upload HSA Files & Review Status* **3**. This will open the *Files* landing page.
3. Navigate to the *Contribution* tab. This will open a blank contribution schedule.

How to create a contribution schedule:

1. Select the *Add a New Schedule* button.
2. Select *HSA* in the account field.
3. Choose a transfer schedule for the contribution frequency needed (e.g., one time, every 2 weeks, weekly, monthly last day, monthly same date (also for semi-monthly)).

4. Select "W" in the *Pay Cycle* field.
5. In the *Initial Transfer Date* field, enter the date you want the funds to be withdrawn from your company's bank account. The *Initial Transfer Date* cannot be the current date. (Note: This is "Day 0" of the first contribution/ the date that the ACH schedule will be initiated. If this date falls on a weekend, the schedule will be initiated on the next business day.)

Day 0	Thurs 1/19	Scheduled contribution (via the key-in option) is posted and validated.*
Day 1	Fri 1/20	
Day 2	Mon 1/23	
Day 3	Tues 1/24	Posting of contribution amount.
Day 4	Wed 1/25	Contribution visible to employee on website with the 1/24 posting date.

You will need to consider the timetable outlined above when determining the contribution dates. ACH transfers are initiated once daily at 2 p.m. Eastern Standard Time. A transfer will be initiated for any contributions you have saved in the system at that time.

6. Enter the date to end the recurring contribution schedule, in the *Schedule End Date* field. This is Day 0 of your final contribution. The *Schedule End Date* year cannot exceed the year 2099.

How to key-in contributions:

- The system automatically pre-populates with eligible members.
1. Enter contribution information for each employee. The same deposit amount can be applied to all. Employees of the group or amounts can vary for each employee.
 2. Click *Continue* and go to the *Confirm Contributions* screen.
 3. Review the entries and click *Save*. Review any items in red and correct.

Congratulations, you have now completed the Bank of America HSA implementation activities!

Ongoing Activities

**HSA employer
contribution help desk:**
1-877-959-4161

Monitoring your contributions

Monitoring the status of ACH transfers:

1. Log in to ibxpress.com and click on the *Assist Employees* **1** tab.
2. Select *Upload HSA Files & Review Status* **3**. This will open the *Files* landing page.
3. Navigate to the *Contribution* tab.
4. Go to bottom of the *Contributions* page where the contribution schedule is listed under Active or Archive schedules.
5. Locate the updated status under the *Last Status* column.

Possible ACH statuses are shown below:

- **Created:** Appears on Day 0, schedule is created
- **Scheduled:** Appears on Day 0, after the ACH is scheduled
- **Requested:** Appears on Day 0, the ACH is requested
- **Ready to Post:** Appears on Day 3
- **Sent for Posting:** Appears once monies are sent for posting to members' accounts, end of business Day 3
- **Posted:** Indicates the ACH contributions have successfully posted to the members' accounts
- **Deactivated:** Indicates that a user has cancelled the funding schedule
- **Rejected or Reject/Fail:** The ACH transaction failed. Possible reasons for rejection include, but are not limited to, blocking filter, insufficient funds, improper formatting of ACH, and incorrect bank account information.
If your transaction shows a "Rejected" status, you are advised to correct the issues with your financial institution, create a new contribution using this procedure, and save it for the Key-In scheduled processing going forward.
- **Closed:** The schedule did not process due to reasons not related to the ACH. Please contact the HSA Contribution Help Desk at 1-877-959-4161 for assistance.

The HSA Benefit Summary Report

The HSA Benefit Summary Report enables you to view employees' year-to-date pre-tax deposits (through payroll deductions) plus any employer contributions posted to the members' accounts through the secure online file upload process. This report does NOT display amounts contributed by the members directly through post-tax direct contributions from rollovers from other financial institutions, member-direct deposits (online request or by check), or through interest earned on the account.

Accessing the HSA Benefit Summary Report:

1. Log in to ibxpress.com and click on the *Assist Employees* **1** tab.
2. Select *Upload HSA Files & Review Status* **3**. This will open the *Files* landing page.
3. Select the *HSA Benefit Summary Report* from the Participants column.
4. Choose parameters if needed and click on *Submit*.
5. The report appears on the *Reports* page within a minute or two.

You can also use this report to verify that an employee has an open and active HSA prior to attempting to deposit funds into the account, or to view and verify all of their employees' open member accounts at the beginning of the plan year before attempting to process the payroll or employer contribution files.

Updating contributions

You may want to update contributions based upon a change in an employee's status or other factors, or you may want to add/replace a schedule.

Updating existing contributions:

To update specific contributions, you must access the applicable schedule.

1. Log in to ibxpress.com and click on the *Assist Employees* **1** tab.
2. Select *Upload HSA Files & Review Status* **3**. This will open the *Files* landing page.
3. Navigate to the *Contribution* tab.
4. Under the *Active Contribution Schedules* text box, select the schedule that applies for the employee(s).
5. Select *Edit* and proceed by selecting *Continue without Changes*.
6. Update the contributions and select *Continue*.
7. Select *Save*.

Archiving an existing contribution schedule:

When you archive a schedule the contributions in that schedule no longer take place.

1. Log in to ibxpress.com and click on the *Assist Employees* **1** tab.
2. Select *Upload HSA Files & Review Status* **3**. This will open the *Files* landing page.
3. Navigate to the *Contribution* tab.
4. Under the *Active Contribution Schedules* text box, locate the schedule that needs modifying.
5. Select *Cancel*. The schedule moves to the *Archived Contribution Schedules*.

An employee who moves out of an Independence Blue Cross HDHP is automatically moved to an HSA for Life approximately ten days following the plan move. You can cancel contributions sooner by updating your existing contribution schedule.

Resources

Topic	Resource or contact:
General HSA questions	Your Independence Blue Cross account executive, consultant, or broker.
HSA employer contributions	HSA Employer Contribution Help Desk 1-877-959-4161
Employer group portal access	Please contact your Independence Blue Cross account executive, consultant, or broker.
Independence Blue Cross Online Resources for employers (includes links to the following resources) <ul style="list-style-type: none">• <i>HSA Contribution Guide</i>• <i>Spending Account Reporting Guide</i>• <i>HSA Portal Access form</i>	www.ibx.com/employer_resources
Employee questions about their BlueSaver SM HSA	1-800-275-2583
<i>Health Savings Accounts and Other Tax-Favored Health Plans Publication 969</i>	www.irs.gov/pub/irs-pdf/p969.pdf

Frequently Asked Questions

Contributions

How much should an employer contribute to an HSA?

There are two types of contributions that may come from an employer — actual employer-owned funds; and pre-tax employee contributions funded by payroll deductions that the employer facilitates.

For customers with Blue Solutions products, the plans have been designed so that the employer-owned contribution is included in determining the minimum value of the plan under the Affordable Care Act. In these cases, employers should contribute only the amount described in their plan.¹ Facilitating employee contributions is optional, and employees have the ability to make contributions directly to their HSAs (employee contributions, up to the maximum contribution amount, are deductible from adjusted federal gross income).

Can employees make contributions themselves?

Yes. When accounts are first opened, employees receive a welcome kit that includes a contribution slip as well as information about how to set up direct deposit contributions.

Do I need to know an account number to make deposits?

No. Once an account is open, you will be able to add it to your contribution list without needing account information.

Enrolling and Terminating Coverage

How does the opening of the HSA work when I enroll an employee online through the Group Portal?

If you have chosen to offer the BlueSaver HSA from Bank of America to your employees, you simply need to enroll your employee in the qualified high deductible health plan. After you submit the enrollment, you will see a screen that gives you the choice of hitting *OK* or *Add Spending Account*. Just select *OK*. (Tip: Clicking on the *Add Spending Account* button does not impact account opening — the button is just for flexible spending accounts).

What happens next is based on your setup. If you had selected “auto” account opening, Independence will open the account for the employee. If you selected “manual enroll,” each employee must open their HSA through ibxpress.com. In either case, there is always a lag while opening the account so that Bank of America can complete account opening activities. You monitor account openings using the reports explained above.

What happens when an employee wants to terminate coverage in the plan?

When an employee is terminated from a qualified high deductible health plan, the employee is automatically moved out of the BlueSaver HSA. (Tip: Clicking on the *Close Spending Account* button when terminating an employee from coverage does not affect the HSA — the button is really just for flexible spending accounts.) The employee is moved to an “HSA for Life” with Bank of America. This takes place approximately ten business days after termination in the plan.

At that point, you will no longer be able to make contributions into the account.

If you want to end contributions sooner for an individual, you need to update contributions using the updating contribution process described on page 8.

What are the procedures during the account opening process for members?

If you selected “auto” account opening, Independence will open the account for every employee enrolled in the qualified high deductible health plan. If you selected “manual enroll,” each employee must log on to the member portal and click on the option to *Start an HSA* and *Save* under the *More Information* area on the main landing page. With either approach, before the account is open, Bank of America performs federally-mandated verifications to ensure the individual requesting the account has been correctly identified and is allowed to open an account. Account openings generally take a couple of days, but there can be delays due to the verifications (e.g., someone has a different name, change of address). If needed, Bank of America will send a letter that explains what other documents are needed to validate the account. Independence will also call the individual if there is a phone number on file.

¹ Employers should consult with their tax advisor



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.

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