

## HealthEquity Balance Booster

### Frequently Asked Questions

#### **What is the Balance Booster?**

HealthEquity's Balance Booster™ is a feature offered with OhioHealthy Plan Health Savings Account (HSA). It provides early access to planned HSA contributions. Funds in your HSA are made available before they are contributed, allowing you to pay for qualified expenses that occur before your HSA balance has time to grow.

#### **How does the Balance Booster benefit associates with an HSA?**

Associates benefit from Balance Booster in the following ways:

- It helps to pay unexpected out-of-pocket medical expenses with HSA funds early in Plan year.
- It makes future HSA contributions available automatically – at the pharmacy, doctor's office or when you pay a medical expense. There are no forms and you don't have to take extra steps to use the Balance Booster advances
- There are no additional cost or interest charges for the Balance Booster.
- Your Balance Booster contributions are automatically paid back through payroll deduction throughout the year.

#### **When are Balance Booster funds available?**

Funds are made available at the start of the calendar year.

If you have a mid-year qualifying event for benefits eligibility or request to increase your HSA contribution amount, account updates will be reflected within two weeks of processing the event/change.

For newly hired associates and newly benefit eligible associates, boosted funds are available after 90 days after hire or status change.

#### **What expenses will the Balance Booster cover?**

Balance Booster funds can be used to pay for all qualified medical, dental and vision expenses allowed under an HSA.

### **How do I view my Balance Booster account balance to see how much I have available?**

It's easy to see how much you have available to spend from your HSA. Log into the [HealthEquity member portal](#) or mobile app and view the 'Available to Spend' balance located in the 'Account Balances' section. Your 'Available to Spend' amount can also be accessed by calling Health Equity member services at (866) 346.5800.

Below are definitions to help when viewing your account. For more information, refer to the [HealthEquity Balance Booster User Guide](#).

- **Available to spend:** Amount available for immediate use on qualified expenses.
- **Cash Balance:** Contributions made minus any withdrawals, typically not less than \$0. (This balance includes HSA funds carried over from the previous year and/or funds actually deposited into your account from either your personal and/or OhioHealth's contributions.)
- **Contribution advances taken:** Funds advanced to cover expenses if there is not enough in the 'Cash Balance'.
- **Outstanding contribution advances:** Contribution advances taken that have not been repaid through payroll contributions.

### **How do I access Balance Booster funds?**

There is no action you need to take to get Balance Booster funds. If a medical expense is greater than your HSA cash balance, and less than the total 'Available to Spend' amount, your Balance Booster funds are accessible automatically. If a medical expense is greater than both your HSA cash balance and the total "Available to Spend" amounts, you will be required to pay for the expense using out of pocket funds.

### **What if I have enough HSA funds to cover my expenses but have not yet received all of OhioHealth's contributions for the year?**

Payments from your HSA will always use your HSA cash balance before using Balance Booster funds.

### **How do I pay back Balance Booster funds?**

Balance Booster funds are repaid automatically with future contributions made to your HSA.

### **Can I change my HSA contributions during the year?**

To change your HSA contributions during the year, complete a [Benefit Change Form](#) and send to the OhioHealth HR Resource Center, 180 E. Broad St. 31st Floor, Columbus, Ohio 43215-3707 or by e-mail to [HRRC@OhioHealth.com](mailto:HRRC@OhioHealth.com).

**What if I leave OhioHealth or become ineligible for an HSA?**

If you leave OhioHealth, you will be responsible for paying back any of your own HSA contributions that were advanced through the Balance Booster. The repayment will happen through payroll deduction.

**What if I experience a benefits status change?**

If you become ineligible for benefits like the HSA (e.g., you have a schedule of fewer than 48 hours per pay period), you will be responsible for paying back any of your own HSA contributions that were advanced through the Balance Booster. The repayment will happen through payroll deduction.

**Who do I call if I have more questions about the Balance Booster?**

You can call Health Equity member services (866) 346-5800.

<sup>1</sup>HealthEquity® Visa® Health Account Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC.

<sup>2</sup>Nothing in this communication is intended as legal, tax, financial, medical or marital advice. Always consult a professional when making life changing decisions. In addition to restrictions imposed by law, your employer may limit what expenses are eligible for reimbursements. It is the members' responsibility to ensure eligibility requirements as well as if they are eligible for the plan and expenses submitted.