

*Health
Reimbursement
Arrangement (HRA)
Member Education*

September 14, 2023



Meet the Team

HSA Bank Presenters



Ruth Pedroni
Senior Account Executive



Monica Gracia
Senior Client Service Manager

PEBP Support



PEBP HRA & HSA Resource Website

hsabank.com/NVPEBP



Client Assistance Center

PEBP Employee Support
1-833-228-9364

How an HRA works

An HRA is an employer-funded account you use to reimburse yourself for IRS-qualified medical expenses not covered by your insurance plan.

PEBP funds your HRA (no individual or third-party contributions can be made).

To be eligible for an HRA, you must be enrolled in the State of Nevada Public Employees' Benefits Program (PEBP).

You can pay for IRS-qualified medical expenses with your Health Benefits Debit Card or pay out-of-pocket and submit a claim to HSA Bank for reimbursement.

The money available in your HRA is not considered income and is not taxed, as long as it is used for IRS-qualified medical expenses.

PEBP Plan Year 2024 HRA Annual Contribution Amounts

- Base Employer Contribution for participant \$600 (**CDHP PPO HRA only**)
- One-Time PEBP Supplemental Contribution \$300
- Legislative Appropriated One-Time Contribution
 - \$300 Employee
 - \$400 Employee + Child or Employee + Spouse
 - \$500 Employee + Family

Get acquainted with
your HRA account at
HSA Bank



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IRS-qualified medical expenses

- Acupuncture
- Ambulance
- Artificial limbs
- Artificial teeth
- Birth control treatment
- Blood sugar test kits for diabetics
- Breast pumps and lactation supplies
- Chiropractor
- Contact lenses and solutions
- Crutches
- Dental treatments (including X-rays, cleanings, fillings, sealants, braces and tooth removals)
- Doctor's office visits and copays
- Drug addiction treatment
- Drug prescriptions
- Eyeglasses (Rx and reading)
- Fluoride treatments
- Fertility enhancement (including in-vitro fertilization)
- Flu shots
- Guide dogs
- Hearing aids and batteries
- Infertility treatment
- Inpatient alcoholism treatment
- Insulin
- Laboratory fees
- Laser eye surgery
- Medical alert bracelet
- Medical records charges
- Menstrual care products
- Midwife
- Occlusal guards to prevent teeth grinding
- Orthodontics
- Orthotic inserts (custom or off the shelf)
- Over-the-counter medicines and drugs
- Physical therapy
- Special education services for learning disabilities (recommended by a doctor)
- Speech therapy
- Stop-smoking programs (including nicotine gum or patches, if prescribed)
- Surgery, excluding cosmetic surgery
- Vaccines
- Vasectomy
- Vision exam
- Walker, cane
- Wheelchair

hsabank.com/QME

Claim reimbursement process

Sign up online for direct deposit to your personal checking or savings account.

On the Accounts tab, under Profile, click Banking/Cards. Select Add Bank Account, enter your external account information, and click Submit. This is the only way to get your reimbursement.

Upload claim details

When submitting a claim, scan and upload your bill(s), Explanation of Benefits, and receipt(s) through HSA Bank's mobile app or Member Website.

Get reimbursed

Once your claim is approved based on eligibility and availability of funds, reimbursement will be sent through direct deposit.

Special considerations for non-Medicare HRA

Claims from UMR will appear on the Member Website. You can use the claim information as substantiation to reimburse yourself.

- First, you must link a personal bank account to receive funds via direct deposit. Check reimbursement is not available.
- Select the claim you wish to be reimbursed for and follow the onscreen prompts to have the payment sent to you. Do not duplicate reimbursements.
- No additional steps to substantiate a claim for reimbursement if that claim information is already loaded.

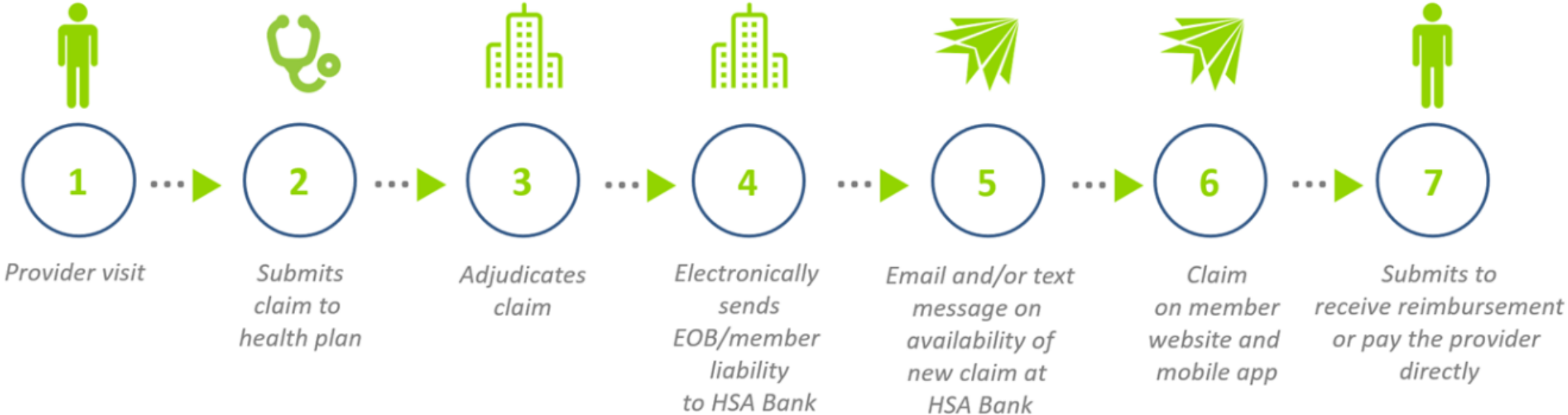
Linking a Bank Account

- Visit [HSA Bank Online](#) to log in to the HSA Member Website
 - Hover over Accounts and click Banking/Cards under the Profile Section
 - Click Add Bank Account
 - Fill in the fields click Submit

HSA Bank will attempt to verify your account with this information. In some cases, we'll send a small deposit (\$.01 to \$1.99) within two business days to complete verification.

- Navigate to the Add Bank Account section of your online account
 - Click Activate under your bank account information
 - Enter the amount that HSA Bank deposited into your account, then click Submit
- Your account will now be available for direct deposit reimbursement of eligible HSA plan expenses submitted the Member Website or app to make HRA transactions

The Claims Exchange Process



>90% Auto substantiation

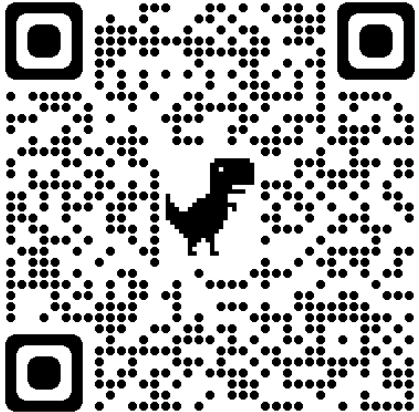
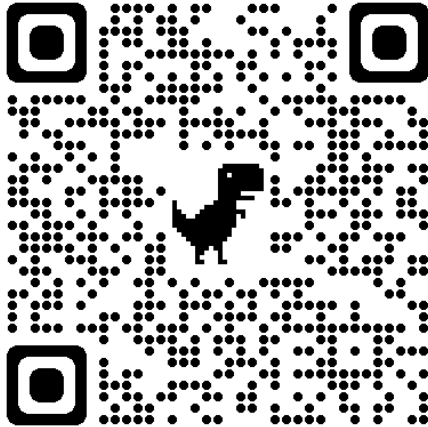
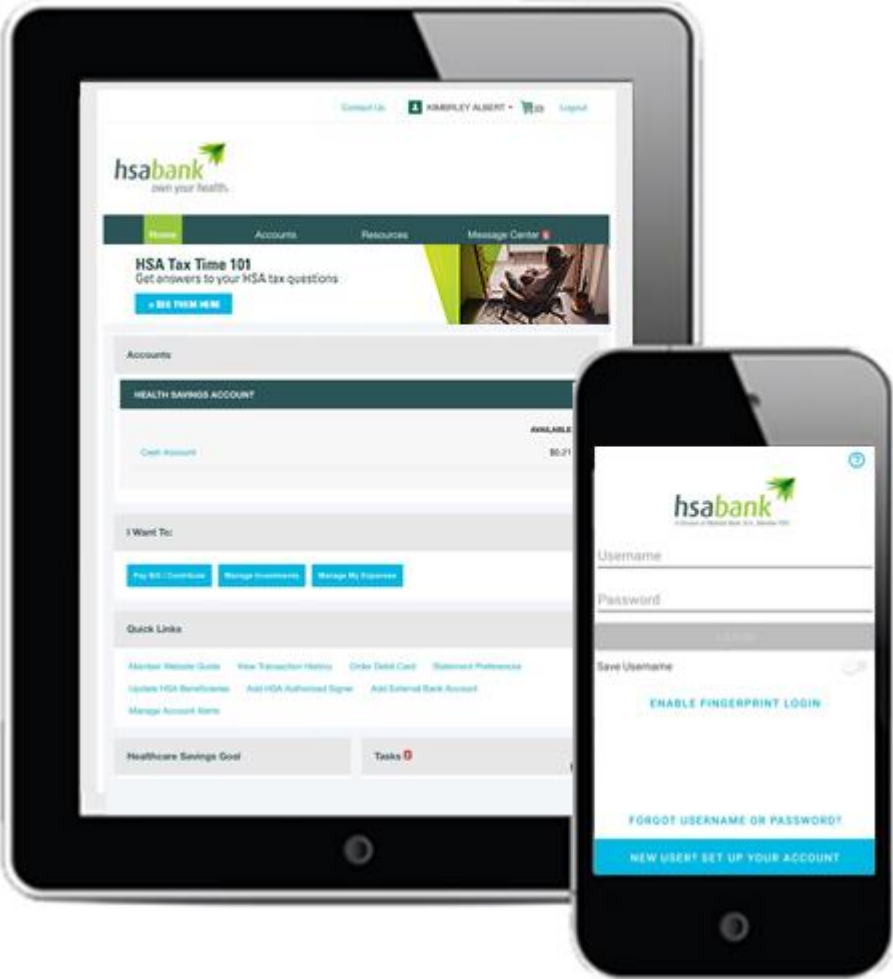
HSA Bank Member Website and Mobile App

<https://myaccounts.hsabank.com>



- Welcome Kit and debit card
- Login as a “New User.”
- Check balances and manage account activity
- Order additional debit cards at no fee
- Establish account beneficiaries and set up any automatic payments
- Setup email & text notifications
- Access FAQ, resources and helpful videos

HSA Bank online and mobile apps



How to Pay



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Plan Administrative Services and Benefit Services are administered by Webster Servicing LLC.





Paying for Healthcare Expenses



- HRA funds can help cover some of your medical expenses not covered by your insurance
- Medical expenses can be paid with an HSA Bank Visa® Health Benefits Debit Card (provided when opening account)
- You can also pay out-of-pocket for eligible medical expenses and submit a claim to HSA Bank for reimbursement



When Substantiation is not Needed

Claims Exchange

- From a file import of claims data from carrier
- Must be an exact match for a date of service, provider and dollar amount

HSA Bank's Visa® Health Benefits Debit Card Charges

- **Processed at an IIAS merchant (Walmart, Target, Walgreens, CVS, Etc....)**
 - Inventory Information Approval System
- **Processed for a Pre-Approved Copayment amount**
 - HSA Bank may receive copay information based on your employer's medical, dental, or vision plan(s). These copay amounts will auto-substantiate debit card transactions at doctor's offices and other healthcare facilities or merchants. No documentation is required for these expenses.
- **For a recurring charge**
 - Same amount and same merchant/provider previously substantiated via Reimbursement Request form or approved through the IIAS merchant

How do I know if I have to substantiate a claim?

1. You will receive a notification in the Member Website under “Message Center”

Message Center **1**

2. You will receive a notification by mail, email or text



February 16, 2018

[First Name] [Last Name]
[Address]
[City] [State] [Zip]

Dear [First Name] [Member ID]:

Our records indicate you have an unsubstantiated debit card transaction(s) for your Health Reimbursement Arrangement (HRA), Flexible Spending Account (FSA), Maxx Travel Account, or Parking Account. You have already received requests to provide verification or substantiation of the expense, but we have not received any documentation from you. In order to comply with IRS regulations, we are requesting documentation to perform a review of the card transaction(s). To view your outstanding transactions, please visit hsabank.com.

According to IRS regulations, the necessary third-party documentation must include:

- The date(s) and type(s) of service or item
- The name of the service provider or merchant
- The amount of the expense
- A copy of the prescription or receipt with an Rx number (for drugs or medicines, including over-the-counter drugs or medicines, except insulin)

Under current law, over-the-counter items can only be reimbursed when prescribed. A copy of the prescription must be submitted to substantiate any transaction for these items, unless a current one is already on file.

To submit substantiation for your transaction(s), you should upload a copy of this letter along with your substantiation documentation at hsabank.com. You can mail your documentation, along with a copy of this letter, to HSA Bank, P.O. Box 2744, Fargo, ND 58108-2744.

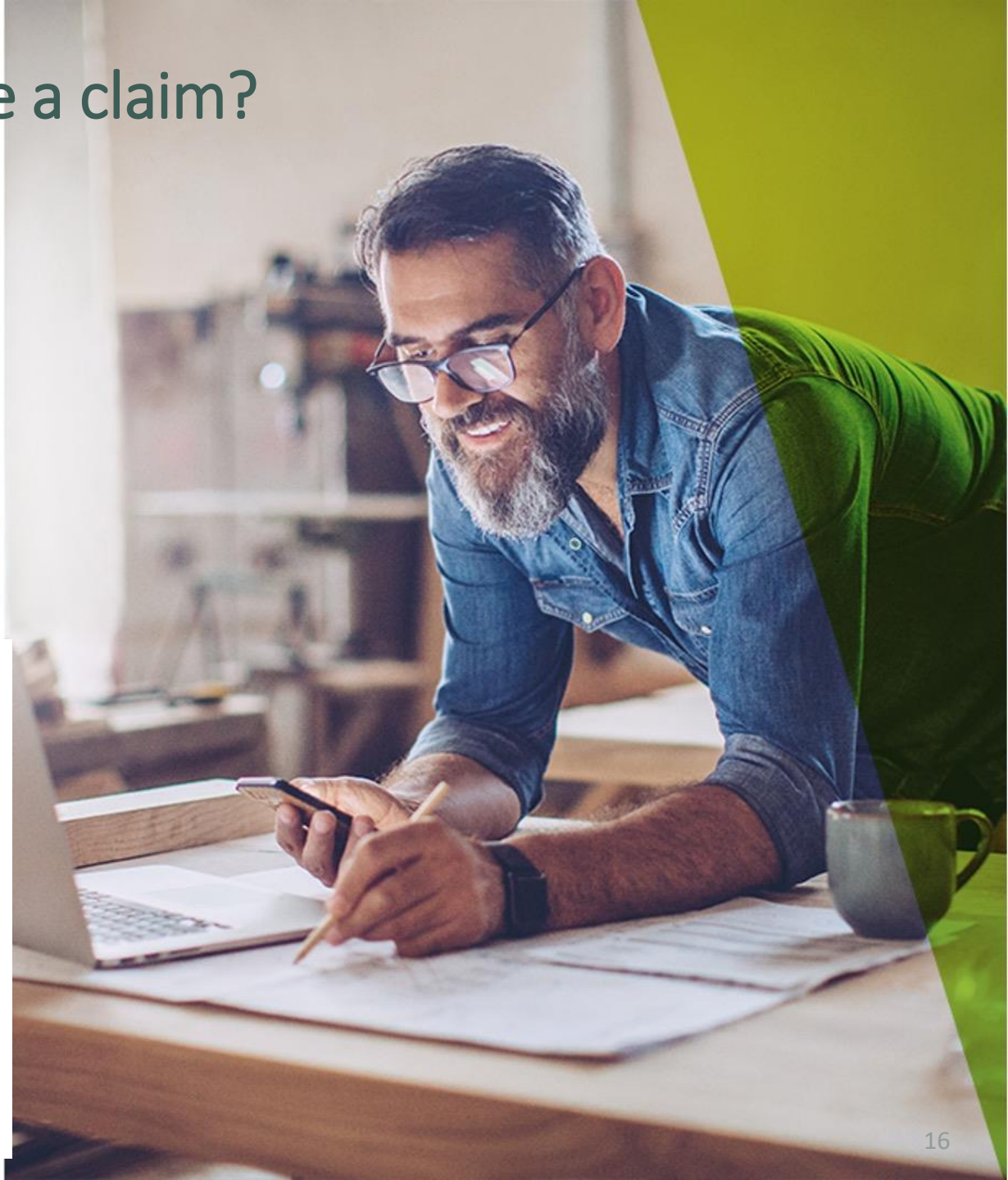
If you cannot substantiate your transaction(s), you need to repay the transaction amount to avoid it becoming taxable income to you. You can repay the amount at hsabank.com by clicking on the transaction, then click "Repay." Also, you can mail a check to HSA Bank for the transaction amount, along with a copy of this letter, to HSA Bank, P.O. Box 2744, Fargo, ND 58108-2744.

If you have any questions, please call us at 844-653-8535 between the hours of 7 a.m. and 9 p.m. (Central Standard Time), Monday through Friday and 9 a.m. and 2 p.m. (Central Standard Time), Saturday.

Sincerely,

Tim Patraude
SVP, Chief Operating Officer

HSA Bank, P.O. Box 2744 • Fargo, ND 58108-2744
844.653.8535, Fax 701.233.2222 • hsabank.com
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Receipts or EOB (*Explanation of Benefits*)



How to Properly Prepare Your Receipts

In order for HSA Bank to approve a claim, you must submit a receipt or EOB with the following information.

1. **Patient Name:** Name of person for whom product/service was purchased.
2. **Provider Name:** Name of provider or merchant of service or product.
3. **Date of Service:** Date service was performed or item purchased.
4. **Type of Service:** Detailed description of service provided or item purchased.
5. **Cost:** Amount paid for product/service and/or portion not covered by your insurance.

Unacceptable Documentation

Unacceptable forms of documentation include the following:

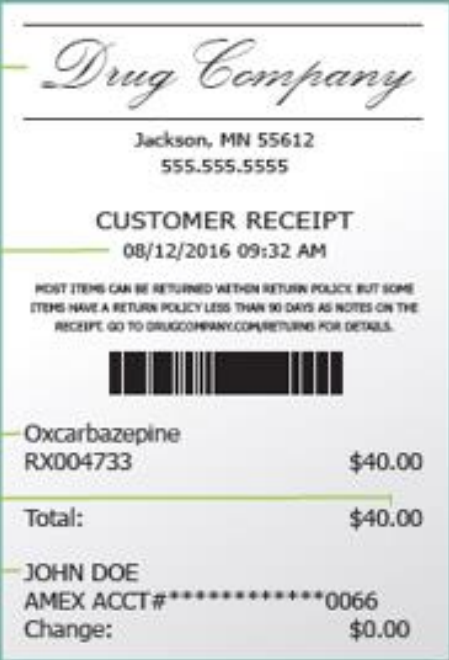
- Provider statements that only indicate the amount paid, balance forward or previous balance
- Credit card receipt
- Missing or vague medical practitioner's note
- Bills for prepaid medical expenses where service have not yet occurred

Example Receipts

Submitting receipts without required information will result in claim denial.

When this happens, we'll notify you through the mail (or by email, if you choose) with instructions on how to re-submit your claim. Please be sure copies of receipts are legible. If we can't read the information, we won't be able to approve your claim.

- 1 Provider (Pharmacy) Name
- 2 Date of Purchase
- 3 Item or Service
- 4 Amount Paid
- 5 Patient's Name



Acceptable Receipt
This receipt has all the information needed for a claim.



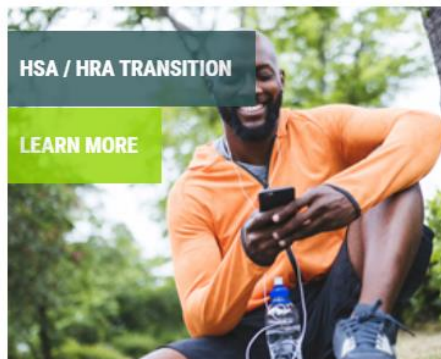
Unacceptable Receipt
This receipt has the amount paid, provider's name and patient's name. It is missing other key information:
1. Date of purchase 2. Item or service

PEPB Employee resource center



The screenshot shows the top of the website with the **hsabank** logo (A Division of Horizon Bank, N.A., Member FDIC) and the **PEBP** logo (NORTH CAROLINA EMPLOYEE BENEFIT PLAN). The navigation menu includes **HOME**, **HSA RESOURCES**, **HRA RESOURCES**, **VIDEOS**, and **CONTACT**. The main heading reads **WELCOME TO THE PEBP EMPLOYEE RESOURCE CENTER**. Below this, a paragraph states: "The employee resource center is your comprehensive resource on HSAs and HRAs including flyers, videos, FAQs, investments, tax information and more." A call to action says "Bookmark this page!".

FEATURED CONTENT



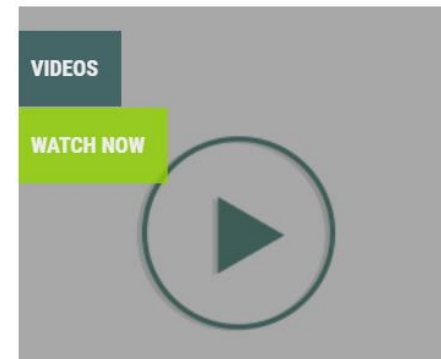
HSA / HRA TRANSITION
LEARN MORE

This card features a photograph of a man in an orange jacket sitting on a bench and looking at his smartphone.



HSA INVESTMENT OPTIONS
LEARN MORE

This card features a stylized green and grey line graph with two red circular markers.



VIDEOS
WATCH NOW

This card features a large play button icon inside a circle.

hsabank.com/NVPEBP

Thank you

PEBP HRA & HSA Resource Website

hsabank.com/NVPEBP



PEBP Employee Support

1-833-228-9364

<https://myaccounts.hsabank.com>

