

Dependent Care Flexible Spending Account (DC-FSA)

Login Site:
myaccounts.hsabank.com



GETTING STARTED WITH YOUR DC-FSA



Access your account online to view current balance information, set up or update your profile, review account activity, and manage your healthcare expenses. Go to **myaccounts.hsabank.com** to set up your online account. Funds in your DC-FSA are not made available to you until they are deducted from your paycheck. Before submitting a claim, check your DC-FSA balance to be sure you have sufficient funds to cover it.



Your HSA Bank Visa® Health Benefits Debit Card will arrive in a separate mailing if your plan has a card available. You can use your card to pay for IRS-qualified expenses eligible under your employer's plan. Please note that in order for your card to be authorized, your dependent care provider must have a Merchant Category Code (MCC) for a child care provider. You will also need to submit a receipt for the claim to be verified and processed for payment.



To order an HSA Bank Visa® Health Benefits Debit Card for a dependent (such as your spouse); simply add them as a dependent on the Member Website¹.

NEED ADDITIONAL ASSISTANCE?



At HSA Bank, we are committed to providing you with superior service. That's why we offer live phone support 24 hours a day, seven days a week. Simply call 844-650-8936 to speak with a representative.





FAQS FOR THE NEW MEMBER

Can I change my election or stop contributing money to my Dependent Care FSA at any time during the plan year?

Once you enroll in a Dependent Care FSA, you cannot change your election amount except in the case of a qualifying event. Qualifying events may include changes in status that affect eligibility of dependent care expenses (e.g., birth of a child or a child's attainment of age 13), changes in the cost of care and/or providers, and changes related to the Family and Medical Leave Act (FMLA) unpaid, job-protected leaves. Please speak with your employer for additional information.

What is considered an eligible, IRS-qualified expense under a Dependent Care FSA?

Eligible dependent care expenses may include services inside or outside your home by anyone other than your spouse or a person you list as a dependent for income tax purposes. Eligible dependents include children under the age of 13, and individuals 13 or older who are mentally or physically incapable of self-care. Services may be provided at a child or adult care center, nursery, preschool, after school care program, or summer day camp.

How do I access my dependent care funds?

Dependent care funds are deposited to your account following each payroll deduction. When you incur a qualified expense, you may file a claim to be reimbursed from your account. This can be done online, through the mobile app, or by using a paper claim form. For some childcare expenses, you also have the option to use your HSA Bank Visa® Health Benefits Debit Card.

Do my Dependent Care FSA dollars expire?

Dependent Care FSAs have a start date and an end date, and the time in between is called the plan year. Expenses must be incurred during the plan year and, if applicable, the grace period. If you have any unused funds at the end of this time, those funds will be forfeited. Plan carefully and know your balances and filing deadlines. As noted in IRS guidelines, eligibility is based on when your dependent(s) receive care, not when you are billed, charged, or pay for the services.

Do I need a receipt?

Yes, you will need a receipt that shows the date of service, provider name, amount, recipient, and description of services to file a claim, as well as to "substantiate" your card transaction. Once we have reviewed your documentation and "substantiated" a card expense, future transactions during your plan year for the same amount with the same provider will not need further receipts.

How do I use my card to pay for child care expenses?

In order to use your debit card to pay dependent care expenses, you must have sufficient funds available to cover the entire transaction. If you swipe your card for an amount above what you have in your account, the transaction will be denied. Please use the Member Website or mobile app to check your available balance.

The dependent care "purse" on your HSA Bank Visa® Health Benefits Debit Card is configured to only be accepted at merchants that are coded as child care providers. Payments to schools (even for eligible after-school expenses) will likely decline unless the school has a separate Merchant Category Code (MCC) for aftercare. In this case, you would simply pay your provider and submit a claim through our website or mobile app.

How often are reimbursements made?

Claims are processed on a daily basis. Once your claim has been processed and approved, payment will be issued to you via check or direct deposit. If you elect to receive a check, please allow extra time for delivery through the postal service.

Does HSA Bank have a mobile app²?

Yes. Download the app today at Google Play™ or the App Store®.

Can I set up direct deposit for receiving my reimbursements?

Yes, you can receive your reimbursements more quickly by signing up on the Member Website for direct deposit to your external, personal checking or savings account.

1. Dependents must be over the age of 18 years for a card to be issued.

2. While the app is free to download, message and data rates may apply. Check with your mobile services provider for any charges that may apply for data usage on your mobile device. Please refer to the Online Services Agreement for further details regarding mobile banking services.