

Health Benefit Solutions: User guide for employers



Welcome

You've made the important decision to offer your employees a health and benefit account. By choosing Bank of America, you are giving your employees a way to potentially maximize their tax-advantaged savings to pay for their eligible expenses.

This guide will describe how Bank of America administers your accounts, and also help you answer the most common questions you may get from your employees regarding those accounts. Our goal is to make sure you have an exceptional experience, so we provide you with engaging tools and resources to help make program administration as simple and seamless as possible. While this guide focuses on the employer experience, we also provide guides for your employees with details on how to use their program.



This guide reflects the standard reimbursement account policies and procedures of Bank of America. We reserve the right to change these from time to time to ensure effective and efficient administration of the reimbursement accounts. The policies and procedures described in this guide determine the manner in which we administer the reimbursement accounts unless we have expressly agreed to something different in your service agreement.

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Ready to get started?

Support when **you** need it:

Your Bank of America Representative will partner with you to provide support for:

- Day-to-day inquiries
- Enrollment file follow-up and monitoring
- Annual Enrollment monitoring
- And more!

Just call or email your Bank of America Representative for assistance. Contact information can be found on the employer portal:

healthbenefits.bankofamerica.com

Support when **they** need it:

Employees can call the dedicated phone number on the back of their debit card for account assistance.

Call center support—Available 24/7

- Our Customer Care Associates are available to help your employees when they need it. We have more than 200 on-site associates in multiple locations to support customer care calls.
- Our Interactive Voice Response (IVR) system provides a comprehensive interactive experience for those who prefer self-service options. The IVR allows quick access to account balances, debit card activation, and transaction details.

Online chat

Real-time chat with a Customer Care Associate.

myhealth.bankofamerica.com

8:00 a.m. – 7:00 p.m. Eastern

Monday – Friday



ENROLLMENT

FUNDING

MANAGING

Enrollment





Enroll your employees

Let's start by getting your employees enrolled. We will work with you through the steps that you and your employees will need to follow to open an account.



Health Savings Account (HSA) with another custodian?

If an employee has an HSA with another custodian, they can complete an *HSA Transfer Request Form* to consolidate their accounts. Forms can be found on the member website under “Tools & Support”.



Enrollment process — the experience



What your employees can expect

To help you understand the process that your employees will experience, here is a quick overview of what they can expect.

Welcome kit

Once enrollment has successfully processed, employees with an email address on file will receive a welcome email with a link to [step-by-step instructions](#) on how to set up their account and tips to maximize the benefits of their account. If there is no email on file, a welcome kit will be mailed within 5–7 business days.

User guide

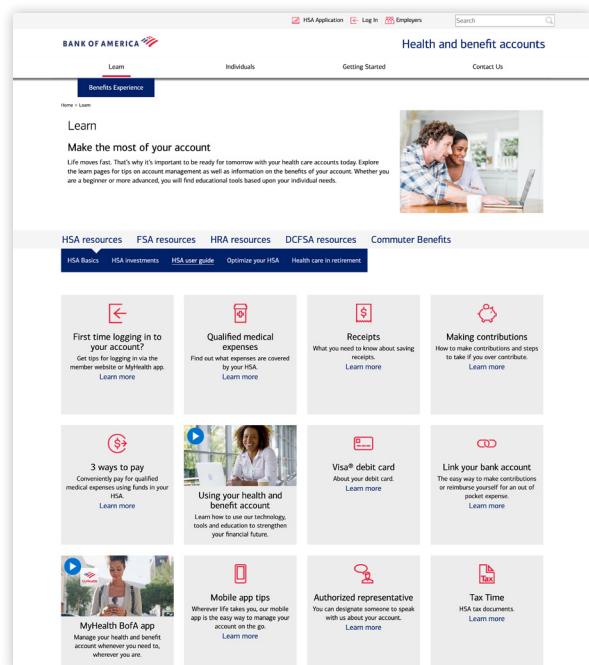
Your employees will have access to content on our [Learn Center](#), that includes what they need to know about setting up and managing their account(s).

Debit cards¹

Employees will receive a debit card in the mail within the same time frame as the welcome kits. [Learn more](#) about how the debit card works.

Additional support

Employees can find additional Tools & Support on the [member website](#) including videos, calculators, forms, FAQs and more.



The screenshot shows a webpage titled "Health and benefit accounts" from Bank of America. At the top, there are links for "HSA Application", "Log In", "Employers", and a search bar. Below the header, there's a section titled "Benefits Experience" with a sub-section "Learn". A sub-header "Make the most of your account" is followed by a paragraph of text and a small image of two people looking at a laptop. Below this, there are several sections with icons and titles:

- HSA resources**: "First time logging in to your account?"
- FSA resources**: "Qualified medical expenses"
- HRA resources**: "Receipts"
- DCFSA resources**: "Making contributions"
- Commuter Benefits**

Below these are more sections with icons and titles:

- "3 ways to pay" (with "MyHealth BoFA app" thumbnail)
- "Using your health and benefit account"
- "Visa® debit card"
- "Link your bank account"
- "Mobile app tips"
- "Authorized representative"
- "Tax Time"

At the bottom of the page, there are "Learn more" links for each of these sections.

¹ This HSA debit card program is issued by Bank of America, N.A. Visa is a registered trademark of Visa International Service Association, and is used by the issuer pursuant to license from Visa U.S.A. Inc.

Identity Verification (IDV) — HSA only

In compliance with the [USA PATRIOT ACT](#), we are required to obtain, verify and record information that identifies each person or entity that wishes to open an account. Each employee's information is processed through an automated IDV.

What happens if my employee doesn't pass IDV?

Most employees will pass identity verification, but if more information is needed, we'll reach out to request the additional forms of identification required from them. Following is a schedule of communications sent requesting additional information:

Day 1	Day 5	Day 45	Day 90
<p>Email notification sent to the employee with instructions to return necessary documentation to complete the account opening process.</p> <p>Customer Care will place 1 follow-up call if we have a phone number on file.</p>	<p>If the information is still outstanding, a follow-up letter is sent in the mail to the employee.</p> <p>Letter includes instructions to return necessary documentation to complete the account opening process.</p>	<p>If the information is still outstanding, an email notification will be sent. This will serve as a final reminder.</p>	<p>If the information is still outstanding, the employee will receive an Account Closure Notification in the mail.</p>

Note: The HSA Accounts On Hold report will include all open IDV holds. This report will be automatically generated online every Tuesday and is available on the "Reports" tab of the Employer Portal.

Employees can make contributions to their HSA and view their HSA on the member website, but withdrawals and other access will be on hold until they provide the completed Identity Verification Form.

Note: If an employee does not provide the required information within 90 days after the first contribution date, they will receive an account closure notification via mail and their account will be closed. If this happens, you will receive an email report showing pending refunds that will be returned to the company. You will need to remove the employee from all enrollment, demographic and contribution files.

What happens if my employee submits information after the 90 days?

The employee's account will be reopened, but they will have to work with you to start contributions again. Employers should send a new election for the HSA to avoid file errors for reopened accounts.



File submission

You'll send Annual Enrollment (AE), demographic and contribution files to Bank of America through a secure FTP (sFTP) website. Some of our clients choose to combine their files and submit together, but you may also submit each file individually. The layout for your enrollment, demographic and contribution files will be reviewed and tested by our Implementation Team during the onboarding process.

The sFTP website is different from the Employer Portal and shows logs of all activity. You will receive notifications when a new user is set up, changes their password, or if a password is going to expire. [The Bank of America CDEX Integration Document](#) provides more details on all file layout requirements. Employers are responsible for limiting access to the sFTP site for authorized representatives.

Note: You can also submit a Manual file through the Employer Portal.

[See page 50](#) for information on the process.





AE and demographic file submission

Follow these steps to upload AE and demographic files to Bank of America through the sFTP site:

1. Load AE and demographic files to the sFTP site.
2. An import notification will be sent to confirm status of the file. You will either receive an email notification of Import Complete, Import Failure, or Import on Hold. Your Bank of America Representative will contact you if the file import is not successful. [See page 16](#) for a sample import notification.
3. Review the exception/error report on the Employer Portal for any records that failed, indicating that an employee didn't get enrolled or updated in a plan. [See page 24](#) for Common File Errors.
4. The Enrollment Report will detail which plans employees are enrolled in.

Note: If you were a Bank of America client prior to 1/1/2017 and your company does not currently use the CDEX integration file layout, there is a transformation process that will take place at Bank of America to automatically convert your file to this format. If you have questions on your current layout or are interested in upgrading to the CDEX layout, contact your Bank of America Representative.

TIP

If you have to add employees from a new division, be sure to contact your Bank of America Representative in advance with the new division details. The system will need to be set up and ready before the file can be submitted.

Changing benefits or payroll vendors?

If you are changing vendors and file delivery will be impacted, contact your Bank of America Representative for support.

Annual Enrollment (AE) best practices

File due date

The AE file is due at the end of the first full week of December. Files received after this time may experience delays in setup and fulfillment.

How to submit the AE file

The best way to submit the AE file is to send a separate file containing only the elections for the upcoming plan year.

File format

The AE data should be sent using the same file format as the weekly ongoing files.

File naming convention

To distinguish your AE files, please add “AE” to your standard naming convention.

Example: AE_data_companyname_eligibility.txt

Please continue your ongoing file schedule for the remainder of the year to ensure that any current-year coverage changes are processed accurately.

Welcome letter impacts

New employees or those with a plan change will receive a welcome kit when the AE file is loaded into the system.

Debit card impacts

Debit cards will be sent to all new employees once the AE file is uploaded into the system.



Best practice examples

Product	Consumer Data Exchange (CDEx files)	EZ Eligibility Files
Health Savings Account (HSA)	<p>If the employee continues HSA coverage in the new plan year, continue to send an "HSA Benefit Effective Date" only.</p> <p>Do not send an "HSA Benefit Termination Date" for the current plan year.</p> <p>Send enrollment information for all employees enrolled for the new plan year.</p> <p>Those that are newly enrolled in the HSA or have a change in coverage are the only required employees to be sent on the AE file.</p> <p>The original enrollment effective date should be sent on the AE file unless there is a change in the HSA-qualified health plan coverage level. If there is a change to the coverage level, please send the new enrollment effective date of the change in coverage.</p>	
Flexible Spending Account (FSA)	<p>There is no need to send "Coverage End Dates" on the file as we automatically assign a "12/31-of-current-year-end" date.</p>	"Plan Period Ends" field should be 12/31 of the new plan year.
Limited Purpose Flexible Spending Account (LPFSA)		
Dependent Care Flexible Spending Account (DCFSA)		
Health Reimbursement Arrangement (HRA)	<p>There is no need to send "Coverage End Dates" on the file as we automatically assign a "12/31-of-current-year-end" date.</p> <p>If an "Employer Contribution Amount" is included on the file, it will be applied overnight on 12/31.</p>	<p>"Plan Period Ends" field should be 12/31 of the new plan year.</p> <p>If an "HRA Plan Period Contribution" amount is sent on the file, it will be applied overnight on 12/31.</p>
Lifestyle Spending Account (LSA)	<p>There is no need to send "Coverage End Dates" on the file as we automatically assign a "12/31-of-current-year-end" date.</p> <p>If an "Employer Contribution Amount" is included on the file, it will be applied overnight on 12/31.</p>	N/A
Commuter Benefits	<p>There is no need to send "Coverage End Dates" on the file as we automatically assign a "12/31-of-current-year-end" date.</p>	N/A - EZ Eligibility Files cannot be used.

Note: These examples assume calendar year funding. Contact your Bank of America Representative for more specific details if you have an off-calendar plan year.

Frequently asked questions during Annual Enrollment

Plan changes have different impacts based upon the various product combinations that are outlined below:

When is an HSA first established?

The HSA relationship is established when the account is approved by Bank of America and the Custodial Agreement is mailed. But it is the effective date of the HSA, for purposes of the IRS Rules, that determines when medical expenses are eligible for tax-free distributions from an HSA. An HSA is not considered effective for IRS purposes until a contribution has been made, or satisfied any other applicable requirements set forth in applicable state trust law. The Custodial Agreement outlines requirements for employees.

Does an HSA group have to send an AE file?

It is not required if there are no plan changes. However, if your group has new enrollees, it's a good idea to send a new AE file so the new employees have access to their debit cards as soon as the account is funded. If you don't want to send an AE file, you can add the new enrollees via the Employer Portal.

If an employee has an HSA and adds an LPFSA, DCFSA, Commuter or LSA for the new plan year, will they receive a new debit card?

Yes. A new debit card will be mailed to the employee on the plan effective date of their new enrollment—typically mailed the first week of January. Funds will be available to the employee in their account on the first day of the enrollment, however, they will need to wait until the new debit card(s) arrive if they want to pay using their debit card. Anytime a new debit card is issued, a notification will be sent to the employee detailing the new debit card mailing and timing for using the new card.

If an employee has an LPFSA, Commuter, LSA or HRA and adds an HSA, will they receive a new debit card?

No. The employee will continue to use their current debit card. The HSA will be added to that card on the plan effective date with the HSA funds becoming available per the standard timing of the first payroll cycle.



What happens if an employee currently has an FSA, but has enrolled in the HSA only for the new plan year?

Depending upon carryover provisions of your plan, the answer to this question varies:

1. If there is not a carryover when the new enrollment is effective, employees will lose access to their current card on 12/31. A new debit card will generate with the effective date of the enrollment.
2. If there is a carryover, the remaining FSA funds will roll into an LPFSA (if offered) and there will be no disruption to the debit card for the new plan year. If no funds are available to roll, the employee will lose access to their current card on 12/31 and a new debit card will generate on the effective date of the enrollment.



What happens if an employee is currently enrolled in an FSA plan that has a grace period and they move to an HSA only health benefit?

This varies depending upon the balance in their FSA at the end of the year.

1. If the FSA has a zero balance at the end of the year, the effective date of the HSA plan will be 1/1. Employees will continue to use their existing card for their HSA through the grace period of 3/31 and a new debit card will be mailed on 4/1.
2. If the FSA has a balance at the end of the year, the employee will continue to use their current debit card through the grace period. At the end of the FSA grace period, the employee's HSA enrollment will become effective and a new card will be mailed on 4/1.



Import notifications

There are multiple notifications that could be sent from the system when a file import is received:

File import complete

Confirms successful receipt of a file that has been processed on the system. Shows the breakdown of total records and any failed records, and includes a link to the Import Report on the Employer Portal.

TIP

Be sure you access the Import Report link within the notification to review potential file errors. For more information on troubleshooting file errors, please [see page 23](#).

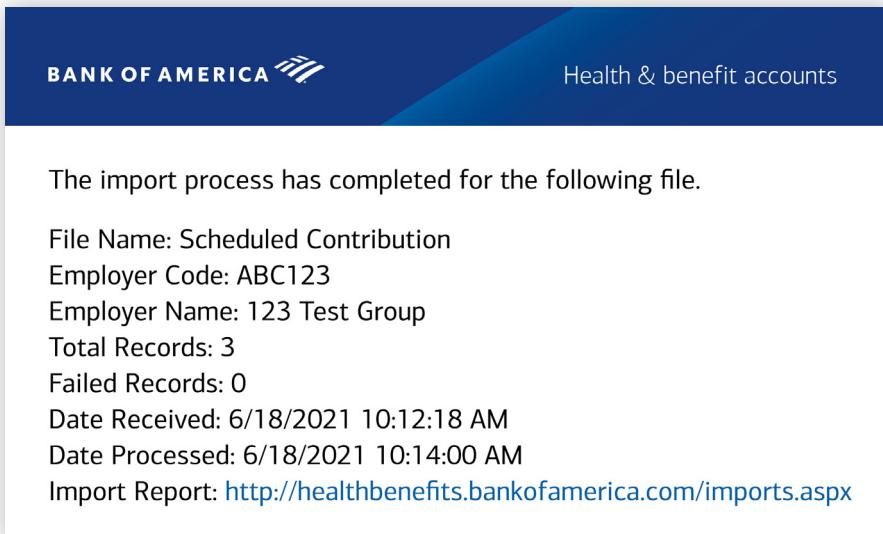
File import failure

Generates if a file doesn't meet the requirements for processing and lists the failure reason. The original file will display on the Import Queue as a canceled file. [See page 24](#) for Common File Errors.

File import on hold

Generates if a "warning threshold" has been met on the file. You will need to review the warnings and either cancel, override, or send accurate records to import.

Import complete email



The import process has completed for the following file.

File Name: Scheduled Contribution
Employer Code: ABC123
Employer Name: 123 Test Group
Total Records: 3
Failed Records: 0
Date Received: 6/18/2021 10:12:18 AM
Date Processed: 6/18/2021 10:14:00 AM
Import Report: <http://healthbenefits.bankofamerica.com/imports.aspx>

You can designate access for others to review the import file reports.

Let us know if you want us to send import notifications to your payroll or benefits provider.



Access "Import Report"



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Funding



Set up contributions for your employees' accounts

Once your employees are successfully enrolled in the program, you can begin submitting payroll deductions and employer contributions. To do this, you can submit a contribution file through the sFTP website or use the Employer Portal to upload a contribution file.

Provide payroll calendar annually

Your Bank of America Representative will help you set up a Payroll Calendar that includes the file funding and wire/ACH receipt dates. We monitor the schedule to ensure that all files and funding payments are received accurately and on time.

Note: Be sure to let your Bank of America Representative know about changes in your payroll schedule, so we can update our records for monitoring.

Annual Enrollment updates

During Annual Enrollment each year, your Bank of America Representative will work with you to complete the Benefit Renewal Guide. This form documents new product changes and the upcoming payroll calendar.

Steps to submit your contribution file

Day 1

Employer sends both funding files and wires/ACH to Bank of America based on scheduled payroll calendar date. Files are generally processed immediately or no later than 24 hours after receipt on business days. (See wire and ACH instructions on [page 22](#).)

Email notification is generated when the file is received.

If a file is overdue or unexpected, an email notification will be generated.

Employers using ACH must initiate the ACH on Day 1 with an effective date for the following business day so the file and ACH can be matched on Day 2.

Day 2

Most employers send the wire amount on Day 2 after the file has been processed (Day 1) and the final funding amount is determined. Wires can be received on Day 1 with the funding file, but the file and wire need to be matched by 2 p.m. Eastern to ensure posting of funds the following business day. ACH must be initiated by the employer (Day 1) with an effective date of the match date (Day 2) so the funds can be available the following business day (Day 3).

The wire/ACH will be compared with the file to confirm the amounts match. Your Bank of America Representative will be in touch if:

- The wire/ACH is overdue.
- The wire/ACH is less than the file amount, you will be asked for an updated wire/ACH.
- There is a wire/ACH overage, you will be notified and a refund will be generated by wire/ACH.

Matching wires/ACH must be received by 2 p.m. Eastern one business day prior to the contribution date.

Day 3

Funds will be posted the next business day and generally available by 12 p.m. Eastern (but no later than 2 p.m. Eastern).

The availability of funds may be impacted based on certain Federal Reserve Bank holidays.

Bank of America may suspend or terminate services in accordance with the Services Agreement if the wires/ACH transfers are not timely or completely received.

File and funding notifications

Examples of notifications you may receive:

Import Notification

Lets you know we received your file and if it processed correctly. You will either receive a notification of “Import Complete”, “Import Failed” or “Import on Hold.” If your file submission contains errors or fails, please refer to the Troubleshooting File Errors section on [page 23](#).

Contribution Funding Notification

Lets you know that your *Funding Request Report* is available online. The report will let you know the amount of payroll deductions and/or company contributions that you need to fund.

Note: If you send a file and don't receive a confirmation within 24 hours, please contact your Bank of America Representative.



The image shows an email from Bank of America. The header includes the Bank of America logo and the text "Health & benefit accounts". The body of the email is as follows:

BOADMIN,

Your funding request report is now available to view on the Employer Website at healthbenefits.bankofamerica.com.

To view and download your report:

- Login to the **Employer Website**
- Click on the **Reports** tab
- Click on **HSA Contribution Funding Notification**
- Select the desired report

You can use this report to review the contributions and payroll deductions that are required to be funded. Please verify the information is correct before wiring the funds to Bank of America **Merrill Lynch**.

Thank you for being a valued client. We look forward to serving you.

Overdue file notification

When a file is expected but hasn't been received yet, we'll send you an email notification. If a wire/ACH is overdue, you'll be contacted by your Bank of America Representative to let you know that your wire has not been received. You'll need to send the wire/ACH to Bank of America. If the wire is received by 2 p.m. Eastern, and the wire and file match, the contributions will post overnight.

Your employees will have access to their funds the next business day by 12 p.m. Eastern (no later than 2 p.m. Eastern).

Unexpected file notification

If we receive an unexpected file, we'll send you an email notification. You may also be contacted by your Bank of America Representative. If it is a valid file, you will be responsible for sending a wire by 2 p.m. Eastern. If the amounts match, the funds will post overnight. Your employees will have access to their funds the next business day by 12 p.m. Eastern (no later than 2 p.m. Eastern).

 **TIP**

Duplicate/Incorrect Files: Call your Bank of America Representative immediately if you believe a duplicate or incorrect file has been submitted. Duplicate contribution files cannot be accepted on the system within the same day, but erroneous files will need to be corrected immediately to prevent reversal adjustments.



Health & benefit accounts

A file expected on 10/5/2023 for Sheri BSB Group has not been received yet.

The file was expected to include the following records:

Contribution record.

Wire instructions

Here's all the information you need for sending a wire to fund contributions:

Bank Name/Location:	Bank of America Charlotte, NC
ABA Number:	026009593
Account Name:	Bank of America Health Benefit Solutions
Account Number:	1291067913
Reference:	(Group Name)

ACH push instructions

Here's all the information you need for sending an ACH to fund contributions:

Bank Name/Location:	Bank of America Charlotte, NC
ABA Number:	026009593
Account Name:	Bank of America Health Benefit Solutions
Account Number:	1291067913
Reference:	(Group Name)

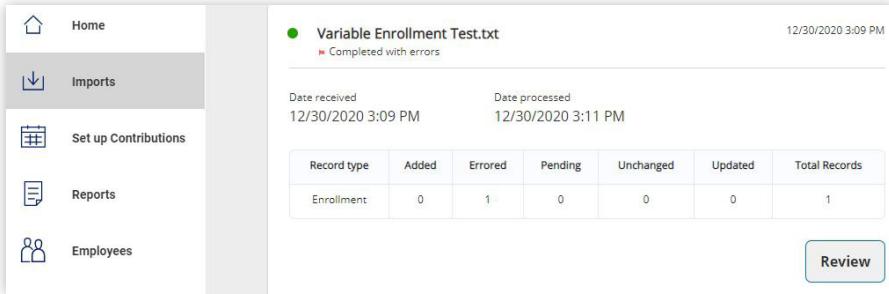
ACH pull instructions

Here's all the information you need to provide to Bank of America:

Bank Name/Location:	To be obtained from the employer
ABA Number:	XXXXXXXXXX
Account Name:	To be obtained from the employer
Account Number:	XXXXXXXXXX
Reference:	(Group Name)

Troubleshooting file errors

When a file contains errors, the Exception Report will need to be reviewed. Follow the link provided in the import notification you received, or log in to the Employer Portal and click on “Imports” tab. Locate the file and choose “View More.” Then click on “Review.”



The screenshot shows the Employer Portal's navigation bar with tabs for Home, Imports (which is selected), Set up Contributions, Reports, and Employees. On the right, there is a detailed view of an import job. The job title is "Variable Enrollment Test.txt" and it is noted as "Completed with errors". Below this, the "Date received" is listed as 12/30/2020 3:09 PM and the "Date processed" is 12/30/2020 3:11 PM. A summary table provides counts for different record types: Record type (Enrollment), Added (0), Errorred (1), Pending (0), Unchanged (0), Updated (0), and Total Records (1). A "Review" button is located at the bottom right of this summary area.

The Exception Report is an Excel workbook with various tabs. You will only need to review sheets 1 through 3.

Sheet 1: Demographic errors

Sheet 2: Enrollment errors

Sheet 3: Contribution errors

 TIP

Remember, the easiest way to correct file errors is to submit a new file that contains only the records that needed corrections.

Common file errors

Here is a sampling of the most common errors you may encounter. The [File Error Message Guide](#) will show you and list them by type, assist with troubleshooting, and provide tips on how to correct the issues.

Common error	Solution
Contribution amount is not in the correct format	Make sure only numbers were entered (no dollar signs, commas, etc.).
File failed / On hold	Cancel the file, make sure to use the template from the Employer Portal with no layout changes. <i>Important: Files will not process until the failed/on hold file has been canceled.</i>
Employee with ID 'XXXX' cannot be found	Make sure the Identifier is correct. These can be found on the Employer Portal under step 3 of Import Data by clicking the 'View Setup Information' link. <i>Important: If you saved the employee file as a .CSV, leading zeros will fall off when you reopen. Avoid this by saving the file in .xls format, or by not opening a file once it's saved.</i>
Plan Name 'XXXX' cannot be found	Make sure the plan name is spelled correctly. This can be found in the Employer Portal under step 3 of Import Data by clicking the 'View Setup Information' link. This could also mean that there is no enrollment for that plan or that the enrollment was sent prior to the plan year effective date.
Prior Tax Year is not a valid contribution tax year (HSA only)	Contribution is trying to be posted to prior year after tax deadline, leave prior tax year field blank.
That status effective date must be on or after the employee's enrollment effective date	Update enrollment effective date needs to be on or after the effective date of your most recent status.
Hire Date cannot be in the future	Update date or resubmit record on or after the employee's hire date.
Class Effective Date must be greater than or equal to the employee's hire date	Must be on or after the employee's hire date.

Need help?

If you still need help troubleshooting, please call your Bank of America Representative.

Your employees' contribution limits and information

	Health FSA	LPFSA	DCFSA	HRA	HSA	LSA	Commuter
How it works	Allows you to set aside pre-tax dollars to help pay for qualified medical expenses that occur during a 12-month period. Your employer can also choose to contribute to your Health FSA.	Like an FSA, but typically offered in combination with an HSA. Can only be used for qualified dental and vision expenses.	A reimbursement account that uses pre-tax dollars for dependent care expenses including daycare, after-school care and adult care.	An employer-funded account that helps you pay for qualified medical expenses not covered by your health plan.	A tax-advantaged personal health care account that works with an HSA-qualified health plan to pay for current and future medical expenses.	An employer funded account that helps support your overall health and well-being. Your employer adds funds to your account and you can use that money to pay for eligible products and services related to physical, financial and emotional wellness.	Allows you to set aside pre-tax dollars from your paycheck to pay for qualified commuting expenses, such as a monthly train pass and parking at the station.
Maximum contribution limits	Based on employer plan rules. Click to view potential Health FSA and LPFSA contribution limits.	Based on employer plan rules and income limitations. Click to view potential DCFSA contribution limits.	Although there is no set limit, it's subject to antidiscrimination rules.	Click to view the current HSA contribution limits set by the IRS.	Based on employer plan rules. Your employer will deposit funds into your LSA.	Based on limits set by the IRS. Click to view the current monthly contribution limit.	
Do unused funds in your account carryover to the next year?	Yes, refer to your employer for specific details.	No, funds must be used during the plan year.	Yes, refer to your employer for specific details.	Yes, unused balances carryover. It's yours to keep and you never lose it even if you change jobs or stop working.	You are encouraged to spend your funds in the calendar year they are awarded. Check your benefits plan information to see if your employer allows the funds to roll over.	Yes, refer to your employer for specific details.	
When is the money in your account available for use?	The full contribution amount is available on the first day of coverage in your plan year.	Funds are available as soon as contributions are deposited into your account throughout the year.					
Can it be combined with another health and benefit account?	Yes, with a DCFSA, HRA, LSA or Commuter.	Yes, with a DCFSA, HRA, HSA, LSA or Commuter.	Yes, with a Health FSA, LPFSA, HRA, HSA, LSA or Commuter.	Yes, with a Health FSA, DCFSA, LSA or Commuter.	Yes, with an LPFSA, DCFSA, LSA or Commuter.	Yes, with a Health FSA, LPFSA, DCFSA, HRA, HSA or Commuter.	Yes, with a Health FSA, LPFSA, DCFSA, HRA, HSA or an LSA.

HSA excess and over contributions

Employees with an HSA may occasionally make an excess or over contribution to their account. In these cases, we will notify them so they can make the required adjustments.

Terms to know

“Excess contribution”

The amount of aggregate annual contributions to an HSA that exceeds the individual's annual contribution limit. The annual contribution is based in part on the individual's level of HDHP coverage and the number of months they are an eligible individual. The IRS imposes an excise tax on excess contributions, plus earnings, that are not timely withdrawn by the individual.

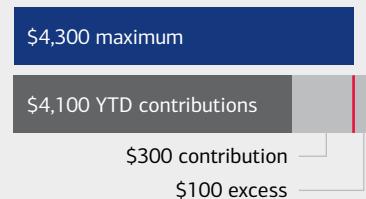
“Over contribution”

The amount of a contribution in excess of the family statutory maximum plus 55+ catch-up contribution.

Note: You will receive a file error if you try over contributing to an employee account. The IRS Code does not allow Bank of America, N.A. to accept annual contributions over the statutory maximum amount for family coverage plus the Age 55+ catch-up contributions. If an excess contribution is detected on a contribution, the entire contribution will be rejected, not just the amount of the overage.

Excess contribution example

Assume an individual with self-only HDHP coverage who is an eligible individual for the entire tax year can contribute a yearly maximum of \$4,300 to their HSA. Now assume an employee has made year-to-date contributions of \$4,100 and then sends in an additional \$300 contribution by check to their HSA. The check causes an excess contribution of \$100.



Example is for illustrative purposes only. Please [click to view](#) current contribution limits.

Over contribution example

Assume \$9,550 is the annual maximum for a family, which includes the 55+ catch-up contribution. An employee, age 57 with family coverage, has made contributions year-to-date of \$9,250 and then sends in a \$400 contribution by check to their HSA. The check causes a \$100 over contribution problem. The \$100 would be automatically returned to the sender of that over contribution (check or direct deposit).



Example is for illustrative purposes only. Please [click to view](#) current contribution limits.

Employee notifications

Employees will be alerted with one of the following notifications regarding any excess or over contributions:

Excess Contribution Notification

An email will be sent if an employee's contribution exceeds the IRS maximum based on coverage level and age. An *HSA Distribution Request Form* must be completed before an excess contribution can be returned. Employees will also be instructed to contact their tax advisor regarding tax implications.

Note: The monies will be returned directly to the employee when they complete and return the HSA Distribution Request Form.

Over Contribution Notification

An email will be sent if the employee has over contributed and will let them know we will be refunding the portion of their contribution that put them over the limit.

Excess/Over Distribution Notification

A letter will be mailed to your employee when an excess or over contribution has been corrected and a refund has been processed. The letter will detail the contributions and earnings breakdown.

Employer notifications

Refund notification for contributions over the statutory maximum

An email will be sent with a report of refunds as they are being processed. This will ensure the refunds are processed in a timely manner. There is no set frequency on when refund files are sent. All refund files will be sent as the refunds occur. For any over contribution refunds originated from files, Bank of America will review each over contribution and return the funds to the employer via wire or ACH. An email notification will be sent to the Primary Employer Contact as well as your Bank of America Representative with the refund file showing the refund amount.

HSA contribution errors

In the event an employee was not eligible for an HSA and a contribution was applied in error, notify us as soon as possible so we can resolve the issue. The transaction will be entered as an adjustment distribution to ensure no tax reporting occurs. Then, any employer contributions would be returned to you via the normal refund process.

We have controls and notification alerts in place to prevent the processing of unexpected or erroneous contribution files. In the event an administrative error occurred by you or a third party vendor that impacts contribution deposits (i.e. payroll provider issue, inadvertent contribution file, administrative client issue, name issues on the file), the following actions will take place to resolve the issue:

1. You'll submit a written request via email to your Bank of America Representative to reverse the contribution. A valid administrative processing reason must be included, along with authorization to reverse the transactions.
2. Once the authorization is documented, the funds are adjusted out of the impacted accounts and returned to you via the normal refund process.

HSA zero balance closures

Bank of America will monitor all HSAs with zero balances and send engagement notifications reminding participants about their account benefits and instructions for submitting contributions.

- Engagement notifications will be sent after six months, 13 months, and 16 months of no activity and a zero balance.
- After 18 months of no activity and a zero balance, the account will be closed.
- We will send the employee a notice confirming that the account has been closed.
- You can run an *HSA Account Detail Report* to review the status of employee accounts.
- The employee's HSA status will update to inactive.

Note: An account can be reopened if Bank of America receives an enrollment file showing a new HSA effective date.



ENROLLMENT

FUNDING

MANAGING

Managing your accounts



You're up and running, now what?

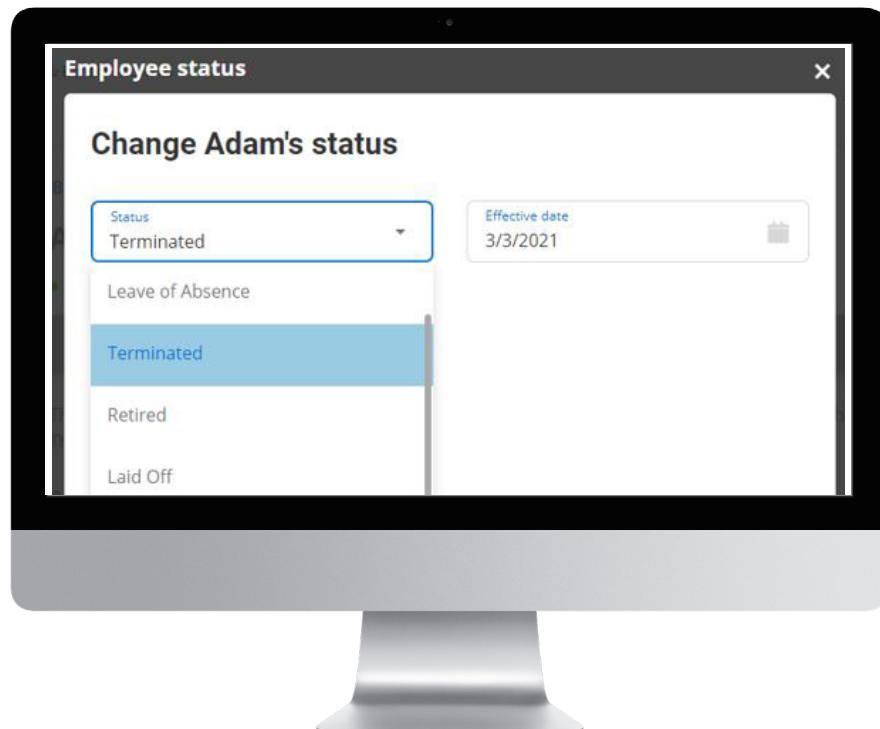
Bank of America makes the ongoing management of your Benefits Plan as easy as possible so you can focus on running your business.

1. Individual employee updates

Employers using sFTP to send demographic and enrollment updates should include changes on the next demographic and enrollment file. Changes can also be made manually in the Employer Portal. Here's how:

Demographic changes: Choose the "Employees" tab, locate the employee by using the "Search" feature and then make the needed changes.

Enrollment changes: You can make changes to plan elections when your employee has a life event, such as getting married or having a baby. Employers are responsible for ensuring that the changes comply with applicable law. For employees with HSAs, you can make changes to coverage levels between individual/family. Go to the "Employees" tab and click "Enrollments."



Multiple employee updates

Employers using sFTP to enroll employees can include demographic changes on the next file. Or, it's easy to make the following changes using the File Import feature:

- Upload demographic updates with a new demographic file.
- Upload coverage levels (individual or family) or election changes with a new enrollment file. [See page 51](#) about the File Import feature.

2. Employee terminations

Employers using sFTP to send demographic updates should include termination dates on the next demographic file.

Changes can also be made directly on the Employer Portal. To enter an employee's termination date manually, click on the "Employees" tab to find the employee. Under "Status," click "Add New Status," select "Terminated," enter the termination date and click "Add Status."

TIP

- If using recurring contributions, make sure the terminated employee is removed from the contribution file or there will be errors in processing.
- Remember to coordinate any manual termination updates with your enrollment source to ensure the data is not overlaid by an automated sFTP file submission.
- Remember to coordinate any manual demographic updates with your enrollment source to ensure the data is not overlaid by an automated sFTP file submission.

What happens to terminated employee accounts?

- Terminated employees with an HSA balance will receive a notification confirming a change to retail-based fees that will be deducted from their account balance.
 - Employees with only an FSA/LPFSA/DCFSA/HRA/LSA or Commuter balance will be updated with a "terminated" status. The employee will remain under the employer group and can use their funds through the end of the run-out period when the account will be closed.
-



The Employer Portal made simple

The Bank of America [Employer Portal](#) is a one-stop solution designed to help you support your employees in the management of their health and benefit accounts. It also provides the resources to help you understand and manage your company's plan.

Pick the tab you need:

- 1. Imports
- 2. Set Up Contributions
- 3. Reports
- 4. Employees
- 5. Tools

HSA Account Summary

Balance Summary			
Account Type	# Accounts With Balance	7/1/2013 Opening Balance	7/1/2013 Closing Balance
HSA Cash Account	6096	\$20,334,082.98	\$20,509.60
Investment Fair Market Value	290	\$3,059,290.84	\$3,237.43
Total Balance		\$23,393,373.82	\$23,747.04

Transaction Summary

Current Period	Amount	#	Year to Date
Deposits	\$1,289,103.12	11776	Deposits
Withdrawals	(\$1,045,530.52)	8693	Withdrawals
Transfer to Investments	(\$120,653.39)	444	Transfer to Investments
Transfer from Investments	\$45,97.88	103	Transfer from Investments
Interest Earned	(\$0.03)	2	Interest Earned
Consumer Fees	(\$25.75)	16	Fees

Deposits

Current Period	Amount	#	Year to Date
Payroll Deductions	\$1,246,809.11	11662	Payroll Deductions
Employer Contributions	\$0.00	0	Employer Contributions
Other	\$41,294.01	114	Other
Total Deposits	\$1,288,103.12	11776	Total Deposits

Deposits by Tax Year

2013 Year to Date	Amount	#	2012 Year to Date
Payroll Deductions	\$9,720,258.19	88134	Payroll Deductions
Employer Contributions	\$0.00	0	Employer Contributions
Other	\$460,050.40	643	Other
Total Fees	(\$25.75)	16	Total Fees

Employer Name: XYZ Demo Company

Reporting Period:

HSA Account Summary

Account Status		
Accounts	Current Period	Year to Date
Created	24	259
Closed	5	242
Moved	0	125

Total Accounts

Average Cash Account Balance

Custom reports

You can request custom reports at any time. Just let us know what you need and we are happy to help.

1. Imports

Where you would see the results of your sFTP file submission or would manually import enrollment, demographic, and contribution files. [See page 50](#) for full instructions.

2. Set Up Contributions

Allows you to schedule contributions either on a one-time or recurring basis.

3. Reports

Where you can access your scheduled reports on the first of each month. Reports are automatically generated, so you simply need to download them. You can also run certain reports on demand anytime.

Note: You can choose to receive an email alerting you when on demand reports are ready, but you will not get a notice each month when it's time to pull the monthly scheduled reports.

Banking reports

Report	Frequency	Description
Reconciliation by Batched EFTs Report	Scheduled Monthly	View the checks and batched NACHA EFTs, recorded in the health and benefit accounts platform, which have moved into and out of your bank account. The report provides information about transactions that have occurred on the employer's bank account statement(s). The report includes a roll-up of debits, credits and checks applied to the employer's account and details behind the transactions. Wire transactions will not be included in this report.
Payment History (non-HSA)	OnDemand	View all reimbursements and payments for a specified time period. You may view all payment types or specify a particular type of payment, e.g. checks. Provides information about reimbursements made for an employer group and assists in reconciliation of reimbursement/payments made by an employer group.
Repayments Report (non-HSA)	OnDemand	See summary and detail consumer repayments for a specific period of time. Repayment methods include: All, Check, EFT, Payroll Deduction, and Claims Applied. The report assists in the review and audit of repayments.
Employer Funding Notification	Daily	View the summary and details of the claims that need to be funded along with any funding adjustments.
Employer ACH Funding Report	Scheduled Monthly, Weekly, Daily	Consolidated report showing all transactions that impact the employer's bank account by transaction type, including the claim reimbursements and reissued employee payments. Report can be run by division and includes both summary and detailed information.

Plan management reports

Report	Frequency	Description
Account Balance Detail Report (non-HSA)	OnDemand	You can use this report to view plan balance summaries and consumer account balance detail as of a specified date. This report displays all data used to calculate the available balance, plan year balance, and cash balance.
Accounts On Hold (HSA only)	Scheduled Weekly	This report will be available online every Tuesday and lists all employee accounts on hold due to identity verification. Includes the first contribution date, the date the account is expected to close, and the funds that would be returned. Also includes contribution amounts on hold and the employees email addresses so you can easily communicate to your employees who haven't completed their account opening.
Enrollment Report (non-HSA)	OnDemand	View employee enrollment information in applicable plans as of a specified date. This includes consumer status, first payment date, employer contributions, election amount, payroll deductions, current total deductions and reimbursement method. The information is broken out by plan type and plan year. This report assists in assessing the employees who have enrolled in a plan.
HSA Account Detail Report (Summary)	Varies	This report provides data regarding an employee's HSA activity. This report includes account status, contribution details and tax year contribution summaries.
HSA Account Detail Report (Detailed)	Scheduled Monthly and OnDemand	This report shows the itemized Payroll Deduction and Employer Contributions made for each employee by date.
HSA Employer Summary Report	Scheduled Monthly	This report provides aggregate monthly HSA statistics and balances. Includes average account balance, distributions and contributions.
Claim History Report (non-HSA)	OnDemand	Provides a look at each employee claim submitted by submission date, claim amount, amount paid, amount pending, amount denied and the claim status (Paid, Denied, Pending Receipt, etc.) broken out by plan.
Reimbursement Detail Report (non-HSA)	OnDemand	View all claims reimbursed, by plan, for a specified period of time.
Plan Year Closure Notification	Annual	View consumer cash balance (i.e. forfeiture balance) and pending repayments (i.e. taxable items) when the plan year is closed.

Plan management reports (continued)

Report	Frequency	Description
HSA Contribution Funding Notification	Varies	View HSA contribution dollars required to fund employee accounts via wire payment.
HSA Funding Collection Notification	Varies	View HSA contribution and payroll deductions that will fund employee accounts via ACH payment. This notification could also trigger daily, showing employees who haven't passed the Identity Verification (IDV) process. The "Funds on Hold" section of the report lists impacted employees and the failure reason.
Fee Funding Notification	Scheduled Monthly	View the funding that will be collected for employer-paid monthly maintenance fees. The report breaks down the fees charged for each employee.
Claim Reimbursement Notification	Varies	View claims reimbursed for a specific reimbursement date. This notification is used by employers to review reimbursements for claims in process.

Debit card reports

Report	Frequency	Description
Card Status Report	OnDemand	Groups can view a list of the cards that have been issued to employees. The report provides information about debit cards sent to consumers and assists in reviewing the number of debit cards issued to consumers in the group.
Debit Card Funding Collection Notification (non-HSA)	Varies	Allows employers to view a summary of the debit card transactions that require funding by settlement date. The report is summarized and includes employee level transactional detail for the plan year.

 **TIP**

Divisional reporting is also available when employee division detail is included on the demographic files. Set the report parameters under "Group by Division" and then select any divisions you want to include.

4. Employees

Where you can find real-time employee data that allows you to better answer your employees' questions. Search for an employee by using SSN with Employee ID or First Initial, Last Name and last 4 digits of SSN.

Then, you can view the following:

Profile: Personal information such as name, address and date of birth.

Dependents: View dependents for your employees.

Account Summary: View the non-HSA plans your employee is enrolled in. You'll be able to see benefit elections, claims and balance amounts.

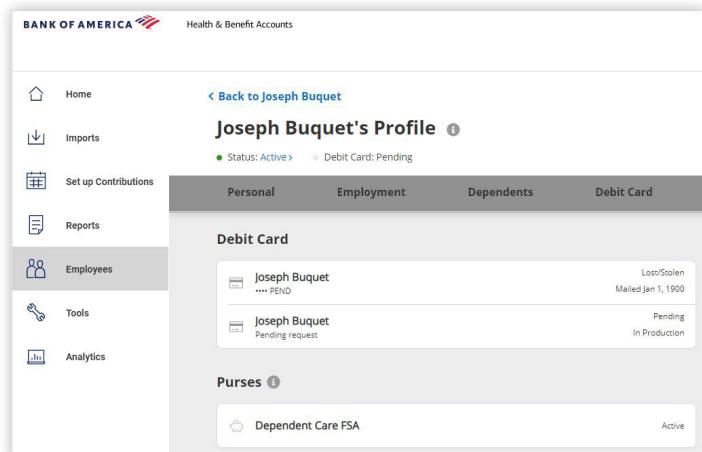
Enrollments: Review the summary of an employee's current and past enrollments including effective dates, employer contributions and contributions-to-date sent by the employer. Deposits made by the employee to the HSA will not show.

Contributions: View all your posted payroll deductions and employer contributions to verify monthly contribution amounts.

Claims: For non-HSA accounts, view all claims that have been filed, paid, or need substantiation.

Status: See the history of an employee's status and make any updates.

Debit Card: Review employee debit card and purse information.



The screenshot shows the Bank of America Health & Benefit Accounts dashboard for an employee named Joseph Buquet. The top navigation bar includes links for Home, Imports, Set up Contributions, Reports, Employees (which is selected), Tools, and Analytics. The main content area displays Joseph Buquet's profile with a status of Active and a debit card application pending. Below this, the Debit Card section lists two cards: one for Joseph Buquet with a pending request and another for Joseph Buquet with a status of PEND. The Purse section shows a Dependent Care FSA account as active.

Debit Card	
Joseph Buquet ... PEND	Lost/Stolen Mailed Jan 1, 1900
Joseph Buquet Pending request	Pending In Production

Purses	
Dependent Care FSA	Active

5. Tools

Where you can find the Employer Guide, the [Employee Notification Reference Guide](#), and all employer and employee forms including:

Employer forms:

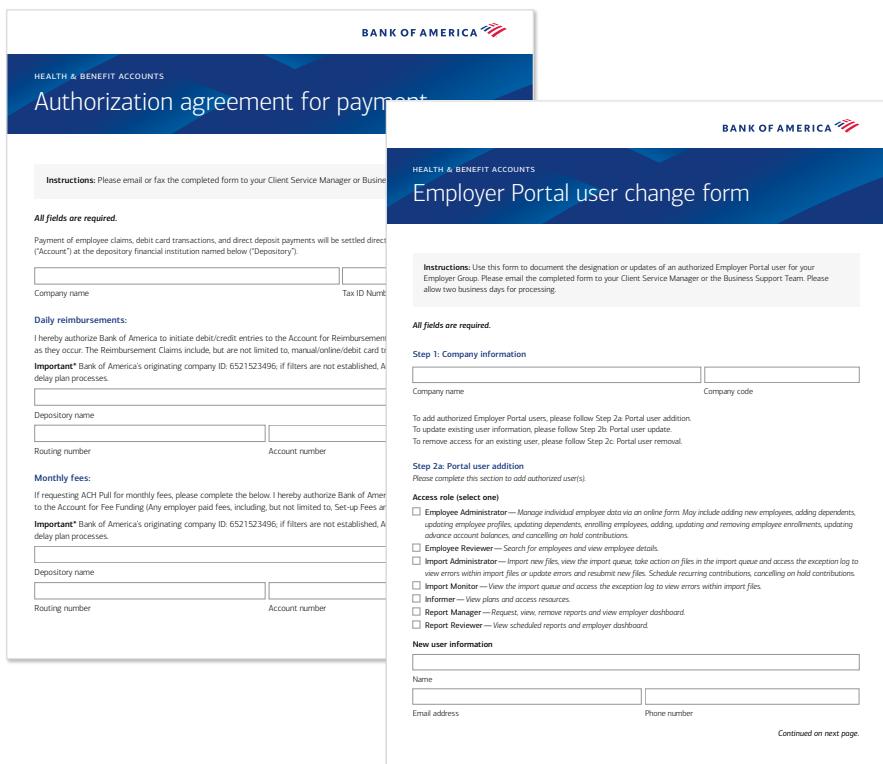
Authorization Agreement for Payment

Employer Contact Change Form

Company Change Form

Employee forms:

All employee forms can be found here and on the member website under the “Tools & Support” tab.



The image displays two side-by-side screenshots of Bank of America Health & Benefit Accounts forms. The left screenshot shows the "Authorization agreement for payment" form, which includes fields for Company name, Tax ID Number, Routing number, Account number, and Monthly fees. It also contains instructions and a section for "Daily reimbursements". The right screenshot shows the "Employer Portal user change form", which includes fields for Company name, Tax ID Number, Routing number, Account number, and Monthly fees. It also contains instructions and a section for "Step 1: Company information" and "Step 2a: Portal user addition". Both forms feature the Bank of America logo at the top.



Administrative access options

Access to employee data on the Employer Portal varies by administrative level. If more than one person requires access to help manage your program, you can add them with different levels of administrative and report access by completing and submitting the *Employer Contact Change Form*.

If you are your company's primary contact, you have the authority to choose who can access the Employer Portal.

Note: Federal and state privacy laws, such as HIPAA, may impose restrictions on access by your employees.



Access level	Description
Employee Administration	Manage individual employee data via an online form. May include adding new employees, adding dependents, updating employee profiles, updating dependents, enrolling employees, adding and updating employee enrollments.
Employee Reviewer	Search for employees and view employee details.
Import Administrator	Import new files, view the import queue, take action on files in the import queue, and access the exception log to view errors within import files or update errors and resubmit new files. Schedule recurring contributions.
Import Monitor	View the import queue and access the exception log to view errors within import files.
Informer	Request, view, remove reports and view metrics.
Report Manager	View scheduled reports and metrics.



We help you get the message out

One of the best features of the Bank of America Benefit Plan is that we help you communicate with your employees about their health and benefit account benefits. We partner with you from the beginning to provide year-round marketing materials for your employees that communicate the benefits of their accounts.

We'll stay in contact with your employees

We recommend that you provide employee email addresses on your enrollment and demographic files so they can receive important communications such as statement notifications, receipt reminders, and payment confirmations. If you cannot include email addresses on your files, employees can go to the "Profile" tab of the member website and provide their email address. We also recommend reaching out to your IT team and ask them to whitelist the following email addresses:

healthaccountservices@hbs.bankofamerica.com

healthaccounts@hbs.bankofamerica.com

bankofamericahealthaccounts@hbs.bofa.com

Employee access

Employees can access information, forms, and history of communications regarding their account on the member website at myhealth.bankofamerica.com. We'll also send service notifications and account updates via email.

Tools for your employees

1. **MyHealth app¹:** Your employees' health and benefit accounts on the go. The app can be downloaded by searching for "MyHealth BofA" on the [App StoreSM](#) or [Google Play.TM](#)



The app can be downloaded by searching for "MyHealth BofA" on the [App StoreSM](#) or [Google Play.TM](#)

2. **Debit Cards:** Mailed directly to your employees within 5-7 business days after enrollment. They will also receive instructions on how to activate their cards and what to do if the cards are lost or stolen.

Note: Employees can order up to 9 debit cards for themselves and dependents age 18 or over. The cards have the dependent's name on them and an email can be sent to your employee whenever a new card is mailed.

Resources for your employees

1. **Welcome kit:** Emailed to your employees within 24 hours. If there is no email on file, a welcome kit will be mailed to them within 5-7 business days.
2. **Learn Center:** Educational content designed to help employees make the most of their health and benefit accounts based upon their individual needs, whether they are beginners or more advanced.
3. **User guide:** The content on our Learn Center contains what your employees need to know about setting up and managing their health and benefit accounts.

The screenshot shows the 'Learn' section of the Bank of America Health & Benefit Accounts website. At the top, there are links for 'HSA Application', 'Log In', 'Employees', 'Search', 'Individuals', 'Getting Started', 'Contact Us', and 'Health and benefit accounts'. Below this is a banner with a photo of a couple looking at a laptop. The main content area is titled 'Benefits Experience' and features several cards with tips and links, such as 'Looking for a tax break?', 'Is an HSA right for me?', 'Top reasons to use an HSA', and 'More smart money tips'. At the bottom, there are links for 'Connect with us' (Facebook, Twitter, LinkedIn), 'Learn', 'Individuals', 'Getting Started', 'Contact Us', 'HSA Application', 'Log In', 'Privacy', 'Web Accessibility', and 'Advertising Practices'.

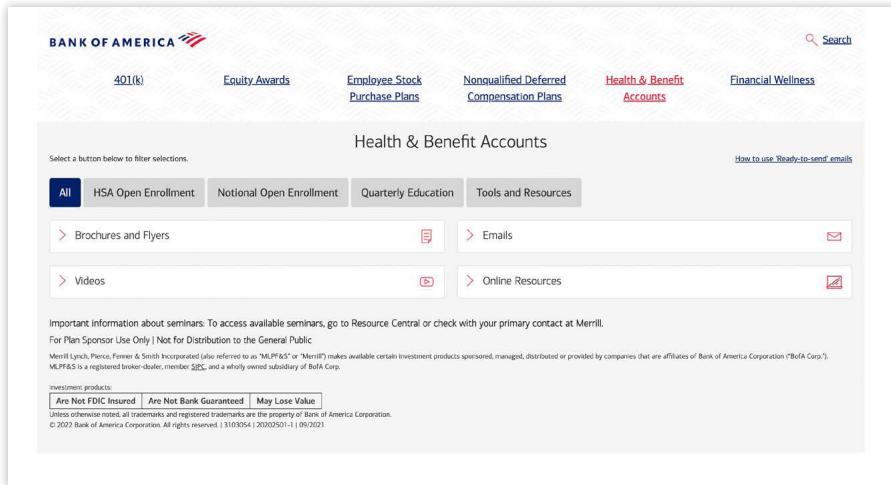
¹ Data connection required. Wireless carrier fees may apply. Mobile app is not available on all devices. App StoreSM is a service mark of Apple Inc. Google PlayTM store is a registered trademark of Google LLC.

Resources for you

1. [Employee Communications Center](#): Includes materials that you can easily customize and share with employees to help them understand and better utilize their health and benefit account benefits. Specific messages include open enrollment, ongoing account management, health and benefit account optimization and more. Just click and print, or download and email. Yes, it's really that easy!
2. [Employee Notification Reference Guide](#): Provides a direct link to all system-generated notifications your employees may receive throughout the life cycle of their health and benefit accounts. You can use [this guide](#) as a quick reference for any questions you or your employees may have.
3. [Targeted campaigns/communications](#): Specific email campaigns, sent by Bank of America, designed to help employees maximize their benefits and simplify their account management. The emails are targeted messages designed to motivate specific behaviors, such as *Maximize contributions*, *Download the MyHealth mobile app*, *Set up direct deposit*, and *Investing with your HSA*.

 **TIP**

Engage your employees throughout the year, not only around enrollment periods, since employees' timelines for making decisions depend on their own circumstances.



The screenshot shows the 'Health & Benefit Accounts' section of the Bank of America website. At the top, there are navigation links for 401(k), Equity Awards, Employee Stock Purchase Plans, Nonqualified Deferred Compensation Plans, **Health & Benefit Accounts** (which is underlined in red), and Financial Wellness. Below the navigation, there is a search bar and a 'Search' button. A sub-navigation bar includes 'All', 'HSA Open Enrollment', 'Notional Open Enrollment', 'Quarterly Education', and 'Tools and Resources'. Under 'Health & Benefit Accounts', there are four main categories: 'Brochures and Flyers' (with a document icon), 'Emails' (with an envelope icon), 'Videos' (with a video camera icon), and 'Online Resources' (with a computer monitor icon). Below these categories, there is a note about seminars and a disclaimer for plan sponsors. At the bottom, there are links for investment products: 'Are Not FDIC Insured', 'Are Not Bank Guaranteed', and 'May Lose Value'. A small note states: 'Unless otherwise noted, all trademarks and registered trademarks are the property of Bank of America Corporation.' and '© 2022 Bank of America Corporation. All rights reserved | 1103054 | 20200501-1 | 06/2021'.



Ongoing support for your employees

FSA/HRA/LSA/Commuter account statements: Generated quarterly and available to your employees on the member website two business days after quarter end. These statements will reflect activity for all non-HSA health and benefit accounts (example: employees with both FSA and DCFSA LPFSA accounts receive one statement).

HSA account statements: Generated quarterly and available to your employees on the member website five business days after quarter-end. These statements will reflect activity for both HSA cash accounts and any balances in investment accounts. Employees will receive an email when these statements are available. Employees can also opt into paper delivery as well as online.

Note: An employee can easily monitor their activity more frequently using the “Accounts” tab of the member website.

Tax Forms: Bank of America will mail both Form 1099-SA and Form 5498-SA. Your employees will use these to report HSA contributions and distributions. Employees can also access their tax information anytime throughout the year on the member website under “Message Center” and clicking on “View Statements” and then “HSA Tax Statements.” An email notification will be sent when employee tax documents are available online.

Account agreements

The HSA Custodial Agreement will be included with the debit card package. Bank of America will also provide additional agreements to your employees related to privacy, debit card and investment terms and conditions.

TIP

Form 1099-SA will be mailed in January because employees can make prior-year contributions to their HSA until the prior-year tax filing deadline (generally April 15). Form 5498-SA will be mailed in May after the end of the prior tax year to ensure all prior year contributions are captured on the 5498-SA form.

Claims processing

Employees with an HSA need to keep their receipts, but won't need to follow the substantiation process.

For claims processing, it's important that both you and your employees understand how the claims process works, and how to substantiate transactions. Please take a moment to click through to the "[Substantiating a transaction](#)" article on the Learn Center to see how claims are processed for your employees.

Claims and the Visa® debit card process for multiple accounts

If an employee has multiple health and benefit accounts, such as an LPFSA and an HSA, all accounts will be on one card that can be used to pay for qualified expenses. Money will come out of the LPFSA first, then from the HSA—this is because some merchants have the ability to identify a specific product as an eligible expense for FSAs.

If one account is suspended due to an unsubstantiated claim, the debit card suspension applies only to the account that is delinquent. If employees need to pay for a qualified expense at point of sale, the money will automatically come out of another eligible account tied to the debit card, in most cases an HSA.

Note: Employees need to use their pre-tax contributions to pay for qualified expenses. If they cannot provide required documentation, the account will be suspended on their debit card.

What is copay matching?

Employers have the option to submit copays under your major medical plan for items such as medical, dental, and vision expenses. You'll provide copay information annually to your Bank of America Representative through the Benefit Renewal Guide. When employees who participate in your major medical plan use their debit card for Health FSA/LPFSA transactions that match the employee's copay amounts (or multiples of the copay up to five times the copay) under your major medical plan, the claims are automatically substantiated.

Copay matching example

If the copay amount for the employee under your major medical plan is \$10 for medical and an employee uses their debit card at their doctor's office for \$10, they will not need to submit substantiation.

Employer funding for non-HSA accounts

Employers are responsible for funding claims for non-HSA accounts by utilizing our claims-based funding method. The Employer ACH Funding Report will be available on the Employer Portal every day (typically at 10:30 a.m. ET) and includes transactions with effective date of the prior day. Transactions are posted to the employer's bank account based on the payment or repayment of an employee's claim. The ACH transaction will consolidate reimbursements, debit card transactions and repayments and the report will break out all employee-specific transactions to get the required form.

Recurring claims

Your employees can set up automatic re-occurrence of a reimbursement from a health and benefit account:

- Recurring orthodontia claim—can be set up by completing the *Automatic Orthodontia Reimbursement Form*
- Recurring dependent care reimbursement—can be requested by completing the *Recurring Dependent Care Request Form*

Note: Forms can be found on the member website under the "Tools & Support" tab.

Claim appeal

Employee can appeal the denial within 180 days of the date they receive a denial letter. They will need to call Customer Care to get the required forms.

Claims payment processing

Employers will receive two reports for claims payments and multiple transactions may be posted daily. There will be separate transactions for manual/online/mobile claims as well as debit card claims.



Carryover provision

If an employer chooses, a carryover provision can be elected. This provision allows employees to carryover a portion of their unused Health FSA or LPFSA balances remaining at the end of a plan year, and is designed to minimize amounts subject to forfeiture.

If an employee files a claim for the prior year and requires the use of the carryover funds, the system will automatically allocate the funds back to the prior year. The prior year claim will be paid and remaining funds will be carried forward. This will be a seamless process for the employee.



What's the employee experience?

For most plans and employee enrollment scenarios, the current year carryover amount will be applied to the employee's account at the start of the new plan year.

Note: This carryover provision does not apply to Dependent Care FSAs.

Employee has elected FSA for next year

The debit card will include the prior year carryover balance (if applicable) and the new plan year election.

The carryover is added at the start of the new plan year. The run-out only comes into play if the employee has a claim for the prior year during that time.

Employee has not elected FSA for next year

The debit card will include the prior year carryover balance (if applicable).

Options for the FSA carryover provision

Our system allows for flexibility with carryover set-up. You can provide this information to your Bank of America Representative on the Benefits Renewal Guide:

1. Choose a minimum or maximum rollover amount.
2. Select the employment statuses that should be included for carryover processing.
3. Accounts with balances remaining at year's end are no longer required to be carried over. Employers have the option to limit carryover to just those employees who have made an election to their Health FSA or LPFSA for the subsequent year.



Fees and billing

On a monthly basis, you'll receive a *Fee Funding Notification* email, so you always know what's going on with your billing. These are sent around the 11th day of the month following the billing period and include instructions on how to view your bill online. The invoiced amount is based on the number of active employees enrolled on the system at the end of the billing period.

Note: You will not be billed for any employees who were enrolled in an HSA and terminated prior to the 1st calendar day of the month you receive your Fee Funding Notification.

View and download your report

- Log in to the Employer Portal
- Click on the “Reports” tab
- Click on “Employer Fee Funding Notification”
- Select the desired monthly report

If you are set up for ACH, fees will be pulled by the 15th day of the month

Otherwise, please remit payment by the agreed upon contract terms. Remember to indicate which month the payment is for.

Technical support

Forgot your password?

1. On the login page, click on “I forgot my password”
2. Enter your Username

Note: You'll see a confirmation that an email was sent to the address on file.

3. Once you receive your temporary password, enter it into the login
4. You'll be prompted to change your password

Note: Be sure you enter a minimum of 8 characters, include upper and lowercase letters and at least one number.

System and browser requirements

To access the Employer Portal, your system must meet these requirements:

- High-speed internet connection
- Adobe Reader 7.0 or greater

Browser software	Minimum version required
Microsoft Edge	Current and prior two versions
Mozilla FireFox	Current and prior two versions
Google Chrome	Current and prior two versions
Apple Safari	5.x or greater

Appendix

Employer Portal file submission

If you are not using sFTP to submit your files, you can import enrollment, demographic, and contribution files directly through the Employer Portal. The next few pages will detail those instructions.

Demographic and enrollment file upload detail

There are two ways to enroll your employees through the Employer Portal:

1. Manual entry
2. File import and upload

Manual entry

This option allows you to manually enter your employee's enrollment information online through the Employer Portal.

Here's what you'll do:

1. Under the "Employees" tab, click "Add Employee."
2. Enter the employee's profile information and then click "Add Employee."
3. You'll receive the message, "Employee Profile Added," then select "Add Enrollment."
4. Choose the benefit plans for enrollment and click on "Enroll."
5. Complete additional fields.
6. Click "Add Enrollment(s)." Then you'll see a message that your employee was successfully enrolled.

Note: Even though the fields are not required, we highly recommend adding the employee's phone number and email address. This will allow us to reach your employees, if needed, and to enable your employees to receive important notifications about their account, enhancing the employee experience.

File import and upload

This is a two-step process. First, a demographic file will need to be submitted and then the enrollment file will be uploaded.

Note: Once you have all your employee demographic data ready, you can expect the process to take about 10 minutes, depending on the number of employees you need to enter.

Step 1: Submitting the demographic file

1. From the “Import” tab select “Add New Import.”
2. Then select under import type “Demographic.”
3. Click “Open Template” to open the file in Excel.
4. Complete the template, attach and select “Import.”

Note: An information box will appear to remind you of what data is needed and in what format.

Terms you'll need to know

“EmployeeIdentifier” – Your internal Employee ID used as the identifier in our system.

“StatusEffectiveDate” – The employment date.

Demographic file layout

EmployeeIdentifier	LastName	FirstName	DateOfBirth	AddressLine1	AddressLine2	City	State	ZipCode	Country
000000333	Martin	Chris	04/04/1975	123 Main St.		Anytown	NY	10036	

Leave blank

Username	Password	EmailAddress	HomePhone	EmployeeNumber	EmployerEmployeeID
		CMartin@email.com	2125550202		000000333

Must match plan name on system.

[View Setup Data link.](#)

Leave blank

Required field – must match EmployeeIdentifier

SSN	Division	Class	Payroll	PayrollEffectiveDate	EmploymentStatus	StatusEffectiveDate
XXXXXXXXXX					Active	01012016

Required field

Leave blank

Leave blank

Options: Active, COBRA, LOA, LaidOff, Retired and Terminated

File import and upload (continued)

- Once your file is complete, save it to your hard drive.

Use this file for processing.

Here's how:

- Under the “Imports” tab, click “Browse,” locate the saved file and click “Open.”
- Next, click “Import Data.”

Note: Be sure that your file completes without error. This typically takes 5 minutes, but could be longer during peak processing periods.



TIP

You will have to confirm that all files are submitted successfully and that any errors or exceptions are corrected. Please refer to “Troubleshooting file errors” on [page 54](#) for help.

- If the file import uploads to the system, you'll see an “Import Submitted” message.

- Once the file import is complete, it will be placed in either the “Failed/On Hold” section or the “Completed” section of the “Import Queue.”

Step 2: Uploading the enrollment file

- To upload the enrollment file follow the “Step 1” process above, but instead of choosing “Demographic,” this time choose “Enrollment.”
- Before you begin, reference the template below for the correct data that must be entered into the template.

Enrollment file layout

EmployeeIdentifier	ElectionAmount	PlanName	EnrollmentEffectiveDate	EmployerContribution	EnrollmentTermDate
000000333	0		08/01/2016		

HSA/HRA = \$0

FSA = Annual election

Commuter benefits = Monthly election

LSA = \$0

Must match plan name on system. View Setup Data link.

HRA = May be required
FSA = Enter amount
LSA = May be required

FSA/HRA/LSA only

PrimaryReimbursement	ElectionAmountIndicator	HDHPCoverageLevel	EnrolledInClaimsExchange	HSATermsFlag
	PerPay	Single		

Leave blank

Options (HSA only):
PlayYear, PerMonth
and PerPay

Options (HSA only):
Individual and Family

Leave blank

Once all employees are enrolled

Pull the *HSA Account Detail Report - Summary Version* and the *Account Balance Detail Report* to confirm all employees have been enrolled. Then, submit contributions for these employees. Your Bank of America Representative will help you set up a Payroll Calendar that includes the file and funding receipt dates. You can use the Employer Portal to upload a completed contribution file. Follow the easy-to-navigate menus and reminders that will pop up as you move through the process. Funding will typically appear in employee accounts within 2-4 business days.

Submitting your contribution file

1. Under the “Import” tab, click “New Import.”
2. Select “Contribution” from the import list.
3. Click on “Open Template,” open the file in Excel and complete.
4. Before you begin, reference the template below for the correct data that must be entered into the template.

Note: An information box will appear to remind you of what data is needed and in what format.

Contribution file layout

EmployeeIdentifier	ContributionDate	ContributionDescription	ContributionAmount	PlanName
000000333	08/10/2023	Payroll	2350	

Options: Payroll and
Employer

Must match plan name on system.
View Setup Data link.

5. Once you’ve completed your contribution file, save it to your hard drive. Use this file for processing.

To upload the contribution file:

- Under the “Import Data” tab, click “Browse,” locate the saved file and click “Open.”
- Next, click “Import Data.”

Note: Be sure that your file completes without error. This may take a few minutes.

- If the import is successful, you’ll see an “Import Submitted” message.

At this point, your file will be placed in either the “Failed/On Hold” section or the “Completed” section of the “Import Queue.”



TIP

If there is an issue with your file upload, you will need to correct any errors. Please refer to “Troubleshooting file errors” on [page 54](#) for help.

Troubleshooting file errors

Go to the “Import” tab, select your file to review, then select “Review.” The error reports will then display for review.

[◀ Back to Imports](#)

Review Variable Enrollment Test.txt

Completed with errors Version 1

12/30/2020 3:09:51 PM (i)

Part of your file has uploaded successfully, but there were some errors and/or warnings that have occurred. You can ignore these or choose an option below.

[Download error exception report](#)
[Download informational exception report](#)
[Show more](#)

FAQs

Frequently asked questions from your employees

What happens if an employee loses their debit card?

Employees should report a lost or stolen card immediately by calling Customer Care or on the member website.

What is a micro-deposit?

For security reasons, a one-time micro-deposit process is necessary to activate an employee's bank account. This additional security step is for the protection of your employees, and ensures that bank account information is accurate by requiring them to validate a random small dollar amount, anywhere between 1 and 99 cents, that will be made "in to" and "out of" the bank account that's being set up.

Can an employee still use their debit card to pay for health care expenses from their HSA if their non-HSA is suspended due to a substantiation issue?

Yes, if the non-HSA account is suspended due to substantiation issues, then the debit card will automatically pull from the HSA.

If an employee has money taken from HSA but they wanted it taken from another account, how can they make that change?

Employee should contact Customer Care for assistance at the number on the back of their debit card.

What happens if an employee sees a transaction on their debit card that they didn't initiate?

If your employee suspects fraud or error on their health and benefit debit card, they should contact Customer Care to report the charge as soon as possible. For more information on disputing a transaction, refer your employees to the Health & Benefit Account User Guide.

What happens when a check goes unclaimed?

- a. For non-HSA checks: If an unclaimed check is less than 90 days old and is within the plan year, the check will be reissued to the employee. If an unclaimed check is older than 90 days and is outside of the plan year, the check will be voided and a credit will be sent back to the employer.
- b. For HSA checks: If an unclaimed check is more than 90 days old and is still within the calendar tax year, a contribution adjustment will be processed and the monies will be re-deposited back into the employee's account. If an unclaimed check is more than 90 days old but is within a different calendar tax year, a contribution adjustment will be processed, re-depositing the monies back into the employee's account. A corrected 1099 for the previous tax year will also be processed.

How does an employee request a transfer from another custodian into their Bank of America HSA?

- a. Your employee will need to set up a Bank of America HSA prior to requesting the transfer, as they will need their account number to complete the transfer.
- b. The Employee submits an HSA Transfer Request Form to their current custodian.
- c. The current custodian will process the transfer and send a check to Bank of America for contribution.
- d. The contribution will be applied as a transfer and will take two business days to process.

How does an employee request a transfer out of their Bank of America HSA to a new custodian?

- a. Your employee can submit an *HSA Distribution Request Form*. This form is on the member website under the "Tools & Support" tab.
- b. The HSA Distribution Request will be processed within two business days (checks will be mailed in 3-5 business days).

What happens if an employee sends in a form that is rejected?

If a form is received for processing but is missing required information, a Customer Care Associate will reach out to them requesting additional detail or a revised form.

What happens in the event of an employee death?

- a. Customer Care will need to be notified of the death.
- b. We will provide information about the documentation needed to initiate fund disbursement:
 - i. *Death Certificate*
 - ii. *Beneficiary Account Distribution Form*
- c. In the absence of a valid beneficiary designation, other legal documentation will be required such as Letters of Testamentary, Letter of Appointment of Executor, or Small Estate Affidavit.
- d. The Customer Care Center will send the *Beneficiary Account Distribution Form* to the designated beneficiary, executor of estate or other designated person.
- e. The funds will be disbursed via check directly to the beneficiary, or estate of the deceased. If the beneficiary is a spouse, they have the option of opening an HSA with Bank of America in their name.
- f. Plan Sponsor should send an email notification of an employee death to the CSM.

Where can employees go to learn more about Commuter Benefits?

The [Commuter Benefits FAQ](#) on the Learn Center provides more information about this benefit and how to use it.

Where can employees go to learn more about Lifestyle Spending Account Benefits?

The [Lifestyle Spending Account FAQ](#) on the Learn Center provides more information about this benefit and how to use it.

Investment products:

Are Not FDIC Insured	Are Not Bank Guaranteed	May Lose Value
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Bank of America Health Benefit Solutions does not provide tax or legal advice. This summary is provided solely for general information purposes, and is not to be construed as tax or legal advice. Please consult with your own attorney or tax advisor to understand the tax and legal consequences of your HSA and your particular situation.

Bank of America, N.A. makes available the Health Savings Account as a custodian only. The account beneficiary establishing the HSA is solely responsible for ensuring satisfaction of eligibility requirements set forth in IRC sec 223. If an individual/employee establishes a HSA and s/he is not otherwise eligible, s/he will be subject to adverse tax consequences. In addition, an employer making contributions to the HSA of an ineligible individual may also be subject to tax consequences. We recommend that applicants and employers contact qualified tax or legal counsel before establishing an HSA.

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