

Welcome to your Igoe Administrative Services
Health Savings Account (HSA)



Congratulations!

Thank you for opening a Health Savings Account (HSA) with Igoe Administrative Services. We are here to help you and your family understand how to take full advantage of your HSA. Our goal is to provide you with an affordable, convenient and “Worry Free” approach to begin saving for your medical expenses. Our Igoe Participant Portal provides easy to follow tutorials that will simplify your HSA. Additionally we provide access to our staff of financial wellness professionals. Your account has been opened, “Now let’s get started!”

The fundamentals

A Health Savings Account (HSA) enables you to save, invest and spend funds for qualified medical expenses on a tax-advantaged basis. Your funds grow tax-free and unused HSA funds roll over from year to year. HSAs are a convenient and easy way to save for future medical expenses.

What’s next

This Welcome Kit provides an overview of how your HSA works, including accessing your account online, ways to contribute and use your funds, benefits associated with maximizing your contributions and utilizing beneficial online tools and resources within the Igoe Participant Portal. In addition you will receive the additional material shortly:

- ▶ Welcome letter by mail or email with your account number
- ▶ Welcome email containing instruction on how to log into the Igoe Participant Portal as well as helpful links to other valuable resources
- ▶ HSA Debit Card (within 10 business days)

Use this guide to get started

Now that your account is open, you can begin making deposits as well as using funds from your account to begin paying for qualified medical expenses.

Read through this guide for helpful hints and guidance on how to take control of your healthcare costs and begin saving for your future medical expenses.

For more detailed information visit www.goigoe.com or contact us at 800-633-8818, option 4.

Managing your account

Online or on the go with your mobile device, the Igoe Participant Portal puts you in control. Online access can be fulfilled either during or following HSA enrollment. If following enrollment, then visit www.goigoe.com and select Log In. During this process, you will be prompted to enter both the Employee ID and Employer ID provided.

As part of the registration process, you will choose your own username and password. Once registered, you can sign-in to take control of your HSA. Log in, navigate to “My HSA” and get started! If you have any questions feel free to contact us at 800-633-8818, option 4.

Online account access

You are getting much more than just an HSA, we are providing a suite of services through the Igoe Participant Portal that will simplify your account. With a single user ID and password you gain access to the following features:

- ▶ View account and investment balances
- ▶ Access to current and historical activity and balances
- ▶ Mobile and tablet access if you are on the go
- ▶ Graphs and reports to monitor contribution limits
- ▶ “Shoe Box” to record and upload related medical invoices
- ▶ Easy to enroll Bill Pay feature
- ▶ Establish account alerts
- ▶ Ability to report and re-issue lost or stolen debit cards
- ▶ View and maintain account owner information
- ▶ Utilize contribution feature to set up electronic transfers
- ▶ Integrated investment option
- ▶ Access to online videos, calculators and other useful tools
- ▶ Online forms providing e-signature and auto delivery
- ▶ Single point of access for your HSA and limited purpose FSA

Your HSA is easy to manage!

- ▶ *An array of mutual funds, including an interest-bearing account, gives you competitive investment choices.*
- ▶ *HSA contributions are automatically swept into investments accounts when they meet the necessary cash account balance; no need to manually move funds between accounts.*
- ▶ *HSA deposits are FDIC insured by Igoe Administrative Services, .*

Mobile application

When you're on the go, save time and hassles with the Igoe Mobile. Check your balances, transactions, and claim details for all your reimbursement accounts.

Easy and Convenient

- ▶ Designed to work just as other iOS and Android apps, making it easy to learn and use
- ▶ Shares user authentication with the Igoe Participant Portal, registered users can download the app and log in immediately to gain access to their benefit accounts, with no need to register their phone.

Connects You with Details

- ▶ Check available balances 24/7
- ▶ View account activity for your accounts
- ▶ View investment portfolio

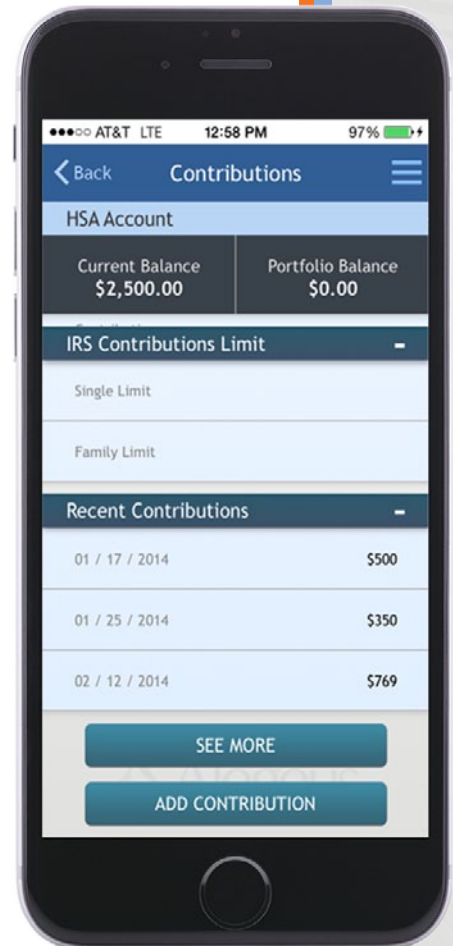
It's Secure

- ▶ No sensitive account information is ever stored on your mobile device and secure encryption is used to protect all transmissions.

Mobile SMS Alerts

Igoe Mobile supports a wide variety of customizable SMS alerts to empower consumers to more pro-actively manage their accounts. Participants may opt-in or out of receiving SMS alerts at any time.

- ▶ Low balance
- ▶ Annual deductible met
- ▶ Address change
- ▶ Email change
- ▶ Password change
- ▶ Payroll deposit received
- ▶ Benefit debit card mailed
- ▶ Benefit debit card lost/stolen
- ▶ HSA statement available
- ▶ Monthly balance update



Contributing is easy

Contributing funds help lower your taxable income and allow you to build a “Nest Egg” for future health care expenses. Contributions to your HSA may be made by you, employer or anyone; however the preferred tax treatment will only be realized by you.

Contribution methods

You can contribute money to your account in several convenient ways including;

- ▶ **Direct Deposit** – Your HSA account acts just like a personal checking account. If your employer offers direct deposit, you can give them your HSA account information to begin contributing via direct deposit.
- ▶ **Funds Transfer** – Within the Igoe Participant Portal you can schedule one-time or recurring electronic transfers from other financial institutions. They are fast and easy!
- ▶ **Account Transfer** – If you have an existing HSA, you may be eligible to either rollover or transfer the funds to your new HSA. Required forms are available within the Igoe Participant Portal or you may contact us at 800-633-8818, option 4 for further assistance.
- ▶ **Checks** – If you prefer, you can send us a check by mail to Igoe Administrative Services, . The check should be made payable to Igoe Administrative Services and either include a deposit slip from your checkbook or simply write your account number in the memo line.



Maximizing your contributions

As you decide how much to contribute, it's important to note that contributing the maximum allowable amount helps you to get the most from your HSA. At the very least, you'll want to contribute enough to cover anticipated healthcare expenses. Because your balance rolls over year-to-year, there is no penalty for contributing more than you're able to use in one year. The tax advantages of an HSA make it a powerful long-term savings vehicle.

The maximum annual contribution can be made even if you become HSA-eligible after your tax year begins, as long as you are covered under a HDHP on the first day of the last month of your tax year (December 1 for most taxpayers) and remain in a HDHP for the following 12 months. See IRS publication 969 for details. Contributions are allowed until April 15 for the previous calendar year. Additionally, if you are 55 or older, you are allowed to make a \$1,000 catch up contribution.

Keep in mind that HSA contribution limits, established by the IRS, may change each year and you must not over contribute to avoid adverse tax consequences.

	2021 Contribution Limit	Catch-up Contribution
Single	\$3,600	\$1,000
Family	\$7,200	\$1,000

**Participants age 55 or older may make additional contributions above the set HSA maximum. Catch-up contributions can be made any time during the year in which the HSA participant turns 55.*

Catch-up contributions for account holders 55 and older

If you are age 55 or older, you may be able to make a catch-up contribution above the annual limit. Even if you join a qualified HDHP after the start of the year, you can contribute the maximum amount, as long as you have HDHP coverage for the last month of the taxable year and for the following 12 months. Catch-up contributions for the partial year of HDHP coverage must be pro-rated.

Does this sound complicated? Don't worry. There are tools within the Igoe Participant Portal that will help you monitor your contributions and help prevent over contributing. Contact us if you have questions, 800-633-8818, option 4.

Using your HSA funds

HSA funds can be used to pay for qualified medical expenses, such as:

- ▶ Medical
- ▶ Dental
- ▶ Vision
- ▶ Prescription
- ▶ Medical Equipment
- ▶ Chiropractic

Go to [www.irs.gov](#) and use the Eligible HSA Expense tool to see which types of expenses are qualified. You can also go to [www.irs.gov](#) and download Publication 502. Generally, qualified medical expenses are those expenses directly related to the alleviation or prevention of physical or mental illness. If you use HSA funds for medical expenses that are not qualified, they will be included in your taxable income. (HSA withdrawals made for non-qualified expenses are subject to ordinary income tax and IRS penalties may be applicable to non-qualified expenses paid for with funds from your HSA. Additionally, state taxes may vary so please consult your tax advisor.)

Pay for qualified expenses

- ▶ Use your benefits debit card where accepted, such as the pharmacy or doctor's office.
- ▶ Write your benefits debit card number on medical bills to have your HSA funds directed to the expense.
- ▶ Use Igoe Administrative Services's online bill payment to pay for a healthcare expense or to reimburse yourself for an out-of-pocket medical expense.

Keep good records of your expenses

Keep track of your expenses and payments by using the Igoe Participant Portal to see balances, view transactions, create reports and upload receipts. Be sure to keep receipts for all of your medical expenses for at least three years for tax-reporting purposes.

If you use your HSA funds for non-qualified medical expenses, and are under the age of 65, you may incur a 20% penalty and owe income taxes on the amount used. After the age of 65, HSA funds can be used for any expense with no penalty, but you may still owe income taxes on those funds. Qualified medical expenses are always tax-free.

HSA investment options

Are you a spender or saver?

Unlike other healthcare accounts, funds in your HSA do not expire and are not contingent upon your employment. Not only does your balance accrue interest, you have a unique opportunity to grow your money even more by investing in a select list of mutual funds.

'Spender' or short-term investor: Competitive interest rates

The basic Igoe Administrative Services HSA deposit account is similar to an interest-bearing checking or savings account. Savers will enjoy earning a competitive interest rate on all contributions, and the interest accumulates tax-free.

'Saver' or long-term investor: Powerful options

The Igoe Administrative Services HSA investment account was designed for account holders who are interested in using their HSA as a long-term savings vehicle. You must maintain a balance in your HSA of \$1,000 and anything in excess of that may be invested in increments of \$100. After you access your account online go to the Investment tab and Documents and Forms tab to find out more information about investing or call us at 855-472-9399 (Avidia Bank).

Mutual funds are not bank deposits or obligations, are not guaranteed by any bank, and are not insured or guaranteed by the FDIC. Investment in mutual funds involves risk, including possible loss of principal.

HSA investment account choices

You can view transactions, holdings, and statements online, update your account information or place a trade all from within the Igoe Participant Portal using your existing username and password. After establishing an investment account, you will have the ability to view your HSA balances and manage your portfolio holdings and transactions with ease.

Useful tips and suggestions

Make the most of your HSA

- ▶ Contribute the maximum to your HSA.
- ▶ Manage your health care expenses wisely.
- ▶ Learn about and practice healthcare consumerism.
- ▶ Invest unused HSA funds and make your money work harder for you.
- ▶ Take good care of yourself and your family – a healthy lifestyle makes a big difference.

Note: Your Igoe Administrative Services HSA is triple tax-advantaged. You can save tax-free with your HSA. You can fund your HSA with pre-tax or tax-deductible contributions. Balances grow tax-free and withdrawals are also tax-free as long as the money is used for IRS-qualified medical expenses. State taxes vary.

Recordkeeping for tax purposes

You will be responsible for retaining your monthly statements with your HSA records and all receipts for qualified medical expenses. Online Statements are available for 18 months. Statements are generated at the end of each calendar month so please access your account regularly. Consult your tax advisor to determine how HSAs are treated for state tax purposes for the state in which you file your taxes.

At year end, Igoe Administrative Services will send you the following:

- ▶ 1099 SA – Received by January 31 and shows your annual distributions
- ▶ 5498 SA – Received by May 31 and shows your annual contributions

When you receive these forms, if you feel there is an error, contact Igoe Administrative Services at 855-472-9399 (Avidia Bank) and we will work with you to make corrections and provide a corrected form.

Thank you for choosing Igoe Administrative Services.

For more information about HSAs, visit www.goigoe.com or call one of our customer support specialists at 800-633-8818, option 4. Your benefits administrator will also be able to provide you information about your HSA.