



Cigna®

hsabank®
A Division of Webster Bank, N.A., Member FDIC



Customer Website Guide



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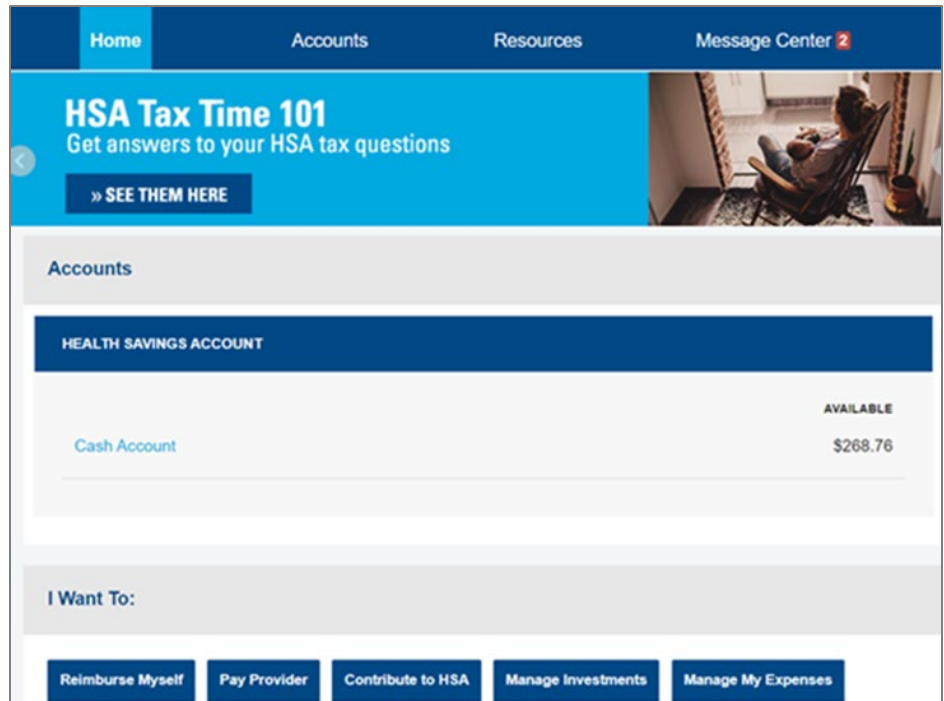
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Customer Website Overview

Welcome to HSA Bank! This guide will provide you with details about how to use the HSA Bank Customer Website. The HSA Bank Customer Website gives you 24/7 online access to your account.

Some key account management features include:

- Reimburse Myself
- Pay Provider
- Contribute to HSA
- Manage Investments
- Manage My Expenses



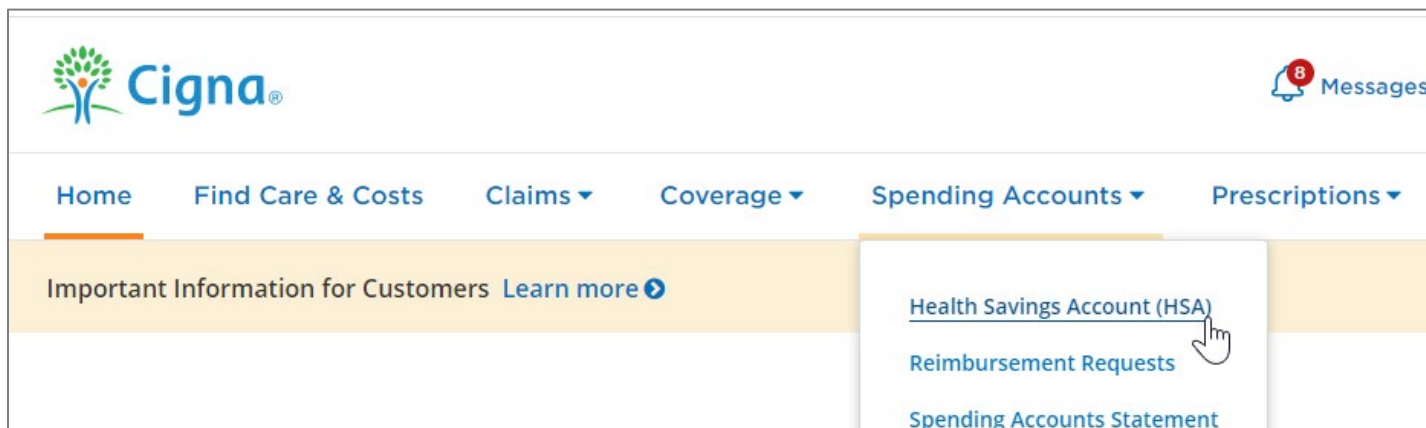
Initial Login Process

Step 1: Log in to [myCigna®](https://myCigna.com).

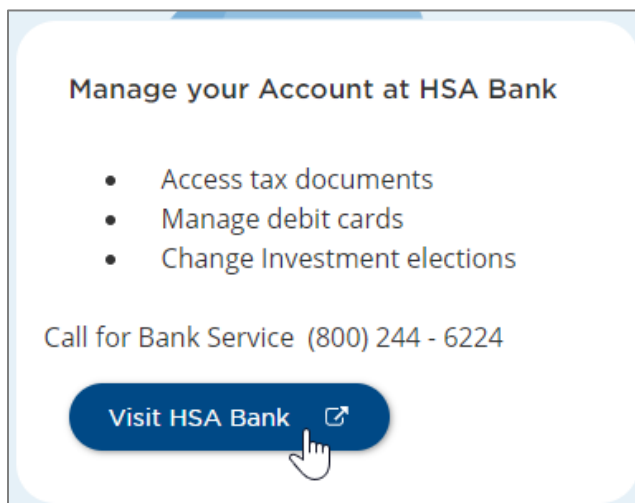


Step 2:

Once you log in, you will be brought to the myCigna Welcome page below. To single sign-on over to the HSA Bank Customer Website, simply click the Health Savings Account link in the Spending Accounts menu.



Then, click Visit HSA Bank on the right hand side of the screen. No additional ID/password is needed.

**Step 3:**

Please read and accept the Esign Consent Agreement and Online Services Agreement. You must open the agreements and **scroll to the bottom** in order to select the checkboxes.

Step 4:

Please enter and confirm your email address to ensure you receive notifications based on your elected preferences. You can enter your mobile number if you would like to opt in to any text alerts.

You will also confirm your preferred delivery method for certain bank disclosures and notices.

Note: You may update this information later by clicking the Message Center tab, then clicking Update Notification Preferences in the top right corner of the page.

The screenshot shows a web form titled "Statements & Notifications / Update Notification Preferences". It contains two main sections: "Contact Information" and "Notifications".

Contact Information

Email Address:

Confirm Email Address:

Please provide a valid and current email address to ensure that you are notified when important documents (such as your HSA Account Summary and Tax Statements) become available on the Member Website. You will need an email address to select any of the optional alerts.

Notifications

You will receive bank disclosures and notices, in addition to the items listed below, based on the delivery method you select below.

Delivery Method

☒ Online ☐ Paper and Online

For

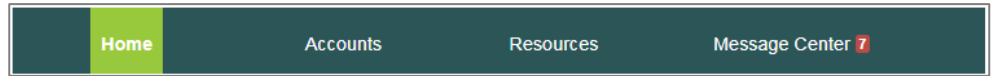
HSA Account Summary
HSA Tax Documents

Navigate From the Home Page

The HSA Bank home page will be displayed on your screen each time you log in to the site. Each tab from your home page offers an easy-to-use navigation system for viewing information on your account.

- Starting with the top navigation, you can access information using the menu tabs at the top of the screen.

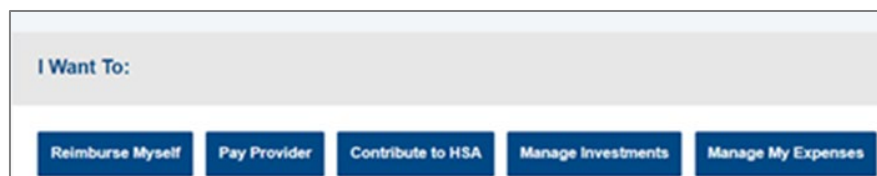
- Home
- Accounts
- Resources
- Message Center



- Your account(s) and balance(s) will conveniently show at the top of the page so that you can easily keep track of your HSA and investment accounts (if applicable).

Accounts	
HEALTH SAVINGS ACCOUNT	
Cash Account	AVAILABLE \$802.03
Investments - Devenir Fair Market Value	\$100.00

- Below your account information, the “I Want To...” buttons help you easily take actions related to your account:
 - Reimburse Myself
 - Pay Provider
 - Contribute to HSA
 - Manage Investments (if applicable)
 - Manage My Expenses

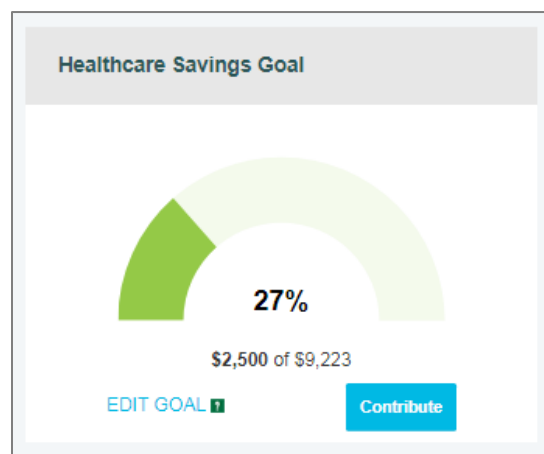


- After the “I Want To...” buttons, you will see a snapshot of your three most recent expenses. You can click the View full table link on the bottom right to review all expenses on the myHealth Portfolio tab.

Recent Transactions					
DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
7/2/2019	Dental	-	-	\$544.50	\$
12/8/2016	Medical	-	-	\$500.80	\$
12/8/2016	Medical	-	-	\$500.80	\$

[View full table](#)

- Below the Recent Transactions section, you will see the Healthcare Savings Goal tool. This interactive tool enables you to set a savings goal for future out-of-pocket medical costs.



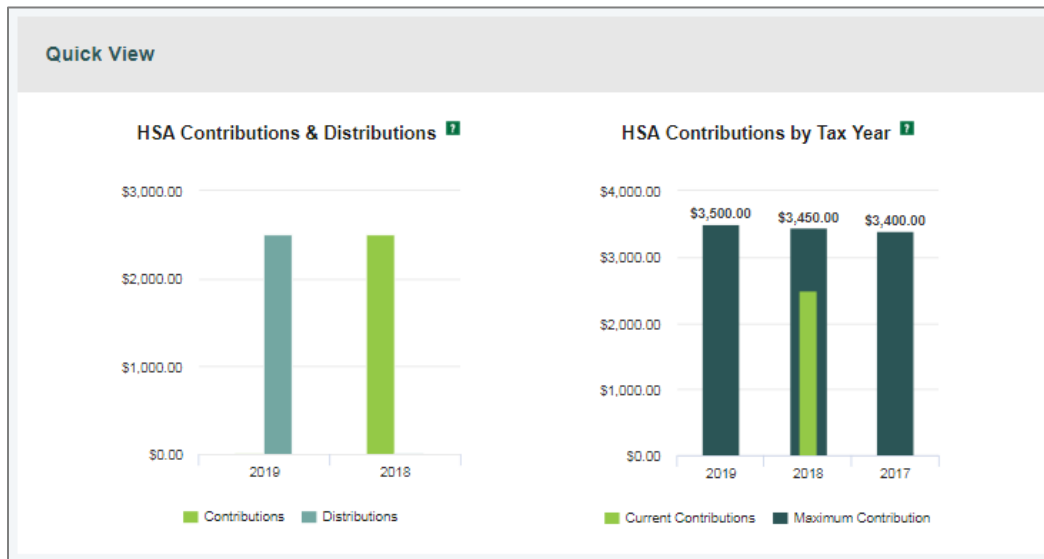
- Your Tasks section on the home page helps you stay on top of your account with a variety of notifications or requests for action, such as a notice of an external bank account that needs to be validated.

Tasks 1

To get your money faster, set up a bank account for direct deposit

- Click the bold text in the Tasks section to navigate to the page needed to execute the requested action.

- At the bottom of the home page is the Quick View section, which graphically displays key metrics that make it easy to track your contributions each year. You can also assess your year-over-year saving and spending habits with the HSA Contribution & Distribution Activity graph.



The HSA Contribution & Distribution Activity graph reflects the maximum contribution limit based on a member's high-deductible health plan (HDHP) coverage level (individual or family). Please contact HSA Bank if your contribution limit needs to be updated to reflect your current HDHP coverage level.

Tasks

The Tasks section helps you make the most of your account by highlighting action items, such as downloading the mobile app to stay connected to your account on the go or confirming a linked external bank account. Clicking each item brings you to the relevant page or popup with more information.

When first opening your account, you may see a message indicating that action is required to finalize the opening of your account.

Tasks

! Action required to open your account | [View More](#)

Action Required to Open Your Account

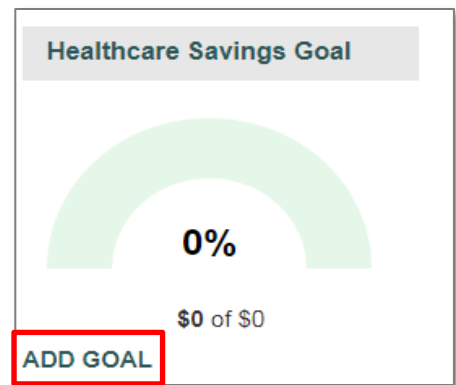
In accordance with the USA PATRIOT Act, Federal law requires all financial institutions to obtain, verify, and record information that identifies each individual or entity opening an account. During our account opening process, we were unable to verify some of your information. While your account is currently open, it will be closed 60 days after the date of opening if we do not receive the necessary documentation to confirm your identity. To confirm what information is missing, please reference the letter that was mailed to you or call the number on the back of your debit card. **Action Required:** Please complete the **Health Savings Account Verification Form** and submit copies of the necessary documentation to validate your account at www.hsabank.com/IDdocuments or via ID@hsabank.com. Once your documentation is validated, this message will no longer appear in the message center. If you recently submitted documentation, processing time normally takes 1-2 weeks. If you would like to inquire on the status of your documentation validation, please call the number on the back of your debit card for further assistance.

- This message indicates that HSA Bank needs additional documentation to maintain your open account. Clicking View More provides additional information on why we require this and how to submit your documentation.
- You will also receive a letter in the mail with specific information on what is needed from you and how to send us the required documents.

Healthcare Savings Goal

Looking to save money for current or future healthcare expenses but not sure where to start? The Healthcare Savings Goal tool can help you stay on track to meet your goals and give you an easy visual reminder of your progress.

- To get started, click Add Goal.
- The first step shows three goal options:
 - Save enough to cover my current year out-of-pocket medical costs
 - Build savings for future out-of-pocket medical costs
 - Save for current and future out-of-pocket medical costs
- Select the goal that best meets your needs and click Next.



Tools & Support / Healthcare Savings Goal

Update My Healthcare Savings Goal (Step 1 of 3) * Required

Hi Nora!
First, you need to set a goal. Once your goal is set, we will help you track your progress.
Select a goal below to get started.

What are your healthcare savings goals? *

☐ Save enough to cover my current year out-of-pocket medical costs
☐ Build savings for future out-of-pocket medical costs
☒ Save for current and future out-of-pocket medical costs

Cancel **Next**

- Based on the goal you select, fill in the required fields on the next page. Some of the data shows automatically (such as your current HSA balance), and other fields prepopulate with suggested information.
- When you have entered the information that best reflects your savings goal, click Next.

Tools & Support / Healthcare Savings Goal

Saving for Current and Future Expenses (Step 2 of 3) * Required

Help us understand what you need to save. First, we will look at your current savings:

Your current HSA balance is \$0.00

Do you have other savings to include toward your target healthcare savings? \$ 150.00

Next, we will look at your annual expenses:

What is your annual health plan deductible?* \$ 4000.00

Do you have other anticipated medical costs this year?* \$ 1000.00

Now that we know your current savings, tell us about your future savings goals:

What is your target savings?* \$ 125000.00

What year do you plan to start using the money you've saved?* 2058

Finally, tell us your thoughts on your investing your savings with your HSA:

Are you planning on investing a portion of your HSA?* ☒ Yes ☐ No

What is your anticipated annual rate of return?* 2.9 %

Cancel **Previous** **Next**

- In the final step, review your goals. You can click the “How was my goal calculated?” link for more information or Previous if you would like to go back and change any information.
- When you are ready to finalize your goal, click Save My Goal.

Tools & Support / Healthcare Savings Goal

Goal Amount (Step 3 of 3) * Required

Based on the information you've provided, here are your goals:

Future Savings Goal	\$124,850.00
Annual Goal	\$6,693.69
Monthly Goal	\$557.81

How was my goal calculated?

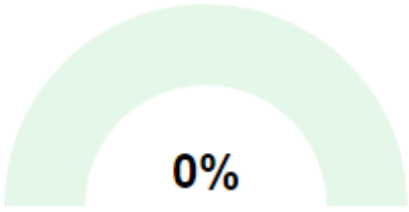
When reviewing your savings goals, please keep in mind that your actual annual contribution amount should not exceed the applicable IRS maximum limits for your health savings account. Saving over multiple years can help you reach your long-term goals.

Please note: The calculated goal is intended to be used as a guide and does not constitute financial advice. Contact your financial or tax adviser for advice specific to your situation.

CancelPreviousSave My Goal

- Once your goal is saved, you can edit it at any time by clicking Edit Goal.
- Clicking the Contribute button makes it easy to contribute money from your external bank account to your HSA.
 - In order to avoid being taxed on excess HSA contributions, please calculate your annual HSA contribution amount to ensure that it does not exceed the IRS' annual contribution limits. If you are 55 years or older, and not enrolled in Medicare, you are eligible to contribute an additional \$1,000 above the IRS limit.

Healthcare Savings Goal

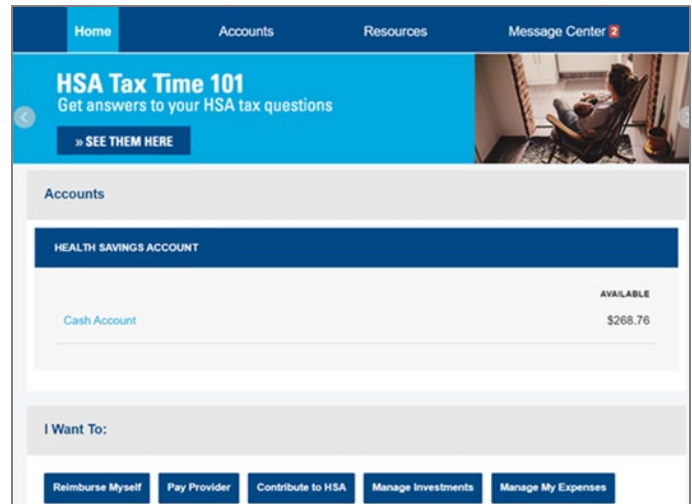
**0%**

\$0 of \$124,850

EDIT GOAL **Contribute**

I want to...Pay Bill/Contribute (Withdrawal/Contribution)

From the buttons under your account balance(s), select Reimburse Myself, Pay Provider or Contribute to HSA. These feature can be used to transfer funds to or from your HSA.



Accounts / Reimburse Myself

Balance Detail

CASH ACCOUNT	
Actual Balance	\$268.76
Pending Withdrawals	\$0.00
Available Balance	\$268.76

Create Transaction * Required

From * My HSA

To * Select an account...

[Add Bank Account](#)

Cancel Next

Reimburse Myself

The best way to reimburse yourself is to establish an electronic fund transfer (EFT) with your external checking or savings bank account and initiate a transaction from your HSA to your external account.

If you need to add an external bank account, click Add Bank Account and follow the instructions below.

Add External Bank Account

To add a new account, complete your banking information on the “Add Bank Account” popup and click Submit. (See the [Profile section](#) for additional details.)

Add Bank Account

Bank Account Information

Routing Number * ?

Account Number *

Confirm Account Number *

Account Type * Checking

Account Nickname * ?

Bank Institution Information

Bank Name *

Bank Address *

City

Select a state... Zip Code

Cancel Submit

Pay Provider

- To provide additional payment flexibility when using your HSA, you have the option to request a distribution check from your account. The check will be sent directly to the payee listed. Please follow the instructions below to submit an online distribution request.

Note: Checks are mailed within 72 hours of the request and take 5 to 6 days for delivery.

- From the Pay Provider page, select “My HSA” from the “From” dropdown and “Someone Else” from the “To” dropdown, and then click Next.

Create Transaction * Required

From * My HSA

To * Someone Else

Based on your selections, you will be requesting a distribution (withdrawal).

Cancel Next

Add a Payee

- You can add a new payee or select a previously added payee to send payment to.
- Enter the name of the person to be paid in the “Payee Name” field (this will be to whom the check is made payable).
- Optionally, you can include the name of the person who received the service in the “Who is this for?” field.
- Enter the account number of the payee; this will also appear on the printed check.
- Complete the payee address for where the check should be mailed.
- If this payee may be used again, leave the “Save new payee information” box checked. Otherwise, uncheck it if you do not want this payee’s information saved.
- Once you have completed the payee information, click Next.

Payee Details * Required

Payee Name *

Who is this for?

Account Number *

Payee Address *

Address Line 1

Address Line 2

Address Line 3

City

Select a state...

Zip Code

Summary

From My HSA

To Someone Else

Cancel Previous Next

Payment Transaction

Enter the frequency as either one-time or schedule (for a recurring payment), and click Next.

Transaction Schedule

Frequency *

☒ One-time
 ☐ Schedule

Summary

From

My HSA

To

Someone Else

Cancel

Previous

Next

Transaction Details

* Required

Tax Description

Normal Distribution

Amount *

\$

Expense

Select an expense category...

Recipient/Patient

Notes

Summary

From

My HSA

To

Someone Else

Schedule

One-time

Cancel

Previous

Next

Payment Transaction Details

Enter the amount of the expense, the expense category, the recipient/patient, as well as any notes you have, and click Next.

Transaction Summary and Confirmation

- View the transaction summary and confirm the “Normal Distribution Disclaimer” by checking the box near the bottom of the page.
- Confirm the transaction and click Submit, or enter another transaction by clicking Add Another.

Accounts / Transaction Summary

Transaction Summary (1)

From	To	Expense	Amount	
My HSA	Test	Dental	\$1.00	Remove
Total Amount			\$1.00	

Normal Distribution Disclaimer

☒ Agreed

I certify I am the HSA account holder, beneficiary or other individual authorized to execute this distribution request. I am claiming reimbursement only for eligible expenses incurred during the applicable coverage period for myself and/or my legal dependent(s) under the plan. These expenses have not previously been reimbursed or will not be reimbursed under any other benefit plan, and will not be claimed as an income tax deduction. I certify that I am responsible for any consequences resulting from this distribution. I understand that my designated representative or custodian/trustee cannot provide legal advice. I indemnify and agree to hold the custodian/trustee and their designated representative harmless against any liabilities.

I confirm that the financial transaction I am about to initiate is for domestic purposes only and will not be sent internationally.

☒ I have read, understand, and agree to the information and terms above.

Cancel

Save for Later

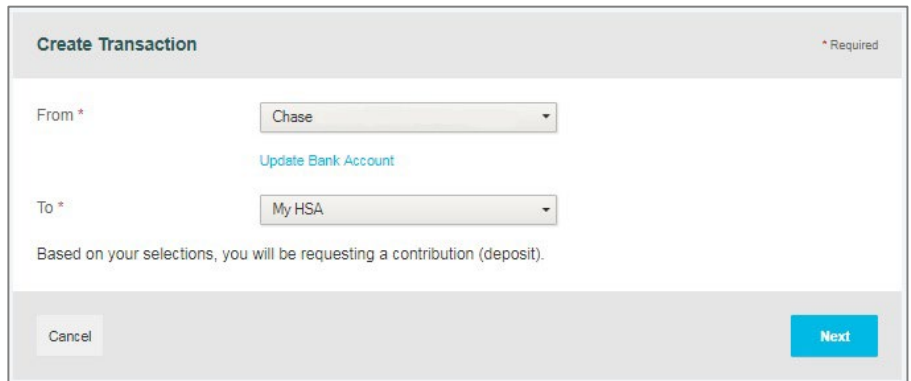
Add Another

Submit

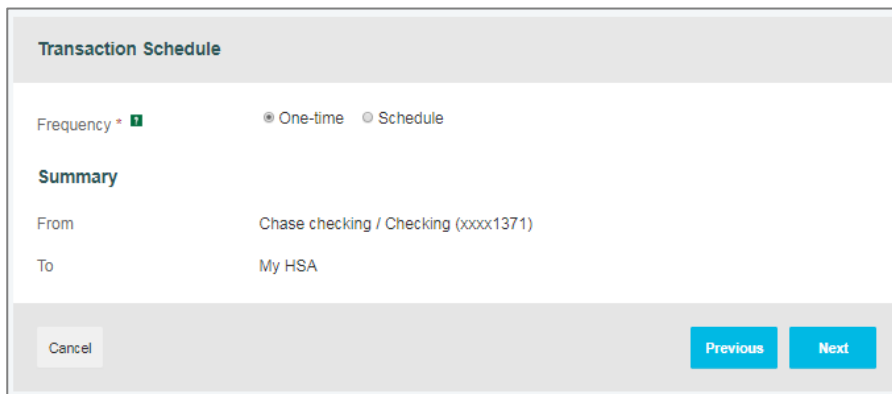
Make a Contribution

To make a post-tax contribution, from the Pay Bill / Contribute page, select a bank account on file from the “From” dropdown and select “My HSA” from the “To” dropdown.

Note: If you do not have a bank account on file, you can click Add Bank Account and follow the steps in the, [Add External Bank Account](#) section of this guide.



The "Create Transaction" form is titled "Create Transaction" with a red asterisk and "Required" text. It contains two dropdown menus: "From *" with "Chase" selected and "To *" with "My HSA" selected. A link "Update Bank Account" is positioned between the two dropdowns. Below the dropdowns, a message states: "Based on your selections, you will be requesting a contribution (deposit)." At the bottom, there are two buttons: "Cancel" and "Next".



The "Transaction Schedule" form is titled "Transaction Schedule". It features a "Frequency" section with a red asterisk and a green square icon, containing two radio buttons: "One-time" (selected) and "Schedule". Below this is a "Summary" section with two rows: "From" with the value "Chase checking / Checking (xxxx1371)" and "To" with the value "My HSA". At the bottom, there are three buttons: "Cancel", "Previous", and "Next".

Select your contribution schedule:

- One-time
- Schedule (recurring)


If you are making a contribution between January 1 and April 15, you have the option to contribute to the prior tax year. Use the IRS Maximum Contribution Amount detail presented to determine how much you can contribute for the applicable tax year.

Select the tax year and enter the contribution amount in the Amount field, as well as any relevant notes in the Notes field. Click Next.

On the next page, you will confirm the transaction summary, agree to the contribution disclaimer, and click Submit.

Contributions from your personal external bank account will generally be withdrawn within 2 to 3 business days of your request.

Transaction Details * Required


Tax Year * 

☒ 2020 ☐ 2019

Amount *

\$

Notes

IRS Maximum Contribution Amount 

TAX YEAR	IRS MAXIMUM	PROCESSED	SCHEDULED	PENDING	MAXIMUM CONTRIBUTION AVAILABLE
2020	\$8,100.00	\$0.00	\$0.00	\$0.00	\$8,100.00
2019	\$8,000.00	\$0.00	\$0.00	\$0.00	\$8,000.00

Summary

From

Chase checking

To

My HSA

Schedule

One-time

Cancel

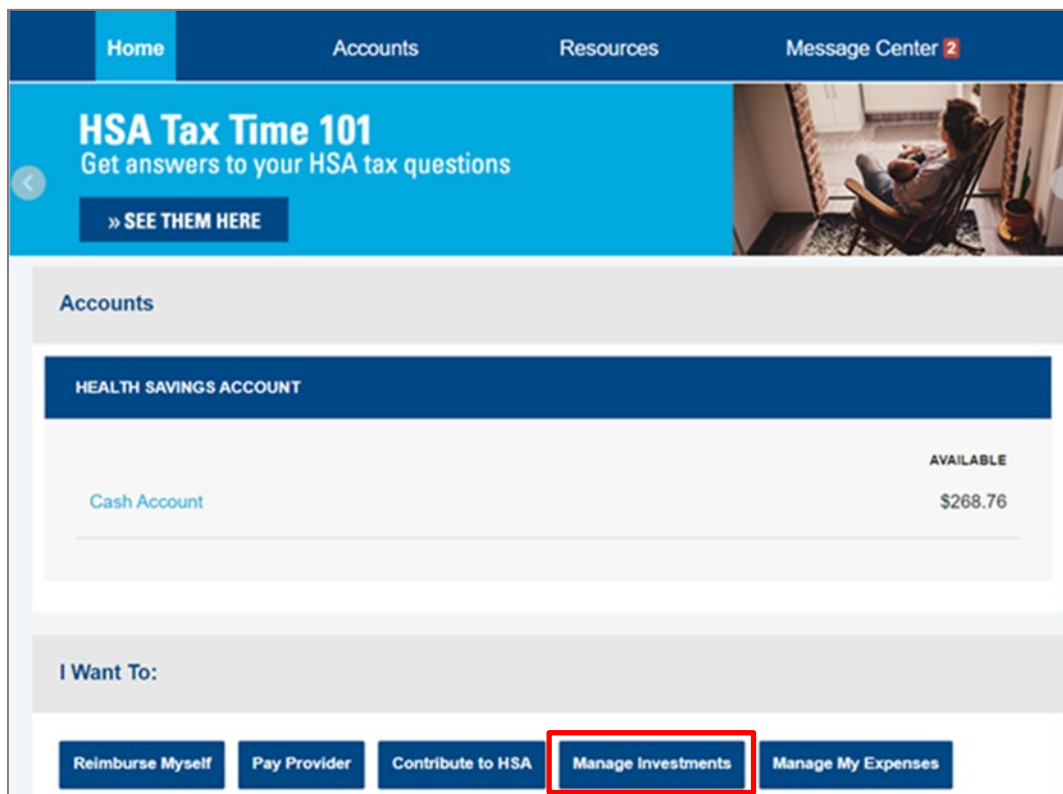
Previous

Next

I want to...Manage Investments

HSA Bank provides unique opportunities to invest Health Savings Account (HSA) funds in self-directed investment options. It's a great way to potentially grow HSA funds for healthcare expenses or save funds as a nest egg for retirement.

From the Manage Investment page, you can click the "See an Overview" link to learn more about our TD Ameritrade and Devenir self-directed investment options. You may begin investing once you have a minimum of \$1,000 in your HSA Bank cash account. Only HSA funds above \$1,000 in your HSA Bank cash account can be transferred to your investment account. For assistance, please use the phone number and/or website found on your Cigna ID card.



HSA Bank also offers an online overview and video demo if you are interested in learning more about Devenir or TD Ameritrade. The links below will direct you to HSA Bank's online overview and video demo.

Devenir Online Overview - <http://www.hsabank.com/hsabank/members/devenir-guided-portfolio-investment-program>

Devenir Video Demo - <https://hsainvestments.com/p/hsabank/hsagp/video/marketing.html>

TD Ameritrade Online Overview - <http://www.hsabank.com/hsabank/members/td-ameritrade-hsa-investment-account>

TD Ameritrade Video Demo - http://tdameritraderetirement.com/demo/1067_td_sdba.html

Devenir Guided Portfolio Self-Directed Investment Program²:

Offers low-cost, no-load mutual funds, covering a range of asset classes.

- HSA Guided Portfolio tool used to select investment elections and realign your portfolio
- Auto-Rebalance timing feature to keep your portfolio allocation in line with your individual needs
- Quarterly performance review of mutual fund selections by SEC-registered investment advisors
- Online access to investment account history, balance information, future elections, trades, and much more through HSA Bank's Member Website
- Access to Morningstar® pages, fund fact sheets, and prospectuses
- Devenir will charge a quarterly asset based fee which is calculated on the amount invested and deducted pro rata from the investment account; no commission on investment trades

TD Ameritrade Self-Directed Brokerage Option:

Offers a wide selection of investment choices, educational resources, and services.

- Stocks, bonds, ETFs, and thousands of mutual funds
- Online access to real-time data³, customizable charts, and one-click integrated trading
- Integrated, online access to trading, balance information, and much more through HSA Bank's Member Website
- Ability to place trades by website, telephone, mobile device, and broker
- Access to independent research tools, such as S&P and Morningstar®
- Trading fees may be applied by TD Ameritrade; additional fees vary by program, location or arrangement

HSA Bank does not provide brokerage/investment services; brokerage services are provided by TD Ameritrade, Inc., member FINRA/SIPC/NFA, and investment services are provided by Devenir. HSA Bank, TD Ameritrade, and Devenir are separate, unaffiliated companies and are not responsible for each other's services or policies. Self-directed investment accounts are the sole responsibility of the account owner. Carefully weigh the advantages and disadvantages of investing your HSA funds before doing so. HSA Bank and other business entities receive compensation for providing various services to the funds including an annual asset-based fee for services rendered in association with the investment account. Your ability to replace losses in the investment account may be limited by the annual contribution limits of your HSA. HSA Bank does not offer investment advice.

Investment accounts are not FDIC insured and they are not bank guaranteed. Investment accounts are not a deposit account, or an obligation of HSA Bank, and they may lose value. They are not guaranteed by any federal government agency. Performance data and ratings represent past performance and are not a guarantee of future results. Investment returns and principal value will fluctuate and investors' shares, when sold, may be worth more or less than their original cost.

1. You may begin investing once you have a minimum of \$1,000 in your HSA Bank cash account. Only HSA funds above \$1,000 in your HSA Bank cash account can be transferred to your investment account.

2. Neither HSA Bank, nor Devenir Group, LLC, the third party, can provide investment advice to you on this program. Once you transfer funds from your HSA cash account to HSA investment account, these dollars are no longer covered by applicable FDIC insurance. We recommend you speak with a licensed investment advisor or consult the prospectus should you have questions about any investment.

3. Access to real-time market data is conditioned on acceptance of the exchange agreements. Professional access differs and subscription fees may apply. Research provided by unaffiliated third-party sources is deemed reliable to TD Ameritrade. However, TD Ameritrade does not guarantee accuracy and completeness and makes no warranties with respect to results to be obtained from use. TD Ameritrade does not recommend disabling the order preview screen when using the one-click feature. TD Ameritrade is not responsible for orders placed inadvertently. Past performance does not guarantee future results. TD Ameritrade is a trademark jointly owned by TD Ameritrade IP Company, Inc. and the Toronto-Dominion Bank. Used with permission. HSA Bank receives compensation from TD Ameritrade for performing certain services.

SECURITIES AND INVESTMENTS: NOT FDIC INSURED - NO BANK GUARANTEE - MAY LOSE VALUE

Click the Enroll Now button when you are ready to open a TD Ameritrade or Devenir self-directed investment account.

TD Ameritrade

Offers a wide selection of investment choices, educational resources, and services:

- Stocks, bonds, ETFs and thousands of mutual funds
- Ability to place trades by website, telephone, mobile device, and broker
- Integrated, online access to trading, balance information, and much more through HSA Bank's Member Website
- Trading fees may be applied by TD Ameritrade; additional fees vary by program, location or arrangement
- You must have a minimum of \$1,000.00 in your HSA Bank cash account to enroll in this investment program. Only HSA funds above \$1,000.00 in your HSA Bank cash account can be transferred to your investment account.

See an overview of the TD Ameritrade investment process.

[» Enroll Now](#)

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DEVENIR

Offers low-cost, no-load mutual funds, covering a range of asset classes:

- HSA Guided Portfolio tool used to select investment elections and realign your portfolio
- Auto-Rebalance timing feature to keep your portfolio allocation in line with your individual needs
- Access to Morningstar® pages, fund fact sheets, and prospectuses
- Devenir will charge a quarterly asset-based fee which is calculated on the amount invested and deducted pro rata from the investment account; no commission on investment trades
- You must have a minimum of \$1,000.00 in your HSA Bank cash account to enroll in this investment program. Only HSA funds above \$1,000.00 in your HSA Bank cash account can be transferred to your investment account.

[View a list of available mutual funds.](#)

[See an overview of the DEVENIR investment process.](#)

[» Enroll Now](#)

Manage Existing Self-Directed Investment Account

Once you have opened a self-directed investment account, you will be able to see “Your Investments at a Glance.” To manage your self-directed investment account, click “Choose an Action” from the dropdown under “Manage Your Account.”

The “Manage Your Account” dropdown enables you to transfer funds to and from your self-directed investment account and view your account and transactions. You can make a one-time transfer, create a schedule of transfers, or select the option for cash balances above a designated amount to automatically be swept over to the self-directed investment account.

TD Ameritrade Self-Directed Investment Account ****0101

Fair Market Value <small>As of close of Market 10/30/2019</small> \$11,997.44	HSA Bank Account Balance <small>Available for transfer</small> \$2,757.14	Manage Your Account Choose an Action
---	---	--

DEVENIR Mutual Fund Investment Account **-*911628

Fair Market Value <small>As of close of Market 5/23/2019</small> \$2,500.00	HSA Bank Account Balance <small>Available for transfer</small> \$2,757.14	Manage Your Account Choose an Action
---	---	--

Auto-Sweep Setup

- Under the Auto-Sweep & Recurring Transfers tab, select the “I want to set up Auto-Sweep” radio button.
- Enter the sweep threshold. Any HSA cash account funds that exceed this sweep threshold will automatically be transferred into the specified investment accounts (the percentage must equal 100%).
- The minimum sweep amount is \$25. Click Continue.
- On the next page, you will be prompted to enter the last four digits of your Social Security number to confirm the transfer details and set up the automatic sweep.

Note: If you need to transfer funds back to your cash account to pay for IRS-qualified medical expenses, you must temporarily suspend your sweep or the funds will be swept back into the investment account.

Select one of the following options:

I want to set up Auto-Sweep: ☒

I want to set up a Recurring Transfer: ☐

Select the account you want to transfer from: HSA ****3331

Indicate the percentage you wish to distribute to your account(s): 100 % Devenir *****172656

Sweep Threshold: Minimum \$1000.00

HSA cash account funds exceeding the Sweep threshold will automatically be transferred into the specified Investment account(s)

Minimum Sweep: \$25.00

Minimum amount that will be transferred from your HSA to the specified investment account(s) when you exceed the Sweep Threshold.

[Cancel](#) [>> Continue](#)

Recurring Transfer Setup

- Under the Auto-Sweep & Recurring Transfers tab, select the “I want to set up a Recurring Transfer” radio button.
- Select the desired accounts to set up the recurring transfer and specify the transfer amount.
- Select the desired transfer frequency and click Continue.
- On the next page, you will be prompted to enter the last four digits of your Social Security number to confirm the transfer details and set up the recurring transfer.

Select one of the following options:

I want to set up Auto-Sweep: ☐

I want to set up a Recurring Transfer: ☒

Select the account you want to transfer from: HSA ****3331

Available balance: \$1,388.11 as of 12/11/2019

Select the account you want to transfer to: Devenir *****172656

Available balance: \$2,100.00 as of 11/21/2019

Transfer Amount: Minimum \$25

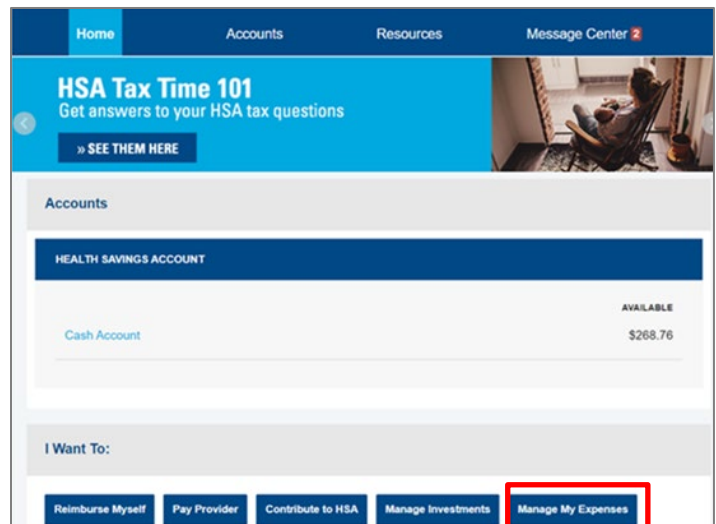
Only HSA Bank cash account funds above the \$1,000.00 minimum balance can be transferred to your investment account. Your investment balance will be checked prior to every transfer to maintain this amount.

Frequency:

[Cancel](#) [>> Continue](#)

I want to...Manage My Expenses

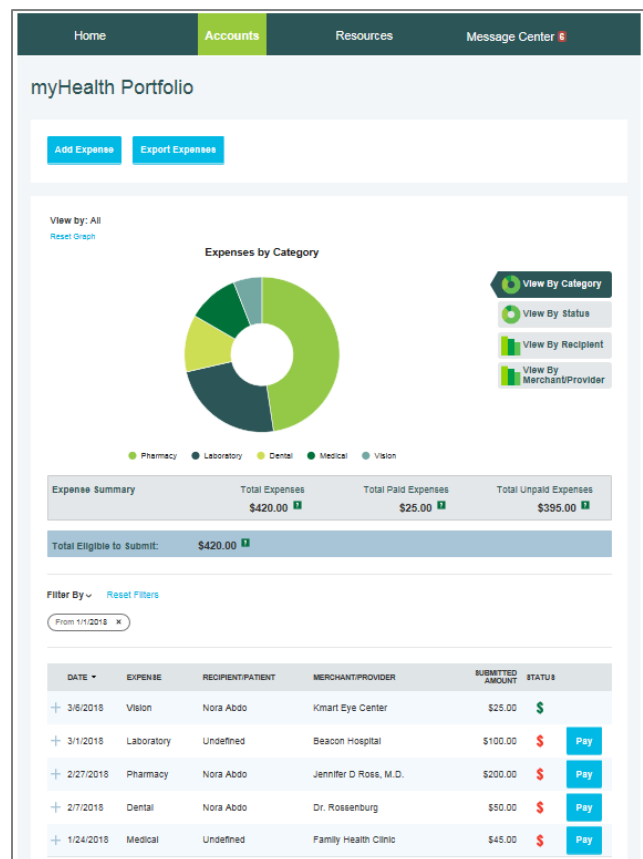
From the buttons under your account balance(s), click Manage My Expenses to add expenses, export expenses, or link medical claims.



myHealth PortfolioSM Dashboard

The Manage My Expenses button takes you to the myHealth Portfolio page, which can also be found under the Accounts tab in the top menu. This page provides a complete picture of your healthcare expenses. It is a self-service dashboard that enables you to:

- Store health expense data and receipts
- File claims or distribution requests
- Initiate a provider payment
- View an easy-to-read snapshot of your healthcare finances with charts and graphs
- Consolidate health expenses and claims from multiple insurance providers (this functionality may not be available to all Customers)



DATE	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS
10/21/2018	Other	AMERICAN CLUB	Uber	\$13.00	\$ Pay
10/10/2018	Medical	AMERICAN CLUB	Dr. Rossenburg	\$45.00	\$
9/5/2018	Pharmacy	AMERICAN CLUB	Family Health Clinic	\$32.00	\$
6/12/2018	Vision	AMERICAN CLUB	Kohler Optometry	\$25.00	\$ Pay

Expense Details

Description: Eye exam
Source: Online
Expense Amount: \$25.00
Payable Amount: \$25.00

Date(s) of Service: 6/12/2018
Total Billed Amount: \$25.00
Received Date: 11/5/2018

[Upload Receipt\(s\)](#)
[Add Expense Note](#)
[Mark as Paid](#)

[Remove Expense](#)
[Update Expense](#)

Further,

- The graph shows expenses by category, status, recipient, and merchant provider. To change the view, click Reset Graph and select the view you would like to see.
- Details of your expense transactions can be viewed by clicking any expense.
- You can edit an expense, such as the category, by clicking Update Expense.
- You can also pay an expense by clicking the Pay button or clicking “Mark as Paid” if you paid the expense out of pocket.

Add Qualified Medical Expenses

- You may want to keep track of expenses paid with funds other than your HSA Bank Health Benefits Debit Card. To add an expense to your portfolio, click the Add Expense button at the top of the myHealth PortfolioSM page. Keep in mind that you can pay for a wide range of IRS-qualified healthcare expenses with your HSA, including many that are not typically covered by health insurance plans. This includes deductibles, co-insurance, prescriptions, dental and vision care, and more.
- For a complete list of IRS-qualified healthcare expenses, visit irs.gov or hsabank.com/IRSQualifiedExpenses.
- Provide the information for the expense and click “Pay Expense Now” or “Save For Later”.
- You also have the ability to upload a healthcare receipt for easy future reference by clicking Upload Receipt.
- The expense will be reflected in the graph on the myHealth PortfolioSM dashboard.



myHealth Portfolio / Add Expense

Expense Information *Required

Expense Description* Annual Exam

Date of Service* 6/6/2019

Total Billed Amount \$ 75.00

Expense Amount* \$ 40.00

Provider Dr. Roth
[Add Provider Address](#)

Expense Medical

Recipient/Patient ☒ Nora Abdo ☐ Nathan Abdo

Receipt [Upload Receipt](#)

Source Online

Date Received 6/18/2019

Notes

[Cancel](#)
[Pay Expense Now](#)
[Save For Later](#)

Pay Expense

Click Pay if you paid for an expense out-of-pocket and need to be reimbursed, or if you would like to pay a claim manually.

Expense Summary		Total Expenses	Total Paid Expenses	Total Unpaid Expenses		
		\$605.01 ¹	\$25.01 ¹	\$580.00 ¹		
Total Eligible to Submit:		\$605.00 ¹				
Filter By [▼] Reset Filters						
DATE [▼]	EXPENSE	RECIPIENT/PATIENT	MERCHANT/PROVIDER	SUBMITTED AMOUNT	STATUS	
+ 6/6/2019	Medical	Nora Abdo	Dr. Roth	\$40.00	\$	<div>Pay</div>
+ 6/5/2019	Pharmacy	Nora Abdo	Beacon Hospital	\$0.01	\$	
+ 6/2/2019	Dental	Nathan Abdo	-	\$25.00	\$	<div>Pay</div>

Export Expenses

To export your expenses to use for other purposes, click the Export Expenses button at the top of the page.



Sample Excel Expense Export

Expense ID	Expense Category	Expense Type	Recipient	Merchant	Submitted	Expense Status	Description	Expense Category	EOB Number	Source	Date Received	Date(s) of Total Bill	Expense Amount	Payable Amount	Notes	Payee	Provider	Provider Address
8454	7/7/2015	Other			20	Paid	doctor			Online	7/7/2015	7/7/2015	20	20	0			

Accounts

Accounts Tab

On the main menu at the top of the page, hovering over the Accounts tab will show a full listing of pages you can access to manage your account, organized under three different headers. The “I Want To” options are also accessible from this menu on the far right.

The Accounts pages include:

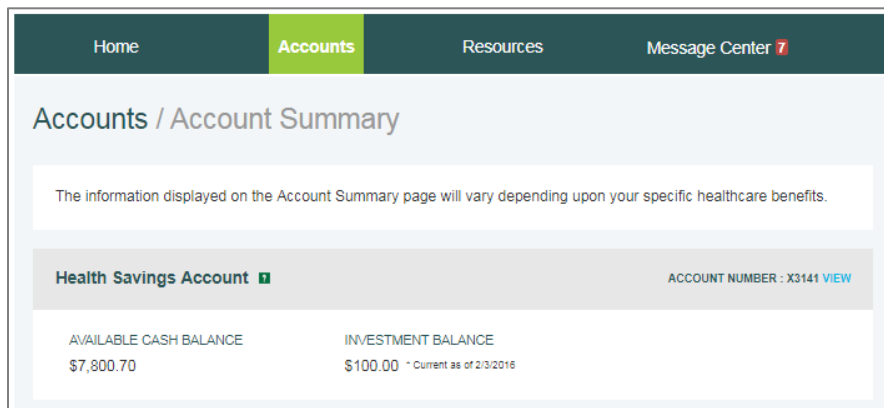
Home	Accounts	Resources	Message Center ²
ACCOUNTS	INVESTMENTS	PROFILE	I WANT TO
Account Summary	Investments	Profile Summary	Reimburse Myself
Account Activity		Banking/Cards	Pay Provider
myHealth Portfolio		Payment Method	Contribute to HSA
Statements			Manage Investments
			Manage My Expenses

- Accounts
 - Account Summary
 - Account Activity
 - myHealth Portfolio
 - Statements
- Investments
 - Investments
- Profile*
 - Profile Summary
 - Banking
 - Payment Method
 - Login Information

*Profile information and links to these pages can also be accessed by hovering over your name at the top right corner of any page.

Account Summary (Balances)

The Account Summary page on the Accounts tab shows the available HSA cash balance and the self-directed investment balance (if applicable).



Account Activity

The Account Activity page provides transaction details for your account. You can export transactions using the Export button. You can also see details of a specific transaction by clicking the individual transaction.

[Home](#)
[Accounts](#)
[Resources](#)
[Message Center 7](#)

Accounts / Account Activity

My HSA

Balance Detail

CASH ACCOUNT		INVESTMENT ACCOUNT	
Actual Balance	\$7,800.70	Investments - Devenir	
Pending Withdrawals	\$0.00	Fair Market Value	\$100.00
Available Balance	\$7,800.70	<small>*Current as of 2/3/2018</small>	

Transactions

Export

PENDING TRANSACTIONS

REQUESTED DATE	DESCRIPTION	METHOD	CONTRIBUTION (DEPOSIT)	DISTRIBUTION (WITHDRAWAL)	AVAILABLE CASH BALANCE
There are no records to display.					

PROCESSED TRANSACTIONS

PROCESSED DATE	DESCRIPTION	METHOD	CONTRIBUTION (DEPOSIT)	DISTRIBUTION (WITHDRAWAL)	ACTUAL CASH BALANCE
+ 02/28/2019	Interest	None	\$0.90		\$7,800.70
+ 01/31/2019	Interest	None	\$1.31		\$7,799.80
+ 01/22/2019	Distribution	EFT		\$2,499.00	\$7,798.49
+ 01/09/2019	Transfer Participant Contribution	Check	\$7,000.00		\$10,297.49
+ 01/03/2019	Fee Distribution	EFT		\$2.50	\$3,297.49
+ 12/31/2018	Interest	None	\$0.28		\$3,299.99
+ 12/04/2018	Fee Distribution	EFT		\$2.50	\$3,299.71
+ 11/30/2018	Interest	None	\$0.18		\$3,302.21
+ 11/13/2018	11/05/2018 Employer Contribution	EFT	\$2,500.00		\$3,302.03
+ 11/02/2018	Fee Distribution	EFT		\$2.50	\$802.03

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ... >

Next >>

HSA Contributions by Tax Year

You can view HSA contributions by tax year by clicking the link near the bottom left of the Account Activity page.

The screenshot shows the Cigna HSA Bank Account Activity page. The navigation bar includes Home, myHealth Portfolio, Accounts (selected), Education & Support, Profile, Message Center 2, and I Want to: ▾. The main heading is "Accounts / Account Activity". On the left sidebar, the "Account Activity" link is highlighted. The main content area shows "Pending Transactions" and "Processed Transactions". A modal window titled "HSA Contributions By Tax Year" is open, displaying a table with columns: TAX YEAR, IRS MAXIMUM, CONTRIBUTIONS \$, CONTRIBUTIONS FROM FUTURE YEARS, ROLLOVER, and REMAINING CONTRIBUTION AMOUNT *. The table shows data for 2018, 2017, and 2016. The "HSA Contributions By Tax Year" link in the left sidebar is highlighted with a red box.

TAX YEAR	IRS MAXIMUM	CONTRIBUTIONS \$	CONTRIBUTIONS FROM FUTURE YEARS	ROLLOVER	REMAINING CONTRIBUTION AMOUNT *
2018	\$3,450.00	\$532.91	\$0.00	\$0.00	\$2,817.09
2017	\$3,400.00	\$3,400.00	\$0.00	\$0.00	\$0.00
2016	\$3,350.00	\$532.91	\$0.00	\$0.00	\$2,817.09

Resources

Tools & Support

The Tools & Support page will provide you with forms, quick links, and a handy “How Do I?” section that helps you quickly navigate to the information you need to manage your account.

Quick Links

The Quick Links section provides easy access to common actions and fast navigation to frequently used pages, including the Customer Website Guide. Clicking any of the links will take you directly to the related page on the website to complete the action or see the information described.

The screenshot displays the 'Resources / Tools & Support' page of the Cigna HSA Bank website. The page features a dark green navigation bar at the top with links for 'Home', 'Accounts', 'Resources' (highlighted in green), and 'Message Center' with a notification icon. Below the navigation bar, the page title 'Resources / Tools & Support' is centered. The main content area is divided into four sections: 'Documents & Forms', 'How Do I?', 'Contact Us', and 'Quick Links'. The 'Documents & Forms' section lists various forms under 'FORMS' and 'PLAN SUMMARIES' categories. The 'How Do I?' section provides links for common tasks like changing payment methods or updating coverage. The 'Contact Us' section includes the address, phone, fax, and email for the HSA Bank Client Assistance Center. The 'Quick Links' section offers direct access to the Cigna Resource Center, HSA Rates & Tax Info, FDIC Insurance Coverage, and Privacy and Opt-Out Notice.

Home	Accounts	Resources	Message Center 5
Resources / Tools & Support			
Documents & Forms		How Do I?	
FORMS		Change Payment Method	
Cigna HSA Account Verification Form		Update Notification Preferences	
Cigna HSA Authorized Signer Revoke Form		Download Mobile App	
Cigna HSA Contribution Form		Update HSA Coverage Level	
Cigna HSA Coverage Level Update Form		View Fee Schedule	
Cigna HSA Death Beneficiary Form		Update Healthcare Savings Goal	
Cigna HSA Direct Transfer Form			
Cigna HSA Distribution Request Account Closure Form			
Cigna HSA Excess Removal Form			
Cigna HSA Name Change Request Form			
Expense Eligibility List			
HSA Direct Transfer Form			
HSA Rollover Form			
HSA Withdrawal Form			
IRA to HSA Transfer Form			
Transfer Out Instructions			
HSA Tax Documents			
PLAN SUMMARIES			
Health Savings Account Plan Details			
RULES & AGREEMENTS			
Esign Consent Agreement			
Online Services Agreement			
Contact Us		Quick Links	
HSA Bank Client Assistance Center		Cigna Resource Center	
P.O. Box 939		HSA Rates & Tax Info	
Sheboygan, WI 53082		Learn About FDIC Insurance Coverage	
Phone: (800) 357-6246		Privacy and Opt-Out Notice	
Fax: (877) 851-7041			
Email: askus@hsabank.com			

Profile

Profile Summary

The Profile page will assist with reviewing your personal demographic information, as well as adding an external bank account for online contributions and distributions from your HSA. Use the Profile tab to view your setup details.

Profile / Profile Summary

Profile WELCOMEKIT TEST 605 N 8TH ST STE 320 SHEBOYGAN, WI 53081 rgiarratano@hsabank.com Gender Male Participant Account ID 123456789	Update Profile Marital Status Married	Dependents No dependents Beneficiaries No beneficiaries Authorized Signers No Authorized Signers	Add Dependent Add Beneficiary Add Authorized Signer
---	---	--	--

Update Profile

Click the Update Profile link to update your email or enter your marital status or gender. If your name has changed, please complete the Name Change Request Form located under the Tools & Support tab of the Customer Website. If you would like to change your name or home mailing address, please notify your employer to make sure your employer, Cigna, and HSA Bank all have up-to-date information.

Profile / Profile Summary

Profile Update Profile	Dependents Add Dependent
AMERICAN CLUB Home Address 605 N 8TH ST SHEBOYGAN, WI 53081 United States (920) 803-4100 smedinger@hsabank.com GENDER Unspecified USERNAME aclub1237	Mailing Address 605 N 8TH ST SHEBOYGAN, WI 53081 United States MARITAL STATUS Unspecified PARTICIPANT ACCOUNT ID 9000001868
YACHT CLUB Birth Date: 5/12/2000 Student: No View / Update	GARDEN CLUB Birth Date: 2/6/1998 Student: No View / Update
Beneficiaries Add Beneficiary	Authorized Signers Add Authorized Signer
YACHT CLUB Type: Contingent Share: 50% View / Update Remove	GARDEN CLUB Type: Contingent Share: 50% View / Update Remove
BOOK CLUB Type: Primary Share: 100% View / Update Remove	BOOK CLUB Birth Date: 8/24/1978 View / Update

Add Dependents

Use the Add Dependent link to add, view, or update dependents. Dependents added will appear in the myHealth PortfolioSM and Pay Bill/Contribute pages.

Add Beneficiary

It is recommended that you designate a beneficiary to receive your HSA assets in the event of your death by clicking Add Beneficiary. If you are married and live in a community property state, you may designate your spouse as the primary beneficiary through the website. However, if you designate a primary beneficiary who is not your spouse, you must submit a beneficiary form with the notarized consent of your spouse.

Add Authorized Signer

An authorized signer may be added through the Profile tab. Authorized signers can access the HSA and submit updates on the account. To add an authorized signer:

- Navigate to the Profile page and click Add Authorized Signer.
- Complete the information and click Submit.

Order Checks (optional – fees may apply)

From the Profile page, find the Banking/Cards tab, and click Order Checks.

Complete the check order and click the Order Checks button at the bottom of the page. The fee for the checkbook will be withdrawn from your HSA cash account. Please refer to your *HSA Bank Fee and Interest Rate Schedule* for more information.

Add External Bank Account

- You must have an active external bank account on file in order to make an online contribution to or reimburse yourself from your HSA. If you need to set up your external bank account, click the Banking link.

Click the Add Bank Account link and enter the information for your checking or savings account and the financial institution name and address. Click Submit at the bottom of the screen. **Please confirm your account number and ACH routing number with your external bank.**

Home Accounts Resources Message Center 7

Banking / Add Bank Account

Bank Account Information *Required

Routing Number *

Account Number *

Confirm Account Number *

Account Type *

Account Nickname *

Bank Institution Information

Bank Name *

Bank Address *

- After you have submitted the account information, HSA Bank will send a small deposit to your account within three business days to verify your banking information.
- Once the deposit is received in your external account, you will validate your banking information using the steps below.

Validate External Bank Account

- Navigate to the Banking page via the Profile section of the Accounts tab.
- Click Activate under your bank account information.
- Enter the amount of the small transaction (\$0.01 to \$1.99) that was deposited to your checking or savings account from HSA Bank in the Amount field and click Submit.
- This account will now be available for you to use for HSA contributions, paying bills and reimbursements.
- Select the HSA Direct Deposit button to update your payment method after you have entered and confirmed your bank account information.

Bank Accounts [Add Bank Account](#)

TEST ACCOUNT Testing Bank 9 xxxx9999 Checking View / Update Remove	TEST ACCOUNT Testing Bank 9 xxxx9999 Checking View / Update Remove
NEW ACCOUNT WEBSTER BANK,NATIONAL ASSOCIATION xxxx6789 Checking View Activate Remove	

Update Payment Method to Direct Deposit

Select the plan year/s below that you would like to update your payment method to Direct Deposit.

	Current Payment Method	Update Payment Method To
<input checked="" type="checkbox"/> Health Savings Account	Debit Card Check	Debit Card Direct Deposit

[Cancel](#) [Submit](#)

Message Center

Current Messages

The Message Center page provides access to notifications about statements, tax documents, and other messages, as well as the ability to update notification preferences and access past statements. Click the View link next to any notification to view the message and any associated attachments, such as account statements or tax documents. Attachments are indicated by the paperclip icon and are available to print..

To remove messages from the Current Messages list, select the checkbox to the left of each message you would like to archive, and click Archive. Archived messages can be shown by clicking Show Archived Messages at the bottom of the page. You can also view your past statements and tax documents by clicking View Statements.

Message Center

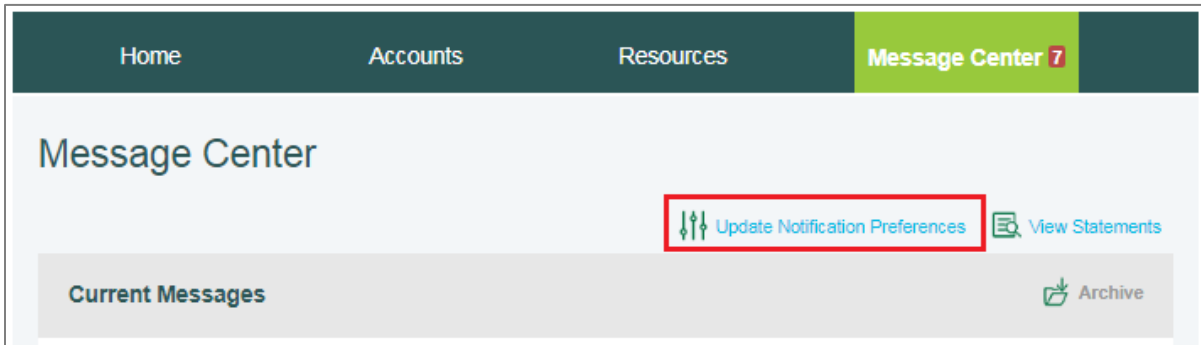
[Update Notification Preferences](#) [View Statements](#)

Current Messages [Archive](#)

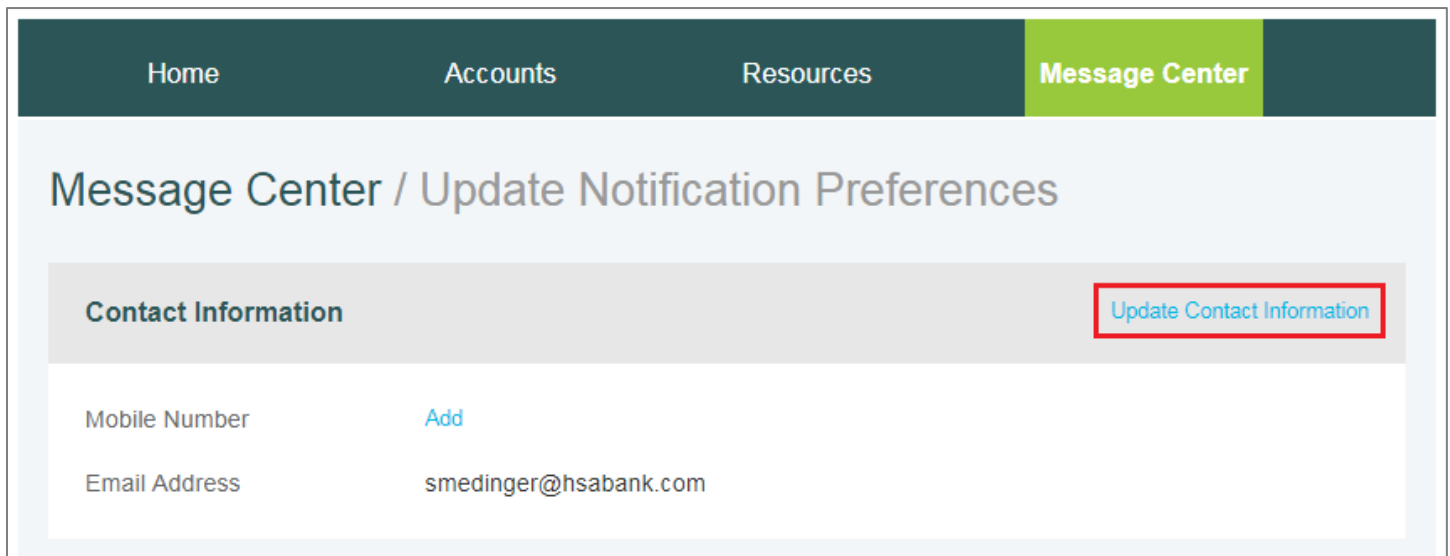
<input type="checkbox"/>	DATE/TIME ▼	FROM	SUBJECT	
<input type="checkbox"/>	6/18/2019 12:30 PM	Auto-generated	Recent Updates to your Account	View
<input type="checkbox"/>	6/1/2019 1:17 AM	Auto-generated	HSA Account Summary (5/1/2019 - 5/31/2019)	View
<input type="checkbox"/>	5/1/2019 2:19 AM	Auto-generated	HSA Account Summary (4/1/2019 - 4/30/2019)	View
<input type="checkbox"/>	4/27/2019 1:32 AM	Auto-generated	5498-SA (2018)	View
<input type="checkbox"/>	4/1/2019 2:53 AM	Auto-generated	HSA Account Summary (3/1/2019 - 3/31/2019)	View
<input type="checkbox"/>	3/1/2019 1:31 AM	Auto-generated	HSA Account Summary (2/1/2019 - 2/28/2019)	View
<input type="checkbox"/>	2/1/2019 1:07 AM	Auto-generated	HSA Account Summary (1/1/2019 - 1/31/2019)	View
<input type="checkbox"/>	1/1/2019 1:22 AM	Auto-generated	HSA Account Summary (12/1/2018 - 12/31/2018)	View
<input type="checkbox"/>	12/1/2018 1:50 AM	Auto-generated	HSA Account Summary (11/1/2018 - 11/30/2018)	View
<input type="checkbox"/>	11/1/2018 1:10 AM	Auto-generated	HSA Account Summary (10/1/2018 - 10/31/2018)	View
<input type="checkbox"/>	10/1/2018 1:01 AM	Auto-generated	HSA Account Summary (9/1/2018 - 9/30/2018)	View
<input type="checkbox"/>	9/1/2018 2:07 AM	Auto-generated	HSA Account Summary (08/01/2018 - 08/31/2018)	View
<input type="checkbox"/>	8/1/2018 3:24 AM	Auto-generated	HSA Account Summary (07/01/2018 - 07/31/2018)	View
<input type="checkbox"/>	7/1/2018 2:53 AM	Auto-generated	HSA Account Summary (06/01/2018 - 06/30/2018)	View

Notification Preferences

- To update your notification preferences, click Update Notification Preferences at the top of the Message Center.



- In the Contact Information section, you can view your mobile and email contact information or click Update Contact Information to edit them.



Notification Alerts

In the Statements & Notifications Options section, you will see options for “Electronic Preferences” and “Alert Preferences.” Review each of the notification categories to set, edit, or turn off text and email notifications or to switch between receiving online and/or paper notices and statements. You can also select “I would like to Go Paperless” to set all of your “Statement Preferences” to “Online” only, where applicable. Please note that the available options may vary depending on your account type, options, and more.

Notification Preferences

Receive text alerts about your account through your mobile phone! You can configure which notification you would like to receive via text message below. Standard text message rates may apply. Disable text alerts by unchecking the boxes below.

You will receive statements, notifications, and bank disclosures based on the Electronic Preferences selected below, as well as email and text alerts based on your Alert Preferences. Go paperless today by opting for Online preferences only and choosing email and/or text alerts where applicable to help you stay in control of your account on the go!

I would like to Go Paperless: ☐

	STATEMENT PREFERENCES		ALERT PREFERENCES	
	Online	Paper	Email	Text
STATEMENTS				
HSA Account Summary <small>Automatically emailed based on whether or not you have an email address</small>	Available	<input type="checkbox"/>	Emailed	<input type="checkbox"/>
HSA Tax Documents <small>Automatically emailed based on whether or not you have an email address</small>	Available	<input checked="" type="checkbox"/>	Emailed	<input type="checkbox"/>
Banking Notices/ Disclosures	–	<input checked="" type="checkbox"/>	<input type="checkbox"/>	–
CONTRIBUTIONS				
Contribution posted to your HSA	–	–	–	<input type="checkbox"/>
HSA available cash balance is below \$ <input type="text"/>	–	–	<input type="checkbox"/>	<input type="checkbox"/>
HSA contributions year-to-date are within \$ <input type="text"/> of the IRS maximum	–	–	<input type="checkbox"/>	<input type="checkbox"/>
INVESTMENTS				
Eligible to open a HSA investment account	–	–	<input type="checkbox"/>	–
PAYMENTS				
Payment issued out of your HSA	–	–	<input type="checkbox"/>	<input type="checkbox"/>
Withdrawal from your HSA exceeds \$ <input type="text"/>	–	–	–	<input type="checkbox"/>
GENERAL				
Personalized notifications created by the administrator <small>Automatically emailed based on whether or not you have an email address</small>	–	–	Emailed	<input checked="" type="checkbox"/>

Cancel
Submit

Let's chat – Virtual Assistant

Virtual Assistant can provide responses for the following intents when the See what you can ask me button is clicked:

- Balances
- Claims
- Debit Cards
- Receipts
- Tax Documents
- Profile
- Banking

Getting Help

If you need further assistance with the Customer Website or have questions regarding your HSA, please call the number on the back of your debit card.