



AMERICAN BENEFITS GROUP

Avidia HSA

Employer / HR Administration Guide

HSA Avidia Bank Account Opening Process

Account Opening Methods

ABG online WealthCare Poertal: Employees submit their HSA applications online in the WealthCare system. During this process employees will sign all bank disclosures.

File: Employees will be imported into the WealthCare system. Avidia bank will send an email with all the bank disclosures they need to sign.

Once employees are in the WealthCare system, this will trigger both HSA Avidia bank account opening* and a welcome email. The welcome email will contain a link to information about the HSA as well as WealthCare login information.

Employees' bank accounts will open unless the system cannot verify the information provided. If this happens Avidia Bank will reach out to individuals requesting additional personal identification items. Employees bank accounts will remain in a pending status until this is resolved.

Customer Identification Program ("CIP") regulations issued under the USA PATRIOT ACT require financial institutions, including Avidia Bank, to obtain and verify certain identifying information for each person who opens an account. If ID verification is required for an employee, Avidia Bank will reach out directly to the enrollees asking for specific documentation.

Examples of what they may request:

- Please provide a copy of one of the following:
- Social Security/ITIN Card, or
- Social Security Benefits Award Letter if it reflects full SSN, or
- Recent W-2 form if it reflects full SSN (within last 2 tax years), or
- Recent Paystub if it reflects full SSN (issued within 60 days)

Provide a copy of one of the recent (generated within the last 60 days) documents below:

- Utility Bill (home/mobile phone, internet, cable, water/sewer, electric, gas or oil), or
- Paystub/Voucher, or
- Bank Account/Credit Card Statement, or
- Insurance (Car/Health/Renters/Home)/Investment/Mortgage Statement, or current annual Lease/Rental agreement (within last 12 months)

Important Note: A PO Box can only be referenced as a shipping address. There must always be a Residential address referenced in the HSA demographics. Verification documents are required for the Residential address.

Provide a current (unexpired) copy of one of the following:

- State Issued Driver's License, or
- State Issued ID Card, or
- Passport (US or Foreign), or
- Permanent Resident Card ("Green Card"), or
- Employment Authorization Card. Once employees are notified they are given 2 weeks to submit the documentation.

Basics

HSA IRS Limits	Single	Family
2022 Maximum Contribution	\$3,650	\$7,300
Catch-up Contribution (age 55+)	\$1,000	\$1,000

HSA IRS Limits	Single	Family
2021 Maximum Contribution	\$3,600	\$7,200
Catch-up Contribution (age 55+)	\$1,000	\$1,000

Please ensure that the HSA funding you request us to process conforms to these maximums.

Be aware that employees have until tax day (4/15/2022 to contribute to their 2021 HSA). This is also the deadline for any 2021 year contribution corrections (where applicable).

Investments

When an employee has over \$1,000 in their HSA they can begin investing. However, they should be aware if they do not leave at least a \$3,000 monthly average in the HSA Available balance there will be a \$2.50 monthly service Fee

Funding

HSA Funding Methods:

American Benefits Group will make withdrawals from the specified checking account. These drafts will display on the employer's bank statement on as **Avidia Health**.

Please note that when the bank account is initially set up there will be a pre-authorization transaction of \$1.00; this preauthorization is a requirement to verify the account information and is non-refundable. Debits will show as M&I Bank, Med-I-Bank or MBI Benefits Inc and the Company ID is 1383261866. If there are ACH failures, you will be billed \$25 for each failure.

HSA contributions will be processed in accordance with the HSA Payroll Funding Data File provided by the Client. Payroll funds submitted on the HSA Payroll Funding Data File will be transferred to individual participant HSA accounts.

If an employee's bank account is pending opening due to CIP (see page 2) funding cannot be processed, for funding which ABG imports into the WealthCare system, if the the funding fails for a particular employee, the system will hold that "deposit" for 90 days waiting for the bank account to open. If the bank account open within 90 days the funds will automatically be deposited into the employee's bank account. If the bank account does not open within 90 days the deposit is purged from the system and will need to be reprocessed if and when the bank account opens.

PLEASE NOTE THESE TRANSFERS CANNOT BE REVERSED. It is important to make sure that all data submitted on the HSA Payroll Funding Data File is complete and accurate.

1. **Spreadsheet**

- a. This method requires that you provide ABG with authorization to draft HSA deductions you have taken through your payroll out of your designated employer bank account, and have these contributions deposited to each of your employee's Avidia HSA accounts.
- b. After processing each payroll, send ABG the amount deducted for each HSA participant on that pay period in a spreadsheet (template provided). ABG will process these contributions through our system into the individual HSA accounts.
- c. The funds will be available on the participants' accounts within 2 business days.
- d. [Download Spreadsheet](#)

2. **Direct Deposit** (mainly used for Employee Contributions)

This method allows your payroll department/company to deposit contributions directly to participant's HSA bank accounts).

- Once participants' Avidia HSA bank accounts are open, you will see each employee's Avidia Bank Account number on your HSA Account Details report which is generated for download in the WealthCare system each Monday. Avidia bank's routing number is **011375384**.
- Your payroll company should be provided with these HSA account numbers, which should be set-up in their system to allow all elected HSA contributions to be deposited directly to the participant's Avidia HSA bank account.
- The funds will be available in the participants' accounts within 2 business days.

Employee Communications

Participants will receive communications in some or all of the following ways:

Email – We send many communications through email, so we encourage all clients collect participant emails and include them in any demographic files provided to us. If participants do online enrollment an email address will be required.

Emails concerning their HSA accounts will come from:

noreply@amben.com

support@amben.com

hsa@avidiabank.com

ABG Smart Mobile – Participants who have registered in the WealthCare Portal can access their accounts using the mobile app for IOS and Android devices. Participants can view communications using the mobile app.

Text Messaging – Participants can register their mobile phones. Once registered they will receive various communications and have the ability to text "bal" and receive their current account balances.

Mailed Letter – There are some communications which will be sent to participants through traditional mail to their home address.

Communication	Description	Email	Mail	Online	Frequency
Bank Disclosures	From Avidia Bank – When HSA account is entered into WealthCare - mailed if no email is present	X	X		Once
Welcome Email	From ABG - When HSA bank account is opened.	X	X		Once
Complete Application	From Avidia Bank – for those not using ABGs online enrollment.	X			Once
Card Mailed	From ABG - Typically 2-3 days after it is issued.	X			Each Card Order
ABG Benefits Card Mailer	From ABG - Card package contains: Benefits card, card carrier, informational brochure.		X		Each Card Order
Bank Statement	From Avidia Bank – Mailed to the employee unless they opt-out (\$1.25 charge for mailed statements). Uploaded to the WealthCare portal.	X	X	X	Quarterly
Quarterly Investment Statement	Devinir – This statement will be available online.			X	Quarterly
1099-SA	From Avidia Bank – uploaded to the WealthCare portal and mailed.		X	X	January
5498	From Avidia Bank – uploaded to the WealthCare portal and mailed.		X	X	May

Automated emails which come from Avidia bank

Billing Address Change

The billing address associated with your Avidia Bank HSA account has been updated. If you did not request or authorize this change, please contact our customer service department as soon as possible.

Deposit Received

A deposit has been received on your Avidia Bank HSA account

Email Address Change

Your email address for your Avidia Bank HSA account has been updated. If you did not request or authorize this change, please contact our customer service department as soon as possible.

HSA Online Statement Available

Your online Avidia Bank HSA monthly statement is available for viewing.

Password Change

Your password for online access to your Avidia Bank HSA account has been updated. If you did not request or authorize this change, please contact our customer service department as soon as possible.

Shipping Address Changed

The shipping address associated with your Avidia Bank HSA account has been updated. If you did not request or authorize this change, please contact our customer service department as soon as possible.

User ID Changed

Your user ID for online access to your Avidia Bank HSA account has been updated. If you did not request or authorize this change, please contact our customer service department as soon as possible.

Completed HSA Payment

A payment has been made from your Avidia Bank HSA Account. Details of the payment can be found above.

Failed HSA Payment Notice

A payment requested from your Avidia Bank HSA account has failed. Please review your Health Savings Account for more information.

CIP Request

Reports

Reports can be generated on demand in the client, broker and administrator portals and can be downloaded in spreadsheet format or as PDF files.

HSA Payroll Reconciliation Report (sent from processing@amben.com)

(This report is scheduled to run weekly by default, each Monday, will pull 14 days of history).

The HSA Payroll Reconciliation report provides a list of payroll funded HSA credits within a specified date range. The report can be used by employers to reconcile employee and employer contributions posted via Direct ACH (will need to login and download) or through Payroll Funding in WealthCare Admin.

To Run This Report Adhoc

Menu > Reports > Request > HSA Administration > Payroll Reconciliation Report

Edit criteria and hit **Generate**

[Payroll Reconciliation Report](#)

HSA Account Details Report (sent from processing@amben.com)

(Weekly by default, each Monday)

The HSA Account Detail Report can be used by Administrators to view details about Product Partner HSA accounts within WCA. The report can be used to identify Eligibility Matching errors, YTD contributions, accounts that are pending CIP, Inactive HSA accounts, closed bank accounts, and general account statuses. HSA Bank Account Numbers.

To Run This Report Adhoc

Menu > Reports > Request > HSA Administration > HSA Account Details Report

Change **Product Partner: Avidia Bank**

Edit criteria and hit **Generate**

To View Your Reports

Menu > Reports > Result > View Reports

Choose your report by clicking on the **Report Name**

[Account Details Report Sample](#)

Renewals

IMPORTANT: Please note that once we open an HSA account for one of your employees, they account will stay active upon the new plan year unless ABG is notified that either the employee has terminated or that they are no longer eligible to contribute to an HSA. The fact that they are not sent over with a new plan year HSA election is not enough for ABG to removed them from our system.

Terminated Employees

If one of your employees, who was enrolled, in an HSA, should terminate employment with you, you must notify ABG of the termination by emailing processing@amben.com. ABG will process the termination of the employee's HSA under the employer's benefit options and will re-associate the employee's HSA to our alternate **ABG HSA**. This will allow the employee to maintain access to their HSA balances.

- Terminated employees with HSA balances will be provided with a new ABG Benefits Card (**myHSAver** will be embossed on the front of this card), which they should use going forward, to access their HSA funds.
- If an employee has checks associated with their HSA, these checks are still valid for their new account.
- The employee will need to re-register their HSA account in the WealthCare Portal under the ABG HSA, to continue to manage their HSA on line. ABG will send terminated employees a notification once they have been located under the ABG HSA.
- Going forward, a monthly fee in the amount of \$4.00 will be levied against the employee's HSA account, as long as the employee has funds remaining in the account.

Active Employees who cease to qualify for the HSA

As an employer, you have two options for handling the administration of the HSAs of your employees who cease to qualify for the HSA (because they are no longer covered under the HDHP). Please check the option you would like.

1. Let the employee's HSA account remain active under the employer's benefit options, but cease processing contributions to the HSA. In this case:

- You, the employer will continue to pay the monthly PEPM fee for the administration of this HSA and this will be reflected in the monthly invoice from ABG.
- The employee will be able to continue to access balances in their HSA using the same ABG Benefits Card that they use for any other benefit options ABG is administering for this employee.
- Your employee will be able to login to view their HSA accounts using the same login that they are using to access any other active benefit options ABG is administering for the employer.

Or,

2. Notify ABG that the participant is no longer covered under the HDHP and that the HSA benefit offered by the employer should be terminated for this employee (this is for cases where the employee continues to be your active employee). You will no longer be billed for this employee's HSA. In this case, ABG will:

- Re-associate the employee's HSA to our alternate **ABG HSA**.
- ABG will issue a new ABG Benefits Card (**myHSAver** will be embossed on the front of this card), going forward, this card is the only card that can be used to access funds in the HSA.
- The employee will be notified that they will need to create a separate login to manage their HSA (they will continue to access all other active accounts under their employer login using the card that was issue under their employer).
- The employee will have a monthly fee of \$4.00 assessed against balances in their HSA.

Transfer Balances from Previous Custodian

Your Health Savings Accounts are now being administered by American Benefits Group (ABG). ABG opened new HSA Avidia Bank accounts on your behalf, you should have been sent via email an Adobe esign document with required disclosures, a beneficiary designation and electronic signature from Avidia Bank, your HSA bank account custodian. This document will transmit directly back to the HSA custodian Avidia Bank.

As of **Date** your per pay period HSA deductions will be loaded to youe new Avidia bank HSA account. You should have received a new ABG Benefits Card, please note that ABG has also ordered cards for spouse's if they were entered into our system, you will receive an email alerting you when they ship.

Transferring your current HSA balance to your new Avidia HSA

An HSA is an individual owned custodial account, and according to federal regulations, in order to transfer from one HSA account to another, the account holder is required to sign a transfer authorization instructing the custodian.

To begin the transfer process download the Avidia Bank Transfer form.

[Download Transfer Form](#)

Your Currrent Custodian may require a 'wet' signature on an HSA transfer authorization form, however Avidia Bank will allow this form to be emailed or faxed.

- Please complete the form
 - You can find your Avidia Bank HSA number by logging into the WealthCare Portal, Choose the **My HSA** tab, **Manage My HSA**, you will see a masked account number with an eye icon beside it, hover over that eye icon to view your full account number.
 - You will also need to include your **Current HSA** account number.
- Print and sign the form – original signature.
- You may then scan and securely email to a processing@amben.com or fax to 877-723-0147.
- Please include in the subject or cover sheet "**Company Name** - HSA Transfer".

When an HSA transfer is submitted, it can take as long as 6 to 8 weeks to be completed. However, until the date the transfer is being executed, funds will remain available in your account. Once the account goes into the active transfer process, there is a general "blackout period" of about two weeks, during which time the funds will not be available. A confirmation is provided when the transfer is complete and the funds have been posted to your Avidia HSA bank account.

Also, please be aware that the old custodial bank may charge an account closure fee.

What If I don't Tranfer ymy old HSA account balance?

While all new HSA contributions will be processed to you ABG Avidia HSA account from **Date** forward, you may choose to not transfer your legacy HSA account. This is your choice. Understand that there may be monthly account service fees that would be deducted from your old HSA account. If you have a small account balance in your existing HSA account, it may be advisable to spend down this account first, and then close the inactive account.

Note that if you have a linked investment fund account with **current custodian**, you may be required to liquidate that account prior to the HSA Transfer.

Resources

Employer/Consultants

Communications - <https://www.amben.com/communications-hsa.html>

Documents & Forms - <https://www.amben.com/employers-forms.html>

Employees

www.amben.com/hsa

Avidia Bank

<https://www.amben.com/hsa-avidia-bank.html>

Smart Mobile App

<https://www.amben.com/wealthcaremobile.html>