



# FAQs for USG HSA, FSA Vendor

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## Timeline – Key Dates to Know for HSA Transfer

2021	
<b>October 25, 2021</b>	E-Consent window open to approve or decline the transfer of your Optum Bank HSA balance to HSA Bank.
<b>December 15 – December 31, 2021</b>	HSA Bank welcome kit and debit card to be mailed to your home address.  If you're an Optum investor, you will receive more details on the transition to HSA Bank and any action items (if applicable) for your funds to transfer to HSA Bank.
2022	
<b>January 1, 2022 onwards</b>	All HSA contributions will be applied to your HSA Bank HSA. January 14 (bi-weekly payroll) or January 31 (monthly payroll) will be your first payroll contribution.
<b>January 14, 2022</b>	E-Consent window closes to approve or decline the transfer of your Optum Bank HSA balance to HSA Bank.
<b>January 31, 2022</b>	If you're a current investor at Optum Bank, follow any instructions provided in December. Any actions (if applicable) must be completed by <b>market close at 4pm (EST) on January 31, 2022</b> , and do not make any transactions after this time.
<b>February 4 – February 16, 2022</b>	If you're transferring your Optum Bank HSA to HSA Bank, your existing Optum Bank debit card and your account balance with Optum Bank will be <b>unavailable starting on February 4, 2022</b> . However, any new contributions in your HSA Bank account starting in January will be available during this period.
<b>February 17, 2022</b>	Your previous Optum Bank HSA balance is in the process of being transferred to HSA Bank.
<b>February 18, 2022</b>	Your HSA balance transferred from Optum Bank will be available in HSA Bank account on or before the end of the day.

## Timeline – Key Dates to Know for FSAs

2021	
<b>December 15 – December 31, 2021</b>	HSA Bank welcome kit and debit card to be mailed to your home address.
2022	
<b>January 1, 2022 onwards</b>	All 2022 FSA contributions (HC-FSA, LP-FSA, DC-FSA) will be applied to your account with HSA Bank. January 14 (bi-weekly payroll) or January 31 (monthly payroll) will be your first payroll contributions.
<b>March 15, 2022</b>	Last day of the grace period and last day to use the existing Optum debit card.
<b>March 31, 2022</b>	Last day to submit 2021 FSA (HC-FSA, LP-FSA, DC-FSA) expenses

## Overview and Account Transition to HSA Bank

### What changes are happening to my accounts?

During open enrollment, USG announced that **HSA Bank** will be your Health Savings Account (HSA), Flexible Spending Account (FSA) administrator for all new HSA and FSA contributions as of January 1, 2022.

### Who is HSA Bank?

HSA Bank is a trusted leader in consumer-directed healthcare (CDH), focusing on Health Savings Accounts (HSAs) for over two decades and serving as both the bank and administrator. HSA Bank inspires 3 million members and 35,000 employer groups to "own your health" by making it easy to access, understand, and afford healthcare. As of June 30, 2021, HSA Bank had \$10.7 billion in total footings comprising \$7.3 billion in deposit balances and \$3.4 billion in assets under administration through linked investment accounts, and is a division of Webster Bank, N.A., Member FDIC.

### What are my action items?

If you have a current HSA with Optum Bank, you will be receiving a communication about how to transfer your HSA to HSA Bank at no charge. Between the dates of October 25, 2021 and January 14, 2022, you'll need to log in to a website, provide your name and social security number, then accept or decline to have your Optum Bank HSA transferred to HSA Bank.

### What is the deadline to transfer my Optum Bank HSA to HSA Bank?

You must provide your consent to a transfer (or decline) by end of day **Friday, January 14, 2022.**

### **Is there a blackout period when my Optum Bank HSA funds will not be available?**

Yes. Starting on February 4, 2022, if you are transferring your Optum Bank HSA to HSA Bank, your existing Optum Bank debit card and your account balance with Optum Bank will be **unavailable starting on February 4, 2022.** However, any new contributions in your HSA Bank account starting in January will be available during this period.

### **Is there an incentive offered to move my prior HSA to HSA Bank?**

Yes. All active USG employees who move your existing Optum HSA to HSA Bank will receive the \$50\* one-time deposit if they move this existing account to HSA Bank by December 31, 2022.

- *\*This deposit will be received from HSA Bank if you qualify to receive 2022 HSA contributions. This deposit, in addition to the employer match, will count toward your 2022 annual contributions. It's important for you to monitor your contribution amount throughout the calendar year to ensure that you do not exceed the 2022 maximum contribution amount. For 2022, the HSA maximum contribution amount is \$3,650 for single coverage and \$7,300 for family (employee plus one or more) coverage. This includes the \$50 deposit mentioned above.*

### **If I transfer more than one HSA to HSA Bank, am I eligible for a second \$50 deposit?**

No. If you have multiple HSAs, you're only eligible to receive one \$50 deposit.

### **What happens if I miss the January 14, 2022 deadline? Is the incentive still available if I move my account to HSA Bank?**

Yes. You'll need to complete a paper transfer form that could take 4-6 weeks to process. You would still be eligible to receive the \$50 transfer incentive if your transfer is complete by December 31, 2022.

### **If I set up an HSA through USG, what happens if I switch employers?**

The account and funds are portable and go with you. HSA Bank does not charge monthly administration or closing fees.

### **If I already have an existing HSA with Optum Bank, can USG send my payroll deductions to Optum Bank instead of HSA Bank?**

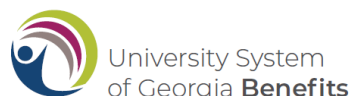
No, after December 31, 2021, USG will only facilitate payroll deductions to HSA Bank. If you wish to contribute to an existing HSA outside of HSA Bank, you'll need to contribute outside of USG payroll.

### **If you chose to close your Optum Bank HSA?**

You also have the option to close your HSA at Optum Bank at no additional cost. You can contact Optum Bank directly at (877) 470-1771 or fill out the HSA Account Closure Form and mail or fax to the information below. You can access the form by signing in to your [Optum Bank HSA](#) directly or through OneUSG Connect - Benefits. Once on the Optum Bank site click Help & Tools > Forms & Documents.

**By Mail:** Optum Bank

P.O. Box 271629



Salt Lake City, UT 84127

**By Fax:** 1-866-314-9795

If you choose to transfer your HSA from Optum Bank to HSA Bank, you will continue to have access to your Optum and debit card until **February 3, 2022**. There is an account blackout period from **February 4 through February 16, 2022** at which time you won't be able to access your account funds.

## Balance Transfers / Fees

### Do I have to transfer my Optum Bank HSA over to HSA Bank?

No. You may keep your Optum Bank account open, but if you do so you will be responsible for the **ongoing administrative fees beginning on March 1, 2021** (which are currently **\$3.25/month | (\$39/year)** and are subject to change at Optum Bank's discretion) as well as any other applicable fees charged by Optum Bank. If you wish to close your Optum Bank HSA at a later date, Optum Bank doesn't charge a closing fee.

### Does HSA Bank charge any account fees for its HSAs or FSAs?

HSA Bank doesn't charge a monthly account fee for either the HSAs or FSAs. Your account is set up to send your statements electronically at no charge, and there will not be any account closing fees as long as HSA Bank remains USG's HSA and FSA provider.

## Investment Options

### Does HSA Bank have investment options?

Yes. You can access self-directed investment options through a Devenir mutual fund account, a TD Ameritrade brokerage account, or both. Learn how by visiting the HSA Bank investment resource page at [hsabank.com/investments](https://hsabank.com/investments).

### If I'm a current investor at Optum Bank, how do I move my account to HSA Bank?

If you're a current investor at Optum Bank and plan to transfer your Health Savings Account to HSA Bank, you'll receive future communications in December with more information and action items (if applicable) for your funds to transfer to HSA Bank.

### If I choose to transfer my existing HSA, when will the Optum Bank funds be available in my new HSA Bank HSA?

The funds are scheduled to transfer on February 17, 2022 and will be available on or about February 18, 2022.

*Investment accounts are not FDIC insured and they are not bank guaranteed. Investment accounts are not deposit accounts, or an obligation of HSA Bank, and they may lose value. They are not guaranteed by any federal government agency.*

### What do the investment options look like at Devenir and TD Ameritrade?

HSA Bank offers two investment options: Devenir Mutual Fund Investment Program, TD Ameritrade self-directed brokerage account, or both.

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

- The Devenir Mutual Fund Investment Program includes a 0.30% annual fee, which is charged quarterly. The fee is calculated on a percentage basis and assessed based on the value of the account on the last day of each quarter, equaling 0.075% or \$0.75 per \$1,000 per quarter. The fee is deducted pro rata from the mutual fund investments in the account on or about the 10<sup>th</sup> business day following the end of each quarter. The fee is assessed only on the first \$50,000 of the investment account balance. There is a minimum fee of \$1.50 per quarter. Accounts opened during the quarter are assessed the full 0.075% fee for that quarter. If the account balance is below \$1.50 on the fee deduction date the full balance will be sold.

TD Ameritrade offers stocks, bonds, ETFs, and thousands of mutual funds. [Trading fees](#) may be applied by TD Ameritrade in the self-directed brokerage account.

### What is the statement delivery preference for the investment options?

Devenir only provides statements electronically (no charge), and TD Ameritrade offers either a mailed or electronic statement (each at no charge).

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.

## Welcome Kit & Debit Card

### Do I need a new debit card for my HSA Bank HSA and/or FSA(s)?

Yes, HSA Bank will send you a new HSA Bank Health Benefits Debit card.

### Does this debit card work for an HSA, Healthcare FSA and a Dependent Care FSA?

Yes, you can use the same debit card for the products that USG offers (HSA, Healthcare FSA, and Dependent Care FSA). However, if you elect to contribute to an HSA you may not also contribute to a Healthcare FSA.

### When will I receive a welcome kit and my new debit card?

Within 10 to 14 business days of the 1/1/2021 plan effective date, you will receive an HSA Bank welcome kit containing privacy policy information, account disclosure information, and the new *Health Savings Account Fee and Interest Rate Schedule*. The welcome kit will be mailed in a separate envelope from your debit card.

### How do I activate my new debit card?

Your new card will be activated the first time you use it. You can use your new card to pay for IRS-qualified healthcare expenses at places such as doctors, hospitals, pharmacies, dentists, and vision providers.

Be sure to cancel any recurring contributions from your checking account or payment transactions associated with your Optum Bank debit card.



### How many HSA Bank debit cards am I able to order?

You're able to order an unlimited amount of debit cards at no charge.

### Does the HSA Bank debit card have the dependent's name on it?

Yes, the dependent card would have their name on it.

### What happens if the debit card doesn't arrive by January 1, 2022?

If for some reason you don't receive your new debit card by January 1, 2022, you are able to contact the HSA Bank Client Assistance Center to see when your cards were mailed at **1-833-228-9352**.

### HSAs

Your first payroll is on either January 14 (bi-weekly) or January 31 (monthly). Until this first funding, there will be no funds available for use for HSA.

### HC-FSA or LP-FSA

You can manually submit a claim on the Member Website or through the HSA Bank Mobile App.

### DC-FSA

This account is a dollar-to-dollar benefit first funding based your first payroll either January 14 (bi-weekly) or January 31 (monthly). Until this first funding, there will be no funds available for use for DC-FSA

### For my existing HSA that I'm moving to HSA Bank, how long should I keep my Optum Bank debit card?

Please keep your Optum Bank debit card for any expenses before your new HSA Bank account is funded. If you have elected to transfer your existing Optum Bank HSA to HSA Bank, those funds will be transferred on February 17, 2022, and your existing Optum Bank debit card will be **unavailable after February 4, 2022**.

### If I decide to keep my existing HSA with Optum Bank, will my current debit card be impacted?

If you decide to keep your existing account with Optum Bank, **your current Optum Bank debit card** will not be impacted. If you enrolled in an HSA for 2022, you'll receive a separate debit card for your new HSA Bank account as described above.

### For my Healthcare FSA or Dependent Care FSA, how long should I keep my Optum Bank debit card?

Please keep your Optum Bank debit card through December 31, 2021. Any eligible expenses incurred in 2021, but submitted for reimbursement after December 31, 2021, must be submitted on a paper claim form which can be found on the USG Benefits Center. As a reminder, 2021 expenses may be submitted for reimbursement until March 31, 2022.

Starting January 1, 2022, you'll need to use your new HSA Bank debit card for any 2022 calendar year expenses.

### Is the HSA Bank debit card chip enabled?

Currently, the HSA Bank debit card not chip enabled.

### What happens if the HSA Bank debit card is stolen and money is withdrawn?

If your HSA Bank Debit card is lost or stolen, please contact the HSA Bank Client Assistance Center at **1-833-228-9352**. If money is withdrawn, you can file a dispute with the HSA Bank Client Assistance Center.

## Tax Reporting

### How will I receive my 2021 tax forms?

Based on your election of either paper or electronic forms, Optum Bank will be sending you your 2021 tax forms.

### For 2022, what tax forms will I be receiving?

HSA Bank will provide tax statements for your new account. Paper will be the default delivery method for tax statements delivered by HSA Bank, unless you update your delivery preferences. Once your new account is opened, you can access directly, and update your preferences on the HSA Bank Member Website [myaccounts.hsabank.com](https://myaccounts.hsabank.com). If you make any distributions from your Optum Bank HSA in 2021 before that account is transferred to HSA Bank, you may also receive 2021 tax forms from Optum Bank to report those transactions.

## Account Access and Mobile

### How can I access my HSA Bank HSA and/or FSA?

You can access your accounts in multiple ways. After January 1, 2021, the easiest way to access your HSA Bank account(s) is through the USG Benefits Center.

You can also access your new HSA directly through HSA Bank's Member Website by visiting [myaccounts.hsabank.com](https://myaccounts.hsabank.com). You can establish your online account by using the "Create your new username and password" link on the home page. In addition, you can access your accounts with our mobile app described below.

### Does HSA Bank have a mobile app?

Yes, HSA Bank has a mobile app. Safe and secure, the HSA Bank Mobile App offers real-time access for all your account needs, 24 hours a day, 7 days a week. It's simple, intuitive, and convenient. You can download the HSA Bank Mobile App at Google Play or the App Store. HSA Bank Mobile App is a free download; however, you should check with your wireless provider for any associated fees for accessing the internet from your device.

## Health Savings Account (HSA)

### What is a Health Savings Account (HSA)?

An HSA is a tax-favored account used in conjunction with an HSA-compatible high deductible health plan. The funds in the account are used to pay for IRS-qualified medical expenses such as services applied to the deductible, dental, vision, and more.

### Who can open an HSA?





Any eligible individual who:

- Is covered by an HSA-compatible high deductible health plan;



- Is not covered by other health insurance (except certain types of limited coverage);
- Is not enrolled in Medicare; and
- Is not claimed as a dependent on someone else's tax return.

### How much can I contribute annually to an HSA?

	2021		2022	
	 SINGLE PLAN	 FAMILY PLAN	 SINGLE PLAN	 FAMILY PLAN
Maximum Contribution Limit	\$3,600	\$7,200	\$3,650	\$7,300
Minimum Deductible	\$1,400	\$2,800	\$1,400	\$2,800
Maximum Out-of-Pocket	\$7,000	\$14,000	\$7,050	\$14,100
Catch-up Contribution (55+)	\$1,000	\$1,000	\$1,000	\$1,000

Accountholders who meet the qualifications noted below are eligible to make an HSA catch-up contribution of \$1,000.

- Age 55 or older (regardless of when in the year an accountholder turns 55)
- Not enrolled in Medicare (if an accountholder enrolls in Medicare mid-year, catch-up contributions will be prorated)

### Does USG offer an employer contribution match?

Yes. As a USG employee, you can take advantage of a matching HSA contribution as follows:

- Single – \$375
- Family – \$750

### If I elect to enroll in the individual high deductible health plan (HDHP) but have a family, can I contribute the family maximum?

No, your contribution limits are based on your insurance plan coverage type. If you're enrolled in an individual plan, you can only contribute up to the individual limit.

### If my spouse and I both have an HSA, can we both contribute the maximums?

While both you and your spouse can have an HSA and make your own contributions, the IRS only allows a single household to contribute up to the family maximum, split between both accounts, regardless of what level of insurance coverage you each have. For example, if one spouse has individual HDHP coverage and the other spouse has family HDHP coverage, you're still held to the IRS family maximum allowable contribution limit. The total contributions for the year between both accounts can never exceed the family maximum. For a spouse 55 or older, you can add the additional \$1,000 catch-up contribution on top of the family contribution limit to your own HSA if you meet the other requirements for catch-up contributions. If your spouse is also 55 or older, they can add the additional \$1,000 catch-up contribution to their own HSA.

## Can my spouse have a Healthcare FSA while I have an HSA?

No, if your spouse is enrolled in a Healthcare FSA in the same year, you will not be eligible for an HSA.

## How can I add an authorized signer? Can my authorized signer receive their own HSA Bank Debit Card?

Sometimes it makes sense to allow another individual (i.e., spouse, relative, partner) access to your account. To add an authorized signer, follow these easy steps:

1. After logging into your account, click on Profile Summary under the Accounts menu.
2. Next, click on Add Authorized Signer.
3. Provide information about your chosen authorized signer, including his/her Social Security number and his/her birthdate. Upon completion of this form, click Submit.

You can order debit cards for your authorized signer(s). You can request additional debit cards via your Member Portal or by calling our Client Assistance Center 24 hours a day, 7 days a week, at **1-833-228-9352**.

## How do I add a beneficiary for my HSA?

If you wish to designate a beneficiary, simply follow these easy steps. In the absence of a beneficiary designation, your beneficiary is your estate.

1. After logging into your account, click on Profile Summary under the Accounts menu.
2. Click on Add Beneficiary.
3. Provide information about your chosen beneficiary, including his/her Social Security number and his/her birthdate. Upon completion of this form, click Submit.

## Can I withdraw the money for non-medical expenses?

Yes, though the withdrawal may be subject to income tax and penalties. After the age of 65, you can use the funds for non-qualified expenses without penalty, though the funds may be subject to income tax.

## Do I need to submit receipts for my HSA expenses?

No. You do not need to submit any receipts to us or file any claims. Just be sure to use the money for IRS-qualified medical expenses and save your receipts for tax purposes. Using our online expense tracker, you can easily enter medical expense information and securely upload receipts and supporting documentation – all in one place for easy access and tracking.

## Please utilize these two resources for additional information regarding your HSAs and FSAs at HSA Bank

- <https://www.hsabank.com/hsabank/campaign/tips-to-navigate-your-journey>
- <https://www.hsabank.com/hsabank/Members/Members-Frequently-Asked-Questions>

## Flexible Spending Account (FSA)

### What is an FSA?

A Flexible Spending Account (FSA) can save you money on everyday expenses. Your contributions are tax-free, saving you money on federal and state income taxes and Social Security taxes.

### What types of FSAs does USG offer?

USG offers three types of FSAs:

- Healthcare FSA (HC-FSA)
- Dependent Care FSA (DC-FSA)
- Limited Purpose FSA (LP-FSA)

### Can my Healthcare FSA funds be used to cover my spouse's medical expenses even if he or she is not covered by my health plan?

Yes. All eligible out-of-pocket medical expenses incurred by you, your spouse and your qualified dependents can be reimbursed from your Healthcare FSA, even if your spouse and qualified dependents are not enrolled in USG's health plan.

### Do my dollars in the FSA rollover?

**Plan carefully!** Money left in your FSA at the end of the grace period is forfeited and cannot be returned to you. This is called the "Use it or Lose it" rule. You must incur eligible expenses by **March 15, 2023** and submit them for reimbursement before **March 31, 2023**.

### Do the USG FSA plans have a grace period?

Yes. All USG FSAs have a grace period. The USG provides a grace period of 2 ½ months after the end of the calendar year. This means you can continue to incur eligible healthcare expenses through **March 15, 2023**, giving you a little more time to use up your HealthCare FSA balance.

### What happens if my employment with USG ends?

Contributions to your Healthcare FSA will also end when your employment with USG ends, unless you want to continue contributing on an after-tax basis through COBRA coverage. If you choose not to contribute through COBRA coverage, then any unused funds in your account may be used for expenses incurred on or before your last day of employment. As a reminder, you can submit eligible expenses for reimbursement until March 31 of the following year.

If you terminate your employment with USG and have an FSA, your date of service on any claims you submit must have a date of service on or before termination date prior to the end of the month in which you terminate.

### If I have either a Healthcare FSA or Dependent Care FSA with Optum Bank now, do my funds transfer to HSA Bank?

No. For your 2021 Healthcare FSA or Dependent Care FSA, an expense must be incurred between January 1, 2021 and December 31, 2021. You have until March 31, 2022, to submit any expense incurred during the 2021 calendar year. These 2021 claims must be submitted to your Optum Bank FSA. Please note any unspent 2021 FSA dollars with Optum Bank will be forfeited after March 31, 2022, through Optum Bank.

Starting January 1, 2022, you will be able to submit 2022 calendar year expenses directly to your new HSA Bank FSA.

### **If I have an HSA, can I also have a Limited Purpose FSA (LP-FSA)?**

An LP-FSA can be used only by a participant who is enrolled in the Consumer Choice HSA healthcare plan, and the LP-FSA is limited to reimbursement for eligible dental and vision care expenses.

### **I currently have a Healthcare FSA (HC-FSA), can I move to an HSA for the 2022 open enrollment?**

Yes. If you change from a HC-FSA one calendar year to an HSA the next calendar year, IRS rules state that your HealthCare FSA balance must be zero on December 31 or you will not be able to contribute to your new HSA until April 1 (after the grace period is over).

## **Medicare**

### **What happens when I turn 65 years old?**

Starting at age 65, you can use your HSA funds for any purpose without penalty however income tax is assessed. Once you're on Medicare, you can use HSA funds to pay for Medicare premiums, including Medicare Part B, which covers outpatient care, and Part D, which covers prescription drugs. (Most people don't pay premiums for Part A.) You can't, however, use the funds for premiums for supplemental, or Medigap, policies.

### **If I enroll in Medicare, can I still contribute to my HSA?**

No. Once you enroll in Medicare, you're no longer eligible to contribute to an HSA, and you must prorate the annual contribution limit (including the catch-up amount) based on the number of months that you were eligible during the year you enrolled in Medicare.

### **Once I am enrolled in Medicare, can I use my HSA to pay my premiums?**

You can use HSA funds to pay for Medicare premiums, including Medicare Part B, which covers outpatient care, and Part D, which covers prescription drugs. (Most people don't pay premiums for Part A.) You can't, however, use the funds to pay for premiums for supplemental or Medigap policies.

## **Miscellaneous**

### **What is HSA Bank's routing number?**

HSA Bank's routing number is 075907947.

### **If I have questions, can I call HSA bank directly?**

Yes. HSA offers a U.S.-based Client Assistance Center that has English and multilingual-speaking representatives available 24 hours a day, 7 days a week, at **1-833-228-9352**.