



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.

Basics

HSA IRS Limits	Single	Family
2020 Maximum Contribution	\$3,550	\$7,100
Catch-up Contribution (age 55+)	\$1,000	\$1,000

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

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.

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. **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.

2. **Spreadsheet**

- 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.
- 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.
- The funds will be available on the participants' accounts within 2 business days.
- [Download Spreadsheet](#)

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

WealthCare 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.

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.

- 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,

- 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.