

Your account
in action



Health & benefit account user guide

Welcome

We're glad you've chosen a health and benefit account from Bank of America. Whether you have one or more accounts with us, this guide will make it easy for you to put them into action.

Inside you'll find out how to set up your account, plus useful tools and resources to help manage your account.



Which account(s) do you have?

To find out which account or account combinations you have, log in to the member website and look under the Accounts section on the homepage:

myhealth.bankofamerica.com

General	4
HSA Health Savings Account	15
FSA & HRAs	30
FSA Flexible Spending Account	32
LPFSA Limited Purpose Flexible Spending Account	34
DCFSA Dependent Care Flexible Spending Account	36
HRA Health Reimbursement Arrangement	38
Claims information	39
Commuter Benefits	47
Resources	49

General

Health account information

All of our health and benefit accounts share common features. The topics in this section of the guide will get you started, and help you understand the basics and make the most of your accounts.

Topics

Getting started checklist	6
Have an HSA?	7
Link your bank account	8
Add an authorized representative	8
Member website	9
MyHealth mobile app	10
3 ways to pay	12
Debit cards	13

Good to know

You can find additional tools and resources to help you better manage your health account by visiting our [Learn Center](#).

Getting started checklist

[Table of contents >>](#)

Now that you've enrolled in your account, let's get set up. Go to the member website at myhealth.bankofamerica.com and complete the checklist.



[View](#) an overview video of our member website, mobile app and educational tools.

Watch for your debit card¹

Your Bank of America Health and Benefit Account Visa® debit card will be coming in the mail soon. Be sure to activate it so you can start using it right away.

Download the mobile app²

Manage your account on the go. Download the “MyHealth BofA” mobile app from the App StoreSM or Google Play.^{TM3}



Login for the first time as a “New User”:
[Step-by-step instructions](#)

Verify email, mailing address and phone numbers:
Go to Accounts > “Profile Summary”

Note: If you are not able to update your mailing address, contact your employer to make the change.

Update notification preferences so we know how you prefer to receive account information: Go to Message Center > “Update Notification Preferences”

Link your bank account to your benefit account for quick and easy contributions, distributions and reimbursements: [Step-by-step instructions](#)

Authorize other users who can access your account.
[Learn how](#)

Add dependents
Go to Accounts > “Profile Summary” > “Add Dependent”

Note: This is required if you are filing a claim for a dependent. You'll need to have their date of birth and social security number available.

Request a debit card for dependents age 18 or over: Go to Accounts > “Banking” > “Issue card”

Good to know

[Learn more](#) about the features of your account(s).

Have an HSA?

Designate a beneficiary

It's important to add a beneficiary to your account to ensure that the funds are available to them upon your death. It's easy!

Go to Accounts > "Profile Summary" > "Add Beneficiary"

Set up your HSA Investment Account

[Step-by-step instructions](#)

Be ready for Identity Verification (IDV)

We are required by law to validate identification when a new account is opened. As part of our IDV process, we may send you a request for additional information such as a copy of your driver license, social security card, etc. Once provided, you can begin accessing your funds.

[What your beneficiary needs to know](#)

In the event of your death, your beneficiary(ies) will need to complete the HSA Beneficiary Account Distribution Form* or contact our Customer Care Center to have the form sent in the mail.

Go to Tools & Support > "Account Support & Forms"



Link your bank account

Get reimbursed faster via direct deposit for out-of-pocket expenses when you link your personal bank account to your health and benefit account. If you have an HSA it's also convenient for making contributions to your account. You'll need your bank account and routing numbers to get started. Both of these can be found at the bottom of your checks.

1	Add your bank account Member website homepage > Accounts > "Profile" > "Banking/Cards" > "Add Account" <i>After submitting the information requested, a pop-up screen will appear and explain the micro-deposit process, a security step required to make sure your account information is correct. Within the next 1 to 3 business days the micro-deposit amount will be processed. If we have your email on file, you'll receive an activation notice. If not, you'll need to check your bank account to confirm the micro-deposit amount.</i>
2	Activate your bank account once you receive the micro-deposit Under Tasks on the homepage, you'll see that "one or more bank accounts require activation" Choose "Activation" > Enter the micro-deposit amount > "Submit"

Add an authorized representative

Allow others to access your account information and/or make transactions on your behalf.



* Forms can be found on the member website under Tools & Support > "Account Support & Forms"

Authorized Caller

Someone who Bank of America can release your transaction history, claims activity, card details and statement information to. Contact Customer Care or complete the Authorized Caller Form.*

Power of Attorney

Someone who can contact Customer Care to access account information and make transactions on your behalf. Designate this person by mailing or faxing a completed Power of Attorney Form.*

Manage your account on the member website

Whether you want to check your balance, the status of a claim, make an HSA transaction or update your account information, it's easy on the [member website](#).

Message Center | Find notifications and quarterly statements (*HSA statements will include both Cash Account and Investment Account balances*)

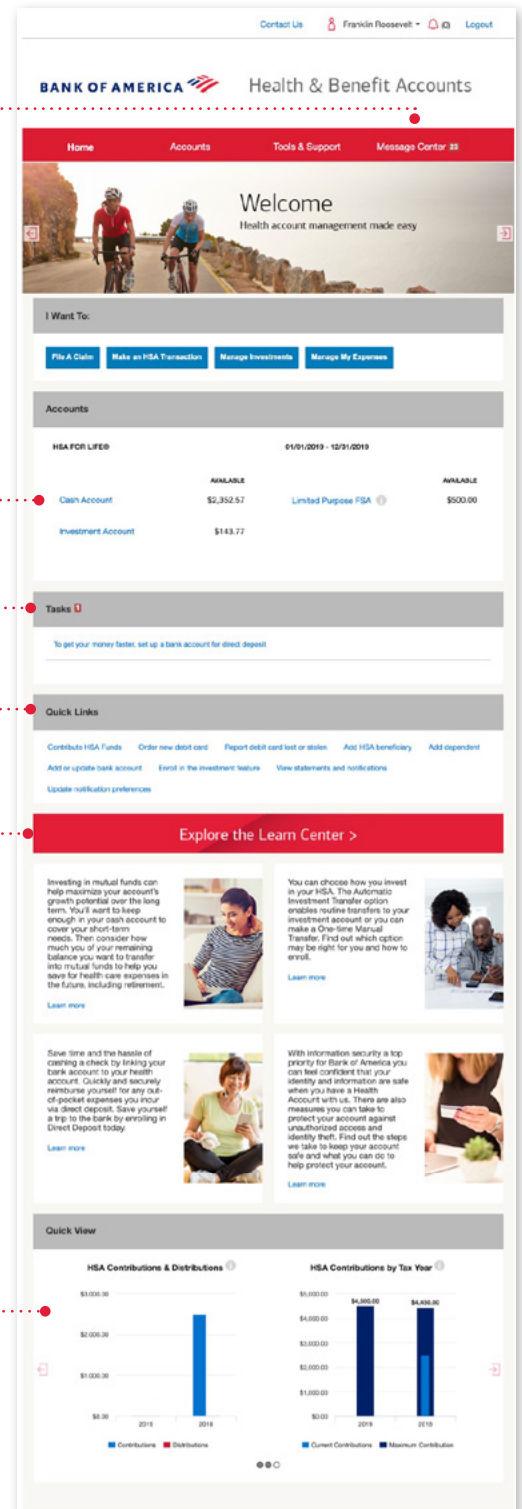
Check your balance(s)

Tasks | See items that require your attention

Quick links | Find a list of the most common functions

Learn Center | [Educational tools and support](#)

Charts & graphs | View your elections, contributions and spending for the year

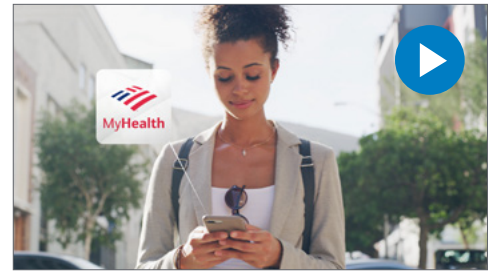


Good to know

Find any form you need under [Tools & Support](#)

Manage your account with the MyHealth mobile app

With the MyHealth mobile app, you can track and manage the details of your account...wherever and whenever you need.



[Watch the video.](#)

My Accounts | See your account balances(s) or click through to view transaction details

File a claim | Pay a provider or reimburse yourself from your HSA

Make an HSA contribution or request an HSA distribution

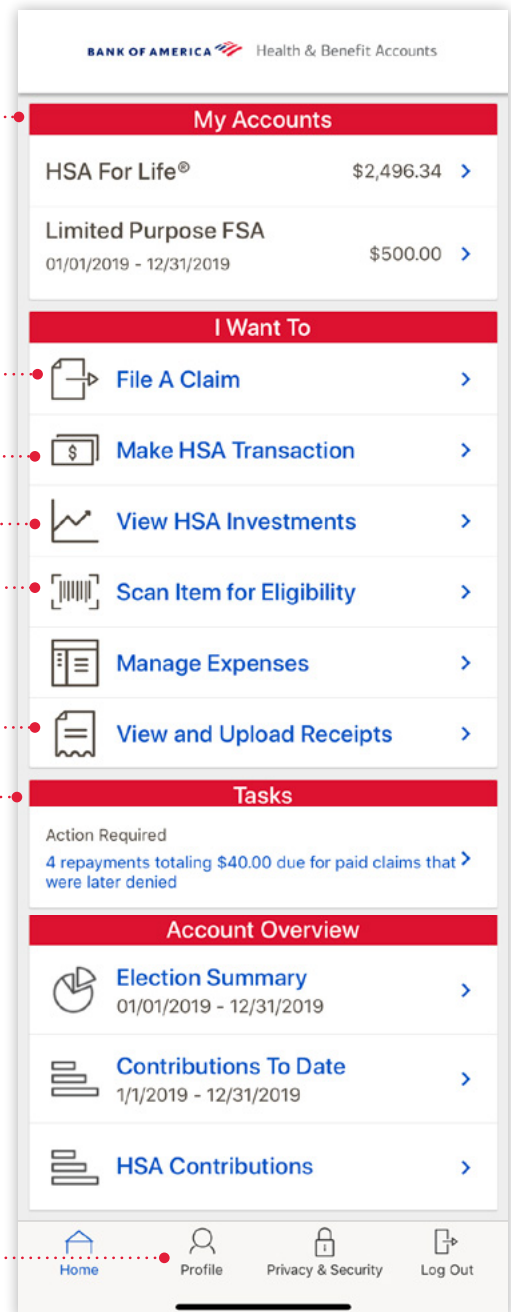
View HSA Investments | See your balance, summary of fund performance and graphs showing portfolio and election percentages

Eligible Expense Scanner | Find out whether an item is considered a qualified expense by the IRS

Receipt Organizer | Quickly upload and store receipts, invoices and Explanation of Benefits (EOB) documents

Tasks | See items that require your attention

Profile | Review statements, tax documents or manage your debit card



Manage your account with the MyHealth mobile app (cont'd)

Store and organize your receipts

Use the MyHealth mobile app to quickly upload and save any health care receipts. The Receipt Organizer feature allows you to keep all of your health-related expenses in one place so you can easily access them whenever you need them.

Upload a receipt

1	Begin on the home screen > “View and Upload Receipts”
2	Choose the blue “add” button > take picture of your receipt
3	Choose “Camera” as the receipt upload method
4	A message will appear to let you know that your receipt was saved > “OK”

Notes:

- The most recent receipt will show in the top left corner
- The upload date will be included with each receipt
- Used receipts will be marked with a green “USED” stamp

View a receipt

Tap a receipt > choose “View”

Delete a receipt

Tap a receipt > choose “Remove”



Download the MyHealth mobile app

Enjoy easy account management right at your fingertips.



3 ways to pay

Easily access the funds in your health account(s) to pay for qualified health care expenses.



Qualified expenses?

As your account is tax advantaged, the IRS requires funds be spent only on [qualified health care expenses](#).

1

Use your Health and Benefit Account Visa® debit card

It's the most convenient way to pay. Just swipe or insert your [debit card](#) at checkout, or use to pay bills you receive from your providers.

2

Pay your provider

Pay directly from the member website or mobile app – just like online bill pay.

Note: A check will generally be sent in 3-5 business days.

3

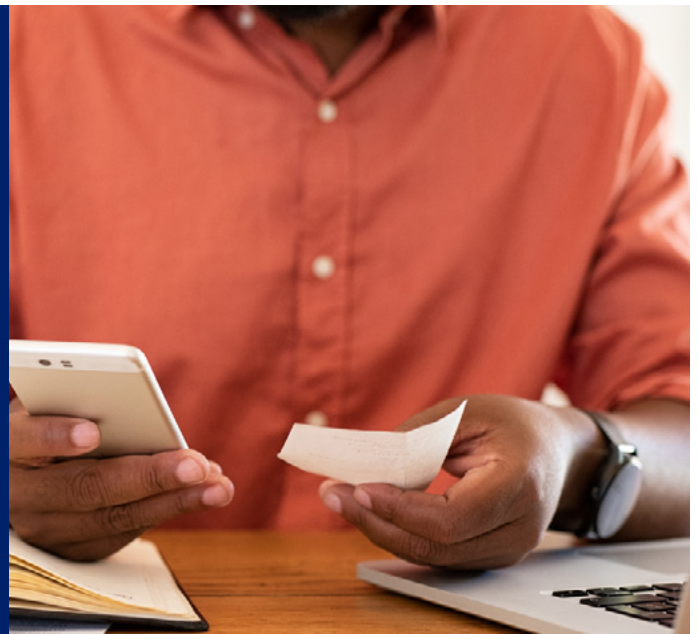
Reimburse yourself

Pay out of pocket and then reimburse yourself through the member website or mobile app.

Good to know

Save your receipts!

Use the Receipt Organizer on the MyHealth mobile app to store your receipts so they'll be available when you need them.



Health and Benefit Account Visa debit card

The easiest way to pay for qualified expenses is with your debit card. Use it at your provider's office, at the pharmacy and online.

Note: If you have a Flexible Spending Account (FSA) you cannot use your debit card to pay for expenses incurred in the previous year. [Find out more](#) about grace period, carryover and run-out.

Good to know

Order cards for each dependent

Any dependent on your account, age 18 or older, can have their own card. You can order up to 9 additional cards.

Member website > Accounts > "Banking" > "Issue Card"

Do you have more than one account with us?

If so, your debit card knows which account to take the funds from based on the expense category.

Here's how it works:

LPFSA + HSA | Dental and vision

1st When paying for dental or vision expenses, the money comes out of the **LPFSA** first, up to the available balance.

2nd If no more funds remain in the LPFSA, then dental and vision expenses will come out of the **HSA**.

Health FSA + HRA | Qualified health care expenses

1st When paying for qualified health care expenses, funds will come out of the **Health FSA** first.

2nd Once funds are no longer available in the FSA, then the **HRA** is used.



If you have multiple accounts and would like a debit card transaction applied to a different account, please contact Customer Care for assistance. For example: If an expense was applied to your HSA instead of your LPFSA.

Lost or stolen card

Report a lost or stolen card immediately on the [member website](#)⁴ or by calling Customer Care at 1.800.718.6710.

Dispute a transaction

If you suspect fraud or an error, contact Customer Care at the number on the back of your card.

1. Your debit card(s) will be canceled and reissued
2. Complete and return the Transaction Dispute Form*
3. A provisional credit will be placed on your account within 10 days
4. Once your Transaction Dispute Form is received, the disputed charge will be researched

Note: This can take up to 45 days.

If the charge is confirmed as fraudulent, the provisional credit will become a permanent credit and you'll be notified by mail that the process is complete.

Good to know

Sign up for text alerts to be notified when your debit card has been used. Go to the [member website > Message Center > "Update Notification Preferences."](#)

* The Transaction Dispute Form must be completed and submitted as soon as a disputed/fraudulent transaction is identified and must be received within 120 calendar days from original transaction date. Find the form on member website under [Tools & Support > "Account Support & Forms."](#)

HSA

Health Savings Account

An HSA is a personal savings account that works in combination with an with a high deductible health care plan to let you set aside money on a pre-tax basis to help save for health care expenses. Your HSA can be used now, next year or even when you're retired.

Topics

How an HSA works	17
See how others are using their HSA	18
Contribution limits	19
Four ways to contribute	20
Paying from your HSA	21
Enroll in investments	23
How to set up investments	24
Investments on the member website	25
Investments on the MyHealth mobile app	28
HSA tax time	29



Good to know

[Learn](#) the top 5 ways to get the most from your HSA.

How an HSA works



Save it

Contribute pre-tax funds into your HSA, up to the annual maximum, when enrolled in a high deductible health plan.



Use it

Use funds from your HSA to pay for qualified health care expenses – now or in the future.



Never lose it⁵

It's your account for life. Unused funds roll over from year to year because there are no “use-it-or-lose-it” rules.

Triple Tax Advantage⁶

1

Tax-free contributions

Payroll contributions are deducted on a pre-tax basis so they are not subject to payroll taxes such as Social Security and Medicare (FICA). Plus, any contributions you make directly into your account up to the annual maximum are eligible tax deductions.

2

Tax-free interest and investment earnings

Allows your money the potential to grow faster over time.

3

Tax-free withdrawals for qualified health care expenses

Gives you more buying power for your health care dollars.

State and/or local income tax treatment of payroll contributions may vary. Participants may wish to consult with a tax advisor regarding the state income tax treatment of such contributions.

See how others are using their HSA

No matter what your age or life stage you're in, see how an HSA could help you pay for health care costs. Watch these videos to see how four different people have decided to use their HSAs.



Starting out



Nearing retirement



Family friendly



HSA with an LPFSA

Contribution limits

The IRS sets annual contribution limits for HSAs which are based on individual or family coverage under a high deductible health plan.

	2020	2021
Individual coverage	\$3,550	\$3,600
Family coverage	\$7,100	\$7,200
Catch-up contribution*	\$1,000	\$1,000

*Starting at age 55

What if you over contribute?

You are responsible for making sure that your annual HSA contributions do not exceed the IRS limit. If you have over contributed, log in to member website and follow these instructions to have those funds returned to you:

1	Go to Tools & Support > “Account Support & Forms” > download and open the “HSA Distribution Request Form”
2	In Step 2a > check the box for “Excess Contribution Removal” (Include the date of the excess contribution and we’ll calculate any applicable earnings adjustments)
3	Sign and mail or fax the form

Note: If you send HSA contributions through payroll, you may want to stop your HSA payroll contributions for the remainder of the year.

Good to know

[How much should I contribute to my HSA?](#)



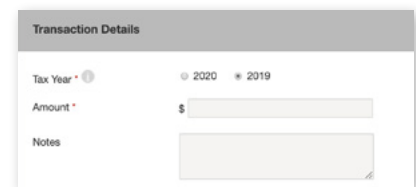
Who can contribute?

You, your employer or anyone else can contribute to your HSA on your behalf.



Contribution deadline

You may contribute funds for the current year up until Tax Day of the following calendar year.⁷ (Be sure to choose the checkbox for the prior year to be sure the contribution is applied correctly).



1

Payroll deduction

If you have an employer-sponsored plan, your election amount will be deposited into your HSA on a pre-tax basis each pay period.

Note: Some employer-sponsored plans allow changes to your elections throughout the year. Check with your employer for more details.

2

Individual contributions

There are a few ways you can make a contribution to your HSA at any time.

Member website | Select “Make HSA Transaction” > follow the on-screen instructions

MyHealth mobile app | Select “Make HSA Transaction” > “Contribution” > follow the steps on-screen.

Note: To make a contribution to your HSA directly from your bank account, you'll need to first [link your bank account](#).

Mail a check | Complete the HSA Contribution Form* > mail the form and check

Note: Make sure the total of all employer, payroll and individual contributions do not exceed the applicable IRS limit.

3

Move funds from an existing HSA

There are two ways you can move funds from an HSA. In both cases you will complete the HSA Contribution Form.* Neither of these options count towards your annual contribution limit.

Trustee-to-trustee transfer | A direct transfer from another trustee directly to Bank of America

Note: There are no limits to the number of transfers you can make this way.

Rollover | A check is sent to you from another custodian, then you send the check to Bank of America

Note: You must roll over the amount within 60 days after the date of receipt. You can make only one rollover contribution to an HSA during a 1-year period.

4

Once-per-lifetime transfer or rollover

Move money from a traditional IRA or Roth IRA by using a Transfer Request Form.*

A rollover from a traditional IRA or Roth IRA to your HSA is a qualified HSA funding distribution that is not included in your income, is not deductible, and reduces the amount that can be contributed to your HSA by you and other sources (including employer contributions). Rollovers that exceed annual HSA contribution limits based on your age at the end of the year and your HDHP coverage (self-only or family) at the time of the distribution will result in additional tax on the excess contributions. The rollover cannot be made from an ongoing SEP IRA or SIMPLE IRA. You can make only one qualified HSA funding distribution during your lifetime.

*Forms can be found on the member website under Tools & Support > “Account Support & Forms”

Paying from your HSA

Using your debit card at the doctor, pharmacy, retailer or online is the easiest way to pay for qualified health care expenses.⁸ You can also pay a provider or reimburse yourself through the member website or on the MyHealth mobile app.

Pay a provider

Pay an invoice from your provider directly from your HSA – just like online bill pay. A check will generally be mailed within 3-5 business days.



Recurring payments

You can also schedule a payment to recur monthly or weekly. You can pick the day and select the start and end dates.

Member website

1	Select "Make HSA Transaction" > Choose "My HSA" as the account to pay "From"
2	Select "Me" or "Someone Else" for who you want to pay "To"
3	Select "Add a New Payee" or "Select a Saved Payee" > Enter the remaining required information > "Submit"

MyHealth mobile app

1	Select "Make HSA Transaction"
2	Select "Distribution" > "Add a Payee" > follow the on-screen instructions

Paying from your HSA (cont'd)

Reimburse yourself

If you've already paid for a qualified product or service out of your own pocket, you can reimburse yourself from the funds in your HSA.

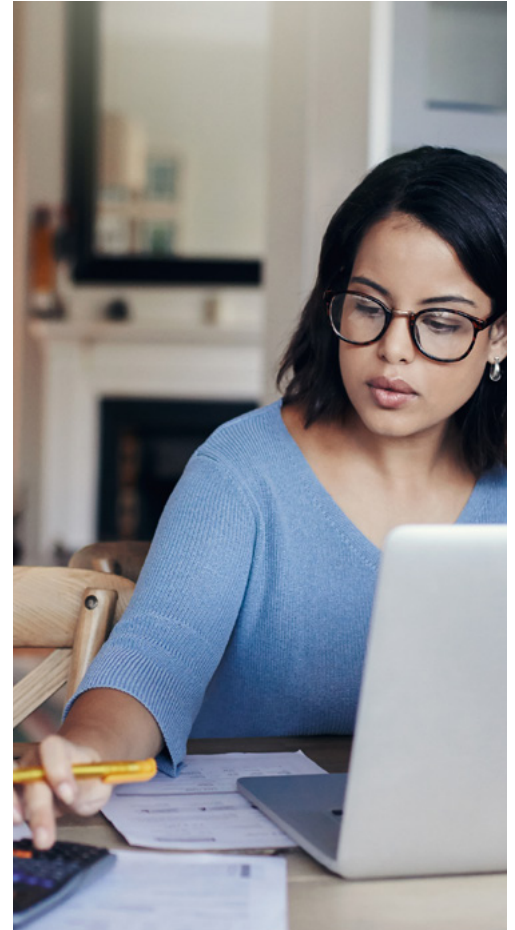
Member website

1	Select "Make HSA Transaction" > Choose "My HSA" as the account to pay "From"
2	Select "Me" for who you want to pay "To"
3	Enter the required information > "Submit"

Note: If you've already set up direct deposit, the money will be in your account within 2 business days. Otherwise a check will generally be mailed within 3 business days.

MyHealth mobile app

1	Select "Make HSA Transaction"
2	Select "Distribution" > "Me" > follow the on-screen instructions



Good to know

Save your receipts! Since health accounts are tax-advantaged plans, the IRS requires you to provide proof that an expense is qualified. Use the Receipt Organizer on the MyHealth mobile app to store your receipts so they'll be available when you need to file a claim.

Enroll in investments

One way to potentially maximize your HSA and help you with your long-term savings goals is to take advantage of the investment feature. When your HSA balance reaches \$1,000, you're eligible to start investing any portion of the balance above this level in select mutual funds.⁹ [Learn more](#) about investing your HSA.

You have two options when managing your investments:

1. Recurring automatic transfers

Money automatically transfers to your investment account once you reach the cash account threshold that you have set (must be at least \$1,000).

Note: This option is for those who want to simplify account management.

2. Manual transfer

Transfer money between your cash and investment accounts whenever you choose.

Note: This option is for those who want more control over their investment transactions.



Which transfer option could work for me?

Recurring automatic transfers

I like to simplify my account management

I don't want to worry about having to move money to investments as my balance grows

I like that funds are automatically transferred between cash and investments to maintain your threshold.

Manual transfer

I prefer more control over my investment transactions

I like to plan my own investment transactions

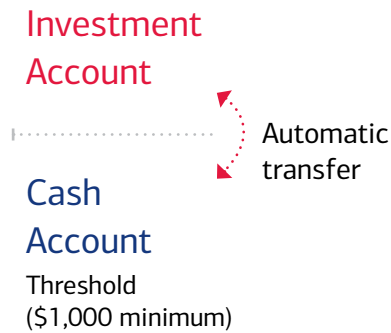
I keep a close eye on investment performance and regularly make adjustments.

Not sure? You can change how you choose to invest at any time.

Investing in securities involves risks, and there is always the potential of losing money when you invest in securities.

How to set up investments

1. Recurring automatic transfer



1	On the homepage of the member website > Accounts > "Investments"
2	Choose "Investment Account Setup" (top right)
3	Next to the question, "Would you like auto-investment transfer on?" > "Yes"
4	Enter your threshold amount > "Save and Next"
5	Select the funds you want to invest in by entering the percentage amount in the election box > "Submit" <i>Note: Be sure your total equals 100%.</i>

2. Manual transfer



Need to pay for large expenses?

Don't worry once you start investing you can access funds from your investment account if needed. It's easy! Just complete a one-time transfer from your Investment Account to your Cash Account.

1	On the homepage of the member website > Accounts > "Investments"
2	Choose "Investment Account Setup" (top right) > "Manual Investing"
3	To choose the fund(s) and amount for your one-time transfer > "Next"
4	Enter the amount next to the applicable funds > "Next"
5	Review the Transaction Summary > check the box indicating that you have reviewed the investment disclaimer > "Submit" <i>Note: You will receive a confirmation message.</i>

Easily manage your investments on the member website

We provide tools to help you research and choose your investment elections. Once you've set up your investments, you'll be able to view and manage your investment account as well.

View fund performance

Lists funds available through your plan including fact sheets, prospectuses, ticker symbols, historical data and expense ratio.

Go to Accounts > "Education" > "Fund Performance"

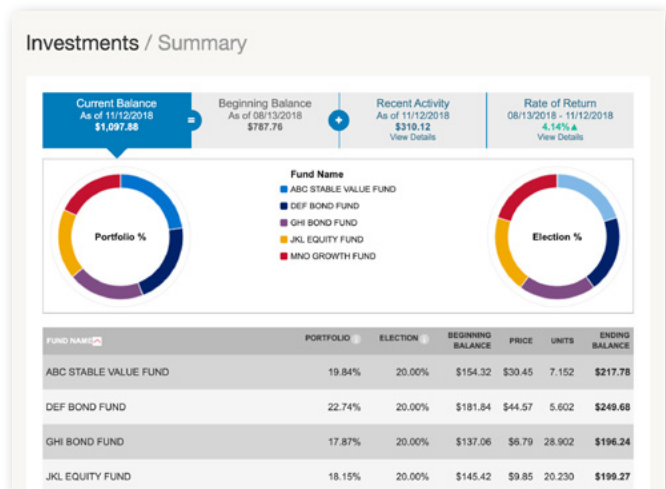
The screenshot shows a table titled "Fund Performance" under the heading "Investments / Education". The table lists various funds with their names, tickers, fund information links, prices, and performance metrics for 3 months and year-to-date (YTD).

FUND NAME	TICKER	FUND INFORMATION ⓘ	PRICE	3 MONTHS	YTD
+ ABC STABLE FUND VALUE	ABC	Fact Sheet Prospectus	\$10.48	3.72%	3.97%
+ DEF BOND FUND	DEF	Fact Sheet Prospectus	\$15.61	-8.91%	-11.40%
+ GHI BOND BOND FUND	GHI	Fact Sheet Prospectus	\$9.54	0.73%	0.10%
+ JKL BOND FUND	JKL	Fact Sheet Prospectus	\$10.15	-3.27%	-5.52%
+ MNO CAP GROWTH A	MNO	Fact Sheet Prospectus	\$12.03	-4.71%	-8.08%
+ PQR CAP GROWTH A	PQR	Fact Sheet Prospectus	\$18.58	-4.24%	-5.91%
+ STU SM CAP IDX	STU	Fact Sheet Prospectus	\$11.05	-9.44%	-11.89%
+ VWX SM CAP IDX	VWX	Fact Sheet Prospectus	\$15.41	-10.72%	-13.27%

View your Rate of Return

Shows your investment performance for your account over a period of time.

Go to Accounts > "Investments"



Easily manage your investments on the member website (cont'd)

It's easy to make changes

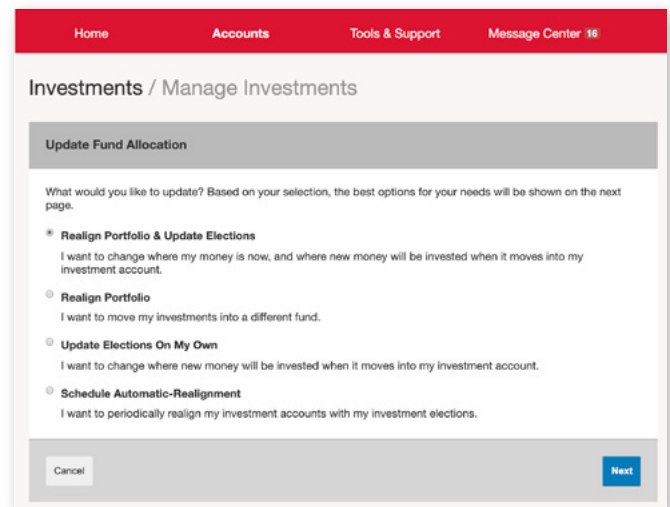
Your investment elections will guide how new money is invested when it moves to your investment account – you can update your elections at any time. Over time, the performance of the various funds in your investment account will shift the weighting of your portfolio and will be reflected in your portfolio % allocation.

Realign your portfolio

Periodically adjust your account portfolio to maintain your desired level of asset allocation.

This is something you'll want to do if your long-term investing goals are based upon your investment elections. You have the option to do this manually or you can schedule automatic-realignment to have it done for you on a schedule you choose.

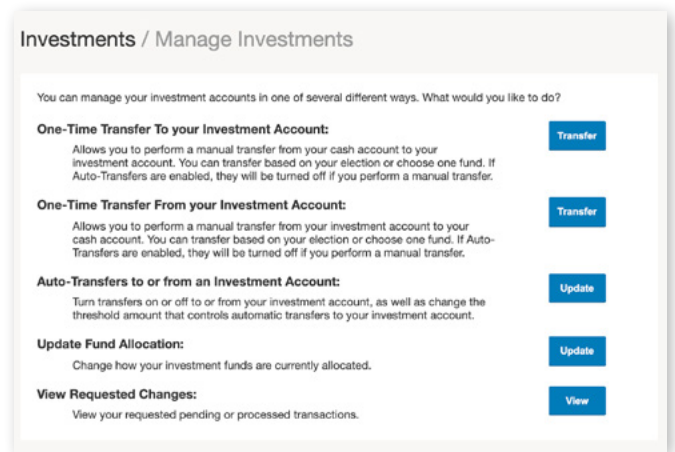
Go to Accounts > “Manage Investments” > “Update Fund Allocation”



Easily manage your investments on the member website (cont'd)

Make a one-time transfer

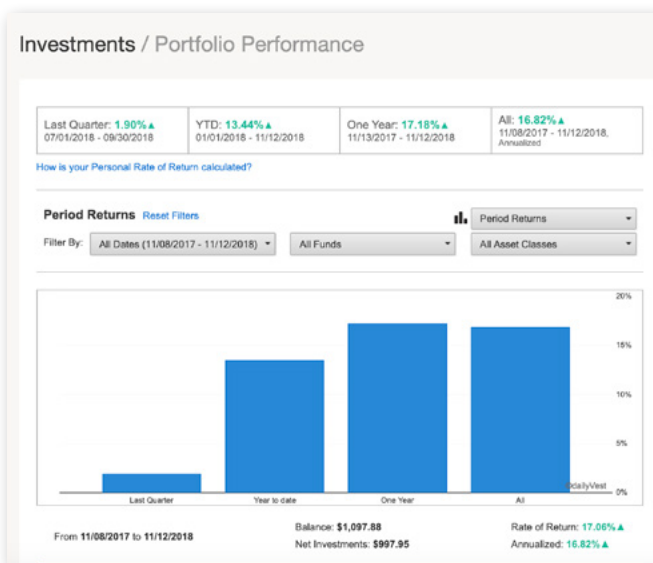
Make a transfer between your Cash and Investment Accounts whenever you want. This gives you more control over your investment transactions and is an easy way to move funds from your Investment Account to your Cash Account if you need to pay for a large health care expense.



Go to Accounts > “Manage Investments”

Charts & graphs

We offer a variety of charts and graphs to help you manage your portfolio.



Manage your investments on the MyHealth mobile app

Managing your Health Savings Account (HSA) investments is convenient and easy on your MyHealth mobile app.² Whether you're at home or on the go, you can manage your cash threshold, make changes to your investment portfolio and more.

Here's a quick overview of what you can do:



Update your cash threshold

You can change the amount you keep in your cash account at any time.

From the home screen: Select "View HSA Investments" > "Update" (button under your cash balance) > Follow the on-screen instructions.



Manage your investments

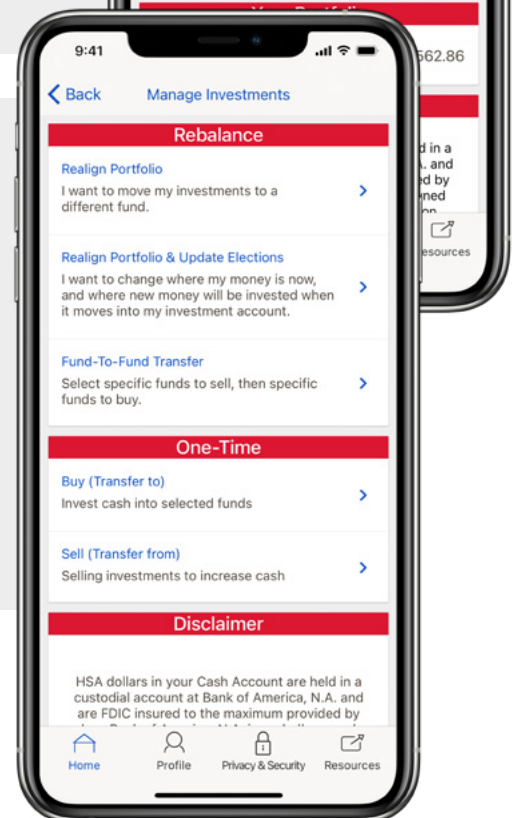
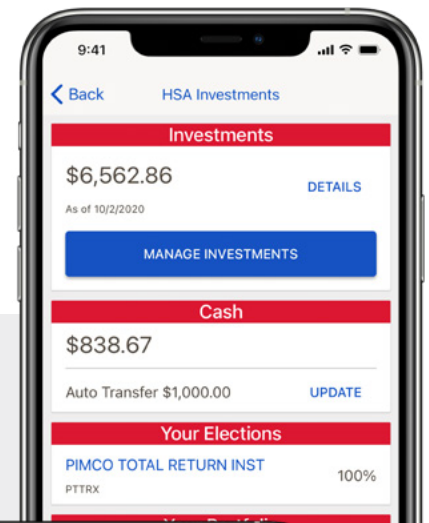
From the home screen: Select "View HSA Investments" > "Manage Investments" to access a menu of options you have to manage your account.

1. **Realign your portfolio** by moving investments to a different fund(s).
2. **Realign your portfolio and update elections** to move where your money is now and where any new money added to your account will be invested.
3. **Make fund-to-fund transfers** by specifying funds to buy and sell.
4. **Make one-time transfers** to buy new funds from your cash account or sell a fund(s) to move to your cash account.

At-a-glance charts and graphs

You will continue to have access to charts showing rate of return over time, your portfolio percentages and election percentages to help you manage your portfolio.

From the home screen: Select "View HSA Investments" > "View Details" (link under your account balance summary).



HSA tax time

Since your HSA is tax-advantaged, the IRS requires that you report contributions and distributions on your tax return. We'll mail you both forms, but you can always access them online at any time during the year.

Begin on the member website > Message Center > "View Statements"

Tax form timeline

Form 1099-SA

Mailed to you by January 31	Used for your tax returns to report distributions from your HSA during the previous calendar year.
------------------------------------	--

Note: You are not required to include the amounts as income unless they were used for non-qualified expenses.

Form 5498-SA

Mailed in May of each year	Used to report contributions and/or rollovers into your HSA for the previous tax year.
-----------------------------------	--

Note: This form is not needed for your tax returns.

Good to know

View quarterly statements

Your HSA statement will reflect activity for both your HSA Cash Account and any balance and transaction history in your Investment Account.

Go to Accounts > "Message Center" > "View Statements"

FSA's & HRAs

Flexible Spending Accounts and Health Reimbursement Arrangements

These types of tax-advantaged, employer-sponsored accounts allow you to pay for qualified health care expenses for you and your qualified dependents. They all have “use-it-or-lose-it” rules and any unused funds remaining in them at the end of the year are forfeited.¹⁰

Topics

FSA Flexible Spending Account	32
LPFSA Limited Purpose Flexible Spending Account	34
DCFSA Dependent Care Flexible Spending Account	36
HRA Health Reimbursement Arrangement	38
Claims:	39
Substantiation	40
How to submit documentation	43
Receipt requirements	44
Denied claims	45
Year-end account information	46

Good to know

Learn about how your [health account](#) works.



Flexible Spending Account (Health FSA)

A Health FSA allows you to use pre-tax dollars to pay for qualified health care, dental and vision expenses for you and your qualified dependents. Since your Health FSA is sponsored by your employer, you can make pre-tax payroll contributions to your Health FSA, giving you more buying power for your dollar.

Contribution limit

Up to \$2,750


Note: Check your employer's plan document for details as not all plans start at the beginning of the calendar year.

How it works

- 1 You choose your contribution amount for the year during open enrollment.
- 2 An equal portion will be deducted on a pre-tax basis from each paycheck through the year.
- 3 Your total contribution amount is available on the first day of coverage.

Note: Payment from a Health FSA cannot be made until after the service has been provided.

How Nancy uses her Health FSA to pay for minor surgery

	Annual election amount	\$2,750	In February, pay for surgery	\$2,000
Plan year begins January 1	<i>Nancy is paid bi-monthly so in this case her pre-tax payroll deduction would be \$100 per pay period.</i>		<i>Nancy's total election amount is available to her on January 1.</i>	

Good to know

[Calculate your tax savings!](#) Use our FSA calculator to determine how much you may need in order to cover health care expenses for the year. Plus, see your estimated tax savings based on your annual contribution amount.

Use it or lose it (FSA)

Funds you contribute to your Health FSA need to be spent during the year or you lose them. Some plans may allow for a grace period or a limited carryover – check your benefits materials for specific details about your plan options. [Read more.](#)

Expenses that can be paid with a Health FSA

- Copayments, coinsurance and deductibles
- Prescribed health care products
- Preventative dental and vision care
- [See a complete list of qualified expenses](#)

Save your receipts!

Since Health FSAs are tax-advantaged plans, the IRS requires you to provide proof that an expense is qualified.

Use the Receipt Organizer on the MyHealth mobile app to store your receipts so they'll be available when you need to file a claim.



Limited Purpose Flexible Spending Account (LPFSA)

An LPFSA is an employer-sponsored reimbursement account that allows you to set aside pre-tax money to pay for qualified dental and vision expenses.

Contribution limit

Up to \$2,750

Note: Not all plans are the same. Check with your plan provider to confirm your LPFSA contribution limit.



[Watch the video](#) to see how James is using the combination of his LPFSA and HSA.

How it works

- 1 Determine the amount you think you'll need to pay for dental and vision expenses for the year.
- 2 A portion of that amount is deducted from your paycheck on a pre-tax basis throughout the year.
- 3 The full contribution amount is available on the first day of coverage.

Note: Payment from an LPFSA cannot be made until after the service has been provided.

You need to pay for braces and have an HSA and LPFSA

Orthodontia estimate	\$6,000	See the tax savings:
Dental coverage	\$1,000	
Total budget needed	\$5,000	
1st: LPFSA balance	< \$2,750 >	LPFSA \$2,750
2nd: HSA funds	< \$2,250 >	HSA \$6,900
Braces paid in full	\$ 0	Total \$9,650
		Tax bracket 25%
		Tax savings \$2,412

Use it or lose it (LPFSA)

Funds you contribute to an LPFSA need to be spent during the year or you lose them. Some plans may allow for a grace period or a limited carryover – check your benefits materials for specific details about your plan options. [Read more.](#)

Expenses that can be paid with an LPFSA

- Preventative dental care, orthodontia, eyeglasses, contacts, laser eye surgery
- Copayment, coinsurance and deductibles for dental and vision
- Prescribed dental and vision products
- [See a complete list of qualified dental and vision expenses](#)

Save your receipts!

Since LPFSAs are tax-advantaged plans, the IRS requires you to provide proof that an expense is qualified.

Use the Receipt Organizer on the MyHealth mobile app to store your receipts so they'll be available when you need to file a claim.



Dependent Care Flexible Spending Account (DCFSA)

A DCFSA lets you use pre-tax dollars to pay for eligible expenses related to care for your child (under age 13), disabled spouse, elderly parent, or other qualified dependent who is physically or mentally incapable of self-care.

Contribution limit

Up to \$5,000

Note: Not all plans are the same. Check with your plan provider to confirm your DCFSA contribution limit.



[DCFSA Calculator](#)

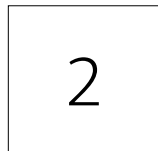
Use our DCFSA calculator to determine how much you may need in order to cover dependent care expenses for the year.

Plus, see your estimated tax savings based on your annual contribution amount.

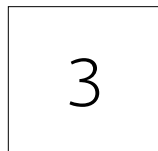
How it works



Set your contribution amount for the year during open enrollment.



An equal portion of this amount will be deducted from each paycheck on a pre-tax basis throughout the year.



Funds are available as soon as your contributions are deposited into your account each pay period.

Note: Payment from a DCFSA cannot be made until after the service has been provided. For example, if you pay your childcare provider for the entire month of January on January 1, you cannot be reimbursed until after January 31.

Paying for DCFSA expenses

In addition to using your debit card or reimbursing yourself, there are two other options for paying with your DCFSA:

1. One-time provider reimbursement for your provider by filling out a Reimbursement Request Form*
2. Make recurring payments to your care provider by submitting a Recurring Dependent Care Form*

*Forms can be found on the member website under Tools & Support > "Account Support & Forms."

Use it or lose it (DCFSA)

Funds you contribute to a DCFSA need to be spent during the year or you lose them. Some plans may allow for a grace period – check your benefits materials for specific details about your plan options. [Read more.](#)

Expenses you can pay with your DCFSA

- Childcare (daycare, after school care or nanny)
- Summer camps
- Adult care expenses

Save your receipts!

Since DCFSA's are tax-advantaged plans, the IRS requires you to provide proof that an expense is qualified.

Use the Receipt Organizer on the MyHealth mobile app to store your receipts so they'll be available when you need to file a claim.



Health Reimbursement Arrangement (HRA)

An HRA is an account funded by your employer to help pay for certain out-of-pocket expenses not covered by your insurance plan. Your employer sets the amount of money contributed to your HRA and defines eligible expenses. Then, you can access those funds for qualified expenses for you and your family throughout the year. HRAs are compatible with traditional insurance plans, but not High Deductible Health Plans with an HSA.

Contribution limit

Your employer sets the contribution amount based on plan rules.

How it works

1

Your employer funds your HRA with a pre-determined amount.

2

Use the funds in your HRA to pay for qualified health care expenses.

Note: Funds are available as soon as the contributions are deposited into your account throughout the year.

Note: You may not use an HRA if you are actively contributing to an HSA.

Use it or lose it

Money left in an HRA at the end of the year may roll over to the next year, depending on employer plan rules. If you leave your employer for any reason, typically HRA funds are forfeited.

Save your receipts!

Since HRAs are tax-advantaged plans, the IRS requires you to provide proof that an expense is qualified.

Use the Receipt Organizer on the MyHealth mobile app to store your receipts so they'll be available when you need to file a claim.



File a claim (FSA, LPFSA, DCFSA, HRA and Commuter Benefits)

You can file a claim on the member website or the MyHealth mobile app.

Good to know

You can choose to receive text alerts for updates on claim status.

Go to the member website > Message Center > "Update Notification Preferences"



You cannot use your debit card for any prior year claims. They will need to be processed via the member website or mobile app. [Learn more.](#)

On the member website

1	Select "File a Claim" > Choose the account you want to pay "From" > Choose who to make a payment "To" <i>Note: When choosing "Someone Else," you'll be prompted to add or select a payee.</i>
2	Upload your receipt > See receipt requirements
3	Follow the on-screen instructions > "Submit" <i>Note: For details on filing deadlines, find your plan in the "Accounts" section on the homepage. Mouse over the information to the right of the plan name and a pop-up will appear showing you the key dates for your account.</i>

Using the MyHealth Mobile app

1	Choose "File a Claim" > "Add a New Payee" or "Pick a Payee"
2	Enter the required claim details
3	Upload your receipt > "Submit" <i>Note: When you use a receipt from the Receipt Organizer, it will display with a green "Used" indicator at the top right.</i>

Manually submit a claim

Just complete the Health Account Reimbursement Request Form* and fax or mail to us.

**Forms can be found on the member website under Tools & Support > Account Support & Forms*

Substantiating a transaction

Substantiation is proof that the purchase is a qualified expense. Since health accounts are tax deductible, the IRS requires validation for all purchases made with your health account.

Auto-substantiation

Many debit card transactions will be automatically substantiated including:

- Copayment amounts under your health plan
- Prescriptions
- Real-time verification at point of purchase
- Recurring payments

Substantiating a debit card transaction

If a debit card transaction is not automatically substantiated, you will need to provide documentation to verify the purchase was qualified. You will receive a notification letting you know what is required or you can check the Tasks section of the member website or mobile app to see if you have any transactions that require a receipt to be submitted. [See receipt requirements.](#)

Good to know

Has your claim been denied? Check the Task section on the member website or the MyHealth mobile app to find out if you need submit a receipt for your claim.

How to substantiate a claim

Member website & mobile app process



If we need additional information, you'll receive a notification letting you know that more information/documentation is required before your claim can be paid. If we don't receive documentation within 60 days, the claim will not be paid.

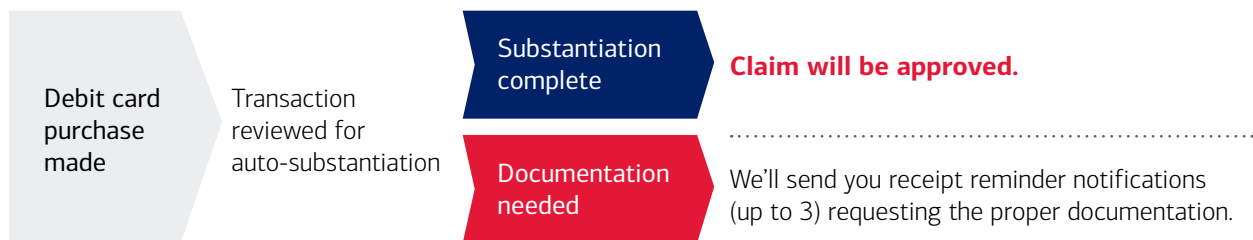
Manual/online claims notifications

Here is how we will communicate with you throughout the claims process:

- **1st receipt reminder** – sent 5 days after claim submission
- **2nd receipt reminder** – sent 15 days after claim submission
- **3rd receipt reminder** – sent 30 days after claim submission
- **Request for More Information (RMI)** – sent when more information is needed before your claim can be paid. Denial letter will be sent if additional documentation is not received
- **Denial letter** – sent 60 days after claim submission or if the claim is denied due to ineligibility
- **Denial with Repayment** – sent if a claim has been paid, but later determined ineligible

How to substantiate a claim (cont'd)

Debit card transaction process



After 40 days, if we haven't received the documentation, or if the transaction is determined ineligible, you'll receive a denial notice with a repayment request. If we haven't received repayment after 60 days, the debit card for that account will be suspended.

Debit card notifications

Here is how we will communicate with you throughout the claims process:

- **1st receipt reminder** – sent immediately after debit card transaction settlement date
- **2nd receipt reminder** – sent 15 days after debit card transaction settlement date
- **Overdue notice** – sent 30 days after debit card settlement date
- **Request for More Information (RMI)** – sent to let you know more information will be needed before your claim can be substantiated
- **Ineligible notice** – denial with repayment request sent 40 days after debit card settlement date or if the claim is denied due to ineligibility. If we haven't received repayment after 60 days, the debit card for that account will be suspended

How to submit documentation

You can submit receipts or other paperwork in one of these three ways:

1

MyHealth mobile app

Go to “Tasks” on the home screen > “Receipt(s) needed to approve your claims.”

2

Member website

Go to the “Tasks” section > “Receipt(s) needed to approve your claims.”

3

Fax

Fax the reminder notice with a copy of the receipt to 844.590.0919.

Note: You will receive a decision on reimbursement within 30 days after the documentation is received.



Denied claims

Medical necessity

If you file a claim for medical necessity and the claim is denied, you'll need to provide proof that the product or service was for a medically necessary reason. You'll receive a Request for More Information (RMI), which you'll need to complete, then follow the applicable process:

Claim timeline

Manual/online claim

Submitted within 10 days	If the completed Medical Necessity Form* is submitted within 10 days of receiving the denial letter and the reason is approved, the claim will be processed and paid. If not, the claim will be marked as overdue and you will have 30 days to return the completed form. Otherwise, your claim will be denied.
--------------------------	---

Debit card claim

Submitted within 10 days	If the completed Medical Necessity Form* is submitted within 10 days of receiving the denial letter, the claim status will be updated to received.
--------------------------	--

If the completed form is not submitted within 10 days a "Final Debit Card Receipt Request" is sent. If you submit the form within 10 days of this request, the claim status will be updated to "Received." If not, then a "Denial with Repayment Request" notification is sent, and the use of funds from the impacted account will be suspended for 30 days.

**Forms can be found on the member website under Tools & Support.*

Year-end information

Depending on which account(s) you have, there are some things you'll want to be aware of before year-end. Your employer may have chosen to offer you a grace period, a run-out period, or a combination of a run-out period and carryover.

Note: Check your employer's plan document for details regarding your year-end spending rules.

Do unused funds carry over to the next year?

HSA	Yes, unused balances carry over. You will need to report any contributions and/or distributions on your tax returns. Read about HSA tax time.
Health FSA	Up to \$550 if your employer allows. Your employer may offer you a grace period, run-out period or a combination of both*
LPFSA	Up to \$550 if your employer allows. Your employer may offer you a grace period, run-out period or a combination of both*
DCFSA	No, funds must be used during the plan year. Your employer may offer you a grace period, run-out period or a combination of both*
HRA	Yes. Your employer can choose to allow any unused funds to roll over into the next calendar year*

**Check your employer's plan document for details*


Grace period, run-out, carryover. What's the difference? [Read the article.](#)

Commuter Benefits

Commuter Benefits allow you to set aside pre-tax dollars from your paycheck to pay for qualified commuting expenses. Because payroll contributions going into your commuter accounts are deducted on a pre-tax basis, they are not subject to payroll taxes such as Social Security and Medicare (FICA), you keep more of your hard-earned money in your pocket.

Contribution and spending limit

 **Transit accounts**
Up to \$270 per month

 **Parking accounts**
Up to \$270 per month

How they work

1. Decide if you will use a transit account, a parking account, or a combination of the two.
2. Determine the amount of money you want deducted from your payroll each month to put in your transit and/or parking account(s).
3. Funds are available as soon as your contributions are deposited into your account(s) each pay period to pay for qualified commuter expenses.

Need to file a claim?

You can file a claim on the member website or the MyHealth mobile app.² [Learn how.](#)

Calculate your tax savings

Consider how much you plan to contribute to your transit and/or parking account, and then calculate how much more you can keep in your pocket by using pre-tax dollars. For example, if you make a pre-tax contribution of \$150 each month, you could save more than \$620 in taxes by the end of the year. Here's the math:

Taxes saved on \$150 monthly contribution to your Commuter Benefits

Federal tax (22%)	\$33.00
State tax (5%)	\$7.50
FICA tax (7.65%)	\$11.48
Monthly payroll tax savings	\$51.98
Annual tax savings	\$623.76

Hypothetical results are for illustrative purposes only. Federal and state tax rates will vary based upon individual circumstances. Please consult with your own attorney or tax advisor to understand the tax and legal consequences of a Commuter Benefit plan account and how it could impact your particular situation.

State and/or local income tax treatment of payroll contributions may vary. Participants may wish to consult with a tax advisor regarding the state income tax treatment of such contributions.

How to use your commuter accounts



Transit accounts



Parking accounts

How do I pay?	Bank of America debit card ¹ only.	Bank of America debit card ¹ or reimbursement via Member Website or MyHealth mobile app. ²
Spending limit	You can only spend the IRS max each month of \$270 per account.	
"Use it or lose it" rules	Any unused funds roll over from month-to-month. If you leave your employer, you will have an employer-defined run-out period to submit any expenses incurred during active employment. Any remaining funds will be forfeited. If you are not spending your full contribution each month, you may want to reduce or stop your contributions.	
Who can use your account?	Commuter Benefits are for employees only; there are no family benefits.	



Example of how Katie uses her parking account

Katie pays \$150 per month for parking near her office and has elected to set that amount aside every month in her parking account.

First pay period
\$150 payroll deduction



Katie uses her Bank of America debit card¹ to pay for monthly parking after funds deposited.

Have a question?

View our Commuter Benefits FAQs

- [Commuter Benefits](#)
- [Smart Commute](#)

We're here for you

If you have any questions, here's how you can reach us:



Call Customer Care

Available 24/7

You can find the number on the back of your debit card.

800.305.5109 TDD



Online chat

8:00 a.m. – 7:00 p.m. Eastern
Monday – Friday

Resources

Here are some additional online resources to help you learn more about your accounts.

[HSA FAQs](#)

[HSA Investment FAQs](#)

[FSA FAQs](#)

[Where do I find forms?](#)

Go to Tools & Support > “Account Support & Forms”

[Learn Center](#)

[Member website](#)

This document is intended to be a guide. Always consult your employer’s plan document for specifics.

The computer screen images shown in this guide are intended to illustrate the functionality and services available to participants on the member website. They are not meant as exact representations of the screens available to you.

Neither Bank of America nor any of its affiliates provide legal, tax, or accounting advice. You should consult your legal and/or tax advisors before making any financial decisions.

Please consult your tax or legal advisor regarding specific use of Health Savings Accounts. Investments can lose money. Neither Bank of America nor any of its affiliates provide legal, tax, or accounting advice. You should consult your legal and/or tax advisors before making any financial decisions.

Bank of America does not sponsor or maintain the Flexible Spending Accounts (FSA) or Health Reimbursement Accounts (HRA) that you establish. The programs are sponsored and maintained solely by the employer. Bank of America acts solely as claims administrator performing administrative tasks pursuant to an agreement with, and at the direction of, the employer. The employer is solely responsible for ensuring such arrangements comply with all applicable laws.

- ¹ This Health and Benefit Account Visa debit card program is issued by Bank of America, N.A. Visa is a registered trademark of Visa International Service Association, and is used by the issuer pursuant to license from Visa U.S.A. Inc.
- ² Data connection required. Wireless carrier fees may apply. Mobile app not available on all devices.
- ³ Apple, the Apple logo, iPhone, and iMac are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google, Inc.
- ⁴ Charges must be reported within 60 days of receiving statement.
- ⁵ “Never Lose it” refers to account portability and annual rollover of accumulated assets; it does not imply you cannot lose money. The investment portion of the HSA account is not FDIC insured, not bank guaranteed and may lose value.
- ⁶ About Tax Benefits: You can receive tax-free distributions from your HSA to pay or be reimbursed for qualified medical expenses you incur after you establish the HSA. If you receive distributions for other reasons, the amount you withdraw will be subject to income tax and may be subject to an additional 20% tax. Any interest or earnings on the assets in the account are tax-free. You may be able to claim a tax deduction for contributions you, or someone other than your employer, make to your HSA. Certain limits may apply to employees who are considered highly compensated key employees. Bank of America recommends you contact qualified tax or legal counsel before establishing an HSA.
- ⁷ You may want to consult with your financial advisor or tax professional to determine whether you’ve already contributed the maximum.
- ⁸ Withdrawals for non-eligible health care expenses are subject to income tax.
- ⁹ Mutual Fund investment offerings for the Bank of America HSA are made available by Merrill Lynch, Pierce, Fenner & Smith Incorporated (“MLPF&S”), a registered broker-dealer, Member SIPC and a wholly owned subsidiary of Bank of America Corporation (“BoFA Corp.”). Investments in mutual funds are held in an omnibus account at MLPF&S in the name of Bank of America, N.A. (“BANA”), for the benefit of all HSA account owners. Recommendations as to HSA investment menu options are provided to BANA by the Chief Investment Office (“CIO”), Global Wealth & Investment Management (“GWIM”), a division of BoFA Corp. The CIO, which provides investment strategies, due diligence, portfolio construction guidance and wealth management solutions for GWIM clients, is part of the Investment Solutions Group (ISG) of GWIM.
- ¹⁰ Health FSA plans may be amended to permit a maximum of \$500 of unused amounts remaining at the end of a plan year to be carried forward to the subsequent plan year OR they may allow for a 2½ month grace period. Employers who so choose may only offer one of the available options: either the carry forward OR the 2½ month grace period. It is not permissible to have both provisions in the plan for a given year. Employers may also choose to offer neither option, so you should check with your employer if you have any questions.

Investment products:

Are Not FDIC Insured	Are Not Bank Guaranteed	May Lose Value
-----------------------------	--------------------------------	-----------------------

© 2020 Bank of America Corporation. All rights reserved. | 3350113 | 12/10/2021