

July 2019

# **HSA Central**

## Welcome to HSA Central Employer Webinar

# AGENDA

HSACentral.net

Consumer Portal

Employer Portal

Contributions

Moving Employees

Enrollment Links

Demo

Contact Information

# HSA Central.net

The screenshot shows the HSA Central website with a contact form overlay. The website header includes the HSA Central logo, navigation links for CONSUMERS and EMPLOYERS, and buttons for LOG IN and OPEN MY HSA. The main content area features a large image of a man carrying a child on his shoulders, with the text 'HSA Central and You' and a 'Learn More' button. The contact form overlay is titled 'Contact Us!' and includes a message: 'A representative from HSA Central will be in touch to help answer your questions.' The form has input fields for First Name, Last Name, Phone Number, and Email, and a green SUBMIT button. The background of the website is a green gradient.

Search FAQ Contact Us

HSA Central

CONSUMERS EMPLOYERS

LOG IN OPEN MY HSA

CONSUMER  
EMPLOYER

### Contact Us!

A representative from HSA Central will be in touch to help answer your questions.

First Name Last Name

Phone Number

Email

SUBMIT

## HSA Central and You

Take control of your healthcare savings and invest in your future with an Health Savings Account. It's easy to open an account and even transfer existing funds.

Learn More

## Questions?

We're here to help you open your account! Call 833.232.4676 to speak to one of our HSA experts.

## Login

- CONSUMER
- EMPLOYER

# HSA Central Consumer Portal Login



## Login

Welcome to your single source for all you need to know about your benefit account(s). File a claim, view account balance and summary information, sign up for FREE direct deposit, get email notifications, and more!

### Existing User?

Login to your account

Username  [Forgot Username?](#)

Password  [Forgot Password?](#)

Login

### New User?

Create your new username and password

*Under **New User**, select **Create your new user name and password**.*

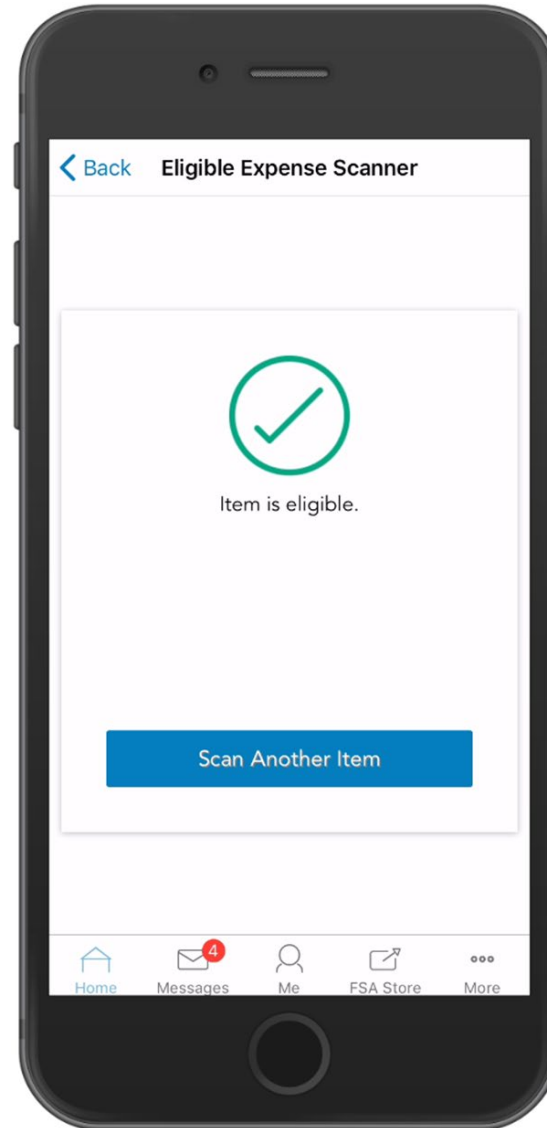
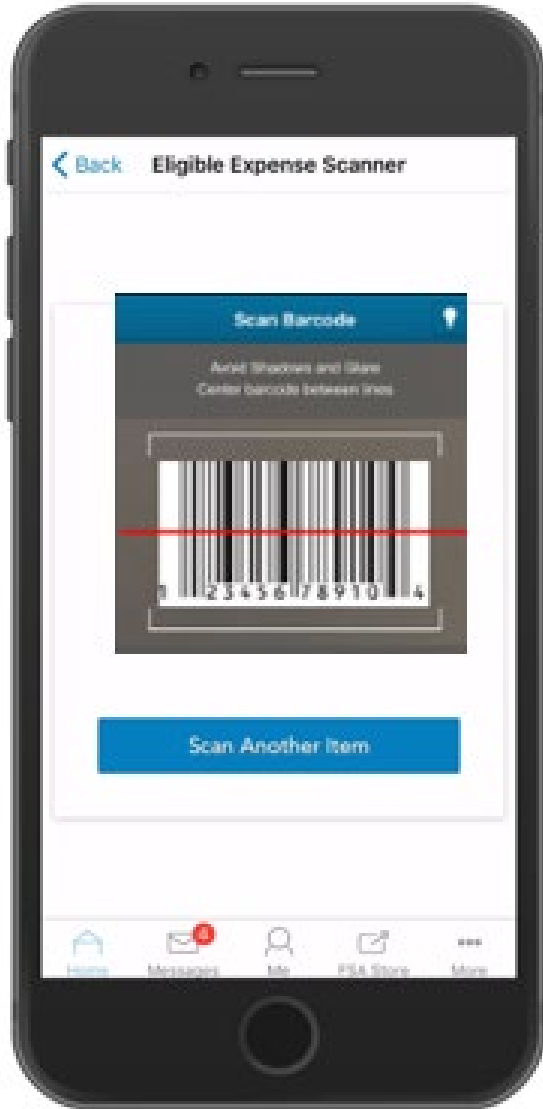
Contact Us - Contact HSA Central at: (833) 232-4676 or HSACentral@healthaccountservices.com.

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# HSA Central Mobile App



Eligible Expense Scanner

# HSA & Online Banking (OLB) Post-Conversion

- HSA customers will still see their real-time HSA and HSA Investment balances
- HSA customers can click on the HSA in OLB to access the HSA Central portal
- Transfers can be made via HSA Central portal and will not be available in OLB

HSA - HSA Central	
HSA Cash	\$2,537.50
HSA Inv	\$2,001.24
<a href="#">LOGIN TO HSA CENTRAL</a>	Total: \$4,538.74
Investment products and services are: NOT A DEPOSIT - NOT FDIC INSURED - NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY - NOT GUARANTEED - MAY GO DOWN IN VALUE	

# HSA Central Employer Portal Login



## Welcome

Welcome to your benefits administration solution. View your plan details, access reports, manage employee information, and more!

## Login to your account

Username:

Password:

Login

Can't login?

[I forgot my password](#)

Select *I forgot my password* and use the email address provided to your bank contact.

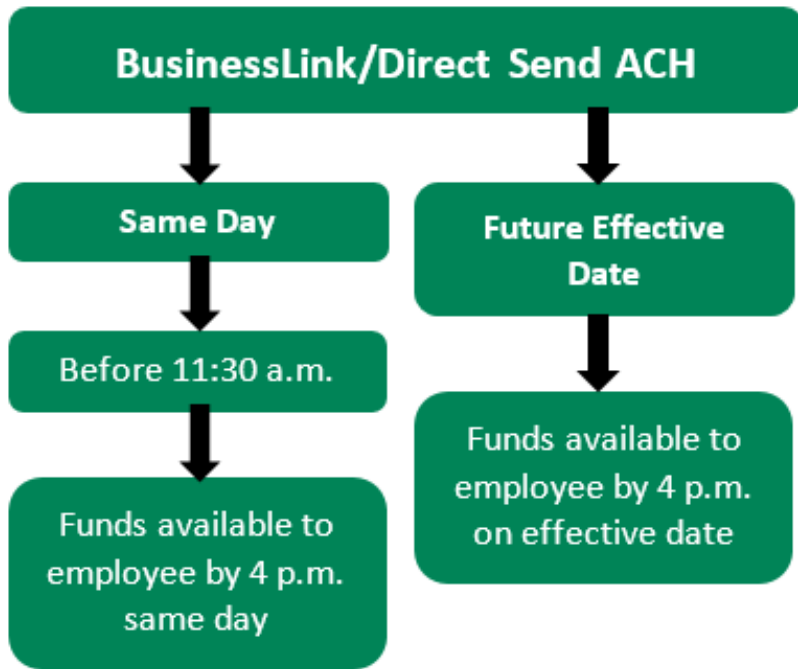


## Questions?

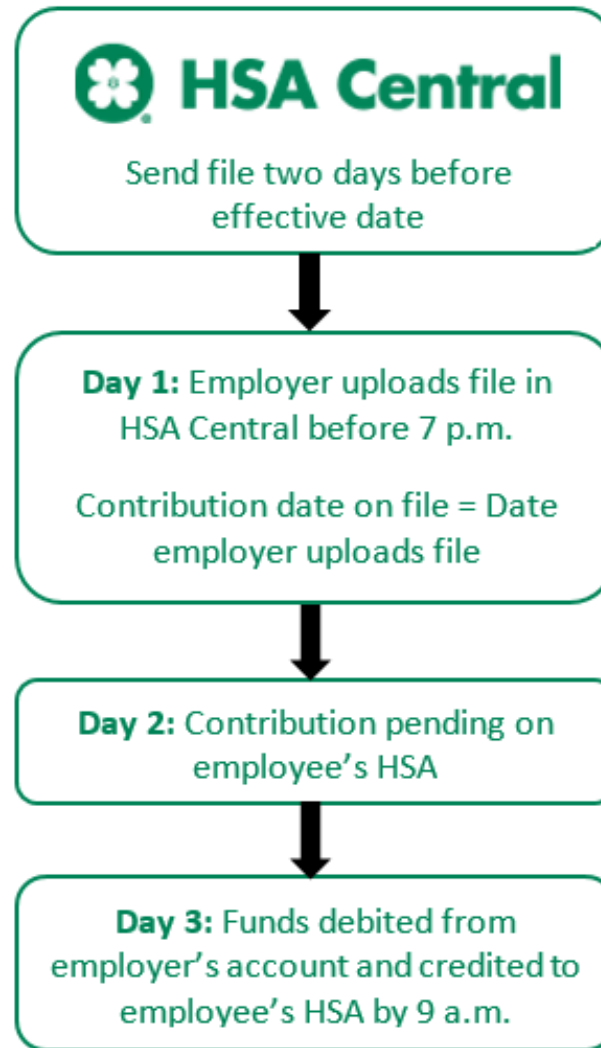
Contact HSA Central at: (833) 232-4675 or [HSACentralEmployerSupport@healthaccountservices.com](mailto:HSACentralEmployerSupport@healthaccountservices.com).

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- If employers use the old account and routing number, it will be swapped with the new account and routing number for up to 90 days. Funds will be delayed to the consumer for one day.
- Notice of changes (NOCs) will be sent to the employers (originators) for up to 90 days.
- Employers will receive returns through their normal returns process, including return resolution reports for insufficient funds or incorrect account/routing numbers.



- The import queue will show failed records and the remaining records will process.





# HSA Central Portal Contributions

- If you do want to do contributions through the HSA Central Portal, we will need you to complete an ACH authorization form to debit your account.
- Double-check to make sure all of your HSA-eligible employees are listed.



# Moving employees to different employers

- If you don't see one your HSA-eligible employees, he/she could be listed under a different group.
- Contact HSA Central Employer Services to make these moves.
  - Moving employees is a 2 to 4 day process
  - The current card is deactivated 7 days after the move process starts
  - A new card is issued after the move process is complete
  - You will see your employee under login once the move is complete and then can make contributions to his/her account



# Use employer-specific links for enrollment

- You should have obtained an employer-specific link from your bank contact. If you have not received it, please reach out to them.
- This ensures your employees show up under your employer login.

# Employer Portal Demo



# HSA Central Contacts

## HSA Central Phone Customer Service

(Available Beginning 7/1/19 M-F 7am-7pm CT, excluding federal holidays)

- Consumer Support 1.833.232.4676
- Employer Support 1.833.232.4675

HSA Central IVR provides the following 24/7

- HSA Central debit card mail date
- HSA Central debit card status
- Report Lost/Stolen card
- Account & Investment balance
- Recent Transactions

## HSA Central Debit Mastercard® Activation

(Call to activate your new card and set your PIN)

- 1.866.898.9795

## HSA Central Department

- 01 HSA Central Operations  
Operations@hsacentral.net