HealthEquity

Administrative Process Guide

Non-Macro Program Sponsor File

The purpose of this guide is to assist you in completing your Program Sponsor File Template(s). Because this document contains information for a wide array of our benefits, it will be important for you to get clarification on which sections apply to your benefit.

The Template

This template includes many tabs including Profile, Enrollment, Funding, and Instruction information. It will need to be saved in a specific format, which we cover here, as well as loaded to your Admin site.

Profile and Enrollment Records

The tab marked Profile is used to create benefit eligibility, as well as provide an employee's demographic information. The Enrollment tab is used to create enrollments for most Health benefits, and some Commuter plans. Note: Clarify with your Implementation Manager if you are not sure which tabs are required.

- A Profile (PRO) record reflects an employee's demographic information and is what establishes them in the system. This record is required before any other records will load.
    - PRO records are needed for any Healthcare benefit (FSA, HRA, ESP) enrollees
    - ALL employees eligible for Commuter require a PRO record as well

- An Enrollment (ENR) record identifies what benefit the member should be enrolled in.
    - These are most often needed for FSA, HRA, ESP, and CAM plans
    - The use of this template for HSA enrollment should be discussed in advance with your Implementation Manager

Instructions for completing the templates:

1. Open the PSF Template for Profile-Enrollment Excel Template document. You'll see the following worksheets:
    - File Creation Instructions
    - PSF Template for Profile
    - PSF Template for Enrollment
    - PSF Template for HSA Enrollment (If needed, as guided by your Implementation Manager)
    - PRO Spec | Enrollment Spec | HSA Enrollment Spec (If applicable) | General Instructions – you can refer to these tabs if you have questions on any of the fields on the PSF Template for each respective tab that can't be answered by the field headings (noted by the hover over red triangle within different fields).

2. Read through the "File Creation Instructions". The Group ID will be provided to you by HealthEquity.

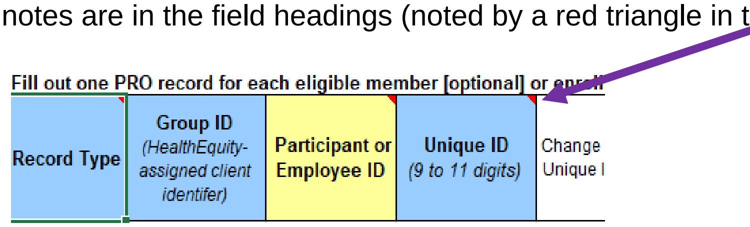
- Complete each of the applicable template tabs. If you have questions on which are required, please reach out to your Implementation Manager. Complete ***all the fields in blue***. Fields in yellow are ***optional*** and depend upon whether you have that data for the member. White fields are ***usually left blank*** but may be populated based upon the plan or by HealthEquity instruction.

3. **It is important that you do not change, move, delete, or hide any columns**. You can add or delete additional rows as needed.

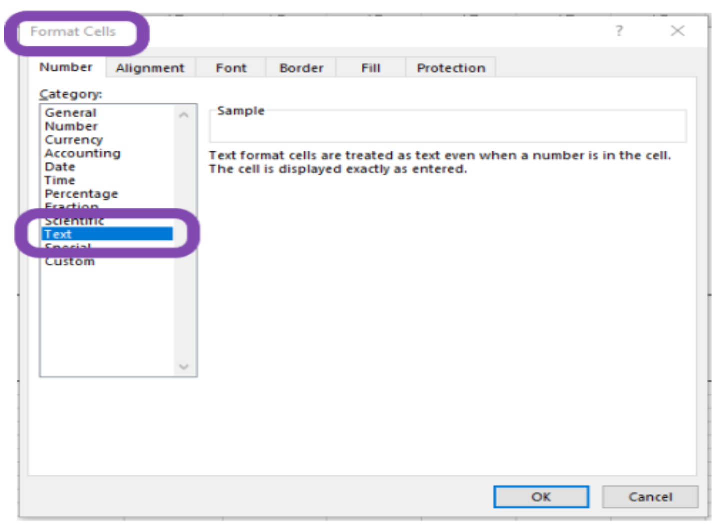
4. If you are loading both profiles and enrollments, each file can be uploaded individually, beginning with the PRO records.

Important Notes

- Additional notes are in the field headings (noted by a red triangle in the corner)



- Ensure the date fields are formatted correctly, as shown in the example, i.e., “07/25/1986.”
- To prevent leading zeros from being dropped, (typically the Unique ID/Social and/or the Zip Code) format the entire column as "Text" before inputting data. In Excel, select the fields or column you want to format, right-click and select ***> Format Cells > Number > Text.***



Preparing Your File for Upload

File Naming Convention

When saving your files, ensure the file name adheres to the specifications of the HealthEquity file naming convention. The sample file name below provides details. **Note**: Files that don't follow the HealthEquity file naming convention will not be processed.

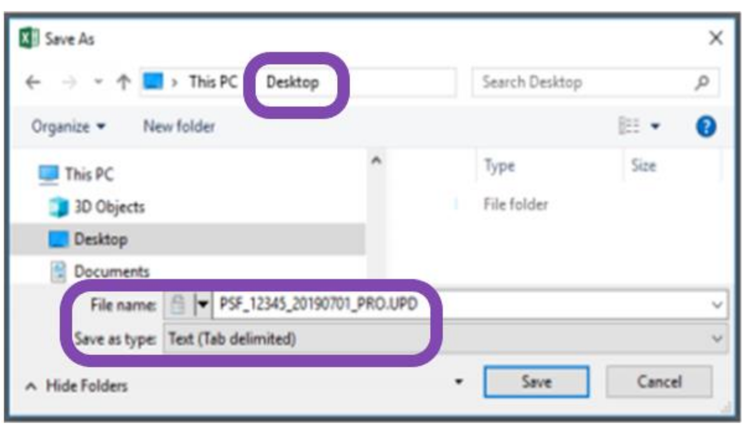
Sample file name: '**PSF_12345_20210505_Notes.UPD'**

- **'PSF'** identifies the file as a Program Sponsor File
- **'12345'** identifies the HealthEquity/WageWorks Group ID
- **'20210505'** identifies the file creation date, in the YYYY/MM/DD format
- **'Notes'** refers to an optional note area
    - This is commonly used to note if the file is a PRO or ENR file, for example:
        - **PSF_12345_20210505_PRO.UPD**
    - If not using the "Notes" field, then the file name would reflect **PSF_12345_20210505.UPD**
- **'UPD'** identifies the type of file

Saving Files

When saving files for upload, please follow these steps:

- **Delete rows 1 and 2 that contain headers. This will cause data errors if not removed**
- **Delete rows 3 and 4 that contain the sample participants *unless you have already overridden the data in those rows***
- Select **File > Save As** and use the "Text (Tab delimited) (*.txt)" option to convert your file to ASCII text
- Enter the file name following the standard naming convention guidelines.
- Select "Save"
- Select OK on the pop up indicating the selected file type does not support workbooks that contain multiple sheets

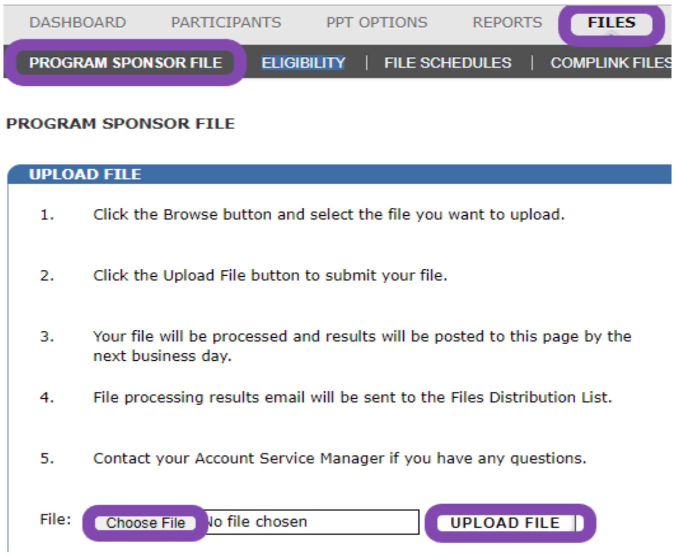


Uploading Files

When uploading files to the HealthEquity/WageWorks, please follow these steps:

1) Login to the HealthEquity/WageWorks Client Website: https://Employer.WageWorks.com
2) Select the "*Files*" tab
3) Select the "*Choose file*" button (mid-way through the screen) and select your file from its location on your computer (typically the Desktop). Then select "*Open*" from the Choose File window.
4) Select the "UPLOAD FILE" button. A file upload status message is displayed

- **Important Note**: Do **NOT** use your Internet refresh option to view an updated status. This could cause the file, especially funding records, to post duplicates. If you choose to refresh the page, you can do so by selecting the "*Files*" tab. (The page should update automatically)



File upload status messages

You may see one of these messages after uploading your file:

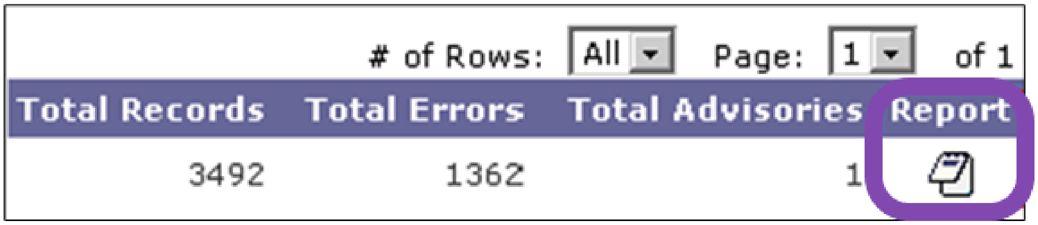
- *"Your Program Sponsor File transferred successfully"*- Indicates there were no critical errors preventing your file from uploading
- *"Your Program Sponsor File failed to transfer successfully. Please correct the CRITICAL FILE ERRORS outlined below and resubmit the file"* - Indicates there are critical errors preventing your file from uploading
- Files are typically processed and posted within two business days; pre-processing will display early results within a few hours

File Posting

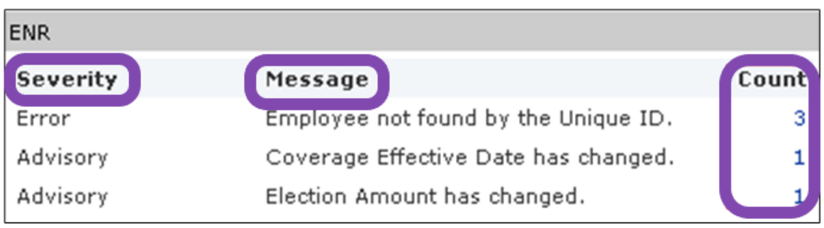
- Once the file posts, a Program Sponsor email notification is generated letting you know the status of the file. Let your Implementation Manager know who on your team should receive these status email notifications. They will need to be set up on the employer portal.

Viewing Results

1. From the list of submitted files, select the '*notepad icon.'* It is located under the *Report* column associated with your recently uploaded file on the far-right side of the row. **Note**: Verify you are reviewing the correct file name before selecting the *Report*.



2. From the file detail page, you can view Errors or Advisories with corresponding messages. To view Error or Advisory detail, select the corresponding "*number"* under the *Count* column.



3. If your file Status displays Rejected rather than Posted, please correct any errors, save the file again, and upload your corrected file.

Final Notes

- When your files post successfully, employees can register for their online accounts.
  - FSA/HRA participants can review their balances and file claims
  - Commuter participants can create their initial elections
- You may need the Funding (FND) record to post FSA deductions to our system unless you set up an Auto-Pay Calendar during implementation. The FND record can also be used for Commuter Account Model (CAM) deduction information.
- Please reach out to your Implementation Manager and/or our Client Service team with any questions. For RA, call 855.428.0447. For HSA, call 866.382.3510
- Information provided in this guide should not be taken as tax or legal advice.