

HealthEquity®

Transition with confidence

Your new HealthEquity
client portal

Copyright © 2021 HealthEquity, Inc. All rights reserved. | HealthEquity does not provide legal, tax or financial advice.



Today's speakers



**Leah
Dickerson**

Sr. Manager, Client
Implementations



**Patricia
Deer**

Implementation
Manager



**Jacquie
Varner**

Implementation
Manager



**Tamara
Liberda**

Implementation
Manager



**Teresa
Bell**

Implementation
Manager

Today's agenda

01

Navigating the portal

02

Managing members

03

Managing files

04

Automating contributions

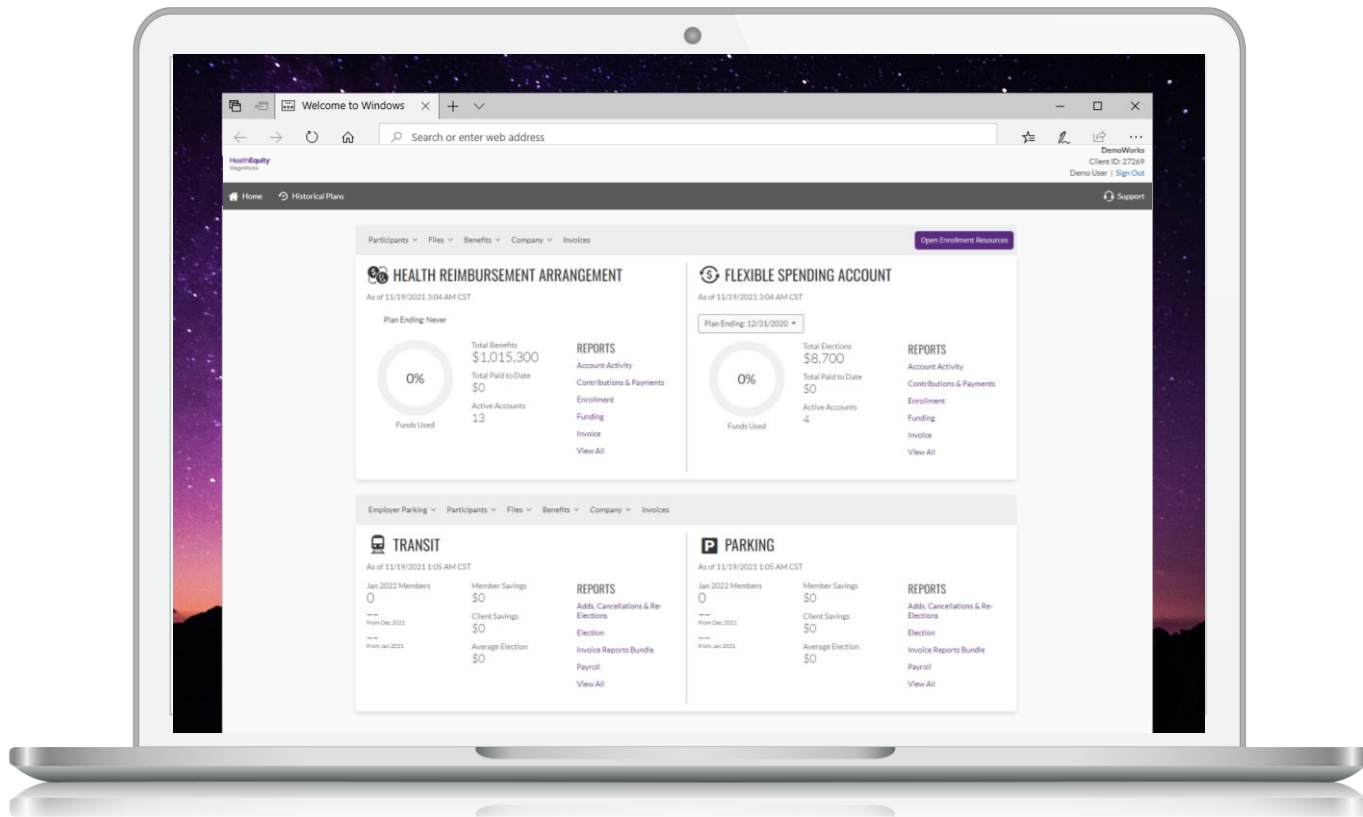
05

Utilizing the reporting suite



A message from our COO





The dashboard: Your homebase

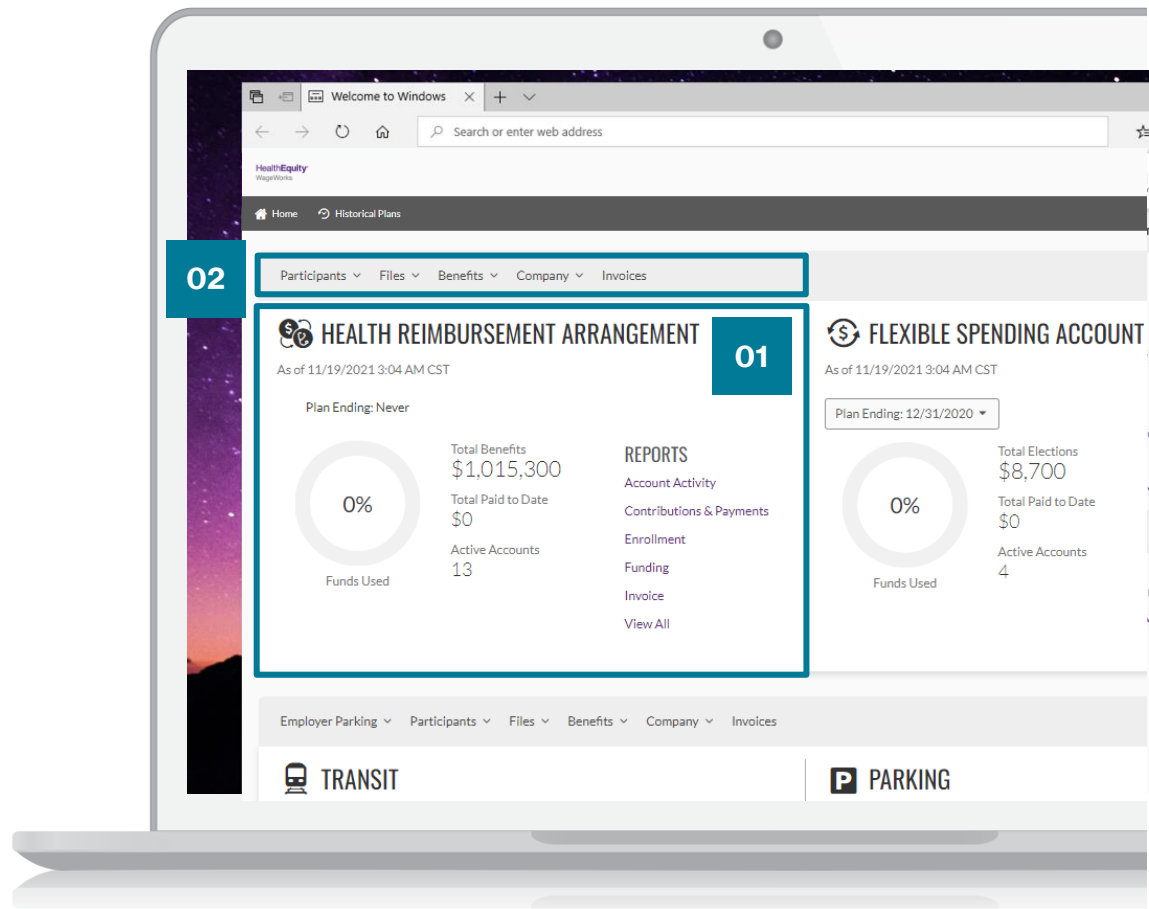
See your program at-a-glance

01

See active accounts, funds used, and common reports

02

Select a tab to reveal drop down menu options



Navigating inside the portal

The screenshot displays the HealthEquity WageWorks portal interface for DemoWorks (27269). The navigation bar includes tabs for DASHBOARD, PARTICIPANTS, PPT OPTIONS, REPORTS, FILES, BENEFITS, COMPANY, COMMUNICATIONS GATEWAY, and EMPLOYER PARKING. The PARTICIPANTS tab is selected, and a subnavigation bar contains a SEARCH button. The PARTICIPANT SEARCH section prompts the user to enter search criteria and provides various filters: Last Name (demo), First Name, ID Code, Program Sponsor Participant / EE ID, Unique ID, Benefit Group (All), ESP Benefit Group (All), Payroll Group (All), Com Benefit Group (All), Company Code (All), and Location Code (All). A 'Show Me How' button is located on the right side of the search area. A callout box on the right lists 'Invoices' (Pay Invoices, View Invoices) and 'Enrollment' (Employee ID / Department, Enroll a New Employee) options.

01 Select tabs on the navigation bar

02 When applicable, utilize subnavigation bar options

03 Use 'Show Me How' for in-product help

01

Select tabs on the navigation bar

02

When applicable, utilize subnavigation bar options

03

Use 'Show Me How' for in-product help

Managing your members

- ✓ Search existing members
- ✓ Add new members
- ✓ Edit member profile and elections
- ✓ View healthcare card status
- ✓ Add member contributions



Search existing members

01 Participants Files Benefits Company

01 Search

02 PARTICIPANT SEARCH

Enter search criteria to view or edit an eligible / participant's record.

Last Name: Demo First Name: ID Code: Program Sponsor Participant / EE ID: Unique ID: Benefit Group: All ESP Benefit Group: All

03 SEARCH RESULTS - Select an eligible / participant by clicking on their name.

LAST NAME	FIRST NAME	ID CODE	PARTICIPANT / EE ID	UNIQUE ID	BENEFIT GROUP	PAYROLL GROUP
Demo	Member	1234	unavailable	*****1234	ACTIVE	TEST
Demomember	Nella	1245	9999991245	*****1245	ACTIVE	NONE

01
Select Participants Tab
and find Search

02
Enter Search criteria

03
Find results below

Add new members

HealthEquity DemoWorks (27269) Demo User
CHANGE PASSWORD · LOG OUT

WageWorks

DASHBOARD **PARTICIPANTS** EMPLOYEE OPTIONS REPORTS FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

SEARCH

PARTICIPANT SEARCH

Enter search criteria to view or edit an eligible / participant's record. [?](#) Add Eligible / Part
Enter Elections (E)

Last Name: First Name: ID Code: Program Sponsor
Participant / EE ID: Unique ID: Benefit Group: Payroll Group: Company Code: Location Code:

ESP Benefit Group: Com Benefit Group:

01 Add Eligible Participants

01

Select
Add Eligible Participant

02

Acknowledge
notification

! Auto Save Feature

The following pages have an auto save feature that will automatically save as you enter data.

If you get logged out – a security precaution for inactivity – you will return to this page in progress immediately when you log back in (as long as you access this site from the same device and have not updated the cookie feature in that device's browser settings).

Don't Forget to Save!

Be sure to click one of the "Save" buttons when you are done to officially save the information you entered to the system. Until then, the information you entered will only be saved to this page and the participant will not yet be eligible or enrolled.

02

OK

Add new members

03

Enter member profile information



Tip

Add Payroll Groups for your members

04

Save and choose to enter enrollment

DASHBOARD PARTICIPANTS PPT OPTIONS REPORTS FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

SEARCH | ENTER ELECTIONS (EXPRESS)

PROFILE
Enter all available information on the Eligible / Participant.
* indicates a required field

Participant or Employee ID:

Unique ID or SSN:

Last Name:

First Name:

Middle Initial:

Birth Date: Month: Day: Year:

Gender: Unknown Male Female

Mailing Address 1:

Mailing Address 2:

City:

State:

Zip Code: Ext.(Optional)

Work Address 1:

Work Address 2:

Work City:

Work State:

Work Zip Code:

Participant Updates Address:

Email 1:

Phone: Area Prefix Line Ext.(Optional)

Employment Hire Date: (MM/DD/YYYY)

Employment Termination Date: (MM/DD/YYYY)

HSA Separation Date: (MM/DD/YYYY)

Benefit Group Code:

Benefit Group Effective Date: (MM/DD/YYYY)

Payroll Group Code: NONE TEST ACTIVEE123

Payroll Group Effective Date: (MM/DD/YYYY)

Location Code:

Company Code:

ESP Benefit Group Code: None BIKE EELUSTWO EECNE

ESP Benefit Group Effective Date: (MM/DD/YYYY)

ESP Benefit Group End Date: (MM/DD/YYYY)

Commuter Benefit Group Code: Y N

03

CANCEL SAVE PROFILE SAVE PROFILE & ENTER HC OR DC ENROLLMENT

04

Edit member elections

01

HealthEquity WageWorks DemoWorks (27269) Demo User CHANGE PASSWORD LOG OUT

PARTICIPANTS 99T OPTIONS REPORTS FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

PROFILE HEALTH CARE & DEPENDENT CARE COMMITTEE OTHER PROGRAMS

Member Demo (WW 65913873)

PERSONAL
 Provided by the Program Sponsor. Please contact your Account Service Team to update.
 Last Name: Demo
 First Name: Member
 Initial:
 Birth Date: 1/1
 ID Code: 1234

ELIGIBILITY
 Provided by the Program Sponsor. Can be updated by:
 Participant/EE ID: unavailable
 Benefit Group: ACTIVE (1/1/2021)
 Payroll Group: TEST (1/1/2021)
 Location Code:
 Company Code:
 ESP Benefit Group: BWE(1/1/2021 to ...)
 Hire Date: 1/1/2021
 Employee Term Date:
 HSA Separation Date:
 Commuter Benefit Group:
[Commuter Eligibility History](#)

PROFILE
 Provided and updated by the Program Sponsor only.
 All Program Mail: 1234 Road
 Draper, UT 84020
 Email 1: none@healthequity.com
 Phone: () -
 Work ZIP: 84020
 Direct Deposit Account (from EE):
 Payment Method: Checking

HC CARD COPY GROUPS
 Medical: No groups set up
 Dental: No groups set up
 Vision: No groups set up
 Pharmacy: No groups set up
 Other: No groups set up

HSA COMPATIBLE COVERAGE
 The last selected coverage applies (year after year) until the effective date of new coverage.
 Coverage Level:
 Effective Date:
 Coverage History: Coverage Effective Updated
 Standard 01/01/2021 06/08/2021

02 Update Profile

01

Find a member and select Profile in subnavigation bar

02

Select Update Profile, make changes, and save

Edit member elections

The screenshot shows the HealthEquity WageWorks interface for a member named DemoWorks (27269). The interface includes a top navigation bar with tabs: DASHBOARD, PARTICIPANTS, PPT OPTIONS, REPORTS, FILES, BENEFITS, COMPANY, COMMUNICATIONS GATEWAY, and EMPLOYER PARKING. Below this is a sub-navigation bar with links: SEARCH, PROFILE, HEALTH CARE & DEPENDENT CARE, COMMUTER, and OTHER PROGRAMS. The main content area is titled 'ACCOUNT HISTORY' and 'Member Demo (WW 65913873)'. Under 'Display:', there are four radio button options: HC FSA, DC FSA (which is selected), HRA, and HSA. Three numbered callouts (01, 02, 03) are overlaid on the screenshot to indicate the steps for editing member elections.

01 Find and select a member from the Participants tab

02 Select Healthcare & Dependent Care from subnavigation bar

03 Choose specific account to edit

01

Find and select a member from the Participants tab

02

Select Healthcare & Dependent Care from subnavigation bar

03

Choose specific account to edit

Edit member elections

Plan Type	FSA2021 HC FSA
	Change Cancel
Coverage Start Date	1/1/2021
Coverage End Date	3/15/2022
Spend It By Date	3/15/2022
Claim It By Date	12/31/2022
Election Amount	\$1,500.00
Change In Election	\$0.00
Additional Benefit	\$0.00
Total Benefits	\$1,500.00
Pre-tax Payroll Deductions	\$0.00
Post-tax Payroll Deductions	\$0.00
Pre-tax PS Contributions (Election Amount)	\$0.00
Post-tax PS Contributions (Election Amount)	\$0.00
Total Contributions (Election Amount)	\$0.00
Remaining Contributions (Election Amount)	\$1,500.00
Post-tax AH Contributions	\$0.00
Pre-tax PS Contributions (Additional Benefits)	\$0.00
Post-tax PS Contributions (Additional Benefits)	\$0.00
Total Contributions (Additional Benefits)	\$0.00
Total Contributions (All)	\$0.00
Claims Approved / Not Yet Paid (NSF) [?]	\$0.00
Card Payments	\$0.00

04



Tips

- Select **Change** if you wish to suspend coverage due to leave of absence or extend coverage due to rehire or return
- Select **Cancel** an if terminating member's coverage but not employment

04

Select Change or Cancel

Add member elections

The screenshot displays the HealthEquity WageWorks participant portal. At the top left, the logo for HealthEquity WageWorks is visible, along with the account name "DemoWorks (27269)". On the top right, there is a user profile for "Demo User" with options for "CHANGE PASSWORD" and "LOG OUT". A navigation menu includes "DASHBOARD", "PARTICIPANTS" (highlighted), "PPT OPTIONS", "REPORTS", "FILES", "BENEFITS", "COMPANY", "COMMUNICATIONS GATEWAY", and "EMPLOYER PARKING". Below this is a search bar and a secondary menu with "SEARCH", "PROFILE", "HEALTH CARE & DEPENDENT CARE", "COMPUTER", and "OTHER PROGRAMS". The main content area is titled "ACCOUNT HISTORY" and shows "Member Demo (WW 65913873)" with a "BACK" button. Under "Display:", there are radio buttons for "HC FSA", "DC FSA" (selected), "HRA", and "HSA". A message states: "There are no DC FSA records for this participant." A footer contains a copyright notice: "Copyright © 2020-2021. All contents and the design of this web site are copyrighted by HealthEquity, Inc. and may be protected by other laws. HealthEquity is a registered trademark of HealthEquity, Inc. No part of this site is intended to provide tax or legal advice. Savings examples are provided for illustrative purposes only. You should consult a professional adviser regarding your situation."

01

Add Enrollments

01

Select Add Enrollments

Add member elections

The screenshot shows a web form titled "ENROLL IN HC & DC PLAN" with a sub-section "Enrollment Application Information".

- 02** points to the "Coverage Effective Date" field, which contains "01/01/2022" and a calendar icon.
- 03** points to the "Date Enrollment Form Signed" field, which contains "12/22/2021" and a calendar icon.
- 04** points to the "Election Amount" input field under the "Healthcare FSA 2022" section.

Below the date fields, there is a note: "Only those plans available for the Coverage Effective Date entered will be displayed below." and a "SEARCH" button.

Below the "SEARCH" button, there are three sections for election amounts:

- Healthcare FSA 2022**: Election Amount: \$
- HRA 2022**: Election Amount: \$
- Dependent Care FSA 2022**: Election Amount: \$

02

Enter dates

03

Select plan

04

Enter election amount

View healthcare card status

01

02

HealthEquity WageWorks DemoWorks (27269)

DASHBOARD PARTICIPANTS PPT OPTIONS REPORTS FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY

SEARCH | PROFILE | **HEALTH CARE & DEPENDENT CARE** | COMMUTER | OTHER PROGRAMS

ACCOUNT HISTORY Jane Smith (WW 40883545)

Displays

IC FSA DC FSA HRA Health Care Card

Now displaying Health Care Card history for this participant

HEALTH CARE CARDS				CARD ACCOUNT STATUS HISTORY		
Name on Card	ID Code/SSN	Requested	Mailed	Activated	Status	Last 4 Card # Expires
JANE SMITH (AH)	9912	8/7/2017			Not Issued	

Your card will be mailed to the address in your Profile within 3 weeks of the Requested date above or before the start of your coverage, **whichever is later.**

CARD SUSPENSION CONTROL

Apply Suspension Rule to this Account Holder: Yes No

Indefinitely Until (Date):

MM/DD/YY

HISTORY

No history records found.

ABOUT THE AUTOMATIC CARD SUSPENSION FEATURE

Program Feature: On Outstanding Threshold: 50%

The Automatic Card Suspension feature automatically suspends Health Care Card privileges whenever the amount of outstanding unverified card transactions paid from a plan exceeds the designated threshold (% of outstanding unverified card transactions compared to available balance in plan).

- This feature helps ensure compliance by requiring all card transactions to be verified or paid back to the plan.
- If the Automatic Card Suspension feature is selected, account holders will be notified of the possibility of suspension online and via email.
- With suspended card privileges, the account holder will be able to access benefits by filing claims (where automatic repayments can be deducted from plan payments to resolve outstanding unverified card transactions).
- Card privileges will be suspended on the account holder and all dependent cards and on all plans associated with the card (including HSA, if applicable).
- Card privileges will be automatically reinstated once outstanding unverified card transactions no longer account for more than the selected % of available balance on any particular plan (such as after receipts and/or repayments are processed).
- Outstanding card transactions are those that remain unverified after 90 days (60 days from being noted as Receipt or Repayment Needed).

01

Select Healthcare & Dependent care

02

Select Health Care Card

Add member contributions

HealthEquity WageWorks DemoWorks (27269) Demo User CHANGE PASSWORD LOG OUT

01 DASHBOARD PARTICIPANTS PFT OPTIONS REPORTS FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

SEARCH PROFILE HEALTH CARE & DEPENDENT CARE COMMUTER OTHER PROGRAMS

ACCOUNT HISTORY Jane Smith (WW 40883545) BACK

02 HC FSA DC FSA HRA HSA Health Care Card

Now displaying HC FSA history for this participant

03 Add Funding

Show Me How!

Bold Text = Key Fields **Highlighted Text = Key Subtotals**

Plan Type	FSA2020		HC FSA2017	
	HC FSA	Cancel	HC FSA	Cancel
Coverage Start Date	1/1/2020		1/1/2017	
Coverage End Date	3/15/2021		3/15/2018	
Spend It By Date	3/15/2021		3/15/2018	
Claim It By Date	12/31/2021		3/31/2018	
Election Amount	\$2,000.00		\$2,500.00	
Change In Election	\$0.00		\$0.00	
Additional Benefits	\$0.00		\$0.00	
Total Benefits	\$2,000.00		\$2,500.00	
Pre-tax Payroll Deductions	\$0.00		\$0.00	
Post-tax Payroll Deductions	\$0.00		\$0.00	
Pre-tax PS Contributions (Election Amount)	\$0.00		\$0.00	
Post-tax PS Contributions (Election Amount)	\$0.00		\$0.00	

01
Select Healthcare &
Dependent care

02
Choose account to fund

03
Select Add Funding

Add member contributions

ADD FUNDING

Select a plan and enter amount(s) and a funding date.

* indicates a required field

Plan*	<input type="text" value="FSA Test 2021"/>	04	
Pre-Tax Payroll Deduction	\$ <input type="text" value="50.00"/>	05	
Post-Tax Payroll Deduction	Not Available per plan setup		
Other Post-Tax Participant Contribution	Not Available per plan setup		
Pre-Tax Program Sponsor Contribution (Applies toward Election Amount)	Not Available per plan setup		
Post-Tax Program Sponsor Contribution (Applies toward Election Amount)	Not Available per plan setup		
Pre-Tax Program Sponsor Contribution (Additional Benefit over Election Amount)	Not Available per plan setup		
Post-Tax Program Sponsor Additional	Not Available per plan setup		
Funding Date*	<input type="text" value="11/10/2021"/>	06	

04

Select plan

05

Enter amount

06

Choose date

Managing member files

- ✓ Prepare the Plan Sponsor File (PSF)
- ✓ Upload PSF
- ✓ Understand file processing results
- ✓ Review errors and advisories



Plan Sponsor Files (PSF)

01

Participants ▾ Files ▾ Benefits ▾ Company ▾ Invoices

02 Program Sponsor File

Eligibility

File Schedules

As of 11/30/2021

Plan Ending: never

0%

Funds Used

Total Benefits
\$1,015,300

Total Paid to Date
\$0

Active Accounts
13

REPORTS

Account Ac

Contributio

Enrollment

Funding

Invoice

View All

DASHBOARD PARTICIPANTS REPORTS **FILES** BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

01

02

PROGRAM SPONSOR FILE

PROGRAM SPONSOR FILE

UPLOAD FILE

1. Click the Browse button and select the file you want to upload.
2. Click the Upload File button to submit your file.
3. Your file will be processed and results will be posted to this page by the next business day.
4. File processing results email will be sent to the Files Distribution List.
5. Contact your Account Service Manager if you have any questions.

File:

ABOUT THE PROGRAM SPONSOR FILE

Record *	Description	Recommended Frequency
PRO	Profile / Eligibility	Daily to Weekly
EPRO	Extended Profile	As Needed
ENR	Enrollment	Daily to Weekly
FND	Funding	Daily to Weekly
MID	Member ID	Daily to Weekly
ESPL	ESP Eligibility	Daily to Weekly
MSP	Medicare Secondary Payer Reporting	Quarterly
COPAY	Health Care Card Copay Groups	As Needed
MIG	Migration Data	One-time
AAT	Associated Account Type	As Needed
DEP	Dependent	Daily to Weekly

* Some record types may not be applicable your group, depending on what benefits you offer.

01

Select Files tab

02

Select Plan Sponsor File

Plan Sponsor File Templates

Find the template files on the **Support page** of your transition site

CLIENT SUPPORT MATERIALS

These materials are designed to support you in understanding and establishing your benefits program with us.

FSA, HRA and Commuter Information

- [FSA Auto Funding](#)
- [Template for Funding](#)
- [Template for Profile Enrollment](#)
- [Macro-enabled Template for Profile, Enrollment, and Funding](#)
- [Commuter Order Model \(COM\) Funding and Invoicing Overview](#)
- [Employer Report Guide](#)
- [Profile Enrollment Instructions](#)
- [Funding Options](#)
- [Client/Member Experience Deck \(FSA\)](#)
- [Client/Member Experience Deck \(Commuter\)](#)
- [HealthEquity W-9 \(2021\)](#)

Plan Requirement Document

- [Reimbursement Accounts \(All in one version\)](#)

Client User Guides

- [Website Guide](#)
- [Reports Guide](#)
- [Commuter Order Model \(COM\) User Guide](#)
- [Program Sponsor File \(PSF\) Process Guide - Macro](#)
- [Program Sponsor File \(PSF\) Process Guide - Non-macro](#)

Prepare the PSF

Tips

- Delete rows 1 and 2, leaving data only
- Save as Text Tab Delimited file (.txt)
- Save with correct naming convention

Naming your file

PSF_12345_YYYYMMDD_PROENRFND.upd.txt

Employer ID Date file created Type of file

Record Type	Group ID <i>(HealthEquity-assigned client identifier)</i>	Participant or Employee ID	Unique ID <i>(9 to 11 digits)</i>	Change to Unique ID	Old Unique ID	Last Name <i>(40 character max.)</i>	First Name <i>(40 character max.)</i>	Middle Initial <i>(1 character max.)</i>
PRO	27269	111111114	111111114			Test	Testd	
PRO	27269	111111117	111111117			Test	Testg	
PRO	27269	111111121	111111121			Test	Testk	

Reference the **File Guide** to ensure correct naming of Plan Sponsor File

Upload the PSF

DASHBOARD PARTICIPANTS REPORTS **FILES** BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

PROGRAM SPONSOR FILE | ELIGIBILITY | COMMUTER PAYROLL | FILE SCHEDULES | CARRIER CLAIM FILES | CARRIER CLAIM FILE SETUP

PROGRAM SPONSOR FILE

UPLOAD FILE

- Click the Browse button and select the file you want to upload.
- Click the Upload File button to submit your file.
- Your file will be processed and results will be posted to this page by the next business day.
- File processing results email will be sent to the Files Distribution List.
- Contact your Account Service Manager if you have any questions.

File:

ABOUT THE PROGRAM SPONSOR FILE

Record *	Description	Recommended Frequency
PRO	Profile / Eligibility	Daily to Weekly
EPRO	Extended Profile	As Needed
EHR	Enrollment	Daily to Weekly
FND	Funding	Daily to Weekly
MID	Member ID	Daily to Weekly
ESPL	ESP Eligibility	Daily to Weekly
MSP	Medicare Secondary Payer Reporting	Quarterly
COPAY	Health Care Card Copay Groups	As Needed
MIG	Migration Data	One-time
AAT	Associated Account Type	As Needed
DEP	Dependent	Daily to Weekly

* Some record types may not be applicable your group, depending on what benefits you offer.

01

Choose file










02

Upload file

Understand processing results

SUBMITTED FILES ?

Displaying 1-20 of 159 ◀ ◀ 1/8 ▶ ▶ Page: 1 ▼ of 8 # of Rows: 20 ▼

NAME	DATE/TIME	STATUS	PR	EPRO	ENR	FND	MID	ESPL	MSP	COPAY	MIG	ERD	AAT	DEP	TOTAL RECORDS	TRA	TOTAL ERRORS	TOTAL ADVISORIES	REPORT
PSF_21180_20180912_prod_demo.09132018-000623.upd	9/13/2018 12:06:37 AM	Posted	1	0	0	0	0	0	0	0	0	0	0	0	1	-	0	0	
PSF_21180_20180912_FND.09122018-091932.UPD	9/12/2018 9:40:55 AM	Posted	0	0	0	1	0	0	0	0	0	0	0	0	1	-	0	0	
PSF_21180_HCFSA2018_20180907_FND_0000321739.UPD.TXT	9/7/2018 4:30:08 AM	Rejected	0	0	0	4	0	0	0	0	0	0	0	0	4	-	0	0	
PSF_21180_DCFSA2018_20180907_FND_0000321739.UPD.TXT	9/7/2018 4:30:07 AM	Rejected	0	0	0	3	0	0	0	0	0	0	0	0	3	-	0	0	
PSF_21180_20180831_ENR.08312018-090307.UPD	8/31/2018 9:19:40 AM	Rejected	0	0	1	0	0	0	0	0	0	0	0	0	1	-	1	0	
PSF_21180_HCFSA2018_20180824_FND_0000321738.UPD.TXT	8/24/2018 4:30:03 AM	Rejected	0	0	0	4	0	0	0	0	0	0	0	0	4	-	0	0	
PSF_21180_DCFSA2018_20180824_FND_0000321738.UPD.TXT	8/24/2018 4:30:02 AM	Rejected	0	0	0	3	0	0	0	0	0	0	0	0	3	-	0	0	
PSF_21180_20180822_DEP.08222018-081259.UPD	8/22/2018 8:13:07 AM	Rejected	0	0	0	0	0	0	0	0	0	0	0	1	1	-	0	0	
PSF_21180_20180822_DEP.08222018-081206.UPD	8/22/2018 8:12:14 AM	Rejected	0	0	0	0	0	0	0	0	0	0	0	1	1	-	1	0	

Know the status:

- **Received:** File was received and will soon be processed
- **Rejected:** File has been processed with no records posted – didn't meet standards
- **In Process:** File is in queue for non-rejected records to be posted to production
- **On hold:** Contact your HealthEquity contact or Client Services for assistance

Understand errors and advisories

Guide to File Errors and Advisories

Errors

Type	Error Message	Error Description	Resolution
ALL	{Fieldname} is a required field.	The file is missing a value for the required field {Fieldname}.	Update the record with corresponding required field that is missing.
ALL	{Fieldname} should be numeric.	The data in field {Fieldname} must be numeric.	Update the variable indicated to a numeric value.
ALL	{Fieldname} is invalid.	The data provided is not valid.	Update format/value of the invalid variable indicated.
ALL	{Fieldname} contains an invalid character and has not been posted.	There is an invalid character included in the record.	Remove the invalid character (e.g. double quotes) from field indicated.
ALL	{Fieldname} Unique ID does not match any in system.	The Unique ID cannot be found in our database.	Update the Unique ID in the corresponding record, as the one listed is not found in the database.
ALL	Invalid date format for {Fieldname}.	The date format in field {Fieldname} is not in the allowable format. The default date format is MM/DD/YYYY.	Correct the date format to one of the following: MM/DD/YYYY (01/01/2013) or MM/DD/RR (01/01/13) or DD-MON-YYYY (01-JAN-2013)
ALL	Length of {Fieldname} should be between {Min} and {Max}.	The data contained in field {Fieldname} does not fall within the limits of {Min} and {Max} characters.	Update the length of the variable indicated within the specified range.
ALL	Missing {Fieldname}	The record is missing a required field.	Update the record with corresponding required field that is missing.
ALL	Data does not meet field level requirements.	Data in a field (such as Bank Account Number) does not meet the field level requirements.	Identify the field with invalid data and correct the data in future files.
ALL	Group ID in record does not match the one in the filename.	The Group ID in the file does not match the Group ID in the filename.	Ensure Group ID in the filename matches the Group ID in the file. If this is a distributor file, ensure the Program Sponsor is assigned to the appropriate Distributor ID.



Tip

Download **Guide to File Errors and Advisories** from the File tab

Correcting file processing results

Errors and Advisories		
PRO		
Severity	Message	Count
Advisory	Termination date is set.	1 DOWNLOAD
Advisory	The email address provided is invalid therefore electronic communications cannot be sent to this participant.	2 DOWNLOAD
ENR		
Severity	Message	Count
Error	Election Amount is required when setting Coverage Effective Date.	1 DOWNLOAD
Error	Election Amount not within Employer's limits.	1 DOWNLOAD
Advisory	Carryover from last plan enabled.	1 DOWNLOAD
Advisory	Carryover to next plan year cancelled.	1 DOWNLOAD
Advisory	Election Amount has changed.	1 DOWNLOAD

01

01

Select a number in Count column or Download

02

Correct the next file upload or upload new records

Verify correction in member records

FILE RECORD SEARCH

Search by File:
File Name: All
File Status: ALL
Received From:
Received To:

Search by Record:
Record Type: All
Record Status: All
Plan: All

Eligible / Participants:
Last Name:
Unique ID:
Benefit Group: All
First Name:
Program Sponsor PT/EE ID:
ID Code*:
Payroll Group: All
Location: All
Company: All

*ID Code = one of the following: (1) last 4 digits of the Social Security Number, (2) last 4 digits of the Participant / Employee Number (assigned by the program sponsor), or (3) any other 4-digit code provided by the program sponsor for this eligible / participant.

03

03

Search member record

Automating member contributions

- ✓ Add payroll groups
- ✓ Set up payroll calendar
- ✓ Verify deductions



Add Payroll Groups

The screenshot displays the HealthEquity web portal interface. A teal box labeled '01' highlights the 'Benefits' dropdown menu in the top navigation bar. A second teal box labeled '02' highlights the 'Payroll' option within the 'Benefits Programs' dropdown menu. The main content area shows the 'FLEXIBLE SPENDING ACCOUNT' page for 'DemoWorks (27269)'. The bottom navigation bar includes tabs for 'DASHBOARD', 'PARTICIPANT', 'BENEFITS', 'COMPANY', 'COMMUNICATIONS GATEWAY', and 'EMPLOYER PARKING'. The 'BENEFITS' tab is selected, and a sub-menu is visible with 'PAYROLL' highlighted by a teal box labeled '02'.

01

02

01

02

01
Select Benefits tab

02
Select Payroll

Add Payroll Groups

HealthEquity
WageWorks

DemoWorks (27269)

Demo User
CHANGE PASSWORD · LOG OUT

DASHBOARD PARTICIPANTS PPT OPTIONS REPORTS FILES **BENEFITS** COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

BENEFITS PROGRAMS | COMMUTER **PAYROLL** | HRA INTEREST | HC COPAYS | HC CARD SUSPENSION

PAYROLL GROUPS

Click on the Payroll Group to view its set-up.

* indicates a required field

DISPLAY*	PAYROLL GROUP
4	Default Payroll Group(None)
5	TEST1
6	ACTIVE123

Copyright © 2000-2021. All contents and the design of this web site are copyrighted by HealthEquity, Inc.

Add a Payroll
Group

03

PAYROLL GROUP

BASICS

* indicates a required field

04

Group Name* : TEST1

Group Code* : TEST

Group Description : test

Default* Yes No

Auto Funding (HRA) Yes No

View/Edit HC & DC Calendar 2021 ▾

03

Select Add a Payroll Group

04

Define Payroll group, Default, and confirm Auto Funding

Set up Payroll Calendar

DASHBOARD PARTICIPANTS PPT OPTIONS REPORTS FILES **BENEFITS** COMPANY COMMUNICATIONS GATEWAY EM

BENEFITS PROGRAMS | COMMUTER | **PAYROLL** | HRA INTEREST | HC COPAYS | HC CARD SUSPENSION

PAYROLL GROUP

01 Add New HC & DC Calendar

BASICS

* indicates a required field

Group Name * : WEEKLY

Group Code * : W

WEEKLY

01

From a Payroll Group, select Add New HC & DC Calendar

DASHBOARD PARTICIPANTS PPT OPTIONS REPORTS FILES **BENEFITS** COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

BENEFITS PROGRAMS | COMMUTER | **PAYROLL** | HRA INTEREST | HC COPAYS | HC CARD SUSPENSION

PAYROLL GROUPS EXIT RESTORE

CALENDAR SET-UP

* indicates a required field

Payroll Group: WEEKLY

02 Calendar: 2022 Frequency: Weekly First Payroll Date: 01/07/2022

03 CREATE CALENDAR

02

Set up calendar with year, frequency and first pay date

03

Select Create Calendar

Verify Payroll Calendar

PAY PERIODS & DEDUCTIONS				
Pay Dates - in the calendar year - for this Payroll Group:				
04	Pay Period #	Pay Process Date		Deductions
	1	<input type="text" value="01/07/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	2	<input type="text" value="01/14/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	3	<input type="text" value="01/21/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	4	<input type="text" value="01/28/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	5	<input type="text" value="02/04/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	6	<input type="text" value="02/11/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	7	<input type="text" value="02/18/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	8	<input type="text" value="02/25/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	9	<input type="text" value="03/04/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	10	<input type="text" value="03/11/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	11	<input type="text" value="03/18/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip
	12	<input type="text" value="03/25/2022"/> Clear		<input checked="" type="radio"/> Yes <input type="radio"/> Skip



Tip

Create a new calendar every Open Enrollment

7/2022

05 Show Me How!

04

Verify deductions and dates

05

Save calendar and Payroll Group

Assign members to Payroll Groups

DASHBOARD PARTICIPANTS PPT OPTIONS REPORTS FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

SEARCH | ENTER ELECTIONS (EXPRESS)

PROFILE
Enter all available information on the Eligible / Participant.
* indicates a required field

Participant or Employee ID:

Unique ID or SSN:

Last Name:

First Name:

Middle Initial:

Birth Date: Month: Day: Year:

Gender: Unknown Male Female

Mailing Address 1:

Mailing Address 2:

City:

State:

Zip Code: Ext. (Optional):

Work Address 1:

Work Address 2:

Work City:

Group Effective Date: (MM/DD/YYYY)

Payroll Group Code: NONE TEST ACTIVE123

Group Effective Date: (MM/DD/YYYY)

Employment Termination Date: (MM/DD/YYYY)

HSA Separation Date: (MM/DD/YYYY)

Benefit Group Code: RETIREE ACTIVE

Benefit Group Effective Date: (MM/DD/YYYY)

Payroll Group Code: NONE TEST ACTIVE123

Payroll Group Effective Date: (MM/DD/YYYY)

Location Code:

Company Code:

ESP Benefit Group Code: None BIKE EELUSTWO EEONE

ESP Benefit Group Effective Date: (MM/DD/YYYY)

ESP Benefit Group End Date: (MM/DD/YYYY)

Commuter Benefit Group Code: Y N

NEXT CANCEL

01

From a member's profile, select the appropriate Payroll Group code

Preview Payroll Groups and deductions

01

DASHBOARD PARTICIPANTS PPT OPTIONS **REPORTS** FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING

02

01
Select Reports tab

02
Select HC & DC

03
Download Contributions & Payments report

Select a Report

Healthcare & Dependent Care HSA

Healthcare & Dependent Care

Data Availability ? Details

Account Activity

On Demand

Account activity per participant

Contributions & Payments

On Demand

Contributions and payments activity per participant

Custom Contributions

On Demand

Breakdown of custom contributions per description per participant

Detailed Contributions

On Demand

All contributions activity per participant

Enrollment

On Demand

Enrollment / election info per participant

Funding

Weekly

Plan and payment info to back up funding requests

Good Will Payments

Monthly

Exception payments not funded from plan / participant accounts

Healthcare Card

On Demand

HC card status info per participant

HRA Deductible and Maximum Benefit

On Demand

PPT enrolled in HRA plans with a deductible and/or maximum benefit tier

Invoice

Monthly

Breakdown of participants summarized on the monthly invoice

Late Repayments

On Demand

Repayments posted after the repaid plan's accounting close date

Medicare Secondary Payer (MSP) Data

Quarterly

MSP info per participant

Paid Claims

On Demand

Claims paid by a plan for participants and other eligible dependents

Unclaimed Checks

Quarterly

Payments issued but not cashed per participant

03

04

DETAILS

Total													\$25,000.00	\$0.00	\$25,000.00	\$11,332.00	04	\$2,485.10
-------	--	--	--	--	--	--	--	--	--	--	--	--	-------------	--------	-------------	-------------	----	------------

Last Name	First Name	PPT / EE ID	ID Code	Benefit Group	Payroll Group	Company Code	Location Code	PPT / EE Status	Coverage Effective Date	Coverage End Date	Claims Deadline	Election Amount	Additional Benefits	TOTAL BENEFITS	BEGINNING ACCOUNT BALANCE (ACTUAL)	Pre-Tax AH Payroll Deductions
Barclay	Ashley	99773	1234	ACTIVE	SEMI			Current	1/1/2018	3/15/2019	3/31/2019	\$2,500.00	\$0.00	\$2,500.00	\$70.00	\$5.00
Smith	John	123123124	3124	ACTIVE	Default Payroll Group(None)			Current	1/1/2018	3/15/2019	3/31/2019	\$5,000.00	\$0.00	\$5,000.00	\$2,396.02	\$208.93

04

Confirm Payroll Groups and year-to-date deductions for accuracy

Utilizing the Reporting Suite

- ✓ Generate Reports
- ✓ Common FSA/HRA Reports
- ✓ Common Commuter Reports
- ✓ Schedule Reports



Generate Reports

01 Select Report or View All

Open Enrollment Resources

FLEXIBLE SPENDING ACCOUNT

As of 11/19/2021 3:04 AM CST

Plan Ending: 12/31/2020

0%
Funds Used

Total Elections: \$8,700
Total Paid to Date: \$0
Active Accounts: 4

REPORTS

- Account Activity
- Contributions & Payments
- Enrollment
- Funding
- Invoice
- View All

01

DASHBOARD PARTICIPANTS PPT OPTIONS **REPORTS** FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING HEALTHEQUITY

PICK UP | SCHEDULED | **HC & DC** | COMMUTER PROGRAMS | OTHER PROGRAMS

Generated On Demand Refresh Page

Report	Plan Code	Requested	By	Generated	Available For
No reports generated on demand available to pick up.					

02

DASHBOARD PARTICIPANTS PPT OPTIONS **REPORTS** FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING EMPLOYER TRANSIT HEALTHEQUITY

PICK UP | SCHEDULED | HC & DC | COMMUTER PROGRAMS

Select a Report

Healthcare & Dependent Care

Healthcare & Dependent Care	Data Availability	Details
Account Activity	On Demand	Account activity per participant
Contributions & Payments	On Demand	Contributions and payments activity per participant
Custom Contributions	On Demand	Breakdown of custom contributions per description per participant
Detailed Contributions	On Demand	All contributions activity per participant
Enrollment	On Demand	Enrollment / election info per participant
Funding	Weekly	Plan and payment info to back up funding requests
Good Will Payments	Monthly	Exception payments not funded from plan / participant accounts
Healthcare Card	On Demand	HC card status info per participant
Invoice	Monthly	Breakdown of participants summarized on the monthly invoice
Late Repayments	On Demand	Repayments posted after the repaid plan's accounting close date
Paid Claims	On Demand	Claims paid by a plan for participants and other eligible dependents
Unclaimed Checks	Quarterly	Payments issued but not cashed per participant

03

02
Select Report Type

03
Select Report

Generate Reports

Select a Report

Healthcare & Dependent Care

Healthcare & Dependent Care	Data Availability ?	Details
Account Activity	On Demand	Account activity per participant
Carryover	On Demand	Carryover activity per participant
Contributions & Payments	On Demand	Contributions and payments activity per participant
Custom Contributions	On Demand	Breakdown of custom contributions per description per participant
Detailed Contributions	On Demand	All contributions activity per participant
Enrollment	On Demand	Enrollment / election info per participant
Funding	Daily	Plan and payment info to back up funding requests ?

All fields are required unless otherwise noted.

To generate report for a day, **04** will not be used for recurring scheduled reports

enter a date

Report Type Full Report ▾

Total By All ▾

Report Format Excel ▾

Generate Report Schedule One Time Schedule Recurring

Funding Weekly Plan and payment info to back up funding requests ?

All fields are required unless otherwise noted.

To generate report for a week, **04** can be run only for weeks in the past

enter a date in the week

Report Type Full Report ▾

Total By All ▾

Report Format Excel ▾

Generate Report Schedule One Time Schedule Recurring

05

04

Enter date prior to invoice date or Saturday prior to invoice date

05

Select Generate Report

Generate Reports

Select a Report

Healthcare & Dependent Care

Healthcare & Dependent Care

Account Activity

Contributions & Payments

Custom Contributions

Detailed Contributions

Enrollment

Funding

All fields are required unless otherwise noted.

To generate a report, you must enter a date in the Report Type field.

Total By

Report Format

Good Will Payments

Healthcare Card

HRA Deductible and Maximum Benefit

Invoice

Late Repayments

Medicare Secondary Payer (MSP) Data

Paid Claims

Unclaimed Checks

Generate Report Options

How would you like to be notified when this report is available to be picked up?

Email:

Confirm Email:

Text: (###-###-####)

Confirm Text: (###-###-####)

No need to notify me

What would you like to do next?

Go to Select a Report page

Go to Pick Up page

You may want to consider scheduling this report so it is available when you need it going forward.

Cancel OK

Schedule Recurring

Participant

Description per participant

requests ?

ports

participant accounts

06

Confirm notification preference

07

Select Go to Select a Report Page or Go to Pick Up page

08

Select OK

Select a Report

Healthcare & Dependent Care HSA

Healthcare & Dependent Care

Data Availability ? Details

Account Activity

Contributions & Payments

Custom Contributions

Detailed Contributions

Enrollment

Funding

Good Will Payments

Healthcare Card

HRA Deductible and Maximum Benefit

Invoice

Late Repayments

Medicare Secondary Payer (MSP) Data

Paid Claims

Unclaimed Checks

On Demand

Monthly

On Demand

Quarterly

On Demand

Quarterly

PPT enrolled in HRA plans with a deductible and/or maximum benefit tier

Breakdown of participants summarized on the monthly invoice

Repayments posted after the repaid plan's accounting close date

MSP info per participant

Claims paid by a plan for participants and other eligible dependents

Payments issued but not cashed per participant

Report in Progress

Your report will be available on the Pick Up page shortly (and for the next 96 hours).

Participant

Description per participant

requests

participant accounts

Generate Reports

DASHBOARD PARTICIPANTS PPT OPTIONS **REPORTS** FILES BENEFITS COMPANY COMMUNICATIONS GATEWAY EMPLOYER PARKING HEALTHEQUITY

PICK UP | SCHEDULED | HC & DC | COMMUTER PROGRAMS | OTHER PROGRAMS

09

Generated On Demand Refresh Page

Report	Plan Code	Requested	By	Generated	Available For ?
Funding	HC&DC	Today at 12:54 ...	You	Today at 12:54 PM ET	95:52 Hours

Generated Per Schedule Refresh Page

Report	Plan Code	Frequency	By	Generated	Available For ?
<i>No reports generated per schedule available to pick up.</i>					

10

Generated On Demand Refresh Page

Report	Program	Plan Code	Requested	By	Generated	Available For ?
Commuter C...	COM		Today At 10:38 AM...	You	In Progress	N/A
Contribution...	HC&DC	HCFSA...	Today At 7:42 AM ET	You	Today at 7:43 AM ET	1 Day 21:05 Hours

09

Select Pick Up

10

Select Refresh Page

Generate Reports

01

Generated On Demand [Refresh Page](#)

Report	Plan Code	Requested	By	Generated	Available For
Funding	HC&DC	Today at 12:54 ...	You	Today at 12:54 PM ET	05:40 Hours

Generated Per Schedule [Refresh Page](#)

Report	Plan Code	Frequency	By	Generated	Available For
No reports generated per schedule available to pick up.					

Funding Report 1...XLSX

01
Select Report Name

02
Download report and
save as needed

02

SUMMARY / HIGHLIGHTS												
										Amount		
Total Payments (Encard)										\$674.74		
Total Payments										\$170.79		
Net Payment Activity										\$503.95		
Funding Due This Week										\$503.95		
DETAILS												
Total		\$674.74	\$0.00	\$0.00	\$0.00	\$674.74	\$170.79	\$503.95	\$503.95			
Plan Code	Type	Period Start	Period End	Claims Deadline	Care Payments	Pay My Provider Payments	Pay Me Back Claims	Other Payments	TOTAL PAYMENTS (ENCARD)	TOTAL REPAYMENTS	Net Payment Activity	FUNDING DUE THIS WEEK
DCFA2020	DCFA	9/30/20	10/30/20	10/30/20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
HCFA2020	HCFA	9/30/20	10/30/20	10/30/20	\$674.74	\$0.00	\$0.00	\$0.00	\$674.74	\$170.79	\$503.95	\$503.95
DCFA2020	DCFA	9/30/20	10/30/20	10/30/20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Common FSA/HRA Reports

01

Select a Report

Healthcare & Dependent Care HSA

Healthcare & Dependent Care Data Availability Details

Account Activity On Demand Account activity per participant
Carryover On Demand Carryover activity per participant

02 Contributions & Payments Contributions and payments activity per participant

All fields are required unless otherwise noted

Plan Name HealthEquity FSA - 1/1/18 to 12/31/18

Report Type Full Report

Posted / Issued From 9/16/2018 Date parameter will not be used for recurring scheduled reports
Posted / Issued Through 9/22/2018 Date parameter will not be used for recurring scheduled reports

ID Code Display Last 4 Digits

Benefit Group All 25
Payroll Group All 15
Company Code All 200
Location Code All 460
Primary Sort Last Name
Secondary Sort First Name
Report Format Excel

Generate Report Schedule One Time Schedule Recurring

Custom Contributions	On Demand	Breakdown of custom contributions per description per participant
Enrollment	On Demand	Enrollment / election info per participant
Funding	Weekly	Plan and payment info to back up funding requests
Good Will Payments	Monthly	Exception payments not funded from plan / participant accounts
Healthcare Card	On Demand	HC card status info per participant
HRA Deductible and Maximum Benefit	On Demand	PPT enrolled in HRA plans with a deductible and/or maximum benefit tier
Invoice	Monthly	Breakdown of participants summarized on the monthly invoice

01

Select
Contributions &
Payments

02

Enter Date Range

03

Select a Report

Healthcare & Dependent Care HSA

Healthcare & Dependent Care Data Availability Details

Account Activity

03 Choose Report Type

Full Report
 Summary & Totals Only
 One Participant Only

Cancel OK

SUMMARY / HIGHLIGHTS

	Amount
Beginning Balance	\$189,045.90
Total Contributions	\$0.00
Total Payments (issued)	\$674.74
Total Repayments	\$170.79
Total Transfers	\$0.00
Ending Balance	\$188,541.95

All contributions, payments, repayments and resulting balances are based on those posted / issued during the date range indicated in Report Parameters. Please refer to the Account Activity Report for participant balance.

DETAILS

Total

Last Name	First Name	PPT / EE ID	ID Code	Benefit Group	Payroll Group
Adams	John	unavailable	1234	Active	Active
Brown	James	unavailable	1236	Active	Active
Brown	Jane	unavailable	1237	Active	Active
Clark	Lewis	unavailable	1238	Active	Active

03

Select Report
Type

Common FSA/HRA Reports

Report summary

Invoice reports:

- Contributions & Payments
- Funding
- Invoice

Member-level reports:

- Enrollment
- Healthcare Card

Year-end report

- Account Activity

Select a Report

Healthcare & Dependent Care HSA

Healthcare & Dependent Care	Data Availability	Details
Account Activity	On Demand	Account activity per participant
Carryover	On Demand	Carryover activity per participant
Contributions & Payments	On Demand	Contributions and payments activity per participant
Custom Contributions	On Demand	Breakdown of custom contributions per description per participant
Enrollment	On Demand	Enrollment / election info per participant
Funding	Weekly	Plan and payment info to back up funding requests
Good Will Payments	Monthly	Exception payments not funded from plan / participant accounts
Healthcare Card	On Demand	HC card status info per participant
HRA Deductible and Maximum Benefit	On Demand	PPT enrolled in HRA plans with a deductible and/or maximum benefit tier
Invoice	Monthly	Breakdown of participants summarized on the monthly invoice
Late Repayments	On Demand	Repayments posted after the repaid plan's accounting close date
Medicare Secondary Payer (MSP) Data	Quarterly	MSP info per participant
Paid Claims	On Demand	Claims paid by a plan for participants and other eligible dependents
Payroll Deduction Discrepancy	On Demand	Payroll Deduction Discrepancy Detail Report
Unclaimed Checks	Quarterly	Payments issued but not cashed per participant

Common Commuter Reports

Report summary

Member-level reports:

- Election
- Commuter Card

Member deduction report:

- Payroll

Invoice report:

- Invoice Reports Bundle

Select a Report

Commuter Programs

Commuter Programs Reports	Data Availability ?	Details
Adds, Cancellations, and Re-Elections	On Demand & Monthly	Adds, Cancels and Re-Elections for the benefit month.
Adjustments	Monthly	Invoice adjustments made for a prior benefit month.
Applied Credits	Monthly	Participant credit activity during the past month.
Available Credits	On Demand	Available credits for each participant by benefit and credit type.
Commuter Card	On Demand	Balance and activity for participants with a Commuter Card.
Commuter Orders Exceeding Limits	On Demand	Commuter Orders Exceeding Limits Report.
Commuter Ordinance Tracking Report	On Demand	Commuter Ordinance Tracking Report.
Election	On Demand & Monthly	Participant commuter election details for the benefit month.
Employer Parking	On Demand & Monthly	Employer Parking elections for the benefit month.
Employer Parking Adds, Re-Enrolls & Terms	On Demand & Monthly	Adds, Cancel & Re-Enrolls for the Employer Parking program.
Forfeiture	Monthly	Terminated participant funds returned to Program Sponsor.
Invoice Reports Bundle	Monthly	Contains reports used for reconciling the commuter invoice.
Lost Pass Count	On Demand	Count of lost passes reported by participants.
Other Checks (Invoice Detail)	Monthly	Participant detail for Other Checks on the commuter invoice.
Pay Me Back	Monthly	Activity for participants with Pay Me Back elections.
Payroll	Monthly	Payroll activity for selected benefit month.
Unclaimed Checks	Quarterly	Uncashed Participant checks returned for escheatment.

Learn more about reports

The screenshot shows the 'Enrollment' section of the HealthEquity system. At the top, there is a blue header with 'Enrollment', 'On Demand', and 'Enrollment / election info per participant' with a question mark icon. Below the header, a message states 'All fields are required unless otherwise noted.' and a dropdown menu shows 'Plan Name Health Care FSA 2018 (HC FSA) - 1/1/18 to 12/31/18'. The main content area is a grey panel with a sidebar on the left containing a tree view with 'Enroll' selected. A modal window titled 'Enrollment Report' is open, displaying 'About This Report' and 'How To Use This Report' sections. The 'About This Report' section includes three bullet points: 'This report displays all elections as of the date the report is produced.', 'This is a full file so it will include all existing elections.', and 'Participants with a mid-year change in Election Amount are displayed with one row per Election Amount.' The 'How To Use This Report' section includes two bullet points: 'Use this report to monitor current enrollments.' and 'Be sure to enter the plan year start date in the As Of Date field to view Limited Coverage effective on the plan year start date.' At the bottom of the modal, there are three buttons: 'Generate Report', 'Schedule One Time', and 'Schedule Recurring'.



Tip

Select the question mark when you want to learn more about a report type

Schedule Reports

01

Healthcare & Dependent Care
HSA

Healthcare & Dependent Care	Data Availability ?	Details
Account Activity	On Demand	Account activity per participant
Carryover	On Demand	Carryover activity per participant
Contributions & Payments	On Demand	Contributions and payments activity per participant
Custom Contributions	On Demand	Breakdown of custom contributions per description per participant
Detailed Contributions	On Demand	All contributions activity per participant
Enrollment	On Demand	Enrollment / election info per participant
Funding	Weekly	Plan and payment info to back up funding requests ?

All fields are required unless otherwise noted.

To generate report for a week Date parameter will not be used for recurring scheduled reports

enter a date in the week

Report Type Full Report ▾

Total By All ▾

Report Format Excel ▾

Generate Report | Schedule One Time | Schedule Recurring

Good Will Payments	Monthly	Exception payments not funded from plan / participant accounts
Healthcare Card	On Demand	HC card status info per participant
Invoice	Monthly	Breakdown of participants summarized on the monthly invoice
Late Repayments	On Demand	Repayments posted after the repaid plan's accounting close date
Paid Claims	On Demand	Claims paid by a plan for participants and other eligible dependents
Unclaimed Checks	Quarterly	Payments issued but not cashed per participant

02

01

Select Report Name

02

Select Schedule One Time or Recurring

Schedule Reports

01 Schedule Funding Report (One Time)

All fields are required unless otherwise noted.

The one time report will be generated

Scheduled Date 9/29/2018

Recipients Administrator, HR

02

- Test, Jane Test.test@wageworks.com
- Test, McCall mdemo@healthequity.com

Cancel OK

Cancel Save

03

01 Schedule Funding Report (Recurring)

All fields are required unless otherwise noted.

The recurring report will be generated

Weekly

Every week on:

S M T W T F S

02

Scheduled Start Date 9/29/2018

Scheduled End Date 10/26/2019

Recipients Administrator, HR

Examples for first 3 reports, based on above selections:

Generate Date	Report Date Range
10/1/2018	9/23/2018 to 9/29/2018
10/8/2018	9/30/2018 to 10/6/2018
10/15/2018	10/7/2018 to 10/13/2018

Generate Examples Cancel Save

03

01
Enter Start Date

02
Select Recipients

03
Select Save

01
Select Frequency

02
Enter dates and select recipients

03
Select Save

04 Notification Options

How would you like to be notified when your scheduled report is available to be picked up?

Email: demo.user@wageworks.com

Confirm Email: demo.user@wageworks.com

Text: 111-111-1111 (###-###-####)

Confirm Text: 111-111-1111 (###-###-####)

No need to notify me

What would you like to do next?

Go to Select a Report page

Go to Scheduled page

Cancel OK

05

04
Select Notification Options

05
Select OK

Schedule Reports

The screenshot shows the 'Scheduled Reports' section of the HealthEquity application. The navigation bar includes 'DASHBOARD', 'PARTICIPANTS', 'PPT OPTIONS', 'REPORTS', 'FILES', 'BENEFITS', 'COMPANY', and 'COMMUN'. Below this, there are tabs for 'PICK UP', 'SCHEDULED', 'HC & DC', 'COMMUTER PROGRAMS', and 'OTHER PROGRAMS'. The 'Scheduled Reports' table has columns for Report, Program, Plan Code, Frequency, Scheduled, Start Date, and # Recipients. A report for 'Funding' under 'HC&DC' is highlighted. Below the table, there are instructions for generating a report for a week, with a date field set to 10/2/2016. A modal window titled 'Funding Report Schedule (Recurring)' is open, showing options for frequency (Weekly), day of the week (SMTWTFSS), start and end dates (10/2/2016 to 10/26/2019), and recipients (Administrator, HR). The modal also includes two save options and buttons for 'Generate Examples', 'Cancel', and 'Save'.

Report	Program	Plan Code	Frequency	Scheduled	Start Date	# Recipients
Funding	HC&DC		Weekly	28 Oct	29 Oct	3

To generate report for a week, enter a date in the week: 10/2/2016. Date parameter will not be used for recurring scheduled reports.

Report Type Full Report
Total By All
Report Format Exc...

01 Select Scheduled

02 Select Edit Schedule

03 Make Updates

04 Select Save

01

Select Scheduled

02

Select Edit Schedule

03

03

Make Updates

04

04

Select Save

Key points of reference

Know where to go to get your questions answered



Questions?



HealthEquity®

Frequently Asked Questions - General

Q: How do I contact HealthEquity?

A: You can reach the HealthEquity Client Services via email at relationship.management@heathequity.com or by phone at (855) 428-0447.

Q: Where can I find information regarding my transition? (*Applicable to TakeCare Clients Only*)

A: You can find additional information as well as transition specific materials concerning your transition via the TakeCare Microsite linked here: <https://www.wageworks.com/takecareww/>.

Q: Where can I find information regarding my transition? (*Applicable to AFLAC Clients Only*)

A: You can find additional information as well as transition specific materials concerning your transition via the AFLAC Microsite linked here: <https://www.wageworks.com/aflacww/>.

Q: Where can I find information regarding my transition? (*Applicable to CSAM Clients Only*)

A: You can find additional information as well as transition specific materials concerning your transition via the CSAM Microsite linked here: <https://www.wageworks.com/csamra-er/>.

Q: Will this recording be published and made available to meeting attendees?

A: The full recording of the meeting will be provided via email following the call. This information will also be posted to the microsite(s) for reference along with a recording of each of the 4 individual sections covered today.

Frequently Asked Questions – General cont.

Q: How do I find more information or obtain access to the HealthEquity open enrollment materials?

A: We have provided access to open enrollment materials within the transition microsite. You can also access the open enrollment materials by going directly to www.healthequity.com/oetoolkit.

Q: How do I obtain access to the client portal and how can I get others access to the portal?

A: The login credentials to the client portal are provided via two separate emails. The first email will contain the information for your username. The temporary password is provided via a separate email. The first time you log into the portal you will be asked to change the temporary password to something permanent of your choosing. The Username will not change.

There are different levels of portal access that can be given such as Reports Only, Basic + and Super User. A Super User has the highest level of access and what they are permitted to do within the portal. Anyone with Super User access to the portal can setup portal access for other users.

If you have not received your portal login credentials or are having issues with accessing the portal, please reach out to the HealthEquity Client Services Team directly by email at relationship.management@healthequity.com or by phone at 855-428-0447.

Frequently Asked Questions – General cont.

Q: I am only seeing information specific to the FSA, HRA, and/or Commuter benefits. How do I get information on the HSA Benefit?

A: The portal that we will be reviewing today is specific to the FSA, HRA, and/or Commuter benefits.

Applicable to CSAM Transition Only: If your HSA plan is also transitioning in December, you should have received a separate communication in mid-November with further information on how to register for an HSA-specific webinar as well as links to pre-recorded trainings. Please contact the HSA Client Services Team by email at CHSAClientService@healthequity.com or by phone at (866) 347-0957 for additional information.

Applicable to TakeCare/AFLAC Transition Only: If your HSA plan is also transitioning in December, you will be assigned an implementation manager to assist with that transition. If you have any questions on the HSA Benefits and the transition to HealthEquity, please contact your designated implementation manager directly.

Frequently Asked Questions – Member

Q: When I log into the client portal, I am not seeing my Limited Purpose/HSA-Compatible Healthcare FSA Plan listed. How can I ensure that this is setup for my members?

A: With the transition to the enhanced HealthEquity Platform, the Limited Purpose/HAS-Compatible Healthcare FSA Plan is no longer setup as a separate plan. It is combined with the standard Healthcare FSA and will show as an option when processing member enrollments. This election can also be indicated via the file templates that are processed through the portal. Please contact the HealthEquity Client services team directly by email at relationship.management@healthequity.com or by phone at 855-428-0447 for additional guidance with this plan setup.

Q: How can I enter or update member information through the portal?

A: HealthEquity offers a variety of methods for entering or updated member information. Member data which includes demographic information, enrollments and/or plan contributions; can be manually entered into the HealthEquity portal directly, can be added to the system by uploading a file directly into the portal, or an automated file can be sent directly to HealthEquity from a third-party vendor for processing. Any combination of these methods can be used. Please contact the HealthEquity Client services team directly by email at relationship.management@healthequity.com or by phone at 855-428-0447 for further assistance.

Q: Will the member's direct deposit information be transitioned to the new HealthEquity platform.

A: After careful review, it was determined that the risk was too high with transferring a member's bank account information as even one error could have significant downstream impacts. Members will need to add their direct deposit information via their new member portal. During the site registration process, members will be prompted for this information. Direct Deposit instructions can be updated at any time.

Frequently Asked Questions – Member cont.

- Q: Can we order new cards for members, or must they order their own?
- A: Once Healthcare FSA enrollments are entered into the system, cards will automatically be issued to the primary account holders. Member can request additional cards for their dependents via the member portal. Debit Cards are issued for use with the Healthcare accounts only. Members will need to submit a request for reimbursement from the Dependent Care Account as the debit card is not associated with this account.
- Q: What is the deadline to enter new members for 2022?
- A: There is no strict deadline as far as when members can be added to the system. However, keep in mind that any claims submitted by members for eligible expenses incurred on or after 1/1/2022, will be denied until the enrollment information has been loaded. Also, it will take 10–15 calendar days for members to receive their healthcare card once the enrollments have been posted.
- Q: With the recent change to the permitted IRS Limits, if a client has already submitted their enrollments, will enrollments be automatically updated to the IRS Max?
- A: The system has been updated to allow for the new IRS Limits for 2022. Individual member elections will not be updated automatically by HealthEquity as we have no method of validating that a member truly wishes to elect the defined IRS Limit.

If you have already submitted your 2022 member enrollments to HealthEquity, you will need to manually update all members that wish to elect to the IRS Maximum one by one on an individual basis or by submitting a new enrollment file with the corrected election amount per member.

Frequently Asked Questions – Files

Q: *Applicable to CSAM Transition Only*

Will I be required to reprogram our existing Eligibility, Enrollment and/or Contribution files?

A: If you are currently providing eligibility or enrollment files using the V2 format or RPI, you can continue to use the existing files for the new platform.

Please note, if using the V2 format, you must also include ‘_OE’ or ‘_AE’ in the file naming to differentiate your Annual Enrollment from the ongoing files.

You will not need to make any other changes to your file layout or to the FTP location you are currently sending your OE, ongoing eligibility and contributions files (if applicable).

- RPI is the ADP Payroll system that passes payroll deduction information between ADP and HQY.

If you are currently providing eligibility, enrollment and/or contribution files in a format other than V2 or RPI, you will be required to reprogram your files to the standard HealthEquity file layout.

The standard HealthEquity File specifications are located within the Support section on the microsite. The link to the microsite is located on slide 52.

Frequently Asked Questions – Funding

Q: If we send a contribution file today, do I need to setup Auto-funding as well?

A: Auto-funding is not required to be setup if you are already sending a contribution file today. However, We do recommend that you setup at least one payroll group for reporting purposes. Payroll groups can be setup without adding a payroll calendar and without enabling the auto-funding process.

Q: What are typical payroll group names and the respective payroll group codes?

A: The standard payroll group names are Bi-Weekly, Semi-Monthly, Weekly, and Monthly.
The standard payroll group codes are B (bi-weekly), SM (semi-monthly), W (weekly), and M (monthly).

Q: How can I confirm my members are setup for auto-funding once I've added my payroll calendar?

A: When establishing the payroll groups, payroll group codes, and payroll calendar within the HealthEquity portal, there is a button to mark if you would like auto-funding to be initiated. By selecting that button, you are confirming that you would like the auto-funding method turned on based on the payroll calendar setup for that payroll group code.

Frequently Asked Questions – Commuter

Q: How can members elect the commuter benefit? Is that an election that can be provided directly to HealthEquity?

A: Members will need to actively enroll for the commuter benefit (which includes both transit and parking) directly through the HealthEquity site. This is a monthly election that can be changed, canceled or updated every month; however, the system will automatically default the election to a recurring order which means that the same monthly order will be placed for that member until the member actively logs in to make a change or cancel their order.

Q: When will my remaining commuter balance be transitioned to the new HealthEquity platform?

A: Commuter balances will be transitioned to the new platform as a commuter credit within 30 days of the transition live date.

Commuter Credits are used to offset the pre-tax dollar amount withheld from a member's paycheck. This deduction is taken from the member's paycheck and is equal to the total elected commuter order amount.

Example – if a member has a commuter credit balance of \$200 and makes a commuter election of \$280. The \$200 credit will be applied towards that total order amount of \$280, reducing the amount that will be withheld from the member's paycheck to \$80.

Likewise, if the credit balance is greater than the elected commuter order, the credit balance will continue to be applied towards each monthly order until the balance is exhausted in full.