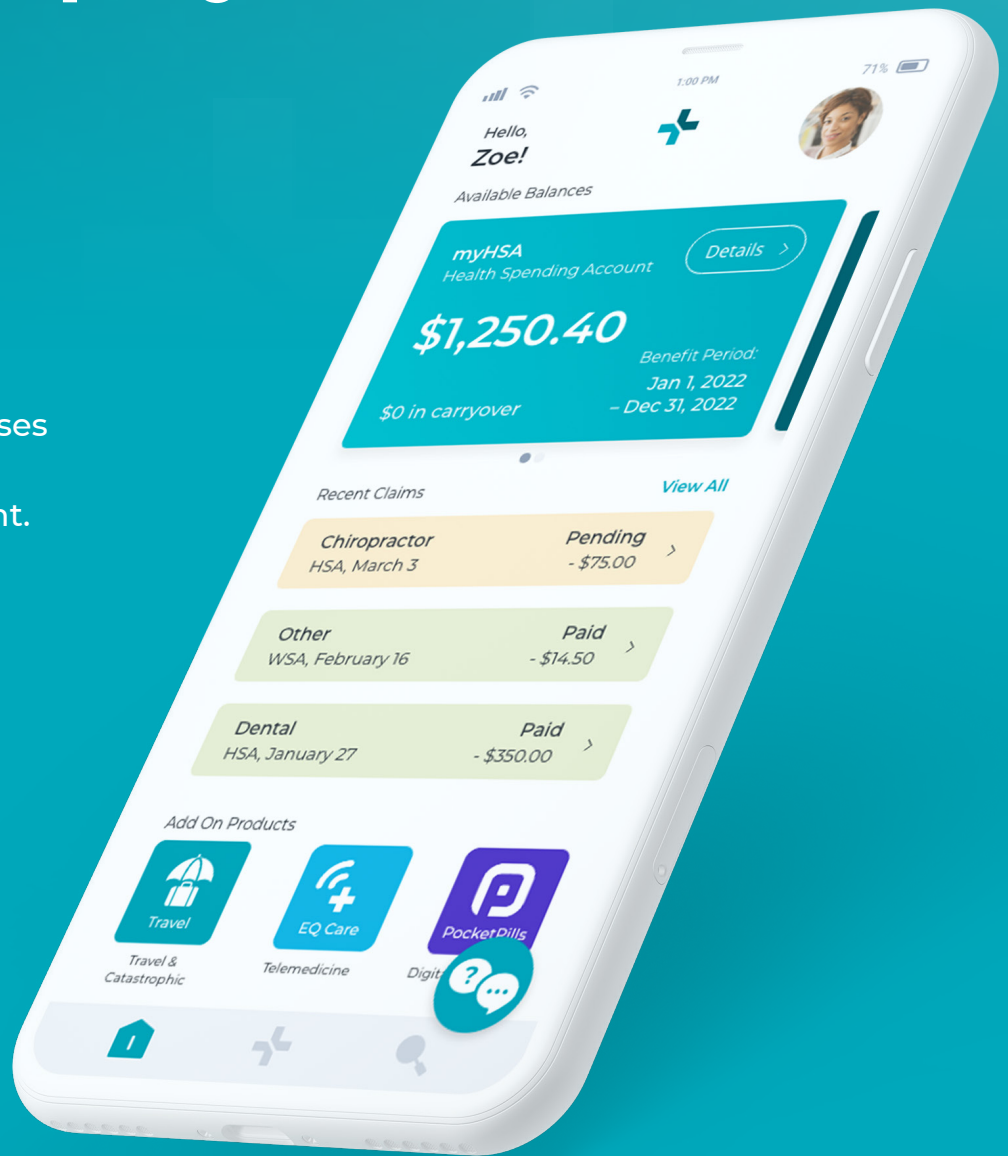




Welcome to your digital employee benefits

The myHSA way

Introducing an easy alternative to claim expenses through your employer-provided spending account.





About your employee Spending Account

Your employer has provided you and your eligible dependents with a spending account allowance through myHSA Ltd, a Canadian digital benefits platform facilitating quick and easy claim submission for your expenses throughout the benefit year.*

Granting employees control over their health & wellness!



Submit your claims virtually – reimbursing your out-of-pocket expenses through the app!



Track your claims from pending to approved – reimbursing your health and wellness expenses in up to three business days.



View your plan information with complete balance breakdowns, full plan transparency, and a list of eligible covered items accessible with your spending account dollars.



Update your personal information, dependents*, and banking information on the go.



Connect with an in-house agent at myHSA through our Live Chat feature – all human, no bots!



*Dependents may not be eligible under an employee's plan.



Getting started

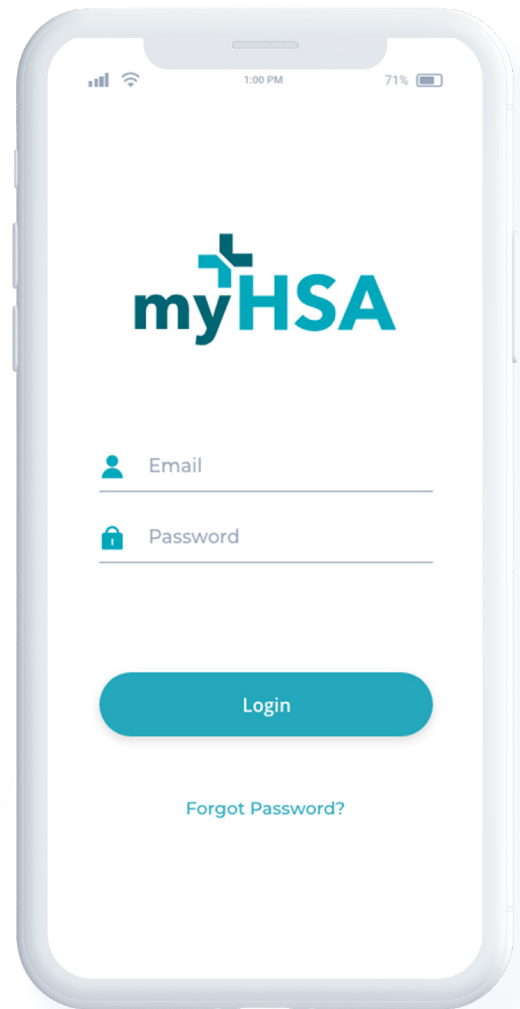
Never logged in? Check your inbox for an email from info@getmyhsa.com, & activate your account to get started. Download the myHSA app—available on iOS and Android devices—and login to your account to start claiming!

A checklist to start claiming your health!

- ✓ Check your inbox for your welcome email to activate your account
- ✓ Download the app or log in online on your computer
- ✓ Complete your employee profile, add dependents*, and input your personal banking information.
- ✓ Check your plan details and covered items.
- ✓ Get claiming!



[Watch a tutorial for the app here](#)



Need help?

Speak with myHSA's customer care team via our live chat feature, or email us at support@getmyhsa.com.

*Dependents may not be eligible under an employee's plan.



Navigating your Dashboard

When you log in, you'll land on your employee dashboard – your home base for tracking balances and claims, and access to your in-app features.

Your health & wellness streamlined!

View your current balance(s) – updated in real-time as you submit claims



Click the Details for a full breakdown of your plan information

Details >

Track the status of recent claims – from pending to approved

View your add-ons for quick access to your additional benefits through available partnerships



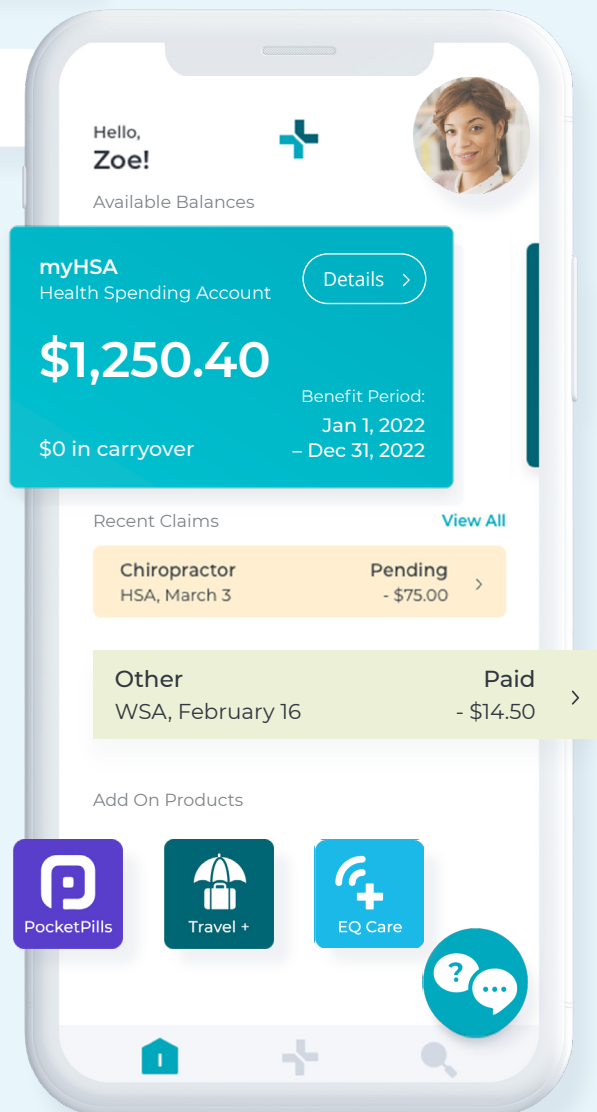
Personalize your dashboard with a profile picture – and access your settings to update personal and banking information



Click the plus icon to make a claim



View all past and pending claims

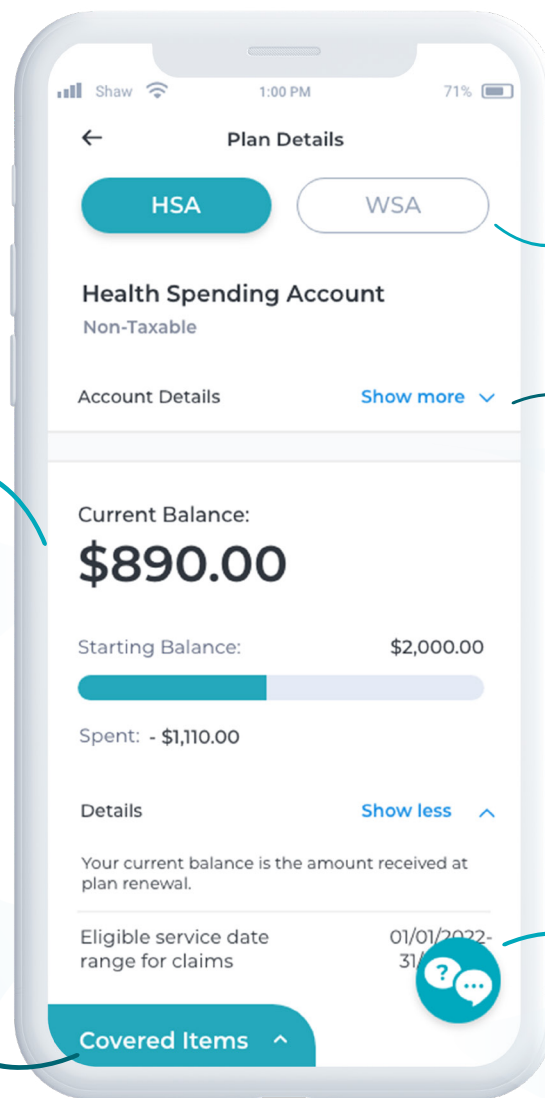




Your plan details

Not sure when your plan renews? Want to know eligible items covered under your spending account? Losing track of your spent and current balances? Click the Details button on your account card to learn more.

*Complete
benefits
transparency!*



*Switch between
available accounts*

*View your full
account details*

*Track your current
& spent balance(s).*

*View a list of eligible
items covered under
your account*

*Talk to a live
chat agent*

*Available spending accounts, plan amounts, and eligible items are plan specific and are not reflective of the example plan details shown above.

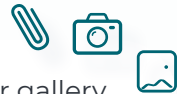


Make a claim

Employees benefits for your on-the-go health management – submit your claims anywhere, anytime using the myHSA app. Click the plus icon to get started!

Get reimbursed for eligible claims!

Attach your receipt



Attach a file, snap a picture with your camera, or choose from your gallery



Select a claimant

Choose yourself or a dependent. Dependents can be added in your settings*



Search or select the category & sub-category

Only eligible items are listed in the dropdown/search



Enter the claim amount

Enter the amount you are out-of-pocket for the service for reimbursement



Select the service date

Choose the date you acquired the service



You're done - submit your claim!

Submit







*Dependents may not be eligible under your plan.

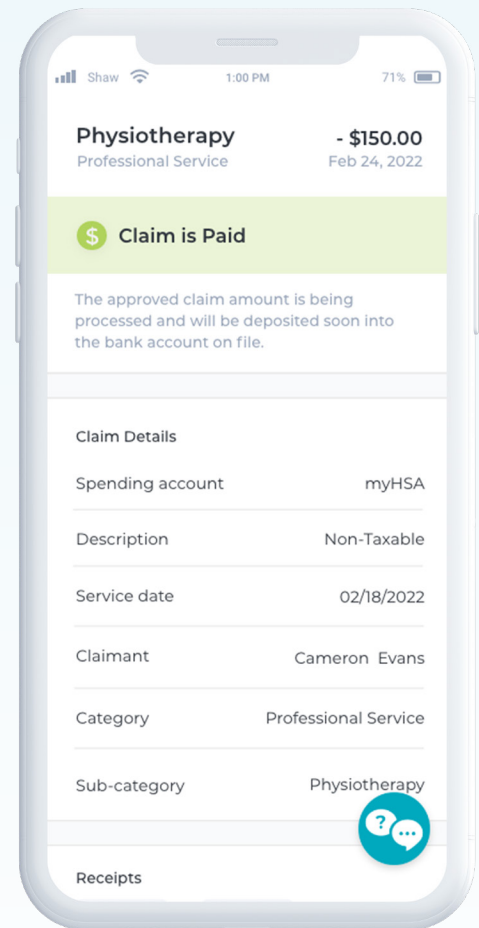


View your claims

Track your past and ongoing claim submissions – employees can access a complete history of claims—no matter the status—and monitor their live claims. Click the magnifying glass icon to get started!

What does my claim status mean?

-  **Paid**
The approved claim amount is being processed and will be deposited soon into the bank account on file.
-  **Approved**
The approved claim amount will be deposited into your bank account within 3 business days.
-  **Pending**
The claim is being reviewed by an adjudicator for potential approval.
-  **Reversed**
The claim was reversed & the overall balance remains the same.
-  **Denied**
The claim was denied for an eligible item, insufficient funds, or due to another variable.
-  **Action Required**
Your claim may be missing information or needs editing. An adjudicator will leave a message for further review.



Click the claim to see a full breakdown of your claims' details!

Click a claim to view the details, including the claim ID, which spending account the balance pulled from, the claim description—taxable versus non-taxable—the service date, amount pulled from your balance and deposited to your account (if the claim is approved), the claimant, receipts, and more. If a claim is still active—pending or requiring action—you can still edit the claim to provide or update info!



FAQ

WHAT IS A SPENDING ACCOUNT?

A myHSA spending account provides a fixed allowance for you to spend on eligible expenses throughout the benefit year.

HOW DOES THE CLAIM PROCESS WORK?

Get reimbursed for expenses you've paid for out-of-pocket. Access your eligible service as usual – making sure to keep your receipts.

Claim on the app or online, and if approved, receive reimbursement to your bank account in up to three business days. Your overall balance on your dashboard will decrease accordingly with each claim.

CAN I MANAGE MY ACCOUNT ON THE APP & ONLINE?

Yes, your spending account access is completely digital. Make claims, view claims, update your settings, and more – all on the app or online. No paperwork is necessary.

WHERE CAN I VIEW MY PLAN AND COVERAGE?

On the app, click the “Details” button on the account card on your dashboard. Here you can view your available balance(s), coverage, distribution, and more. Click the covered items to view what expenses are eligible under your account.

On the online platform, click the “see full plan information” to view your plan details, and click “Covered Items” to view what’s eligible under your account – both available on the Dashboard online.

WHY DO I HAVE MULTIPLE BALANCES?

If you have multiple accounts, then you will have a corresponding balance for each. Also, if you have a carryover balance – not eligible under all accounts – this means your unused funds from the previous benefit year are eligible in the new year.

During the grace period, Use your reserve amount to submit outstanding claims from the previous benefit year. All claims made during this period must have a service date that falls within your plan parameters.

CAN I EDIT MY CLAIM AFTER IT'S SUBMITTED?

Yes. On the app, click your recent claim from either the Dashboard – your home screen – or “My Claims” screen, and click “Edit” in the top right corner.

MY CLAIM STATUS SAYS PAID, SO WHY DON'T I SEE FUNDS IN MY BANK ACCOUNT?

myHSA pays out claims every Wednesday and Friday – whichever comes first immediately after approval. Since some banks take longer than others to clear the funds, you should typically see reimbursement by the afternoon of the day of deposit or by the next day, depending on your bank.

Need more help?



Speak with myHSA's customer care team via our live chat feature, or email us at support@getmyhsa.com.