



Build Better Benefits



# Employee Handbook

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# Welcome to your Spending Account



## About myHSA

myHSA Ltd. is a Canadian company delivering benefits to Canadian employees since 2013. Completely digital – access your account digitally on your laptop, desktop, or cellular device using the email and password created online. Download the myHSA App for quicker claim submission and access to your employee spending account. Save your receipts, then submit your receipts online or through the myHSA app.

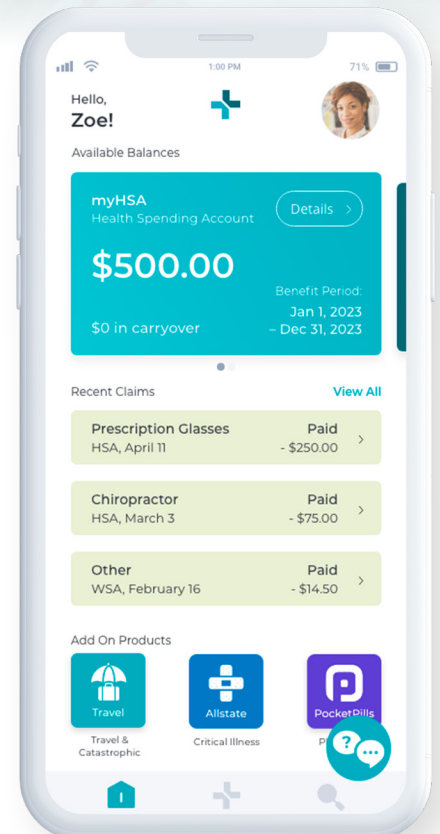


## The myHSA App

ALLOWING EMPLOYEES CONTROL OVER THEIR HEALTH & WELLNESS.

The simple app interface allows employees to make claims on-the-go, and receive reimbursement!

- ✓ Check your balance
- ✓ Make a claim & view previous claims
- ✓ View available add-ons
- ✓ Update your employee profile
- ✓ Check messages
- ✓ Select the menu in the top left to view plan details, browse add-ons, find resources, access support, or log out.



AVAILABLE FOR ANDROID & IOS DEVICES

# Navigating your Dashboard



Login online – you'll find your employee dashboard with your balance & full plan information.



## DASHBOARD

View balance information and your plan details. Access your covered items to see what's eligible for reimbursement under your spending account.



## MAKE A CLAIM

Submit your claim, including the correct date, categories, and receipt. You may submit multiple same-service expenses in one claim.



## VIEW CLAIMS

View past claims and their status.



## RESOURCES

Access manuals and forms to help navigate the site or app, and find answers to questions you may have.



## SETTINGS

Change your password.



## HELP CENTRE

In the top right corner, hover over the question mark icon to access the Employee FAQ & your handbook.



## MESSAGES & LOGOUT

In the top right corner, hover over the user icon to access your messages or log out of your account.

# Getting Started



## Entering Employee Information

If your Plan Administrator has not done so already, employees must complete their employee profile to begin making claims. Head to your Settings tab to enter your personal information. You can update your employee profile if this information changes later on.

## Passwords & Security

To ensure your account is secure, under 'Account Info' at the bottom of the screen, you'll find a link to update your password and add security questions.



Online  
Support

## Offering 24/7 customer service

myHSA offers a Live Chat feature, run in-house by our experienced team.

We offer technical support to our employees and will answer any questions you may have about your spending account.

Simply click the 'Chat' button to the bottom right of your screen

or contact us by email at [support@getmyhsa.com](mailto:support@getmyhsa.com).

# Start Claiming



## How does the claim process work?



Pay out-of-pocket for an expense



Submit a claim through the app or online



Get reimbursed

### MAKE A CLAIM

Access the 'make a claim' tab to get started:

<b>PATIENT NAME</b>	Select the person who accessed this service – your employee or dependent listed under the account.
<b>SERVICE DATE</b>	This is the date you accessed the service and must match the date listed on the receipt.
<b>CATEGORY ITEM</b>	Select the category under which the service or expense is listed.
<b>CATEGORY SUB-ITEM</b>	The sub-item offers more specific services, practitioners, or other items to choose from.
<b>CLAIM AMOUNT</b>	Enter the cost of service, including taxes.
<b>ADD RECEIPTS</b>	Upload a legible copy of your receipt, either as a PDF, JPEG, or PNG. When using the app, use your phone's camera to snap a picture of your receipt or select one from your photo library.
<b>ADDITIONAL INFO</b>	Add additional notes should you need to explain a claim or receipt.

### VIEW CLAIMS

<b>PENDING</b>	Your claim has been submitted & pending for approval
<b>APPROVED</b>	Your claim is accepted for reimbursement
<b>PAID</b>	A bank transfer has been successfully completed
<b>DENIED</b>	Your claim expense is not covered or insufficient information was provided
<b>REVERSED</b>	The claim & bank transfer have been reversed