

Health Savings Account (HSA) FAQs

Information about HSAs is readily available on the internet and on Further by Health Equity's website (www.hellofurther.com). This document is a summary of some of the information more fully explained through these sources. Please be aware that Further may change their website at any time and these FAQs may become out of date. Web links leading to additional information on HSAs are provided at the end of this document.

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Q: What is an HSA?

A: A Health Savings Account (HSA) is a special type of savings account that offers a way for consumers to pay for their current qualified health expenses (as defined by IRS Publication 502) and/or save for future qualified health expenses on a tax-free or tax-deductible basis. Each account holder owns and controls the money in his/her HSA. Decisions on how to spend the money are made by you without interference from a third party or a health insurer.

Q: Who is eligible for an HSA?

A: To be eligible to open and contribute to an HSA, an individual must be covered by an HSA-qualified High Deductible Health Plan (HDHP); must not be covered by other health insurance that is not an HDHP; must not be enrolled in Medicare or receiving Social Security; and cannot be claimed as a dependent on someone else's tax return. Refer to IRS Publication 969 for additional information.

Q: What's considered a qualified / eligible health care expense?

A: The IRS determines what is considered an eligible expense. You can refer to IRS Publication 502 which is available on their website (www.irs.gov) or there's an extensive list available on Further by Health Equity's website.

Q: What is TEAM's relationship with Further by Health Equity and TEAM's role in my HSA?

A: Once your HSA is opened, TEAM's only activity with Further and its only role in your HSA, is to make pre-tax direct deposit contributions into your HSA as directed by you. TEAM is not involved with any of your other HSA transactions. The account relationship is between Further and you, just as it is for any other financial accounts you may have.

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Q: What are the HSA funding maximums?

A: The U.S. government establishes annual limits on the amount that may be contributed to your HSA, regardless of the source of the contribution. The 2024 contribution limit is up to a maximum of \$4,150 for those who are individually insured and up to a maximum of \$8,300 for those whose insurance coverage is at the family level, which, per HSA rules, means 2 or more people are covered by your insurance. An annual additional "catch-up" contribution of \$1,000 is allowed for eligible participants 55 and older. (For 2023 the contribution limits are \$3,850 and \$7,750 respectively plus the \$1,000 catch-up contribution).

If you are an eligible individual for the entire year and do not change your level of coverage, you can contribute the maximum amount for your type of coverage. However, if you are not an eligible individual for the entire year, or change your coverage during the year, you should refer to IRS Publication 969 to determine your contribution limit.

Q: How much may I contribute to my Further by Health Equity HSA through TEAM?

A: For long term global workers, TEAM will permit recurring monthly work fund transfers of up to \$100 for those with an individual level deductible and \$200 for those with a family level deductible. Your work fund contributions are considered to be employer contributions rather than personal contributions.

If you want to contribute more than the work fund transfer limits allow or, if you prefer not to make work fund transfers, you may make personal contributions from your living allowance as your salary permits.

However, the total of all contributions to your HSA account, regardless of the source, may not exceed the government's established annual limits.

Q: Can I stop or change my work fund transfers or salary contributions at any time?

A: Yes, HSA changes can be made monthly. A request for a change must be received by the Benefits Coordinator (benefits@team.org) by the 25th day of month in order to be effective at the start of the following month. Forms for changing your work fund transfers and salary contributions are available GuideStone's TEAM landing page ([GuideStone.org/TEAM](https://www.team.org)).

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Q: How can I verify my Further by Health Equity HSA contributions / deposits?

A: You can verify your HSA deposits by logging in to your Further online user account (www.hellofurther.com). Your **Recent Activity** will be listed on the main home page. To view more information, click on the black **View Account** button next to your available balance at the top of the **My Accounts** home page; then scroll down and select the **See All Activity** button. From this page you can then select the date range and type of activity you'd like to see. For each account holder only one deposit per pay is sent to Further, regardless of where the money is taken from internally (work funds or living allowance).

The internal TEAM breakdown of your monthly HSA payroll contributions/deductions can be verified by logging into your APS account (<https://www.eselfserve.com>) and viewing your Pay voucher. To make your TEAM work funds deposits as pre-tax they are run in and out through your pay, so they will be included in the **Employer** amount listed on your pay voucher along with any personal work fund contributions you may be contributing. Any HSA contributions you may be making from your salary will be listed as **Employee** contributions on your pay voucher. (To see the split in Employer contributions between the TEAM HSA contributions and your own work fund contributions, check the activity in your work fund account. The amount shown in the TEAP Deposit for HSA "IN" column will be your TEAM special HSA contribution and the amount shown in the HSA WF Contribution "OUT" column will be the combined total of the TEAM contribution plus your own work fund contribution (if any).

Q: How do I enroll for a Further by Health Equity online user account?

A: Once your HSA has been opened, and Further has sent you your account number, you can register for a user account by going to Further's website (www.hellofurther.com) and selecting the **MEMBER** option from the **SIGN IN** box's drop down menu. From the member page, click the **New User? Register** link located at the bottom of the Further "Sign In" box. To complete your registration, you will also need to know the full 9 digit zip code (without the dash) for the address Further has for your HSA. If you no longer have your account number you'll need to contact Further for assistance (800-859-2144, 651-662-5065 or customersolutions@hellofurther.com).

Q: What can I do if access to Further by Health Equity's website is being denied?

A: Further has blocked access to their website from certain international countries. If you're unable to access their website you can contact TEAM's IT group (helpdesk@team.org) and request their "VDI" solution. If you have an active user account, you can download the Further app to access your HSA.

Q: How do I receive reimbursement or use HSA funds to pay for eligible expenses?

A: You can use funds from your HSA account to pay for your portion of an eligible expense in several ways:

- **Transfer funds from your HSA to your personal bank account:**
 - Login to your Further by Health Equity online user account (www.hellofurther.com) and select **Get Reimbursed** from the **I Want To** menu on the **My Accounts** home page to request a reimbursement. If you've signed up for direct deposit the reimbursement will be sent electronically to the bank account you've specified in **Manage Banking** in the Payments & Banking section. If you have not signed up for direct deposit for your reimbursements, you can do so before requesting your reimbursement. Otherwise a reimbursement check will be mailed to your HSA account address.
- **For U.S. providers, use your Debit Visa card (cards will not work internationally) or pay directly from your HSA:**
 - Use your HSA Debit Visa card as a Visa card to pay a bill you have received or a balance you owe. HSA Debit Visa card transactions are debited to your HSA and you must have sufficient funds in your HSA to cover the charge at the time you use the card.
 - Use your HSA Debit Visa card to pay for the services or prescription medications at the point of service (POS). When using your card at the POS you should use it as a Visa card which will not require you to enter a pin number. HSA Debit Visa card transactions are debited to your HSA and you must have sufficient funds in your HSA to cover the charge at the time you use the card.
 - Login to your online user account (www.hellofurther.com) and select **PAY a Bill** from the **I Want To** menu on the **My Accounts** home page. Enter the amount of the bill you want to pay then select next and click the **ADD PROVIDER** button to begin the process to have funds sent directly from your HSA to a provider you specify.

SPECIAL NOTES:

1. You may not use your HSA funds for expenses incurred before the HSA was opened.
2. You should not use HSA funds, or your HSA card, to pay for the portion of an eligible expense that will be reimbursed. We recommend that you wait until your claim has been processed so you'll know what your portion of the expense is. This is especially true for U.S. claims that will have network discounts applied.

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Q: Is there a deadline or time limit on receiving a reimbursement from my HSA?

A: No, there is no time limit on receiving a reimbursement for an eligible expense from your HSA.

Q: How do I enroll for direct deposit, or change my banking information, for my HSA reimbursements?

A: Login to your Further by Health Equity user account and select **Manage Banking** from the **I Want To** menu on the **My Accounts** home page; your current **Bank Accounts** will be displayed. If no bank account is displayed select the **Add New Bank** button and enter the banking information for the bank account you would like your reimbursements sent to. To change your banking information select the **Delete** button to cancel your current information and then follow the process for adding a new bank.

Q: How do I transfer funds from my Further by Health Equity HSA to my personal bank account?

A: To transfer funds from your HSA to your personal bank account, you first need to be enrolled for **direct deposit** (see related Q&A). To transfer funds select **Get Reimbursed** from the **I Want To** menu on the **My Accounts** home page. Enter the amount of the HSA funds you'd like transferred then select next. (The Distribution Reason will automatically populate with Normal Distribution as the default. If it's not a reimbursement for an eligible expense you should select the appropriate distribution option from the drop-down menu.) The money will be transferred within a few days. You may also request reimbursements through the Further app.

Q: Who keeps track of the HSA funds I spend on qualified expenses?

A: You do. In the event of an IRS audit, it will be your responsibility to maintain records (e.g., insurance Explanation of Benefits (EOB), receipts, etc.) to document the appropriate use of funds.

Q: Since an HSA is tax advantaged what are my record keeping and tax reporting responsibilities?

A: As an HSA holder, you must file IRS form 8889 with your federal tax return. Form 8889 tracks transaction activity on the HSA and determines the amount of eligible tax deduction for the account during the previous tax year. You are also responsible for keeping a paper trail of all transaction activity that occurs in the account during the tax year. Those items can include, but may not be limited to, Explanation of Benefits (EOB), doctor bills and transaction receipts. NOTE: TEAM is not a tax advisor. Please speak with your tax consultant regarding your reporting responsibilities.

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Q: Can I access my Further by Health Equity HSA tax documents online?

A: Yes. Login to your HSA user account (www.hellofurther.com) and click on the black **View Account** button next to your available balance at the top of the **My Accounts** home page; then select **Tax Forms** from the sub-menu under your account balance box at the top of the page. The **Tax Forms** page provides to access both your 1099-SA and 5498-SA statements.

Q: How do I request additional Debit Visa cards or request a replacement card?

A: Login to your Further by Health Equity user account (www.hellofurther.com) and select **Manage My Card** from the **I Want To** menu on the **My Accounts** home page. Any debit cards already issued will be listed. To request a new card for someone not listed, select the **Add CARD** button. To request a replacement card for someone who is listed as already having a card, select the **Delete** button to cancel the current card. Once the delete has completed processing; request a new card via the **Add Card** option. (You may need to wait 24 hours for the delete to complete processing.)

You may also call Further customer support (1-800-859-2144) and follow the prompts to report your card lost or stolen. Your card will be canceled and a new one will be automatically reissued to you.

Q: Should I still file a claim with my insurance if I'm paying for the expense with HSA funds?

A: Yes. There is no link between your insurance and your HSA, other than an insurance Explanation of Benefits (EOB) can serve as documentation that an expense is eligible for reimbursement from your HSA. However, HSA funds can only be used for the portion of the expense not paid by your insurance.

You still need to file a claim with your insurance company for all your international medical, prescription drug and dental expenses so they can be applied toward your annual deductible and out-of-pocket maximums. (Dental and vision claims need to be filed with either Cigna or VSP.) In the U.S. you need to use your prescription drug card (which is also your medical ID card) at the pharmacy instead of filing a claim for your prescription medications. Running your Rx through your prescription ID card at the pharmacy ensures you get the prescription discount and also triggers a claim to be filed with the insurance so your Rx cost will be applied to your deductible and out-of-pocket maximums.

Q: If I file a claim with my insurance am I automatically reimbursed from my HSA for the amount applied to my deductible?

A: No. There is no direct link between your insurance and your HSA. If you want to be reimbursed from your HSA for eligible expenses (medical, dental or vision) you need to initiate that reimbursement yourself.

Q: **If I pay the entire cost of an eligible expense will my insurance send my reimbursement to my HSA?**

A: No. There is no direct link between your insurance and your HSA. You should only use HSA funds to pay the portion of the expense not paid for, or reimbursed by, insurance. This may mean you need to wait until your claim has been processed by the insurance company before using your HSA funds to pay your portion of the expense.

Q: **If I didn't take the dental or vision insurance can I pay for those expenses with HSA funds?**

A: Yes. Qualified expenses are not limited to only those expenses that are covered by insurance. As long as it's deemed a qualified expense by the IRS (refer to IRS Pub 502) you may pay for it with your HSA funds.

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Q: **How do I change (or verify) my Further by Health Equity HSA plan type online?**

A: Login to your HSA user account (www.hellofurther.com) and open the **My Profile** drop down menu; then select the **See All Settings** option. This will open the **Account & Plan Settings** page; scroll down to **HSA Settings** section. The **HSA Type** will display your current plan. Select the **Change Type** button to select another available plan Type.

Q: **How can I change the address, email or password for my Further by Health Equity HSA?**

A: Login to your HSA user account and open the **My Profile** drop down menu; then select the **Personal Info** option. To change your address, phone number or email simply click the appropriate **Update** button.

Q: **How can I name or update beneficiaries for my Further by Health Equity HSA?**

A: Login to your HSA user account (www.hellofurther.com) and click on the black **View Account** button next to your available balance at the top of the **My Accounts** home page; then select **Beneficiaries** from the sub-menu under your account balance box at the top of the page. To add new beneficiaries you will need their social security number.

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Q: **If I have questions about my Further by Health Equity HSA who do I contact?**

A: You should contact Further directly, just as you would with any other institution where you have an account. They encourage clients with questions to call customer service during their business hours (Monday - Friday, 7:00 am to 7:00 pm Central Time) at 800-859-2144 or 651-662-5065. You can also contact them by emailing customersolutions@hellofurther.com.

Q: **Am I required to have my HSA with Further by Health Equity?**

A: No. You may open an HSA anywhere you choose but TEAM can only make HSA classified pre-tax direct deposit contributions into an HSA with Further. Due to the limitations of our payroll software we can only make HSA deposits to one institution. You can open an HSA at another institution and make after-tax contributions into that account personally or have TEAM make a standard (i.e. non-HSA classified) automatic payroll deposit. Although not pre-tax, deposits into an HSA at another institution are tax deductible for federal income tax purposes but not for your 15% SECA tax (Social Security / Medicare). **TEAM will not be able to make work fund or special TEAM HSA contributions into an HSA at any institution other than Further.**

Q: **How do I open a new HSA with Further by Health Equity?**

A: Through TEAM. To open a new HSA with Further, the insurance subscriber (employee) should complete the **HSA Application to open new TEAM HSA** form, available on GuideStone's TEAM landing page (GuideStone.org/TEAM) and return it to the TEAM Benefits Coordinator (benefits@team.org). Once your completed application is received, the Benefits Coordinator will enroll you for a new group HSA. HSAs for new employees will be opened effective the first day of the first full month you have insurance coverage. HSAs for current employees will be opened effective the first day of the next full month.

You also need to complete and return an HSA Work Fund Transfer Form and/or an HSA Salary Reduction Form with your application so TEAM can begin making deposits into your HSA. Your HSA is not considered "opened" until your first deposit is made.

Q: **Where can I find more information on HSAs?**

A: The IRS is the official source of information on HSAs but information is readily available on the internet from numerous other sources. Below are several that we found to be good sources of information. (Note, the OPM is the agency that manages the civil service of the federal government and their FAQ document contains some information that is specific to these employees.)

- The Internal Revenue Service: www.irs.gov
 - Publication 502, Medical and Dental Expenses
 - Publication 969, Health Savings Accounts and Other Tax-Favored Health Plans
- U.S. Office of Personnel Management (OPM): www.opm.gov/insure/health/hsa/faq.asp#hsa. (Caution: there is a lot of general HSA information available on this site but some info may be specific to government employees)

If you have any additional questions, please either contact Further by Health Equity directly (see above) or TEAM's Benefits Coordinator (email benefits@team.org or call direct 630-614-4796).

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