

## **iSolved - Health Reimbursement Account (HRA)**

### **Frequently Asked Questions**

#### ***General Information***

##### **What is a Health Reimbursement Account (HRA)?**

The HRA is an employer-sponsored plan that can be used to reimburse a portion of your and your eligible family members' out-of-pocket medical expenses. It is not an insurance program, but a financial reimbursement plan funded entirely by your employer. Your employer has designated a specific flat annual dollar amount to credit to the account (\$1,000). Your employer designates which out of pocket expenses qualify for reimbursement (in-network deductible only). Unused account balances will **not** be rolled over to the following plan year.

##### **How does an HRA Work?**

Your employer puts money into your HRA, and you choose how your health care dollars are spent. Because the money contributed by your employer doesn't count as income, there are no tax implications. You can use the money in the HRA throughout the year for qualified medical expenses. Once you have used your HRA funds, you pay all new and remaining expenses out of pocket. Any leftover dollars do **not** roll over from year-to-year. Check with Human Resources for more information about your plan design.

##### **Where do I call with questions about my HRA Plan?**

If you have any additional questions about how your HRA works, how to determine your available amounts, etc., you can also call an iSolved Customer Service Representative at 866-370-3040.

##### **How much can I save in taxes with the HRA?**

The amount you save in taxes will vary depending on the amount provided by your employer, your annual earnings, whether or not you pay Social Security taxes, the number of exemptions and deductions you claim on your tax return, your tax bracket, and your state and local tax regulations. Check with your tax advisor for information on how your participation will affect your tax savings.

#### ***Enrollment***

##### **Do I need to enroll initially?**

Yes. All eligible employees must enroll each year during the open enrollment period. Your employer will instruct you on how to complete enrollment.

##### **Do I need to enroll each plan (calendar) year?**

Each year during Open Enrollment (August), you will have the opportunity to evaluate your medical plan options including the HRA.

## **HRA's**

### **Who can put money in my HRA?**

HRAs are fully owned and funded by the employer.

### **Can I be reimbursed for my dependents' medical expenses?**

Yes, if your dependent is covered by your employer's HRA-eligible medical plan.

### **Is there a minimum claim amount?**

There is no minimum claim amount. However, your plan may place a minimum on the reimbursement account (usually \$15). If your eligible claim amount is less than the minimum, it will be held until additional claims are submitted.

### **Does the money in my HRA earn interest?**

No. Under most HRA plan rules, the accounts aren't individually owned bank accounts eligible to earn interest.

### **What happens to the HRA if I terminate employment?**

Your plan participation will end automatically upon termination of employment. Expenses for services you have after your termination date typically are not eligible for reimbursement. Claims for services received prior to termination date must be submitted **within 60 days of the termination date**.

## **Submitting Claims for Reimbursement**

### **How do I submit a claim?**

You can file your claim via our website or the iFlex mobile app.

### **What supporting documentation must I file with each HRA claim?**

Each time you submit a medical claim to your health insurance carrier, you receive an Explanation of Benefits (EOB) detailing what the health plan will pay and what you must pay. ***You must submit an EOB with your iSolved claim in order to receive eligible HRA funds.*** For expenses that are partially covered under another insurance plan, you must attach a copy of both EOBs.

Claim documentation must contain the following information:

- Name of patient
- Name and address of provider
- Date and description of service
- Amount of service, including deductible totals

The requirements are also listed on the Request for Reimbursement Form to assist you in filing your claim. Follow these guidelines to ensure you receive your reimbursement without unnecessary delays.

### **How long after the end of the Plan year do I have to submit claims?**

Claims (for services received in that year) must be submitted prior to the end of the run-out period, as defined by your plan (**within 60 days of the end of the year**).

### **Do I need to accrue the annual maximum benefit throughout the year?**

No; the entire annual amount is available to you at the start of the plan year (prorated for Short Plan Year).

### **How do I know that you received my claim and whether it was paid?**

Generally, within two business days of submitting a claim, you can view your account online to check on the status of the claim at [www.isolvedbenefitservices.com](http://www.isolvedbenefitservices.com). Simply choose Health Reimbursement under employee/participant and follow the on-screen instructions.

### **When can I expect to receive my reimbursement?**

Claims are generally processed within two business days of receipt. Reimbursements are then processed and released weekly.

### **How do I know what my account balance is?**

You can use one of the following methods to check your account balance:

- You can view your account at [www.isolvedbenefitservices.com](http://www.isolvedbenefitservices.com). Simply choose Health Reimbursement under Employee/Participants and follow the on-screen instructions.
- You can view your balance on the mobile app.
- Your account balance will be displayed on the reimbursement check or direct deposit notification each time you submit a claim.
- You will receive a Balance Statement quarterly during the Plan year. This statement provides a summary of your remaining balance in the HRA as well as claims paid to date.

### **How do I know why my claim was denied?**

You will receive a letter indicating the reason for the denial along with instructions for submitting the requested documentation.

### **Why may the amount of my reimbursement differ from the amount of my request?**

There are reasons that you may see a different reimbursement amount.

For example, if the request was for more than the balance of your account.

- Annual HRA Amount \$500.00
- Total amount disbursed to date \$200.00
- Available balance \$300.00
- Total amount of request \$500.00
- You will only be reimbursed \$300.00, as this is your available balance.

***Please contact Human Resources with any additional questions about the HRA.***