

## Your HealthEquity® Visa® Card



### Frequently Asked Questions (FAQ)

Say goodbye to shuffling through your wallet for the correct card. Experience the simplicity and convenience of a single debit card that combines the benefits of multiple accounts. The HealthEquity® Visa® card empowers you to effortlessly pay for qualified medical expenses with just one card. Just tap or insert your card, and the appropriate funds are utilized from the correct account.<sup>1</sup>

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#### What is the HealthEquity® Visa® card?

The HealthEquity® Visa® card is designed to empower you on your journey to become a smarter benefits consumer. It's chip-enabled for enhanced security and is tap-enabled for quick payments wherever contactless payments are accepted. Best of all, you can use a single card to pay for eligible expenses using your HSA or employer sponsored plan or program (e.g., FSA, HRA, Commuter).

Each account has a purse of funds associated with it. Your card is programmed to draw funds from the right account in the right order. All you have to do is tap or insert the card, and you're on your way!

#### How do I activate my card?

The easiest way to activate your card is right from your HealthEquity Member Portal. Log into your portal on the mobile app or web and visit the 'Manage Cards' page to activate your new card. If you experience issues activating your card, call the number listed on the sticker on your new card.

## **Do I need a PIN?**

No PIN is required to use your HealthEquity Visa card. If you're prompted for a PIN when using your card at your favorite stores, here are some quick tips to get through the checkout line:

- When paying with your HealthEquity Visa card, select "credit" if that option is available
- If you're asked to enter a PIN, simply select "credit" to bypass the PIN request and run the card as usual.
- If the first two steps don't result in a successful transaction, let the cashier know that your card does not have a PIN, and they should be able to help.

## **What can I use my card for?**

You can use your card to pay for HSA qualified expenses or other expenses eligible under your employer's plan or program or commuter expenses anywhere that Visa is accepted. You can search for qualified or eligible items [here](#).

## **How does my card know which account to use?**

Your card follows a set of rules to determine which account to use for a purchase.

The account order is:

1. Limited Purpose Flexible Spending Account (LPFSA)
2. Flexible Spending Account (FSA)
3. Health Reimbursement Arrangement (HRA)
4. Health Savings Account (HSA)

Each of your card-eligible accounts has a balance associated with it, and we pull from the appropriate balance at the point of sale using Merchant Category Codes. A Merchant Category Code is assigned based on the type of service that is offered by a doctor or retailer. Our system will understand that one transaction is for dental services, and another is for a prescription and will deduct the transaction from the proper account based on the rules.

## **How does my card know what expenses are for HSA and FSA or HRA purchases?**

Your card is accepted for HSA qualified or plan eligible healthcare expenses at healthcare providers and non-healthcare merchants (supermarkets, drugstores, etc.) with the Inventory Information Approval System (IIAS) rules in place. These IIAS rules allow a retailer's point of sale system to classify purchases by comparing the UPC or SKU numbers for items against a pre-established list of expenses as listed in Section 213(d) of the Internal Revenue Code

(IRC). For example, an FSA-eligible prescription and Over-the-Counter (OTC) purchases will be automatically substantiated and paid for through your card using FSA funds.

If you attempt to purchase an item that isn't on the [list of qualified and eligible expenses](#) (including as a reimbursement for an eligible item you purchased out of pocket), the transaction will likely be declined. If that happens, know that the item is not HSA qualified or eligible for purchase under your plan with your card.

Here is an example:

1. You pick up a bottle of aspirin, a prescription, and a birthday card at your local drug store.
2. You present your HealthEquity® Visa® at the register to pay for your purchases.
3. The IIAS system recognizes the Payment Card and enacts the IIAS rules.
4. The IIAS system approves the aspirin and prescription, but the birthday card would need to be purchased using a personal card or cash.

If reimbursement for an out-of-pocket purchase is needed, we recommend you submit a reimbursement request from your HealthEquity portal. Make sure to keep your receipt or take a photo and upload it to your portal for easy retrieval with the HealthEquity Mobile app, or EZ Receipts app (Disclaimer).

### **How will my card work at an IIAS retailer?**

You can use your card to pay for qualified or eligible expenses at retailers. If you're purchasing multiple items and some of them are non-qualified or ineligible, the retailer may ask you to provide another form of payment to buy the remaining items. If a retailer such as a big box/club retailer discount store, or online merchant doesn't have an IIAS in place, your transaction may be declined.<sup>2</sup> The IRS doesn't require locations such as doctor's offices, hospitals, or pharmacies to have an IIAS in place. You can continue to use your card in these locations.

Retail pharmacies, and big box/club retailers are locations where IIAS may be used. Small locally owned pharmacies may not be IIAS certified, however, their Merchant Category Code will be used to identify if the transaction is qualified or eligible.

### **How do I order a replacement card?**

Log into your HealthEquity portal on the mobile app or web and visit the 'Manage Cards' page to order a replacement card for you or a dependent.

### **Does my card work with digital wallet?**

We're working hard to bring digital wallet compatibility to your new card! Starting in late 2024, you'll be able to add your card to Apple Wallet®, Google Wallet™, and Samsung Wallet® for convenient payments wherever your digital wallet is accepted.<sup>2</sup>

### **Do I need to save documentation?**

If you have an HSA we recommend you keep the documentation you get when making purchases with your card. These might include a purchase receipt and an Explanation of Benefits (EOB) from your insurance provider or a detailed invoice from the provider/retailer. You may need to submit a document to prove an expense meets IRS guidelines if you are audited. For easy retrieval in the future, you can upload a picture of your documentation to your HealthEquity portal. download the HealthEquity Mobile app, click the Documents tab, and take a picture of or upload an image to save it to your portal.

For FSA, HRA, and LPFSA users our system will request documentation if needed.

### **Will I get another card if I enroll in another card-eligible benefit in the future?**

Nope! Your card-eligible account will be added to your existing HealthEquity Visa card, giving you the convenience of a single card for all your accounts, and skipping the hassle of waiting for and activating a new card.

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