

# Health Savings Account Frequently Asked Questions

## Who is PilotHSA?

PilotHSA is your HSA administration company, providing the necessary tools and resources to help you manage your HSA account efficiently and effectively. Your HSA funds are held in an FDIC insured checking account. All questions concerning your account will be answered by a member of the PilotHSA Customer Support Center. Call us toll free at (888) 860-2978, option 1, or reach us via email at [support@pilothsa.com](mailto:support@pilothsa.com).

## What is a Health Savings Account?

A Health Savings Account (HSA) is a tax-free savings account used to pay for qualified medical expenses. The HSA must be combined with a qualifying High Deductible Health Plan (HDHP).

## How are contributions made to my account?

Employees, Employers or both may make contributions into a Health Savings Account. The funds may be contributed by individual check and through payroll deduction.

## What is the maximum I can contribute?

The maximum contribution each year is set by the IRS. Contributions made by your employer do count toward the maximum allowed. For 2010, those with single coverage may contribute up to \$3,050 and for family, \$6,150. For 2011, those with single coverage may contribute up to \$3,050 and for family, \$6,150.

## Do HSA Accounts allow catch up contributions?

Yes. HSA-eligible Individuals age 55 and older may make catch up contributions each year. The catch up contribution limit each year (until changed by the IRS) is \$1,000.

## What are the funds used for?

The funds in your HSA may be used for medical expenses to meet your deductible and for qualified medical expenses not covered by your health plan (examples: dental care, over the counter medications, etc.). Once you have satisfied your deductible, your health plan will cover your qualified medical expenses, subject to your plan benefits.

## How do I pay for medical expenses?

You will receive a debit card for medical purchases and payments. This allows you to access funds easily and conveniently. You may also elect to use personal funds and save your HSA dollars for future expenses.

## How do I know my account balance?

You will receive an HSA bank account statement each month indicating account balance and transaction history. You may also access your account information through your PilotHSA Account on our website [www.pilothsa.com](http://www.pilothsa.com). Access instructions will be provided once enrollment is complete.

## How do I pay for a doctor's visit?

Most health plans today are combined with a provider network. At the doctor's office, show your insurance card and request claim submission to the insurer. You will receive an EOB (Explanation of Benefits) from the insurer indicating the negotiated rate of service and then wait to receive a bill by the provider. Once you receive the bill, you may elect to use your HSA to complete payment or you may pay with personal funds.

## How do I pay for a prescription at the pharmacy?

Show your insurance card to the pharmacy to get your insurer's negotiated rate. Then pay for your prescription by using your HSA or pay with personal funds.

## What happens to the money leftover each year?

HSA funds rollover from year to year and continue to grow tax-free. You may use these funds to pay for qualified medical expenses at any time or save them for retirement.

## What if I change employment?

HSAs are individually owned and controlled. Therefore, money in the account remains with the account holder. Funds can still be used to pay for qualified medical expenses tax-free or at age 65 used to supplement income, tax-deferred. If you obtain an HSA compatible health plan (HDHP), you may continue to fund your account.

## What happens if my medical expenses exceed my HSA account balance?

Any expenses paid out of your own pocket can be reimbursed from the HSA once funds are available. Simply keep your receipts to determine the total reimbursement you will need from the account. Keep information in your tax file for the year to indicate the reason for the payment to yourself.