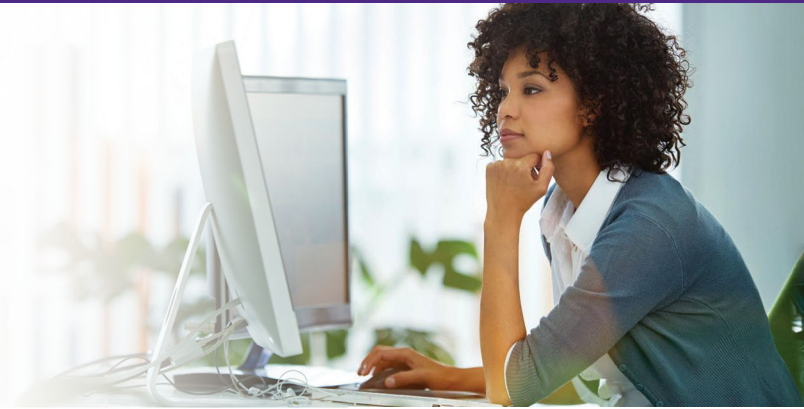


Integrated Claims:

# What You Need to Know



The HealthEquity integrated claims service allows you to include health insurance claim information in your HealthEquity account. Integrated claims provide a simple and convenient way to make payments and track healthcare expenses directly from the HealthEquity member website. **All claims are provided to HealthEquity with limited detail, to ensure compliance with HIPAA and Protected Health Information policies and best practices.**

You can opt-in or opt-out of integrated claims by completing the following steps:



## Opt-in to integrated claims

By opting into integrated claims, you allow claims to load to the HealthEquity Member Portal. Claims for minor dependents will be masked. Over-age dependents can also authorize their claim information to be displayed by signing and submitting the HIPAA release form.

To opt-in to integrated claims, you will need to agree to the Private Health Information Authorization.

- Log in to your HealthEquity account
- Navigate to the “View claims” page in the member website
- In the main window, click the “Accept the Protected Health Information authorization” link
- Click “Show Agreement”
- Choose “I Agree”

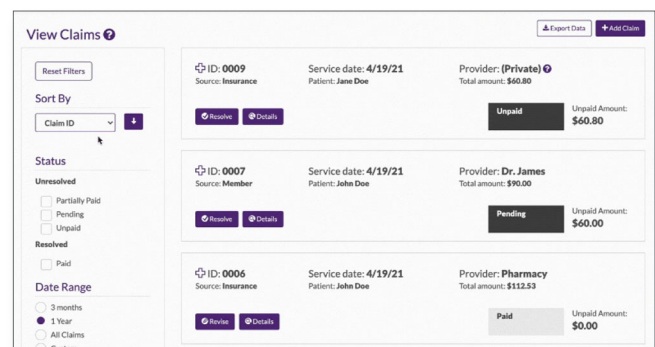
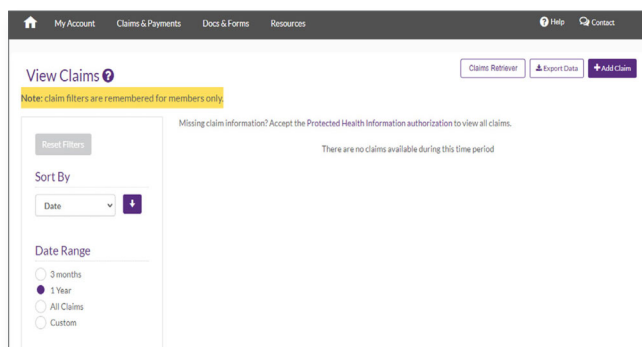


## Opt-out of integrated claims

If you do not want to include claims information in your HealthEquity Member Portal, you do not need to take any action. Integrated claims will not display by default and will only be included if you agree to the Protected Health Information Authorization.

If you have agreed to the Private Health Information Authorization and wish to revoke the permission, you may complete the following:

- Log in to your HealthEquity account
- Visit “My Account” > “Profile” > “Profile Details”
- Navigate down to the section “Agreements and Permissions”
- Click on the edit icon (pencil) and click “Show Agreement”
- Choose “I Do Not Agree”



Our integrated claims services are designed to simplify the healthcare payment experience. Whether you opt-in or opt-out of integrated claims, HealthEquity's top priority will continue to be ensuring your private information is safe and secure.



## Submitting a claim

### 1. Pay Me Back

Use this option if you have already paid for an eligible expense out of pocket so you can be reimbursed from your account.

#### Via the web portal

- Log in to your HealthEquity account
- Click 'Claims and Activity'
- Click 'Submit Receipt or Claim' and select 'Pay Me Back'
- Enter payment information and select 'Submit Claim'
- Upload digital copies of your receipts

### 2. Pay My Provider

You can arrange to pay your healthcare providers directly from your HealthEquity account for eligible expenses.

#### Via the web portal

- Log in to your HealthEquity account
- Click 'Claims and Activity'
- Click 'Submit Receipt or Claim' and select the 'Pay My Provider' option
- Select the HealthEquity account that should pay your provider
- Request 'One-time' or 'Recurring Monthly' payment
- Enter the required payment information and select 'Submit Claim'
- Upload digital copies of your invoice or receipts
- HealthEquity sends payment(s) directly from your account to your provider

**Questions? We're here for you 24/7.**

866.346.5800 | [my.HealthEquity.com](https://my.HealthEquity.com)