

# Dependent Care Flexible Spending Account (DCFSA)

Login Site:

**MyAccounts.hsabank.com**



## GETTING STARTED WITH YOUR DCFSA



**To register your online account**, go to [MyAccounts.hsabank.com](http://MyAccounts.hsabank.com), click on "Create your new username and password," and follow the prompts.

**After you have set up your account, you can access your account online** through our Benefits Administration Platform.

- Robert Half and Protiviti employees: <http://www.Enrollmyrhbenefits.com>
- Full-Time Professionals: [www.FTEPEnrollMyRHBenefits.com](http://www.FTEPEnrollMyRHBenefits.com)

Here you can view current balance information, set up or update your profile, review account activity and manage your healthcare expenses.

Funds in your DCFSA are not made available to you until they are deducted from your paycheck. Before submitting a claim, check your DCFSA balance to be sure you have sufficient funds to cover it.



**Your HSA Bank Visa® Health Benefits Debit Card** will arrive in a separate mailing. You can use your card to pay for IRS-qualified expenses eligible under the Robert Half plan. Please note that in order for your card to be authorized, your dependent care provider must have a Merchant Category Code (MCC) for a child care provider. You will also need to submit a receipt for the claim to be verified and processed for payment.



**To order a second, free HSA Bank Visa® Health Benefits Debit Card for a dependent** (such as your spouse); simply add them as a dependent on the Member Website. To do so, navigate to Accounts, click Profile Summary, Add Dependent<sup>1</sup>, fill out the information for your dependent and click Submit.



**Go Paperless!** We encourage you to elect to receive statements, notifications, and alerts electronically by providing your email address or mobile phone number. The Statements & Notifications Preferences page on the Member Website outlines all the documents and notifications available.

## NEED ADDITIONAL ASSISTANCE?



At HSA Bank, we are committed to providing you with superior service. That's why we offer live phone support 24 hours a day, seven days a week. Simply call 833-228-9354 to speak with a representative.





## FAQS FOR THE NEW MEMBER

### **Can I change my election or stop contributing money to my Dependent Care FSA at any time during the plan year?**

Once you enroll in a Dependent Care FSA, you cannot change your election amount except in the case of a qualifying event. Qualifying events may include changes in status that affect eligibility of dependent care expenses (e.g., birth of a child or a child's attainment of age 13), changes in the cost of care and/or providers, and changes related to the Family and Medical Leave Act (FMLA) unpaid, job-protected leaves.

### **What is considered an eligible, IRS-qualified expense under a Dependent Care FSA?**

Eligible dependent care expenses may include services inside or outside your home by anyone other than your spouse or a person you list as a dependent for income tax purposes for one of your children under the age of 13. Services may be provided at a child or adult care center, nursery, preschool, after school care program, or summer day camp.

### **How do I access my dependent care funds?**

Dependent care funds are deposited to your account following each payroll deduction. When you incur a qualified expense, you may file a claim to be reimbursed from your account. This can be done online, through the mobile app, or by using a paper claim form. For some childcare expenses, you also have the option to use your HSA Bank Visa® Health Benefits Debit Card.

### **Do my Dependent Care FSA dollars expire?**

Yes, if you don't use your Dependent Care FSA dollars within the plan year, they will expire. Your plan offers a 90 day run-out period, which gives you extra time in the new plan year to file claims for expenses incurred in the previous plan year. Since your plan year ends on December 31, you have until March 31 of the following year to file claims. Your plan doesn't offer a Grace Period. As noted in IRS guidelines, eligibility is based on when your dependent(s) receive care, not when you are billed, charged, or pay for the services.

### **Do I need a receipt?**

Yes, you will need a receipt that shows the date of service, provider name, amount, recipient, and description of services to file a claim, as well as to "substantiate" your card transaction. Once we have reviewed your documentation and "substantiated" a card expense, future transactions during your plan year for the same amount with the same provider will not need further receipts.

### **How do I use my card to pay for child care expenses?**

In order to use your debit card to pay dependent care expenses, you must have sufficient funds available to cover the entire transaction. If you swipe your card for an amount above what you have in your account, the transaction will be denied. Please use the Member Website or mobile app to check your available balance.

The dependent care "purse" on your HSA Bank Visa® Health Benefits Debit Card is configured to only be accepted at merchants that are coded as child care providers. Payments to schools (even for eligible after-school expenses) will likely decline unless the school has a separate Merchant Category Code (MCC) for aftercare. In this case, you would simply pay your provider and submit a claim through our website or mobile app.

### **How often are reimbursements made?**

Claims are processed on a daily basis. Once your claim has been processed and approved, payment will be issued to you via check or direct deposit. If you elect to receive a check, please allow extra time for delivery through the postal service.

### **Can I set up direct deposit for receiving my Dependent Care reimbursements?**

Yes, you can receive your reimbursements more quickly by signing up online for direct deposit to your external, personal checking or savings account. On the Accounts tab, Banking/Cards page, click on "Add Bank Account", enter your bank account information, and click Submit.

### **Does HSA Bank have a mobile app<sup>2</sup>?**

Yes, HSA Bank Mobile offers real-time access for all your account needs – like checking account balances, filing claims, and tracking expenses – 24 hours a day, seven days a week. Download it today at Google Play or the App Store.

1. Dependents must be over the age of 18 years for a card to be issued.

2. While the HSA Mobile app is free to download, message and data rates may apply. Check with your mobile services provider for any charges that may apply for data usage on your mobile device. Please refer to the Online Services Agreement for further details regarding HSA Bank Mobile banking services.