



HSA EMPLOYER News



June 2015

Pivot: All the Right Moves in HSA Management™ Is Ready for You

The HSA plan management tool you've been waiting for is here, and it's brought to you by The Bancorp!

Pivot: All the Right Moves in HSA management™ delivers unmatched flexibility, ease of use and greater efficiency to company-sponsored Health Savings Account (HSA) programs.

The many benefits and features of the new platform include:

- Combined HSA enrollment*, flexible funding options and detailed reporting
- All functions available in a single portal accessed with a single user ID
- Interactive dashboard displays account status, average balances and more
- Enroll and manage one or more HSA groups of any size
- Mobile-friendly access to the site from your device--anytime, anywhere

*Enrollment features do not apply to groups using third-party enrollment.

We invite you to watch our online video, [Pivot: All the Right Moves in HSA Management™](#), and learn more about this cutting-edge HSA solution.

Current Clients: Making the Move

[If you use the HSA Funding or Reporting Portals](#) - We will send you instructions detailing your move to the new platform. Please check your emails regularly for information about this process. Please do not self-enroll for Pivot. Doing so will interrupt the transition of your group to the new platform.

New Employer Groups

If you're new to The Bancorp and not currently registered for any of our services, Pivot is the tool you need to launch and maintain your HSA program. Register today by clicking the Pivot banner on your HSA website** and follow the instructions to get started.

**Pivot access is currently available on select HSA websites. If you'd like to register for Pivot, but there's no Pivot banner on your website, please send an email to PivotSupport@thebancorp.com. Only transmit your contact information and not any specific account or employee details.

Account Opening Process: Your Questions Answered

We often get questions about the process of opening new Health Savings Accounts (HSAs): Why aren't accounts opened automatically once an employee's enrollment information is submitted? Why can't contributions be posted to accounts in pending status?

All financial institutions must follow certain federal regulations when opening and maintaining any type of bank account, including HSAs. Before we can open a new account, we must obtain, verify and record an applicant's name, address, date of birth and Social Security number. We can usually confirm an applicant's information without additional documentation.

Sometimes further review is needed to confirm identity or validate an address, and the HSA will be pended. This can be the result of a recent name or address change. We will contact the applicant directly, asking for copies of certain documents: a driver's license, passport, Social Security card, paystub and/or other proof of identity.

Once we receive and verify the required documents, the HSA will be opened and ready to use for qualified medical expenses. Your employees will receive a welcome letter by mail with information about their new HSA and tips for using it.

Free Webinars Explain HSA Basics and Benefits

Your employees need the right tools and information to adopt and use your HSA program. Our free HSA webinars are a great resource to help employees understand how an HSA works and how to use it to their best advantage. These live 30-minute sessions include participant question-and-answer time.

HSA 101 – An Overview of Health Savings Account Basics -

[Click Here](#) to register.

Date: Every Monday

Time: 12:30 p.m. Eastern Time

HSA 102 – Tips for Managing & Maximizing Your HSA -

[Click Here](#) to register.

Date: Every Monday

Time: 4:00 p.m. Eastern Time

Once registered for a webinar, employees will receive a confirmation email with instructions for joining the session.

