



Opening your Health Savings Account (HSA)

The Health Savings Account (HSA) is offered with CVS Health's HSP medical plans. It's an individual bank account that's subject to the USA PATRIOT Act. Under this Act, all financial institutions (like PayFlex®) are required to obtain, verify and record information that identifies each person **before** they open an account.

To satisfy the USA PATRIOT Act requirements, PayFlex must confirm your full legal name, date of birth, social security number and residential address (P.O. Boxes are not accepted). PayFlex may need additional documents from you to help verify your identity. In most cases, your information will be verified, and your HSA will go from **Pending** to an **Open** status. Once opened, PayFlex will deposit any retro pro-rated contributions into the HSA within 30 days. You'll receive your debit card to use for eligible health care expenses within 7 to 10 business days of opening your account.

Why would PayFlex ask me to send documents?

The enrollment information PayFlex received from CVS Health may not confirm your:

- Full legal name – we must receive correct spelling and no nicknames
- Date of birth – you must be at least 18 years old to open an HSA
- Social Security number – we need to confirm the full number
- Residential address – we can't accept P.O. Boxes

As a result, PayFlex needs copies of certain documents with this information to confirm your identity before we open your HSA.

How will I know if PayFlex needs documents from me?

You'll receive a notification email or letter by mail to your home address if PayFlex needs you to take action. The notification will ask you to send documents to help verify your identity. If you don't respond within 30 days of that notification, you'll receive a reminder email or letter. If you don't send the required documents within 90 days, PayFlex will return any pending contributions and pause all ongoing contributions. **PayFlex cannot open the HSA or accept any contributions until you successfully verify your identity.**

What documents do I need to send to PayFlex?

It depends on the information we need to verify. If you're not sure what documents you need to send, call PayFlex at **1-888-678-7646 (TTY: 711)**.

Where do I send my documents?

The quickest way to send your documents is to email them to CVSCIP@payflex.com. You can also fax or mail to PayFlex.

Fax: 402-943-1567

Mail: PayFlex Systems USA, Inc.
HSA Operations
P.O. Box 3317
Carol Stream, IL 60132

Note: You cannot upload your documents to the PayFlex member website.

I didn't send my documents by the deadline. Can I still open an HSA?

You may still be eligible to open an HSA. All CVS Health colleagues can call myHR at **1-888-694-7287** and tell them that you want to open an HSA.

Have questions?

Visit cvshealth.payflex.com or call us directly at **1-888-678-7646 (TTY: 711)**. We're here to help Monday through Friday, 7 AM to 7 PM (CT) and Saturday, 9 AM to 2 PM (CT).

PayFlex Systems USA, Inc.

PayFlex is part of the CVS Health® family of companies.

There may be fees associated with a Health Savings Account ("HSA"). These are the same types of fees you may pay for checking account transactions. Please see the HSA fee schedule in your HSA enrollment materials for more information.

This material is for informational and educational purposes only. It does not contain legal or tax advice. You should contact your legal counsel or your tax adviser if you have any questions or if you need additional information. Information is believed to be accurate as of the production date; however, it is subject to change. PayFlex cannot and shall not provide any payment or service in violation of any United States (U.S.) economic or trade sanctions. For more information about PayFlex®, go to payflex.com.

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