

HSA Frequently Asked Questions

- **How do I make an HSA claim?**

To confirm if the claim is an eligible expense under your HSA, you can call the Canada Revenue Agency at (800) 959-8281 or Medavie Blue Cross at (800) 667-4511.

Claim forms are available from your Group Administrator or by visiting medavie.bluecross.ca, and clicking on Group products, then forms.

Simply fill out this form and attach any original paid in full receipts; if receipts were submitted under another plan and the unpaid portion is now being claimed, attach copies of your receipts along with the original "Explanation of Benefits statement from the other insurer.

Send the form along with applicable information to:

Medavie Blue Cross
644 Main St. PO Box 220
Moncton, NB E1C 8L3

- **How does my HSA work with other health coverage I may have?**

In order to preserve your HSA money, submit all of your claims to any other coverage first (e.g. a spouse's plan), then claim the remainder under your HSA.

- **How can I check my HSA balance?**

The balance is shown on each HSA cheque issued, or go online as a cardholder at www.medavie.bluecross.ca or call Medavie Blue Cross at (800) 667-4511.

- **Whose expenses can I claim under my HSA?**

Employees can submit expenses incurred for themselves and eligible dependents. For the purposes of an HSA, an eligible dependent is a child, grandchild, parent, grandparent, brother, sister, uncle, aunt, niece or nephew of the individual or of the individual's spouse and must be dependent on the individual for support at some time in the year. Because this person is not on your plan a disclaimer must be completed and kept on file.

- **Why can't my spouse sign my HSA claim?**

A Health Spending Account is personal, like a bank account. Therefore, only the employee may make inquiries and claims. In order for a spouse to be able to request reimbursement from an HSA, he/she must have legal power of attorney.