

# Voya Health Savings and Spending Accounts

Living today, planning for tomorrow

## Novel coronavirus (COVID-19) Frequently Asked Questions

COVID-19 has generated many questions related to Health Savings Accounts (HSAs), Flexible Savings Accounts (FSAs), and Commuter Benefits. This document captures several of the most common questions and will be updated regularly as this unprecedented situation continues to evolve. As new information is made available we will continue to communicate with you. If you have a question that isn't addressed, please reach out to our Consumer Services Team at (833) 232-4673 or email [VoyaSupport@voya.benstrat.com](mailto:VoyaSupport@voya.benstrat.com).

### General Questions:

#### 1. What if I'm not able to get a receipt because my provider is closed?

If your eligible expense was submitted through an insurance carrier, you can provide your EOB (Explanation of Benefits) as a valid form of documentation. If you do not have an EOB, try to contact your provider as you normally would. If you are unable to reach your provider, we suggest calling our Consumer Services Team at (833) 232-4673 to understand your options. We will be monitoring guidance from the IRS to determine if receipt requirements will be relaxed.

### Health Savings Accounts (HSAs):

#### 2. What items are eligible for reimbursement with my HSA?

On Friday, March 27, 2020, Congress passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act. As part of this legislation, section 3702 allows HSAs to be used to purchase certain over-the-counter (OTC) medical products and medicines, including those needed in quarantine and social distancing, and feminine hygiene products, without a prescription from a physician.

With this change, merchants will be updating their systems to recognize the new eligible items in April. As merchants work through these updates, you may have inconsistencies in your shopping experience. If the OTC product you are trying to buy with your Voya debit card gets denied, we recommend using a different payment method and then file a claim through the Consumer Portal or mobile app for reimbursement. Our internal claims systems are updated to approve OTC medicines that are now eligible. We expect inconsistencies to be temporary and resolved by June.

This is a permanent change.

#### 3. What happens to my HSA if I am no longer employed?

The money in your account is yours and you can continue to use your account and your debit card as you did before. You can continue contributing to the account only if you are enrolled in a qualified High Deductible Health Plan (HDHP).

Health Savings and Spending Accounts, including Health Savings Accounts, Flexible Spending Accounts, Commuter Benefits, Health Reimbursement Arrangements, and COBRA Administration offered by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC). Administration services provided by WEX Health, Inc., and Benefit Strategies, LLC.

#### 4. What happens to my HSA if I am furloughed (on a leave of absence)?

The money in your account is yours and you can continue to use your account and your debit card as you did before. You can update your election at any time with your employer, including suspending contributions. If you are not receiving pay while on furlough, you can separately contribute to your HSA (e.g., directly from another bank account), if you are still covered by a qualified High Deductible Health Plan.

#### 5. Can I use my HSA to cover COBRA premiums? Or other health insurance premiums?

- COBRA: Yes, you can use your HSA to cover COBRA premiums.
- Other health insurance: You can use your HSA to cover other insurance premiums if you are collecting federal or state unemployment benefits.

#### 6. What are the rules around telehealth?

The CARES Act includes a provision that allows High Deductible Health Plans (HDHPs) to cover telehealth services before the deductible has been met. Until now, the IRS has not allowed these expenses to be reimbursed under a HDHP until the plan's deductible had been met. Doing so jeopardized the employer or employee's ability to make HSA contributions. This provision is currently set to expire on December 31, 2021.

#### 7. Did the IRS extend the 2019 HSA contribution deadline?

Yes. Because the filing deadline for 2019 federal income tax returns is now set for July 15, 2020, the 2019 HSA contribution deadline for has also been extended to July 15, 2020. You can now make contributions for the 2019 tax year until July 15, 2020.

### **Flexible Spending Accounts (FSAs), Limited Purpose Flexible Spending Accounts (LPFSAs), Dependent Care Accounts (DCAs):**

#### 8. What items are eligible for reimbursement with my FSA?

The CARES Act, section 3702, allows FSAs to be used to purchase over-the-counter (OTC) medical products and medicines, including those needed in quarantine and social distancing, and feminine hygiene products, without a prescription from a physician.

With this change, merchants will be updating their systems to recognize the new eligible items in April. As merchants work through these updates, you may have inconsistencies in your shopping experience. If the OTC product you are trying to buy with your Voya debit card gets denied, we recommend using a different payment method and then file a claim through the Consumer Portal or mobile app for reimbursement. Our internal claims systems are updated to approve OTC medicines that are now eligible. We expect inconsistencies to be temporary and resolved by June.

This is a permanent change.

#### 9. What happens to my FSA (Health FSA, Limited Purpose FSA, Dependent Care FSA) account(s) if I am no longer employed?

You will have up to 90 days from date of termination to file claims that were incurred while you were employed; check with your employer for specific rules. Claims incurred after your date of termination are not eligible. You will need to file a manual claim through the consumer portal as your debit card will be shut-off after date of termination. After the run-out period, any money left unused will be returned to your employer unless you are eligible for COBRA and choose continuation of your FSA

**10. What happens to my FSA (Health FSA, Limited Purpose FSA, Dependent Care FSA) account(s) if I am furloughed (on a leave of absence)?**

Your account will remain active, though you may not be able to file new claims incurred during your furlough status, depending on your employer rules. You may be able to update your election, when you enter your furlough status, depending on your employer's rules.

**11. Am I able to change my dependent care FSA elections because my day care center is closed or daycare needs have changed?**

If your daycare center is closing, your in-home care provider is not available or you need to change to a different daycare provider with a different rate due to COVID-19 concerns, you may increase or decrease your 2020 Dependent Care Flexible Spending Account election amount consistent with the change in your qualified dependent daycare expenses through your employer.

**Commuter Benefits Accounts (Parking and Transit):**

**12. What happens to my Commuter Benefits accounts(s) if I am no longer employed?**

You will have up to 90 days from date of termination to file claims that were incurred while you were employed; check with your employer for specific rules. Claims incurred after your date of termination are not eligible. You will need to file a manual claim through the consumer portal as your debit card will be shut-off after date of termination. After the run-out period, any money left unused will be returned to your employer unless you are eligible for COBRA and choose continuation of your FSA

**13. What happens to my Commuter Benefits account(s) if I am furloughed (on a leave of absence)?**

Your account will remain active, but you cannot continue to use your commuter accounts while on furlough. You can generally change your Commuter Benefit election each month. You can update your election with your employer.

**14. Am I able to change my Commuter Benefits election because I am working from home?**

Yes, you can generally change your Commuter Benefit election each month. You can update your election with your employer.

This is provided for informational purposes only and is subject to change as the situation warrants. This is not legal or tax advice and should not be relied upon or construed as legal or tax advice. This document is for general informational purposes only and does not intend to be complete or cover every situation.

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This highlights some of the benefits of these accounts. If there is a discrepancy between this material and the plan documents, the plan documents will govern. WEX Health, Inc. reserves the right to amend or modify the services at any time.

The amount saved in taxes will vary depending on the amount set aside in the account, annual earnings, whether or not Social Security taxes are paid, the number of exemptions and deductions claimed, tax bracket and state and local tax regulations. Check with a tax advisor for information on whether your participation will affect tax savings. None of the information provided should be considered tax or legal advice.

Investments are not FDIC Insured, are not guaranteed by Voya Benefits Company, LLC (in New York, doing business as Voya BC, LLC), and may lose value. All investing involves risks of fluctuating prices and the uncertainties of return and yield inherent in investing. All security transactions involve substantial risk of loss.

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