How to Set-up Your HealthEquity Member Profile

1. **LOG IN TO YOUR EMPLOYEE SELF SERVICE AND THEN SINGLE SIGN ON (SSO) FOR HEALTHEQUITY SITE**
   - Visit: https://hris.uiowa.edu, log in with your HawkID and password.
   - Once logged in, select “Benefits & Wellness” button.
   - Under Flex Spending, select the link: “New for 2023! HealthEquity Health and Dependent Care FSA”.
   - Enter your hawkID and password again and complete your Duo Authentication.

2. **START REVIEWING YOUR ACCOUNT INFO WITH HEALTHEQUITY**
   - The next screen, after Duo verification, will be your HealthEquity Portal Home Page.
   - Navigate to the upper right of the screen where you see your name and initials, select the circle, and choose the “Profile” link.
   - A “Modify profile” pop up box will appear. Select one or the only link listed.

3. **REVIEW AND MODIFY YOUR PROFILE PREFERENCES**
   - CONTACT INFORMATION: Verify your contact info is correct. If address is wrong, log in to Employee Self Service to update.
   - PREFERENCES: Default communication is by mail. Choose other delivery methods such as email or text messages here.
   - REIMBURSEMENT METHOD: Default is to receive a paper check in the mail. If you would prefer direct deposit to your bank, you will need to add your banking information.
   - AUTHORIZED INDIVIDUALS: Optional - add or remove individuals (e.g., spouse/partner, child, parent) who can contact HealthEquity on your behalf.
   - USERNAME & PASSWORD: Only required if you plan to use the mobile app to submit claims, you will need to set this up.

4. **IF YOU HAVE A HEALTH CARE FSA, REVIEW THE CARD CENTER LINK**
   - If you have a Health Care FSA, Review the Card Center.
   - This Visa card is another way for you to pay for eligible medical expenses.
   - You are not required to use this card. You may securely dispose of it or never activate it if you wish to submit your claims online or through another device.
   - From the Card Center, you may check your Visa card balance, review account activity, learn how to use the card, order a card for a dependent (spouse/child) to use, and more.

5. **PREPARE TO SUBMIT YOUR FIRST CLAIM**
   - There are multiple ways to submit claims for reimbursement:
     - Pay using your HealthEquity Visa debit card (healthcare FSA only). It may require the submission of additional information.
     - Submit online through your member portal.
     - Mail or fax your claims to HealthEquity.
     - Use the EZ Receipts mobile app.
   - Before you begin:
     Ensure you have all the appropriate documentation you may need when submitting a claim (i.e., EOB, receipt).
     HealthEquity has 24/7 customer service available to our members.

Call customer service toll-free at 877-924-3967