How to Set-up Your HealthEquity Member Profile

IOWA

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"

  FLEX SPENDING
  ⭐ 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 in 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

- 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.

- This Visa card is another way for you to pay for eligible medical expenses.

- 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