

What's New With Blue Solutions® Spending Accounts?



Exciting things have been happening with the Independence Blue Solutions Spending Account products that will enhance our customers' and members' experience.

Enhanced Customer/broker support materials

Spending account information is available via our online platforms, ROAM Resource Center and Broker Forms Online. New materials include:

- Health Spending Account (HSA) FAQs to answer questions regarding setup, managing the HSA, and Bank of America® investments
- Customizable HSA presentations
- Guides that provide support to our customers regarding contributions and reporting capabilities.
- Simplified HRA and HSA setup applications
 - HSA can generally be added through ROAM, with no paper form necessary

Enhanced member support materials

Updated materials available through the member portal, including:

- Enhanced support with “Ask IBX”, the online virtual assistant tool that answers to common members questions regarding spending accounts.
- Updated spending account overview guides, with new “How to” documents that provide step-by-step instructions on spending account-related activities.
 - Available in the member portal resource center and IBX App.

Blue Solutions HSA and HRA products are completely integrated with our medical plans, have no monthly administrative fees, and provide a great experience and value for customers.

The IBX spending account customer service team is specially trained to answer member questions, available via the phone number on the back of the medical ID cards.



More value and added features make our spending accounts a great choice!

Our Blue Solutions spending accounts provide customers the opportunity to lower their healthcare costs and provide their employees with high quality health care coverage.

Employer Benefits Include:

- Easy account maintenance
- Simple contribution and reporting process
- Employer HSA Employer Contribution Help Desk to support our group leaders
- No monthly administrative fees for small market employers or employees

Members Benefits Include:

- Quick access to account balance and claim information on the free IBX mobile app
- Claims integration that provides a superior spending account experience
- A spending account Visa® debit card with options to add cards for dependents at no extra no cost
- An integrated customer service experience

Our market-leading HSA from Bank of America® is integrated with our products and services to streamline the employee experience while helping employees maximize the value of their health care dollars.



Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

BROKER
COMMUNICATION