



Paperless administration

Going paperless

Once you are set up, you will be able to access your communications, balances, and reimbursement options – all from your computer.

1. Create an online account

An online account lets you see how much is saved in your reimbursement account and submit your expenses with the snap of a photo. Sign in at **healthpartners.com**. Or download the **HealthPartners Accounts** mobile app.

2. Sign up for direct deposit

Save yourself the hassle of dealing with paper checks. Payments from your reimbursement account will go directly to your bank account. Sign into your account at **healthpartners.com** to complete the form.

3. Pay with your reimbursement account

When you have an eligible expense, like a doctor's bill, prescription or glasses, you have a few ways to use your money:

- **Automatic submission** (for HealthPartners medical plan members with health care expenses). When you go to the doctor or pharmacy, the claim goes directly to HealthPartners for processing. Then, you automatically get paid from your FSA or HRA. You can use that money to pay your bill, if you haven't already.
- **Pay with your FSA or HRA debit card.** It's so easy. When it's time to pay, use your FSA or HRA debit card like you would any other debit card.

4. Watch for document requests or reimbursement updates

After using your card or submitting your request for reimbursement, watch for the following:

- **Requests for information.** If we don't have the information we need, we'll reach out. As long as you send in the info we need within 90 days of using your debit card, you'll still be able to use your card.
- **Declined for reimbursement.** If you've submitted documentation for an ineligible expense, you'll get a notice letting you know your debit card is suspended and how to repay the service.

Rather than waiting for these notifications to be mailed, paperless administration will allow you to see them as soon as they are sent to you. This will allow you to get each request completed quickly and efficiently.

For additional help

Call HealthPartners Member Services at **952-883-7000** or **866-443-9352**, Monday through Friday from 7 a.m. to 6 p.m. CT.