Still confused? No worries, we’re
here to help. Call Member Services at **952-883-7000** or **866-443-9352**,
Monday through Friday from
7 a.m. to 6 p.m. CT.

Flexible Spending Account (FSA) or other reimbursement account

**How to use
your account**

Congrats! Choosing an FSA or other reimbursement account is a great way to stretch your health care dollars. But where do you start? Here are five easy steps.

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 **myHP** **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. Fill out the form in your online account.
3. **Show your HealthPartners member ID card**If you’re a HealthPartners medical plan member, show your ID card when you go to the doctor or pick up a prescription to make sure you get the best cost.
4. **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. You can use that money to pay your bill, if you haven’t already.
* **Pay with your FSA debit card.** It’s so easy. When it’s time to pay, use your FSA debit card like you would any other debit card.
* **Submit a request for reimbursement**. Save a copy of your statement or receipt when you have an expense. Attach it when you fill out the reimbursement request form. You’ll usually get paid back within 7-10 days.
1. **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.