

# Mobile App Quick Start Guide

Voya Health Account Solutions

The Voya Health Account Solutions mobile app provides easy, on-the-go access to information for your account, which may include Health Savings Account (HSA), Health Flexible Spending Account, Limited Purpose Flexible Spending Account, Dependent care Flexible Spending Account, Health Reimbursement Arrangements (HRA), or Commuters Benefits for parking and/or transit expenses.

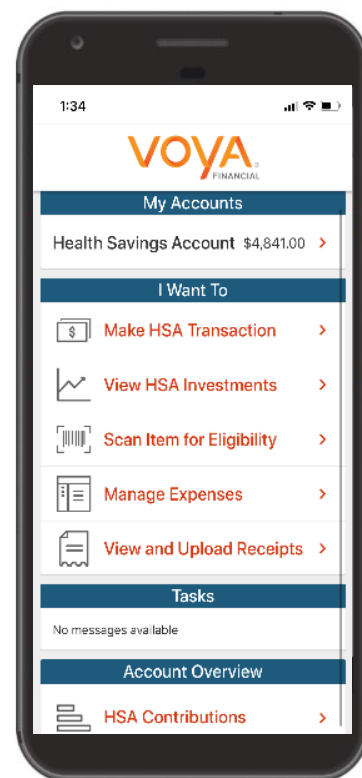
## The mobile app features include:

- Quickly check available balances and account details
- Use the eligible expense scanner to determine if a product is a qualified expense
- Upload eligible expense receipts in the receipt organizer
- View transaction history
- Submit Health FSA, Limited Purpose FSA, Dependent Care FSA, HRA and Parking Account claims
- Process an HSA distribution or contribution
- View HSA investment details and make investment transactions

**Get started with the Voya Health Accounts Mobile App in minutes.**



Login to your Consumer Portal to download the mobile app.



## How do I check my balances?

1. Open the mobile app
2. Enter your login ID and password
3. Account balances will display on the home screen under **My Accounts**. You can click into each account to see more details and account activity.

## How do I file a claim for my Health FSA, Limited Purpose FSA, Dependent Care FSA, HRA or Parking Account?

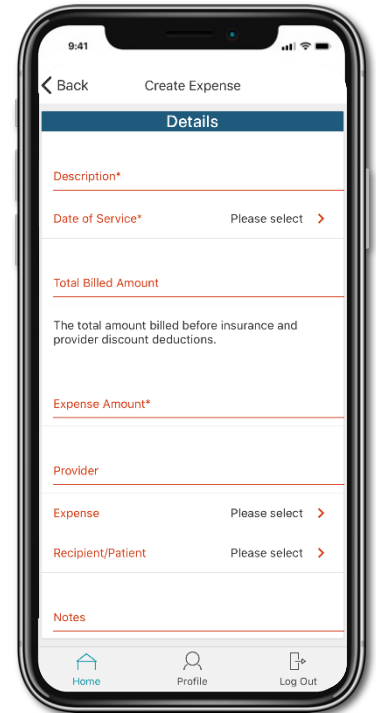
1. On the home screen, click **File a Claim** under the “I want to” section.
2. Choose the account for which you want to file a claim.
3. Select the Payee. If the payee is not already saved, you have the option to **Add New Payee**.
4. Fill in the claims details screen to capture the information about the expense.
5. You are required to upload a receipt prior to submission. You are able to upload a photo or take one with the camera.
6. Hit Submit and your claim will be submitted.

**Note:** If you see a **Receipts Needed** link in the Tasks section of your Home Page, click on it. You can easily upload the receipts from this page. To validate your claim, submit a receipt with the Date(s) of service, Type(s) of service, Cost of service(s), and merchant name/information.

## How do I make an HSA distribution?

1. On the home screen, click **Make HSA Transaction** under the “I want to” section.
2. Select Distribution and the Payee. If the payee is not already saved, you have the option to **Add New Payee**.
3. Complete the transaction details section and click “next”
4. Next you will have to read, understand and agree to the HSA Distribution Disclaimer.
5. Hit Submit and your distribution will be submitted.

**Note:** The IRS does not require you to submit receipts with your HSA Distributions, although it is recommended to keep receipts for future reference or in the event of an IRS audit.



## How do I utilize the Receipt Uploader?

This is where you can organize and store your qualified expense receipts for future use.

On the home screen, click **Receipt Organizer**.

6. Click the blue + button in the bottom right corner to add receipts to your file. You are able to snap a photo directly from this screen, or add a photo already in your camera roll.

Once added, you can add a label, view the receipt, or remove it from the list.

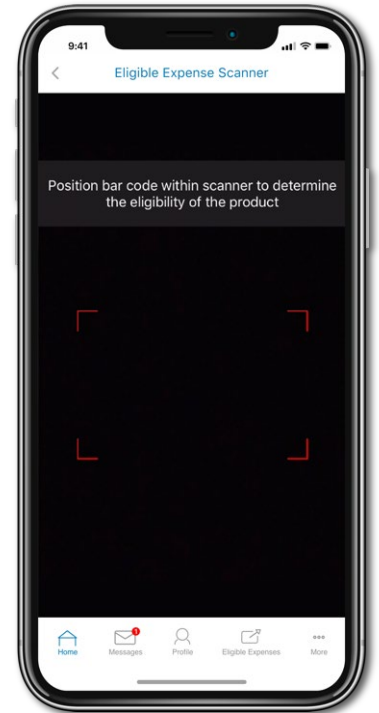
## How can I scan expenses before purchasing to see if they are eligible?

1. Click the **Scan Item for Eligibility** in the “I Want To” section of the homepage.
2. Quickly scan the items bar code to check the eligibility of the product.

**Note:** While we try to capture all brands and products, some private label brands and generic brands may not be added to the database yet. For example, scanning a generic box of adhesive bandages may not yield an “eligible” result, but scanning a Band-Aids brand box of the same bandages will yield an “eligible” expense.

## How do I manage my expenses?

1. To view and see your expense and claims history, select **Manage Expenses** in the “I Want To” section on the home page.
2. To view more detail about specific claims, click the claim you want to review.  
You will see the transaction details, payment detail, payment recipient information, and tax details.



## How do I manage my investments?

By clicking the **View HSA Investments** button in the “I Want To” section of the home page, you will be able to see more details about your current investments such as the investment balance, portfolio percentages and more!

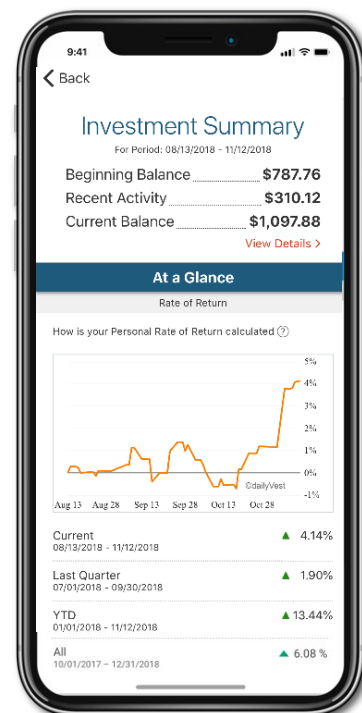
## How do I see the rate of return on my investments?

On the **View HSA Investment** page, click **Details** next to the investments balance. Here you will be able to see recent activity, current balances, rate of return and the portfolio and election percentages.

## How do I update my auto-transfer amount?

On the **View HSA Investment** page, scroll to the cash section. Click the **Update** button next to the Auto-Transfer section. You are able to select any amount in \$100 increment above the minimum threshold. The chosen cash balance will automatically be maintained. Excess cash will be invested and low cash balances will be replenished from unvested funds.

**NOTE:** The minimum threshold set by your employer will display on the page.



## Have questions? Contact Voya Financial Consumer Services:

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Live customer support 24x7

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