

Transition from Payflex to HSA Bank for 2024 – What to expect

As previously announced, in 2024 HSA Bank (a division of Webster Bank, N.A.) will replace Payflex as your new health care spending account provider for Health Savings Accounts (HSA), Health Reimbursement Accounts (HRA), Flexible Spending Accounts (FSA) and Dependent Care Flexible Spending Accounts (DCFSA). Also in 2024, you'll have the ability to select a Limited Purpose Flexible Spending Account (LPFSA), which works with the CDHP plan to allow you to save for qualifying vision and dental services.

If you have a 2023 FSA and/or DCFSA with Payflex

- 2023 FSA and Dependent Care accounts will finish out with Payflex through the normal claim filing deadline of March 30, 2024. You will need to submit paper claims for reimbursement on your 2023 qualified expenses.
- Payflex FSA debit cards will be inactivated on January 1, 2024. The last day to use your flex card is December 31, 2023.
- Accounts selected for 2024 will be set up with HSA Bank for January 1, 2024. You will receive a welcome kit and a new debit card in late December.
- You will continue to have access to your Payflex account through the Payflex member portal to see historical claims information.

If you have a 2023 HSA with Payflex

- If you elect the CDHP health plan for 2024, the 2024 HSA contributions from both employee and employer will go to the new account with HSA Bank beginning January 1, 2024.
- You will receive a welcome kit and a new debit card in late December.
- Any 2023 HSA contributions made to your HSA account through December 24, 2023, will go to your Payflex account.
- You will continue to have access to your Payflex account through the member portal to see historical claims information.
- Your HSA debit card will remain active as long as you have an open account with Payflex.
- You will have two options for your Payflex HSA account.
 1. You can transfer the funds from Payflex directly to HSA Bank. Watch for more details on transferring your Payflex HSA to HSA Bank.
 2. You can choose to leave the funds with Payflex.

HSA Bank Customer Service
1-800-357-6246
Or email askus@hsabank.com