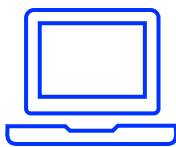


Group Online Contributions (GOC)

EMPLOYER TROUBLESHOOTING FLYER – HSA BANK



Overview

This flyer was created to assist you with identifying common file issues and/or employee level errors/warnings you may encounter when funding your employee's accounts via Group Online Contributions (GOC).

We're here to help!

Question?

Please contact your dedicated Cigna Consumerism Account Specialist

Having Trouble Uploading the File?

IF	THEN
File is not processing	<ul style="list-style-type: none">▪ GOC Limit: Confirm that the total amount of the file is not over your approved GOC daily limit.▪ Failed File in Queue: Files showing in the failed/on hold section within the import queue will need to be deleted before current file(s) will process.▪ Contribution Date: Check the date on the file, if the file is future dated it will pend until the future date is reached.▪ File Format: Check the formatting of the file to ensure the detailed records are formatted appropriately i.e. – SSN (9 digits/no spaces or dashes), Date (MMDDYYYY) no dashes, Contribution Amount (999.99) and Plan (Health Savings Account or this can be left blank).
Import tab is missing	<ul style="list-style-type: none">▪ Confirm that the GOC form/agreement was processed, and the appropriate portal access was provided. <i>Check with your Consumerism Account Specialist to confirm.</i>▪ Check with your financial institution to ensure they have HSA Bank's company ID (1390634250) to allow debits from the account.▪ Check the balance in your external account to ensure there is sufficient funds available.
File total and ACH pull amount does not match	<ul style="list-style-type: none">▪ If there were employee record errors/warnings on the file, the total of the ACH pull amount will be lower as HSA Bank will only request funds from your external account for employees, they are able to post funds to a health saving account i.e. – Active Status.▪ If multiple files were uploaded on the <u>same day</u> with the <u>same contribution date</u>, the ACH pull amount will equal the total of the combined files.
Canceling a file	<p>If you uploaded a GOC file and discover that the file is incorrect:</p> <ul style="list-style-type: none">▪ If prior to 2:00 p.m. CST same date: Upload the exact same file with \$0.00 dollar amounts for each contribution, this will cancel the file.▪ If after 2:00 p.m. CST: There is a small window in which you can review employee records via the employer portal 'Employee Tab' and if the contributions are still showing as 'pending' you can cancel the contribution manually.▪ If past 2:00 p.m. CST: The contributions will post to the account(s), check with your Consumerism Account Specialist for reversal options.

Employee Level Error/Warning Messages

You should view error and/or warning messages via the employer portal for each file submitted:

1. From the Imports tab > 2. Click on the applicable file > 3. Select review > 4. Select Download exception report > 5. Review sheet 3 of the excel document

Error	Error	Error	Warning Message
Participant ID with ID XXXXXXXXX cannot be found or Plan Name Health Savings Account not found	Contributions cannot be processed when customer's enrollment is terminated	Contributions for a consumer with HSA status of 'closed' cannot be processed	Multiple records for the same person in the same file with the same contribution type and date
No account exist at HSA Bank. Note: <i>Check the account status via the employee tab or via the HSA All Account Report.</i>	Employment status is terminated: If the bank account status is still active , the contributions date must be prior to the term date.	Health Saving Account is closed, you can no longer fund the employee's account.	The system will only process the last record in the file and ignore all previous records.
SSN may have been entered on the file incorrectly. Note: <i>Check the SSN on the contribution file for accuracy.</i>	Note: <i>You can locate the employment term date via the employer portal from the employee tab.</i>	Note: <i>Once an employee terminates from the HSA plan the employer sponsored account will close and if there is a balance the HSA moves to free agency.</i>	Note: <i>Any contributions that did not process will need to be re-initiated using a different contribution date.</i>

