

# MAXIMIZE CLAIMS AUTO-SUBSTANTIATION RATES

Choose a partner with the independence and flexibility to deliver the best possible benefits experience.



## SIMPLIFY ADMINISTRATION

We'll work with you to achieve best-in-class auto-substantiation rates for your unique plan design. Using 175+ health plan integrations, we deliver ~90% auto-substantiation rate on reimbursement accounts and up to 94% when you include HSA.

- Significantly reduce documentation and related correspondence
- Automatically identify errors and abuse, helping you avoid surprises down the road
- Maximize tax compliance with comprehensive claims reporting
- Reduce your tax liability with our end-of-year claims pooling logic

## ELEVATE THE MEMBER EXPERIENCE

Don't let manual claims substantiation frustrate your members. Our auto-substantiation promotes more hassle-free transactions, leading to much higher member satisfaction scores.

- Alert members to ineligible claims using plain-language communications
- Reduce disruption and unnecessary card suspensions by configuring controls and claim resolution protocols
- Upload and submit receipts on any mobile device
- Wow members with 24/7 onshore service

Discover more ways to simplify your benefits.

866.855.8908 | [HealthEquity.com](https://www.healthequity.com)



### Proprietary platform

Unlike some other administrators, we own our platform. So, you can expect a remarkable experience and significantly higher auto-substantiation rates.



### Automated claims feeds

175+ direct health plan integrations transfer claims data in near real time, reducing the need to manually manage activity.



### Dynamic processing

Technology uses smart algorithms and transaction history from our proprietary database to increase auto-substantiation rates every day.



### Matching memory

Members can upload information for the first transaction and subsequent transactions will match automatically.

## ONE PARTNER. TOTAL SOLUTION.

Only HealthEquity delivers the integrated solutions you need to simplify benefits and truly impact people's lives.



HSA



FSA



HRA



Commuter



COBRA



Wellbeing