



BENEFITS FREQUENTLY ASKED QUESTIONS

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NEW HIRE ENROLLMENT

I'm a new hire. How do I enroll in my benefits?

Welcome to Capital One! Before you enroll, visit My Be Well Benefits to [learn all about our benefits offerings](#). Find detailed plan information and use interactive guides and comparison charts to help select the best options to help care for you and your family.

Once you're ready to enroll, [open your Onboarding Dashboard in Workday](#) and navigate to your benefits task. You can also find your benefits enrollment task waiting for you in your [Workday inbox](#).

Select your benefits coverage by clicking on each tile (Medical, Dental, Vision, etc.) and follow the instructions on the right hand side of the page. When you've made your selection, click "Confirm and Continue" to move on to the next tile. You can also save your progress as you go.

Please note that once your elections are submitted, your elections are final and you will not be able to make changes.

When you are ready to submit your elections, click on the "Review and Sign" button. Review the Terms and Conditions, and if everything is correct, click "Yes, I accept".

How do I know my elections went through?

You'll see a confirmation page once your elections are submitted. Please download and save a copy of your benefit statement for your records. We'll also send you a confirmation email once we receive your elections.

When will I receive ID cards for my new coverage?

Once you complete your enrollment, it may take the insurance carriers between 7-10 days to process your new coverage. As soon as it's been processed, Anthem will generate and mail your ID cards to the address on file in Workday.

You will not receive an ID card for your dental insurance, if elected. You can use your SSN and DOB at your appointment or create an account online at www.deltadentalva.com and access a copy of your virtual ID card.

If I'm getting married or welcoming a new child to the family during the year, how do I make sure my new dependent(s) are covered?

You must update your coverage through the [Benefits application in Workday](#) within 31 days of the event (60 days after birth/adoption of a child or loss/gain of eligibility for a state/federal insurance program such as Medicaid or the Children's Health Insurance Program (CHIP). If you don't add your dependents to your coverage during this window, you must wait until the next benefits Open Enrollment period to make updates. Find [more information on life events](#) on mybewellbenefits.com.

How do I update my life insurance/401(k) beneficiaries?

To designate or update your life insurance beneficiary(ies), visit [The Hartford website](#). First time logging in? Your User ID is your first and last initials (lowercase) followed by the last four digits of your SSN. Your password is your first and last initials (lowercase) followed by your date of birth (MMDDYYYY).

To designate or update your 401(k) beneficiary(ies), visit this [netbenefits.com](#) beneficiary page.

Note: If you are a new hire or rehire, it may take a week or so before you are able to log on and designate your beneficiary(ies).

PREFERRED PROVIDER ORGANIZATIONS (PPO) + HEALTH CARE FLEXIBLE SPENDING ACCOUNTS (FSA)

What is a Primary Care Physician (PCP) and why do I need one?

A Primary Care Physician (PCP) is the doctor you can go to for routine screenings and wellness visits, and also consult with for any health questions and concerns. Selecting a PCP is an important part of managing your health effectively and can help save you money, because all PCP visits—even for non-preventive care—are free under the Basic and Enhanced PPO medical plan options when you use an in-network provider.

How do I know if my PCP is covered within the Anthem Blue Cross Blue Shield network?

Log in to [anthem.com/capitalone](https://www.anthem.com/capitalone) and select Find a Doctor, Vision Provider, Hospital or Urgent Care to search for in-network providers. You can also call 1-844-390-4133 Monday through Friday from 8 a.m. to 11 p.m. ET to ask about in-network providers.

Do I need to keep my receipts or submit more documentation after using my Health Care FSA debit card?

Yes! It's important to keep receipts (or statements) from any and all of your Health Care FSA debit card transactions because in some situations Anthem may request additional documentation. If you don't provide the documentation requested, your card will be deactivated and the amount of unsubstantiated claims will be reported as income on your W-2 tax form. Most transactions will approve automatically, but if a match isn't found Anthem will ask you to provide back-up documentation for a charge up to three times. If you don't respond, your debit card will be deactivated until you provide documentation or repay the claim.

If I have unused funds left in my Health Care FSA at the end of the year, will the funds roll over for me to use the next year?

You can roll over up to \$610 of unused Health Care FSA funds into the next calendar year for use throughout the calendar year. Remember, you must actively re-elect the Health Care FSA each year during Open Enrollment in order to continue making contributions and to have dollars rolled over.

Please note that if you choose to enroll in the CDHP medical plan option and open an HSA, you cannot use Health Care FSA funds. If you enroll in a Health Care FSA for 2023 and decide to enroll in the CDHP for 2024, Capital One will transfer any balance greater than \$50 (up to \$610) into a Limited Purpose FSA for 2024. You may only use the funds in your Limited Purpose FSA for eligible dental and vision expenses in 2024.

Why can I not continuously roll over all FSA funds like the HSA?

The IRS' rules require unused FSA funds to be forfeited. In recent years, they have allowed a carryover (up to \$610 for the 2024 plan year) for the Health Care FSA, which we have implemented as part of our plans, as long as the participant enrolls in the Health Care FSA the following year.

What is Capital One's contribution to the Health Care FSA for 2024?

Capital One will contribute up to \$500 to your Health Care FSA account, or \$19.23 per pay period in which you contribute. The company contribution will be prorated for mid-year enrollments.

Note: If you experience a qualified life event in 2024 and enroll in the Health Care FSA at that time, Capital One's contribution will be prorated based on your entry date and you'll be able to contribute more than \$2,550, as long as your and Capital One's combined contribution is less than \$3,050.

When will I be able to use funds in my Health Care FSA?

In a Health Care FSA, you have full access to your elected contribution amount on January 1, 2024 or upon enrollment if enrolling as a new hire or through a qualifying life event.

Can I change my contribution to a Health Care FSA mid-year?

Health Care FSA contributions cannot be changed unless you have a qualifying life event that allows a change. In any event, you may not reduce your contribution election to an amount less than what has already contributed to the account for the year.

Can my Health Care FSA be used to pay for my domestic partner's health care expenses?

No, per IRS regulations your Health Care FSA can't be used to pay for your domestic partner's health care expenses.

How can I order an FSA debit card for my dependents?

You can order a debit card for your dependents over the age of 18 by going to [anthem.com/capitalone](https://www.anthem.com/capitalone) or on the sydney mobile app. Log in and under the My Plan tab, choose "Spending Accounts" and then "Manage My Account". In the upper right hand corner hover over your name and select "Profile" and then scroll down and select "Add Family Member". Once the dependent is added, you will receive a debit card in the mail within 7 to 10 business days.

CONSUMER-DRIVEN HEALTH PLAN (CDHP) WITH HEALTH SAVINGS ACCOUNT (HSA)

OVERVIEW & ELIGIBILITY

What is the Consumer-Driven Health Plan (CDHP)?

The Consumer-Driven Health Plan (CDHP) is a health care plan that comes with a Health Savings Account (HSA), a tax-advantaged savings account that gives you more flexibility on how you spend or save your health care dollars.

With the CDHP, you pay a lower cost per paycheck (same as the Basic PPO), but your annual deductibles are higher than the Basic and Enhanced PPOs. For 2024, if you enroll in the CDHP, Capital One will automatically* deposit money into your HSA (up to \$500 if you enroll in individual coverage or up to \$1,000 if you cover any dependents)** to help you pay for the deductible or other out-of-pocket costs. You can choose to add your own pre-tax money to your HSA to build up your account, up to the annual IRS limits (For 2024, \$4,150 when enrolled in Associate Only coverage; \$8,300 when covering a family member), which is yours to keep.

*You may be required to provide documentation in order to establish your HSA. Company funding will be forfeited until your account is established.

**Prorated based on date of enrollment.

What is a Health Savings Account (HSA)?

A Health Savings Account (HSA) is a special bank account owned by you to pay for current and future health care expenses, even in retirement. This is unlike a Health Care FSA, which is owned by the employer. Since your HSA is owned by you, it is your responsibility to manage and adhere to the rules and limits of an HSA.

To access an HSA, you must be enrolled in the Consumer-Driven Health Plan (CDHP). The HSA is what really makes this medical plan option unique and gives you more flexibility over your spending and savings compared to a Preferred Provider Organization (PPO) plan. It provides a triple tax advantage: money is tax-free when it goes in, tax-free as it grows, and tax-free when used to pay for eligible health care costs. The HSA is not available with the Basic or Enhanced PPO plans.

How do I know if I'm eligible to establish an HSA?

The IRS has specific rules about HSA participation. To be eligible you:

- Must be enrolled in a qualified Consumer-Driven Health Plan (the Capital One CDHP is a qualified plan)
- Cannot be claimed as a dependent on another person's tax return
- Cannot be enrolled in Medicare Part A or Part B or Tricare
- Cannot have any other health coverage that is not a qualified CDHP
 - Not covered by spouse's or parent's medical or pharmacy plan
 - Not covered through a Flexible Spending Account plan (either employer's, spouse's or

parent's)

Please see [IRS Publication 969](#) to learn more about HSA rules and eligibility requirements.

Can I have a Health Care FSA with an HSA?

If you are enrolled in an HSA, you cannot be enrolled in a Health Care FSA.

Please note that if you enrolled in a Health Care FSA for 2023 and decide to enroll in the CDHP for 2024, Capital One will transfer any balance greater than \$50 (up to \$610) into a Limited Purpose FSA for 2024. You may only use the funds in your Limited Purpose FSA for eligible dental and vision expenses in 2024.

Why am I not eligible for an HSA if I have the Basic or Enhanced PPO?

The IRS requires a person making HSA contributions be enrolled in a High Deductible Health Plan, like Capital One's Consumer-Driven Health Plan (CDHP), that does not pay out any benefits (other than preventive care) prior to the deductible being met. The IRS sets the criteria of what can be considered a High Deductible Health Plan. Our CDHP meets that criteria, but our PPO plans do not.

Who is Capital One's HSA administrator?

Capital One's HSA administrator is Anthem WealthCare Savers. If you choose to enroll in the CDHP, Capital One will automatically* open an HSA with Anthem for you. Capital One will not fund any other type of HSA.

*You may be required to provide documentation in order to establish your HSA. Company funding will be forfeited until your account is established.

How does the deductible and out-of-pocket maximum work in the CDHP?

The deductible:

- When you enroll in a CDHP, you are responsible for the full cost of services up to your deductible amount (\$2,000 individual / \$3,200 if you cover dependents). You can use HSA funds, including Capital One's contributions, to offset these costs.
- If you have any coverage level besides Associate only (Associate + Spouse/Domestic Partner, Associate + Child(ren), or Associate + Spouse/Domestic Partner + Child(ren) coverage), you must meet the entire family deductible before the plan begins paying benefits. This is called a "true family" deductible. One family member, or a combination of family members, can incur expenses that add up to the deductible.
- Prescription drugs (both retail and mail order), except in some cases for preventive drugs, are subject to the deductible. After you meet the deductible, you will pay coinsurance for prescriptions.

The out-of-pocket maximum:

- As with the deductible, if you have any coverage level besides Associate only (Associate + Spouse/Domestic Partner, Associate + Child(ren), or Associate + Spouse/Domestic Partner + Child(ren) coverage) you must meet the family out-of-pocket maximum before the plan pays 100% for covered medical and prescription drug expenses.
- After you reach the out-of-pocket maximum, all eligible expenses (including prescription drug coinsurance) are covered 100% by the plan for the remainder of the calendar year.

Are there any fees associated with opening an HSA or investing HSA funds?

There are no fees associated with opening an HSA. Capital One will pay a monthly maintenance fee on your behalf as long as you are actively employed by Capital One and enrolled in the CDHP. There are fees associated with certain transactions, such as:

- Receiving a monthly electronic or paper statement
- Bill payment or distribution via check
- Stop payment (per check)
- Nonsufficient funds (per item overdrawn)

If you leave Capital One, you will be responsible for the monthly account fee (~\$2.50 per month) for as long as you keep your account open.

How can I roll-over an old HSA into my HSA through Capital One?

If you wish to transfer funds from another HSA to your Anthem HSA, you may either submit the request via the Anthem member portal (provided your current custodian is Health Equity, HSA Bank, or Fidelity) or you may submit the request via paper. For all other HSA custodians, you will need to submit a transfer request via a [Transfer of Assets form](#) which can be found on your member portal under “Resources”. You may also call the phone number for Member Services, found on the back of your HSA card, for further assistance. You should inquire with your current custodian on any applicable transfer fees.

What happens if I transfer my HSA funds to a different HSA administrator?

You may move HSA funds to another administrator, but it is very important to NOT transfer your full balance. If you transfer your full balance, your HSA through Capital One may close and you will not receive future HSA contributions (company contributions and payroll contributions).

Can I cover my spouse and other dependents in the CDHP if they have other coverage, including Medicare?

You can elect the CDHP and enroll your eligible dependents if they have other coverage, including Medicare. Although you may cover your dependents under the CDHP, they are not eligible for an HSA since they have other non-high deductible health plan coverage.

If you meet the eligibility rules, you may still receive Capital One funding to your HSA. Capital One will fund your HSA based on the coverage level you elect (up to \$500 for individual coverage or up to \$1,000 for all other coverage levels)*. Keep in mind that the maximum amount you can contribute to the HSA will be limited to the individual coverage limit (\$4,150 for 2024), regardless of what coverage level you enroll in. If your and Capital One’s combined contribution is more than \$4,150 in 2024, you will face tax penalties on any amount over the contribution limit. See [Excess HSA Contributions](#) FAQs below.

For example, if you have family coverage elected under the CDHP, Capital One will contribute \$1,000 to your HSA. Since your dependents are not eligible for the HSA, the maximum you can contribute to your HSA is the individual limit of \$3,150 (\$4,150 - \$1,000). If you cover dependents that are not eligible for the HSA, you

cannot use HSA funds to cover their health care expenses.

*Prorated based on date of enrollment.

Can I be enrolled in Capital One's CDHP and my spouse's PPO plan and make contributions to my HSA?

No. In this case you would be enrolled in a plan that does not meet the criteria of a high deductible health plan, so any contributions made to the HSA would become taxable and have an additional penalty applied.

Please note: In this situation, our enrollment systems will not prevent you from making contributions to the HSA, but you will face tax penalties for those non-eligible contributions to the account when filing taxes. The onus is on you to be compliant.

My spouse is enrolled in a CDHP and gets \$500 from their employer. Can I enroll myself and my children in our CDHP and contribute \$8,300 to the HSA?

If your spouse is enrolled in a CDHP and is contributing to their HSA, you will want to coordinate with your spouse to make sure that combined, the two of you do not contribute more than the IRS' annual family limit of \$8,300.

But, you might want to consider having your spouse enrolled in a CDHP and benefitting from the tax advantaged HSA through their employer, while you enroll in the Basic PPO at Capital One. You won't get the employer contribution to the HSA, but you won't have a high deductible to hit if you or your children had a surprise medical expense.

My spouse works at Capital One. Can they enroll in the CDHP with one of our kids and get the \$1,000 in employer funding, and I enroll in the CDHP with the other kid and also get the \$1,000?

Yes, you can do that if you wish, but it's not a great idea. First, you'll be paying for child coverage under both of your enrollments, when you could cover both of your kids under just one of your plans for the same price as just covering one child. Also, you still will not be able to contribute more than a combined \$8,300 to your HSAs.

Second, it's risky. Instead of having a maximum limit of \$6,000 for the entire family, you are now exposing yourself to having up to \$12,000 of medical expenses.

Can I use my HSA funds for health expenses of my tax dependents even if they are not enrolled in a CDHP?

Yes! You have the flexibility to use your HSA funds on medical, dental and vision expenses for yourself and any tax dependents, regardless of what coverage they have.

Remember, the IRS' rules require you to be enrolled in a CDHP in order to make contributions to the Health Savings Account (HSA), but there are no requirements that you have to be enrolled in a certain plan in order to use the HSA funds.

If I cover my spouse under the CDHP but they also have coverage under Medicare, can I use the funds in my HSA to pay for their eligible health care expenses?

Yes, you can use the funds in your HSA for eligible expenses incurred by your spouse, even if they are covered by Medicare. Keep in mind, the amount that you can contribute to your HSA is based upon who you cover. If

you cover family members (even if your spouse has Medicare coverage), you can contribute up to the family maximum. However, if you don't cover your spouse or other dependents under the CDHP, you can only contribute up to the individual maximum.

If my spouse has an HSA but is not on my plan, can they transfer their funds to my HSA?

Generally speaking, you can transfer funds from one HSA to another, but you will need to speak with Anthem's Member Services on whether you can transfer your spouse's funds to your HSA.

If I cover my domestic partner under the CDHP, can I use the funds in my HSA to pay for their eligible health care expenses?

No, you can't use HSA funds to pay for your domestic partner's health care expenses on a tax favored basis, unless they are a tax dependent. Remember you can use your HSA funds for any reason, but if you use them for reasons other than medical expenses of qualified dependents, it will generally be included in income and subject to 20% excise tax.

If I cover my spouse as a dependent under the CDHP, can they contribute to their own HSA?

Yes, your spouse can open their own HSA outside of Capital One. You and your spouse are limited to contributing up to the family contribution limit (\$8,300 for 2024). You and your spouse may split the contribution however you wish, as long as your collective contribution does not equal more than \$8,300 in 2024. Keep in mind that Capital One will automatically contribute up to \$1,000 to your HSA account that counts toward the annual limit, but not to your spouse's HSA account.

My spouse is over 55 years old. Can my spouse make catch-up contributions in 2024?

Yes, your spouse can make up to \$1,000 in catch-up contributions to their own HSA account in 2024. Your spouse cannot contribute to your HSA account.

If my spouse is over 55 and enrolled in my CDHP but I'm not 55, can I contribute the extra \$1,000 in catch up contributions?

No. But, since your spouse is enrolled in a CDHP, they can establish an HSA on their own with a banking institution and contribute the \$1,000 in catch up contributions. The total limit of what you and your spouse can contribute cannot exceed the Family maximum (\$8,300) plus the catch up (\$1,000) for a total of \$9,300.

If you and your spouse are both 55 as of December 31 of the plan year, you can contribute the \$8,300 to HSA plus the \$1,000 from your paycheck deductions, and then your spouse can contribute the extra \$1,000 in catch up contributions to their own account for a total of \$10,300.

If I enroll my domestic partner under the CDHP, can they contribute to an HSA?

Yes, your domestic partner can open their own HSA account outside of Capital One. They can contribute up to the family contribution level (\$8,300 in 2024) to their own HSA account. Keep in mind that Capital One will contribute up to \$1,000 to your HSA account, but not your domestic partner's HSA account.

If I enroll my adult children under the CDHP, can they contribute to their own HSA?

Yes, your adult child(ren) (under age 26) that are covered under your CDHP medical plan can open their own

HSA account(s) outside of Capital One provided they are not (and can't be) claimed as your federal tax dependent. They can contribute up to the family contribution level (\$8,300 in 2024) to their own HSA account. Keep in mind that Capital One will contribute up to \$1,000 to your HSA account, but not your child(ren)'s HSA account.

If I currently have an HSA from a previous employer, can I enroll in Capital One's HSA?

Yes, if you enroll in Capital One's CDHP, you can maintain multiple HSAs at one time, or you can transfer all of your HSA funds into one account like Capital One's Anthem HSA (see "How can I roll-over an old HSA into my HSA through Capital One?" question). You may continue to make after-tax contributions to any non-Capital One HSAs. You can make pre-tax contributions to Capital One's Anthem HSA through payroll deductions. You choose which HSA to use when you need to pay for health care services.

For associates who are enrolled in the CDHP, Capital One covers the monthly account fees for your HSA. If you leave Capital One, you will be responsible for the account fees in your Anthem HSA.

ENROLLMENT & CONTRIBUTIONS

How do I enroll in the HSA?

If you enroll in the CDHP, Capital One will automatically* open an HSA for you through Anthem. After your HSA is opened, you will receive a welcome letter regarding your HSA, and you'll start receiving Capital One's contribution within 1-2 pay periods of enrollment.** If you elect to contribute your own pre-tax dollars to the HSA when you enroll, you'll also start to see your contributions reflected in your paycheck.

*You may be required to provide documentation in order to establish your HSA. Company funding will be forfeited until your account is established.

**Prorated based on date of enrollment.

Why did I receive an email from WealthCare Savers requesting personal information?

WealthCare Savers is the financial custodian of our HSA. Part of the account opening process includes a real time CIP (customer identification program) check or identity check that clears you to open a bank account. This is required by the Patriot Act anytime someone attempts to open a bank account in the United States. This typically happens automatically without additional information needed. In some instances, associates may receive up to 3 letters or emails from WealthCare Savers requesting additional information or documentation to verify their identity and eligibility to open an account. If you received a communication from WealthCare Savers requesting additional information to verify your identity for your Health Savings Account, please respond to the request to ensure your account is established timely. You will forfeit company funding until your account is established.

How do I contribute to the HSA?

The HSA allows you to save money throughout the year. You decide on the amount to contribute. You may contribute to the HSA on a pre-tax basis through payroll deductions or on an after-tax basis directly to Anthem. The Workday Benefits application will allow you to contribute up to the annual maximum contribution amount (\$4,150 for individual coverage, \$8,300 for all other coverage levels in 2024) less Capital One's contribution (\$500 for individual coverage or \$1,000 for all other coverage levels*) through

payroll deductions.

If you experience a Life Event and opt to increase coverage from individual coverage to any other coverage level, Capital One's increased funding will be prorated based on the date in which you experienced a life event.

If you contribute on an after-tax basis, you can claim those contributions on your tax return to receive the tax benefit. If you want to contribute through Anthem**, go to anthem.com/capitalone.

If you are contributing through payroll deductions, you may change your annual contribution amount by visiting the [Benefits application in Workday](#) (also accessible through mybewellbenefits.com) and processing the "US - HSA Contribution Change" benefit event, or by contacting the HR Benefits Center at 1-888-376-8836. Your election amount will be taken out of each paycheck before taxes are calculated so you'll end up reducing your taxable income. It is important to note if you reduce your contribution amount, your new election amount cannot be lower than what you have already contributed for the year.

*Capital One's contribution is prorated based on your date of enrollment, so the total amount you can contribute will vary.

**HSA contributions made outside of Capital One's payroll are not factored into your annual contribution from Capital One and may cause you to make an excess contribution. It is the responsibility of the HSA account owner to ensure the account contributions don't exceed the IRS maximums.

If I enroll in the CDHP, how much may I contribute to an HSA in 2024?

That depends on the coverage level you choose and the annual IRS-dictated limits. For 2024, the IRS will allow HSA contributions of up to \$4,150 for an individual and up to \$8,300 for a family (no matter how many dependents you cover).

Since Capital One will contribute up to \$500 to an HSA for individual coverage or up to \$1,000 for all other coverage levels, you may contribute up to \$3,350 for individual coverage or \$6,750 for all other coverage levels in 2024.* You may also contribute an additional \$1,000 per year in catch-up contributions if you will be age 55 or older in 2024. You may elect these additional contributions during Open Enrollment on the [Benefits application in Workday](#) (also accessible through mybewellbenefits.com).

*Capital One's contribution is prorated based on your date of enrollment, so the total amount you can contribute will vary.

Is Capital One's contribution to the HSA prorated if I increase coverage during the year due to a life event?

Capital One will contribute to your HSA (prorated based on the date of your life event). You can use this money and contribute your own pre-tax dollars to the account to help pay for eligible health care expenses.

USING YOUR HSA

In addition to helping me pay for eligible health expenses, what other advantages are there to establishing an HSA?

If you enroll in the CDHP and contribute to your HSA through Capital One payroll deductions, your

contributions will be made on a pre-tax basis. Additionally, Capital One will make a contribution of up to \$500 for individual coverage or up to \$1,000 for all other coverage levels.* And unlike a Health Care Flexible Spending Account (FSA), unused funds in your HSA at the end of the year are yours to keep, even in retirement.

*Prorated based on date of enrollment.

What can I use my HSA for?

For tax-free distributions, HSA funds must be used on eligible health expenses for tax dependents. The list of eligible health expenses is the same for both the Health Care FSA and HSA and can be found on qme.anthem.com.

But, if you decide to use the funds on something other than health expenses, you can with an HSA! If you are age 65 or older, you will pay income tax on any disbursements made for non-health expenses. If you are younger than 65, you will pay income tax plus a 20% excise tax on those disbursements. Even though you will have to pay income tax on these disbursements, you will still have benefitted from making the contributions to the account tax-free and tax-free growth.

Do I need to keep my receipts?

Yes, it is your responsibility to keep receipts for medical expenses you paid for, or reimburse yourself for, using your HSA. You may need them in the event the Internal Revenue Service (IRS) audits you to show that your HSA money was only used for qualified medical expenses.

When will I be able to use funds in my HSA?

You may access HSA funds as soon as they are available. You will only be able to use the available funds that are in your HSA at any given time. You'll receive part of Capital One's HSA contribution with each paycheck (\$19.23 for individuals, \$38.46 for families). If you incur expenses prior to Capital One's deposit into your account, you can reimburse yourself for those expenses incurred prior to Capital One's contribution being deposited into your account.

How will I see my balance?

You can access your account by logging into anthem.com/capitalone.

Will I get a debit card that I can use to pay for medical expenses?

Yes, a debit card from Anthem will automatically be mailed to you once you enroll in the CDHP + HSA.

When will my payroll contributions get credited to my HSA?

Your HSA funds will be available in your account on the same Friday you receive your paycheck.

Can I withdraw funds from my HSA for non-health care qualified expenses?

Withdrawals for unqualified distributions as defined by the IRS will normally be subject to income tax and you will be assessed a 20% tax penalty on the withdrawal. If you are age 65 or older, or totally and permanently disabled, you will not be assessed the 20% tax penalty; however, you may be subject to income tax.

Are medical expenses for cosmetic surgery reimbursable under the HSA?

You can include in medical expenses the amount you pay for cosmetic surgery if it is necessary to improve a deformity arising from, or directly related to, a congenital abnormality, a personal injury resulting from an accident trauma, or a disfiguring condition. Generally, you cannot include in medical expenses the amount you pay for unnecessary cosmetic surgery. This includes any procedure that is directed at improving the patient's appearance and does not meaningfully promote the proper function of the body or prevent or treat illness or disease. You generally cannot include in medical expenses the amount you pay for procedures such as face lifts, hair transplants, hair removal (electrolysis), and liposuction.

EXCESS HSA CONTRIBUTIONS

What is an HSA Excess Contribution?

HSA contributions are tracked on the calendar year. In 2023, the IRS maximum contribution limits for HSAs were \$3,850 (\$4,150 in 2024) for individuals and \$7,750 (\$8,300 in 2024) for families. Account holders age 55 and above can contribute an additional \$1,000 per year as a "catch-up" contribution. Any amount over the IRS limit is an HSA excess contribution. The onus is on you as the account owner to ensure you do not exceed the IRS maximum limit.

I over contributed to my HSA, what happens next?

If you've exceeded the IRS contribution limit in a year you can do one of two things:

1. Remove the excess contributions and the net income attributable to the excess contribution before you file your federal income tax return (including extensions). You'll pay income taxes on the excess removed from your HSA. To do this, complete and return the [Distribution of Excess Contribution form](#). If you have questions, please call Anthem member services at 1-844-390-4133.
2. Leave the excess contributions in your HSA and pay income tax plus a 6% excise tax on excess contributions.

You should consult with a tax professional to determine which option is best for you. Note that Capital One cannot provide refunds for excess contributions.

What Causes HSA Excess Contributions?

To determine the maximum you should contribute without going over the limit, divide the contribution limit by the number of pay periods remaining in the year to figure out how much you can put in. Be sure to include the company contribution. There are some circumstances that could put you over the limit that you need to take into consideration (including the Capital One contribution):

1. **Multiple contributors.** Anyone can contribute to your HSA account, including a friend, a relative, and Capital One through Capital One's annual contribution. Since the annual limit applies to the total sum, you have to also keep track of contributions made by others or risk going over the limit.
2. **Incorrect calculations.** When you calculate your contributions be sure to double check and also include the Capital One contribution. If you realize you're off target, you can adjust your contributions at any time throughout the year.
3. **Irregular contributions.** HSA contributions don't have to be on a regular basis. You can contribute any time you want, be sure to check your contributions to avoid going over the IRS contribution limit.

What is the Penalty if I have excess contributions to my HSA?

When you exceed the IRS maximum contribution limits, you'll pay income tax on the excess contribution and a penalty. The penalty you pay depends on the amount of the excess contribution. Generally, the IRS penalty equals 6% of your excess contributions. For example, if you have a \$100 excess contribution, your fine would be \$6.00. This penalty is called an "excise tax," and applies to each tax year the excess contribution remains in your account. This means you will incur the 6% excise tax every year until you remove it from the account or apply it to a future year.

INVESTING HSA FUNDS

What investment options will be available with my HSA?

Once your HSA balance exceeds \$1,000, you may invest the amount above \$1,000 in one or more available investment options offered through Anthem. Any interest or other investment earnings on your account balance grow tax-free. They are not subject to taxes unless you withdraw them to use for non-qualified health care expenses.

You can review your investment options on Anthem's Spending Accounts page when you log in to [anthem.com/capitalone](https://www.anthem.com/capitalone).

How are HSA investments different from 401(k) investments?

There are actually many similarities between a 401(k) and an HSA. An HSA actually offers one additional tax advantage over a 401(k) in that distributions from a 401(k) are taxed, but HSA distributions, when used for medical care, are not taxed.

How can I begin investing in my HSA?

Check out the [Anthem Wealth Saver HSA Investment Guide](#) to find information on setting up your investment account, transferring funds from your HSA to investments, available investment options (managed, self-directed, brokerage), and more.

How often are investment fund performance results updated?

Performance is updated on a monthly basis and is available on the Wealthcare Savers website. You can also link to quarterly performance updates within the member website online resources for HSAs.

Can I go below the \$1,000 threshold in my HSA?

Yes, however you cannot put more money into your investment account until your HSA account balance is above the \$1,000 threshold. Keep in mind that when funds are transferred to your investment account, the amount of the transfer cannot bring the balance of your HSA below your investment threshold.

Can I use my investment funds to pay for qualified medical expenses?

Yes, but the money from your investment account will need to be transferred back to your HSA account to pay for qualified medical expenses.

LEAVING CAPITAL ONE OR CHANGING MEDICAL PLANS

What happens to the money in my HSA if I stay with Capital One but switch to another medical plan in the future?

If you enroll in the CDHP and switch to a PPO plan the year after, you'd still be able to use any remaining HSA funds that you have from your time in the CDHP. The HSA funds belong to you and you can use them for medical expenses for you and your tax dependents at any time. However, once you are no longer actively enrolled in a CDHP, you cannot make additional contributions to your HSA.

What happens to my HSA if I leave Capital One?

The account goes with you. The funding Capital One deposited into your account, as well as all of your own contributions, is yours to use for future qualified health care expenses. However, once you are no longer an active Capital One employee, you will be responsible for any fees charged by Anthem or the custodial bank to maintain your account.

While you are enrolled in Capital One's CDHP, the company will pay your monthly account fee for your HSA. If you leave Capital One, you will be responsible for the monthly account fee (~\$2.50 per month) for as long as you keep your account open.

If you'd like to move your HSA funds to a new provider, you should reach out to your new HSA custodian as they should have a form that you will need to fill out to complete the transfer. There is a \$25 transfer fee from WealthCare Savers to the new custodian, which will be deducted from your account.

What happens to my account upon my death?

If you die, ownership of any money in your account will be given to your spouse if they have been designated as your beneficiary. If your estate is the beneficiary, money in your account will be considered taxable income to you for your final tax return. Otherwise, it will be taxable to the non-spouse beneficiary you designated.

DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT (DC FSA)

Do I need to keep my receipts or submit more documentation after using my FSA debit card?

Yes! It's important to keep receipts (or statements) from any of your DC FSA debit card transactions because in some situations Anthem may request additional documentation, and if you don't provide the documentation as requested your card will be deactivated and the amount of unsubstantiated claims will be reported as income on your W-2 tax forms. Most transactions will approve automatically, but if a match isn't found, Anthem will ask you to provide back-up documentation for a charge up to three times. If you don't respond, your debit card will be deactivated until you provide documentation or repay the claim.

If I have unused funds left in my DC FSA at the end of 2023, will the funds roll over for me to use the next year?

You have until March 15, 2024, to incur expenses for your 2023 DC FSA. Claims must be submitted by April 30, 2024. If you do not use the money by March 15, 2024, it will be forfeited per IRS rules.

What is Capital One's contribution to the DC FSA 2024?

Capital One will contribute up to \$500, or \$19.23 per pay period, to your DC FSA account when you elect to contribute. You must be enrolled in the plan for the full calendar year to receive the full \$500.

Can I change my contribution to a DC FSA mid-year?

Yes. DC FSA elections may be added, dropped, or changed mid-year if you have a change in eligible dependents or if your costs change. However, if you no longer need the account, or if you elected in error and do not have any eligible dependents for the DC FSA, refunds will not be issued for funds already contributed to the account.

DENTAL

Which dental plan is best if braces are needed for myself or my child this year?

The Enhanced Dental Plan has orthodontia coverage (including braces, mouth guards, and TMJ disorders for you and your dependents). The plan is 50% co-insurance, with no deductible and a lifetime benefit maximum of \$2,500 per person. For more coverage, consider contributing pre-tax dollars to a Health Savings Account (HSA) or Health Care Flexible Spending Account (FSA). Also, be sure to continue to elect the Enhanced Dental Plan until the course of treatment is complete.

GENERAL BENEFITS

Are there any tools to help me choose my medical plan and estimate my health care expenses for 2024?

Yes! The [Medical Plan Selector](#) is available to help you find the plan that's best for you. The tool allows you to estimate and compare costs for medical plans based on your past claims and expected needs. Plus, you can calculate contributions to a Health Savings Account (HSA) or Health Care FSA, depending on which medical plan option you enroll in.

What is a qualified life event (QLE)?

A QLE is a qualifying change in your family or employment status such as marriage, the birth or adoption of a child, or a change in your or your spouse/domestic partner's working hours that gives you the opportunity to adjust specific parts of your benefits coverage outside of the Open Enrollment period. You must make your benefit changes within 31 days (60 days after birth, adoption of a child or loss or gain of eligibility or a state/federal insurance) of the life event date. If you are already enrolled in a health plan, please note that you will not be able to change plans during the year through a QLE.

Who can be considered a dependent?

Dependents must be your spouse/domestic partner or qualifying child—a child that you claim as a dependent on your federal tax return or for whom you have legal custody.

How do the Capital One medical plans work if my spouse is also eligible for Medicare?

While you are an active associate, our plan will pay as primary coverage before Medicare in most circumstances. [See our SPD for more details.](#)

Have a question we didn't answer?

Don't forget, we are here to help. If you have questions during enrollment, contact the HR Benefits Center by calling 1-888-376-8836 between the hours of 8 a.m. and 5 p.m. ET, Monday-Friday, or visit mybewellbenefits.com.