

<b>Case Dispositions</b>	<b>Description of the Inquiry</b>	<b>Routing Assignment</b>
<b>Consumer Accounts :: Account Balance</b>	What is my Balance? Balance discrepancies	Processing Consumer Accounts
<b>Consumer Accounts :: Claim Status/Denial</b>	Claims status and denial reasons	Processing Consumer Accounts
<b>Consumer Accounts :: Debit Card Status</b>	Debit card status Active/Suspended/Closed	Processing Consumer Accounts
<b>Consumer Accounts :: Debit Card Transaction</b>	Debit card transaction approvals/rejections, reviewing documents for services paid	Processing Consumer Accounts
<b>Consumer Accounts :: Debit Card Activation</b>	Request for assistance to activate debit card	Cards Consumer Accounts
<b>Consumer Accounts :: Dependent Account</b>	Dependent account status/adding dependent	Processing Consumer Accounts
<b>Consumer Accounts :: Expense Eligibility</b>	Eligible expenses, required documentation, LMN	Processing Consumer Accounts
<b>Consumer Accounts :: HSA Change Contribution Amount</b>	Questions related to election and goal amount; assign to File Consumer Accounts Pending HSA contributions, assign to Cards Consumer Accounts - BSC	1. File Consumer Accounts; 2. Cards Consumer Accounts
<b>Consumer Accounts :: HSA Investments</b>	HSA Investment Inquiries, purchasing/selling/interest	Cards Consumer Accounts
<b>Consumer Accounts :: HSA Transfer of Assets</b>	HSA Transfers between custodian bank, requirements, forms	Cards Consumer Accounts
<b>Consumer Accounts :: Missing Contributions</b>	Contributions that are not credited to a member's account or corrections that are not related to HSAs.	File Consumer Accounts
<b>Consumer Accounts :: Order Debit Card</b>	Ordering Debit Card for Primary/Dependent or Additional/Lost/Stolen/Expiring	Cards Consumer Accounts
<b>Consumer Accounts :: Payments</b>	Request payment status, void/reissue	Processing Consumer Accounts
<b>Consumer Accounts :: Required Documentation</b>	Documentation specifics required to approve/verify request	Processing Consumer Accounts
<b>Consumer Accounts :: Adoption/Surrogacy/Donor Reimbursement</b>	Inquires about submission/requirements for Adoption/Surrogacy/Donor reimbursement	Processing Consumer Accounts
<b>Consumer Accounts :: Bank Account Verification/Setup</b>	HSA bank account verification inquires or Bank Setup questions/assistance	Processing Consumer Accounts
<b>Consumer Accounts :: Carryover Balance</b>	Carryover Questions, Balance, Transfer Questions	Analyst Consumer Accounts
<b>Consumer Accounts :: Election/Account/Covered Member Updates</b>	Election/Account or Covered Member Updates including Effective/Term Date adjustments	File Consumer Accounts
<b>Consumer Accounts :: HSA CIP/Enrollment</b>	HSA Questions on CIP/Patriot Act/Agreement/Address	Processing Consumer Accounts
<b>Consumer Accounts :: HSA Contribution Reversal</b>	HSA contribution reversals	Cards Consumer Accounts
<b>Consumer Accounts :: Import/Export File Errors - Internal</b>	Export/Import File error related cases for internal review	File Consumer Accounts
<b>Consumer Accounts :: Leave of Absence</b>	LOA date/status updates, Claims Reprocessing	1. File Consumer Account 2. Processing Consumer Accounts
<b>Consumer Accounts :: Lifestyle Reimbursement</b>	Inquiries about submission/requirements for Lifestyle reimbursement	Processing Consumer Accounts
<b>Consumer Accounts :: Repayments</b>	Repayment of requests, or the status of repayment, due to eligibility or overpayment	Processing Consumer Accounts
<b>Consumer Accounts :: Transaction Repursing</b>	Transaction adjustment to another account	Cards Consumer Accounts