

 Benefits Technology, Powered by People

HSA Beneficiary Processes

MyChoice Accounts



→ HSA Deceased Distribution

What to do when an HSA holder passes away

1. Beneficiaries of HSA holders should submit the [“HSA Deceased Distribution Form”](#) to UMB to get access to their HSA funds.
 - This is available on the [MyChoiceAccounts.com](#) / Learn More / Forms site.
 - Members can call: **866-520-4472** to speak with UMB about the process if needed.
2. Once UMB receives notification via the form, they pass info via file to MyChoice Accounts alerting us to liquidate any investments back to the cash portion of the HSA. We send UMB a nightly file of active investment balances to help them flag accounts that need action.
3. The form has additional information as to what is required, depending on the amount of the payout, the beneficiary type, etc. For example, if a payout is more than \$7,500, UMB may request the claimant send a certified copy of the death certificate, and copies of the claimant’s driver’s license or ID and social security card via mail.



Capturing Beneficiaries for HSA

Members can update or review beneficiaries online, (releasing Q3 2025), via mobile (2026), or by paper form

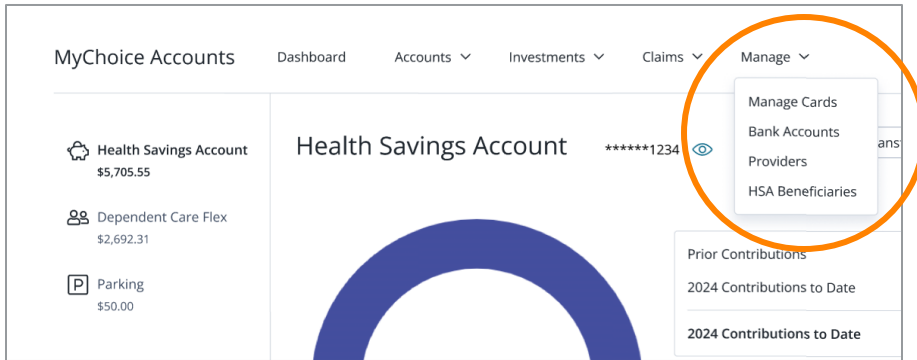
Beneficiary information logged in Benefitsolver is shared with UMB and vice versa. UMB is the system of record, but we share information daily.

Member-facing Beneficiary FAQs: <https://businessolver.com/mychoice-accounts/health-savings-account/hsa-beneficiaries/>



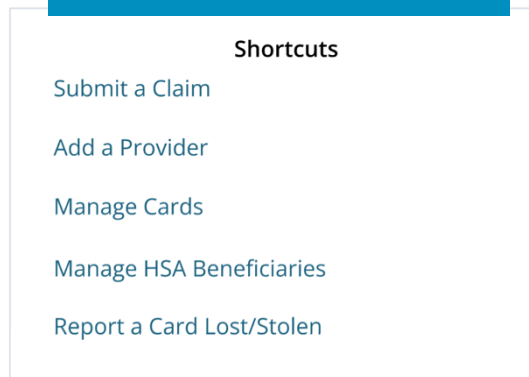
Online Beneficiary Member Journey

Three ways to get to the update



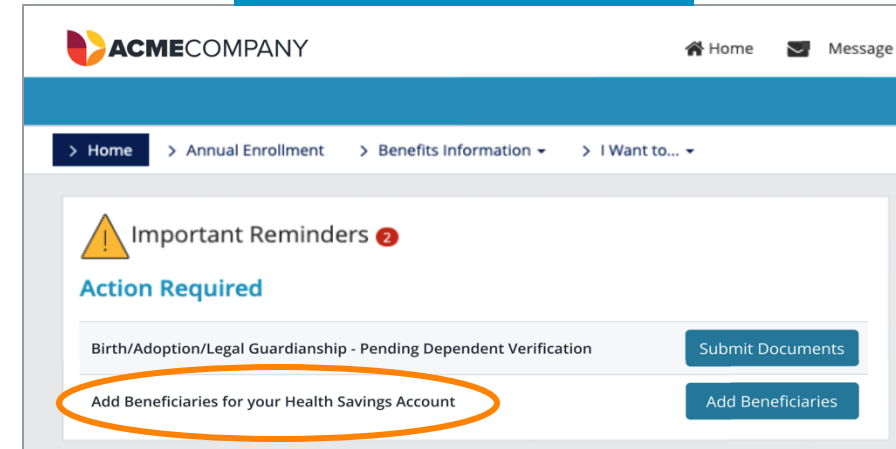
From the MyChoice Accounts dashboard, go to **Manage** > **HSA Beneficiaries**.

COMING SOON!



All HSA members will have "Manage HSA Beneficiaries" on their shortcut menu from the **MyChoice Accounts dashboard**.

COMING SOON!



All HSA members who have not designated a beneficiary will have a reminder in their task list on the **home page**.



Review Any Existing Beneficiary Information


ACMECOMPANY

HomeMessage CenterReference CenterJeannie Doe

DashboardAccountsInvestmentsClaimsManageStatements

Manage Beneficiaries

Health Savings Account Beneficiaries



Your primary beneficiaries will receive a payout if you are unable to. (Secondary beneficiaries will receive the payout if the primary beneficiaries are unable to.) You can change your beneficiaries and allocation amounts at any time.

Name	Relationship	Allocation		
Rachel Doe	Primary	100%	Edit	
Bruce Doe	Contingent	100%	Edit	
Allocation Totals		Primary	Contingent	
Each allocation type must sum to 100%		100%	100%	


+ Add New Beneficiary

Required Agreement

If no Beneficiaries are named on this form or if all the named Beneficiaries predecease me, the Account funds will be paid to my estate. If my spouse receives the Account as a result of being named as Beneficiary, my spouse may choose to continue the Account in his or her name, subject to Custodian's consent, by providing a written election to the Custodian and by signing the forms and providing the information the Custodian requires. For any non-spouse Beneficiary, the Account terminates as of my date of death and becomes payable. I understand that in

☒ I agree

CancelSave Beneficiaries



Hi, I'm Sofia

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Beneficiary Details

Provide details for each beneficiary listed.

If the beneficiary is a trust and not a person, there is a designated pop-up that will be shown.

Beneficiary Details - Trust

Beneficiary Type*
Trust/Charity

Name*
[Text Field]

Tax ID Number
[Text Field]
12-1234567

State
[Dropdown]

Phone:
[Text Field]

Email:
[Text Field]

Cancel Save

ACME COMPANY

Home Message Center Reference Center Jeannie Doe

Dashboard Accounts

Manage Beneficiaries

Your primary beneficiary is Rachel Doe. If you have multiple primary beneficiaries, you must allocate 100% of the account to them.

Name	Allocation
Rachel Doe	100%
Bruce Doe	100%

Allocation Totals
Each allocation type must total 100%.

Required Agreement
If no Beneficiaries are named, the Account Owner's spouse receives the Account. If the Account Owner is deceased, the Account is subject to Custodian's discretion. Custodian requires Beneficiary Agreement.

☒ I agree

Cancel Save Beneficiaries

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Hi, I'm Sofia

Beneficiary Details - Rachel Doe

Beneficiary Type*
Spouse

First Name*
[Text Field]

Middle Name
[Text Field]

Last Name*
[Text Field]

Social Security Number
[Text Field]
123-45-6789

Date of Birth
[Text Field]
MM/DD/YYYY

Address 1:
[Text Field]

Address 2:
[Text Field]

City:
[Text Field]

State
Idaho

Zip Code:
[Text Field]

Phone:
[Text Field]

Email:
[Text Field]

Cancel Save

Allocation
100% Edit

Contingent
100%

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his or her name,
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UMB Form: Add a Beneficiary

To add a beneficiary with a form

Option: Use the system level email + UMB form to capture beneficiaries at the member level.

Current Process:

1. Log in to your benefits portal at [\[\[websiteurl\]\]](#), navigate to **MyChoice Accounts** and select HSA from your account list.
2. Click on the **View HSA account number**, then select the eyeball icon to view your HSA account number. You will need this to fill out your form.
3. Download the UMB Beneficiaries [form here](#).
4. The form is fillable on your device. Complete the form, using your account number from the statement and your additional details.
5. Save and print.
6. Follow the form's instructions to mail or fax to UMB.

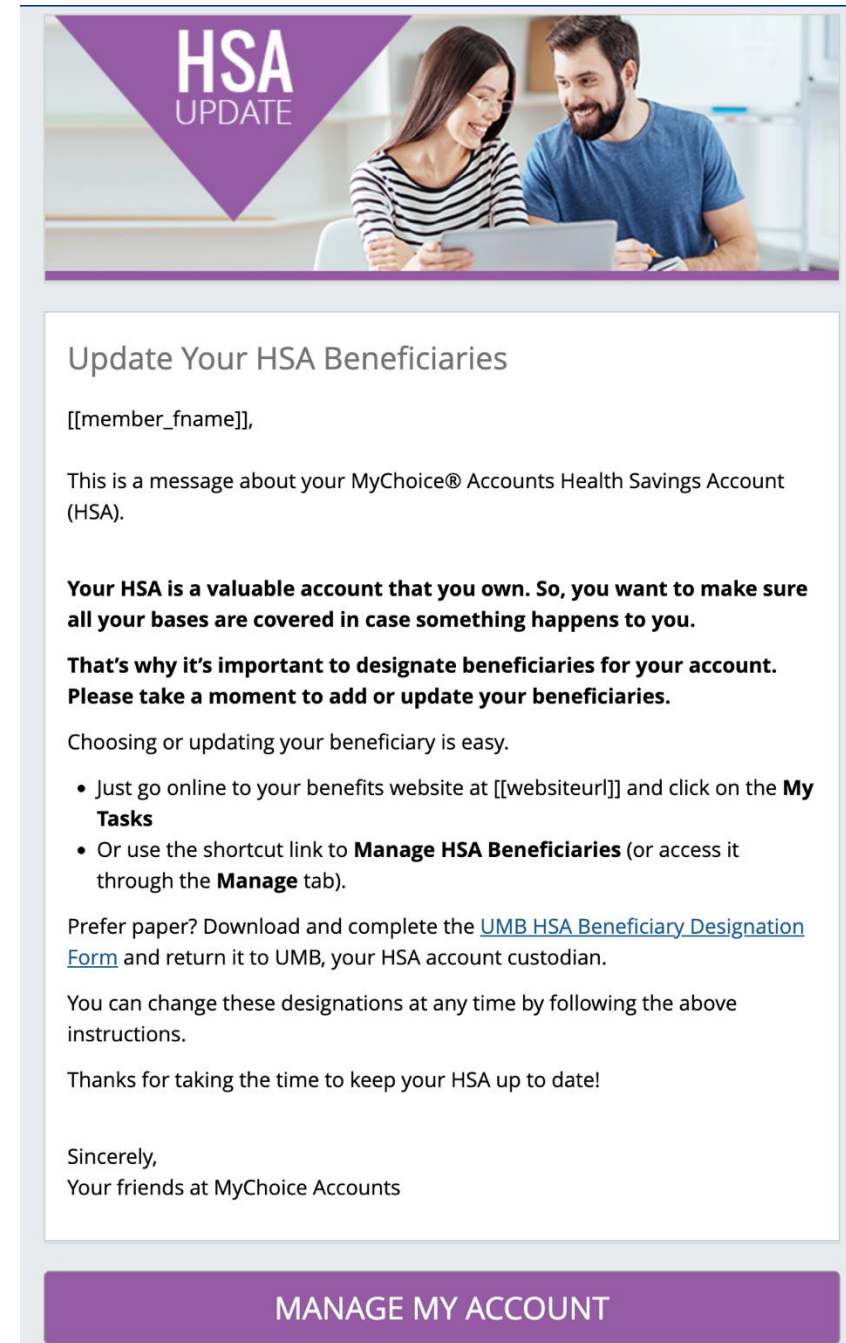


→ System Level Email Template

▼ [It is time to update your HSA beneficiaries \(System\) \(Email Only\)](#)

Action Manager Template:
Deploy this email at any time at the client level.
Send to all active HSA holders.

[Form link](#)



The email template features a header image of a man and a woman looking at a laptop, with a purple triangle overlay containing the text 'HSA UPDATE'. The main body of the email is white with a light gray border. It starts with a subject line 'Update Your HSA Beneficiaries' and a personalized greeting '[[member_fname]],'. The body text explains that this is a message about the member's MyChoice® Accounts Health Savings Account (HSA). It emphasizes that the HSA is a valuable account and that it's important to designate beneficiaries. It provides instructions on how to update beneficiaries, either through the member's benefits website or a shortcut link to 'Manage HSA Beneficiaries'. It also mentions a paper form option. The email concludes with a thank you message and a signature from 'Your friends at MyChoice Accounts'. At the bottom, there is a purple button labeled 'MANAGE MY ACCOUNT'.

HSA UPDATE

Update Your HSA Beneficiaries

[[member_fname]],

This is a message about your MyChoice® Accounts Health Savings Account (HSA).

Your HSA is a valuable account that you own. So, you want to make sure all your bases are covered in case something happens to you.

That's why it's important to designate beneficiaries for your account. Please take a moment to add or update your beneficiaries.

Choosing or updating your beneficiary is easy.

- Just go online to your benefits website at [[websiteurl]] and click on the **My Tasks**
- Or use the shortcut link to **Manage HSA Beneficiaries** (or access it through the **Manage** tab).

Prefer paper? Download and complete the [UMB HSA Beneficiary Designation Form](#) and return it to UMB, your HSA account custodian.

You can change these designations at any time by following the above instructions.

Thanks for taking the time to keep your HSA up to date!

Sincerely,
Your friends at MyChoice Accounts

MANAGE MY ACCOUNT





Technology, Powered by *People*

Market Leader in Benefits Technology and Innovation