

**Dear SelectAccount Account Holder:**

Your SelectAccount personal spending account is a convenient way to pay for eligible health care expenses and to save money on taxes. SelectAccount offers several features and services that make your account easy to use. One such feature is the electronic reimbursement feature, also known as crossover. We have automatically enrolled all employees in the crossover feature to make your health plan more affordable.

**How crossover works:**

Crossover allows your health plan to automatically submit claims to SelectAccount for reimbursement. This virtually eliminates paperwork for you! Here's how it works:

- You go to the doctor
- Your doctor submits a claim to your health plan for the care you received
- Your health plan processes the claim and submits your portion of the expense to SelectAccount
- SelectAccount processes the claim against your account(s) and reimburses you by check or automatic deposit into a checking or savings account of your choice
- An Explanation of Payment (EOP) is made available to you whenever you make a withdrawal from your HRA. Your EOP is not a bill, but rather an explanation of what was paid from your HRA. An EOP can be accessed at any time, directly from your Online Member Service Center on [SelectAccount.com](http://SelectAccount.com)

**Crossover should not be selected in the following circumstances:**

- If you are enrolled in a Kaiser Permanente medical option
- When you are enrolled in an HSA and have a dependent covered by your health plan who is not a tax dependent
- If the worker or dependents have another medical coverage (private, Medicare, or Medicaid)
- If the worker wants to control when funds are used
- If the worker has a debit card for the account

If you decide you don't want to use the crossover feature or if you don't qualify for crossover, you must cancel your crossover enrollment by visiting [SelectAccount](http://SelectAccount.com) online at [SelectAccount.com](http://SelectAccount.com) and clicking on the **sign-in / register button** at the top of the page. Once registered, you can manage your account online, including opting out of crossover.

**Questions?**

If you have any questions about crossover or your account, call your SelectAccount customer service team toll free at 1-800-859-2144 in the Twin Cities metro area from 7 a.m. to 8 p.m., Monday through Friday. We appreciate the opportunity to help you manage your health care dollars and hope you enjoy the flexibility and control that SelectAccount can provide.