Health Spending Account Benefits Frequently Asked Questions.[1]

1. What is a Health Spending Account?

   A Health Spending Account is a group benefit that provides reimbursement for a wide range of health-related expenses, over and above regular benefit plans. HSA's are administered in accordance with Canada Revenue Agency guidelines.

2. Who is eligible to enroll under the HSA?

   The employee and dependents as defined in the Income Tax Act of Canada. The definition of dependent may be broader than for your Dental or Extended Health Care plans. Check CARESnet for more information.

3. What medical expenses are eligible under the HSA?

   You can claim any item or service allowed under the Income Tax Act of Canada as a medical expense. Your HSA is available for unpaid balances or expenses not covered under your other benefit plans (including government plans, your group benefits plan and, if applicable, your spouse's group benefits plans). The list includes vision care expenses (glasses, contact lenses, and laser eye surgery), prescription drug expenses commonly excluded on Extended Health Care plans (fertility drugs, erectile dysfunction drugs), paramedical practitioners (psychologists, optometrists, acupuncturists), adult orthodontics (dental braces). Balances not reimbursed on your Dental or Extended Health Care plans, such as deductible amounts and coinsurance, are also eligible.

4. What is considered an acceptable medical expense receipt when submitting a claim under my HSA?

   According to the Income Tax Interpretation Bulletin No. IT-519R2, proper receipts must support all amounts claimed as qualifying medical expenses. A receipt should indicate the purpose of the payment, the date of the payment, the patient for whom the payment was made and, if applicable, the medical practitioner, dentist, pharmacist, nurse, or optometrist who prescribed the purchase or gave the service. A cancelled cheque is not acceptable as a substitute for a proper receipt.

5. What are some examples of eligible medical expenses that can be claimed under my HSA per the Income Tax Act?

   The following are examples of eligible medical expenses according to the Income Tax act:

   - Payments to qualified medical practitioners, hospitals etc.
   - Premiums to private health services plans
   - Guide and hearing-ear dogs and other animals

   For more information on claimable expenses, go to the Canada Revenue Agency (CRA) website[2]

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[1] https://www.pac.bluecross.ca/advicecentre/faq/hsafaq.aspx
[2] https://www.canada.ca/en/revenue-agency.html

6. What are some examples of ineligible expenses that can't be claimed under my HSA per the Income Tax Act?

The following are examples of ineligible expenses according to the Income Tax Act:

- Services of non-qualified medical practitioners
- Premiums to public health service plans
- Supplements
- Ear Plugs
- Allervac vacuum cleaner for allergies
- Exercise balls
- Hot tubs
- Counsellors

7. How do I make a claim?

Please use the Health Spending Account claim form provided by Pacific Blue Cross. Remember to attach original detailed receipts and any benefits statements if the expense has been submitted to any other coverage you may have. You may submit expenses to be covered by your EHC and Health Spending Account together on the same form.

Expenses you claim under your Health Spending Account may also be submitted as an electronic claim in CARESnet (if electronic claims is included as part of your benefit plan). Simply add your expenses in the electronic claim and check the yes box next to "Apply any unpaid expenses to my Health Spending Account"

8. What is the deadline for submitting claims?

Deadlines will vary depending on the time period chosen of 30, 60 or 90 days after the end of the HSA plan year. For more information, please refer to either your plan booklet, or CARESnet.

9. How do I appeal a claim decision?

If you wish to appeal a decision about a recent claim, contact our Call Centre. Often an issue can be resolved by simply providing you with more information about your claim or what is covered by your plan.

If one of our customer service representatives is unable to resolve the matter with you, they can escalate your request to a Benefit Review Committee for further review. They will explain how to file your appeal and help you to provide all relevant information regarding your claim.

10. How do I notify PBC of my change of address?

At this time, address change requests are handled via e-mail or telephone. Please provide us with your old address and new address. We will be happy to assist you in updating your address.

11. If I incur an expense in any month prior to my claiming deadline, but still within the claiming year, can I submit the claim?

Yes. All claims with a date of service of that plan year can and must be received in Pacific Blue Cross' office by the claiming deadline.

12. What is my HSA amount?

HSA amounts are credited to your HSA periodically as directed by your plan. Some plans credit amounts monthly and others credit them once per year. Check your booklet or CARESnet or speak to your plan administrator.

13. What are the Carried Forward and Forfeit amounts?

For balance carry forward plans, if your annual claims do not exceed your Annual Election for the current plan year, the credit balance is carried forward into the next plan year. The credit balance is the Carried Forward amount. If the credit amount carried forward is not used by the end of the next plan year, this amount is forfeited.

14. Why must credits be forfeited if not used in the two plan year period?

Canada Revenue Agency guidelines determine the claim period limits and require that HSA's be designed with an element of risk.

15. What happens to my HSA if I leave my employment mid year? What is the deadline for submitting claims?

Claims for that plan year with a date of service prior to your cancellation date would be eligible expenses under the HSA. The claiming deadline would still be the deadline for the group (i.e. 30 days, 60 days, etc) after the plan year.

16. How can I get information about my HSA?

- To speak to a Pacific Blue Cross Service Representative, call:
  604 419-2000 or toll free 1 877 722-2583
- Log onto CARESnet for up-to-date information, 24 hours a day.

List of common medical expenses.[3]

This list of common medical expenses shows:

- types of medical expenses
- if the expense is eligible
- if you need any supporting documents (such as Form T2201, Disability Tax Credit Certificate)

This list is not exhaustive. You can use the search feature of this list to quickly find a specific medical expense. For more information on eligible medical expenses, see Income Tax Folio S1–F1–C1, Medical Expense Tax Credit.[4]

Medical expense	Eligible expense?	Prescription needed?	Certification in writing needed?	Form T2201 needed?
Acoustic coupler	Eligible	Yes	No	No
Air conditioner	Eligible	Yes	No	No
Air filter, cleaner, or purifier	Eligible	Yes	No	No
Altered auditory feedback devices	Eligible	Yes	No	No
Ambulance service	Eligible	No	No	No
Animals	Eligible	No	No	No
Artificial eye or limb	Eligible	No	No	No
Assisted breathing devices	Eligible	No	No	No
Athletic or fitness club fees	Not eligible	N/A	N/A	N/A
Attendant care expenses	See details	See details	See details	See details
Audible signal devices	Eligible	Yes	No	No
Baby breathing monitor	Eligible	Yes	No	No
Bathroom aids	Eligible	Yes	No	No
Birth control devices (non-prescription)	Not eligible	N/A	N/A	N/A
Bliss symbol boards	Eligible	Yes	No	No
Blood coagulation monitors	Eligible	Yes	No	No
Blood pressure monitors	Not eligible	N/A	N/A	N/A
Bone conduction receiver	Eligible	No	No	No
Bone marrow transplant	Eligible	No	No	No
Braces for a limb	Eligible	No	No	No
Braille note-taker devices	Eligible	Yes	No	No
Braille printers, synthetic speech systems, large print-on-screen devices	Eligible	Yes	No	No
Breast prosthesis	Eligible	Yes	No	No

[3] https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/lines-330-331-eligible-medical-expenses-you-claim-on-your-tax-return.html

[4] https://www.canada.ca/en/revenue-agency/services/tax/technical-information/income-tax/income-tax-folios-index/series-1-individuals/folio-1-health-medical/income-tax-folio-s1-f1-c1-medical-expense-tax-credit.html

Medical expense	Eligible expense?	Prescription needed?	Certification in writing needed?	Form T2201 needed?
Cancer treatment	Eligible	No	No	No
Catheters, catheter trays, tubing or other products	Eligible	No	No	No
Certificates	Eligible	No	No	No
Chair	Eligible	Yes	No	No
Cochlear implant	Eligible	No	No	No
Computer peripherals	Eligible	Yes	No	No
Cosmetic surgery before **March** 5, 2010	Eligible	No	No	No
Cosmetic surgery after **March 4, 2010**	See details	See details	See details	See details
Crutches	Eligible	No	No	No
Deaf-blind intervening services	Eligible	No	No	No
Dental services	Eligible	No	No	No
Dentures and dental implants	Eligible	No	No	No
Devices or software	Eligible	Yes	No	No
Diapers or disposable briefs	Eligible	No	No	No
Diaper services	Not eligible	N/A	N/A	N/A
Doctor - see Medical services provides by qualified medical practitioners	Eligible	No	No	No
Driveway access	Eligible	No	No	No
Drugs and medical devices bought under Health Canada's Special Access Program	Eligible	No	No	No
Elastic support hose	Eligible	Yes	No	No
Electrolysis	Eligible	No	No	No
Electronic bone healing devices	Eligible	Yes	No	No
Electronic speech synthesizers	Eligible	Yes	No	No
Electrotherapy devices	Eligible	Yes	No	No
Environment control system (computerized or electronic)	Eligible	Yes	No	No
Extremity pump	Eligible	Yes	No	No
Fertility-related procedures	See details	See details	See details	See details
Furnace	Eligible	Yes	No	No
Gluten-free products	See details	See details	See details	See details
Group home - see Attendant care or care in a facility	See details	See details	See details	See details
Health plan premiums paid by an employer and not included in your income	Not eligible	N/A	N/A	N/A
Hearing aids	Eligible	No	No	No

Medical expense	Eligible expense?	Prescription needed?	Certification in writing needed?	Form T2201 needed?
Heart monitoring devices	Eligible	Yes	No	No
Hospital bed	Eligible	Yes	No	No
Hospital services	Eligible	No	No	No
Ileostomy and colostomy pads	Eligible	No	No	No
Infusion pump	Eligible	Yes	No	No
Injection pen (such as an insulin pen)	Eligible	Yes	No	No
Insulin or substitutes	Eligible	Yes	No	No
In vitro fertility program	Eligible	No	No	No
Kidney machine	Eligible	No	No	No
Laboratory procedures or services	Eligible	Yes	No	No
Large print-on-screen devices	Eligible	Yes	No	No
Laryngeal speaking aids	Eligible	No	No	No
Laser eye surgery	Eligible	No	No	No
Lift or transportation equipment (power-operated)	Eligible	Yes	No	No
Liver extract injections	Eligible	Yes	No	No
Medical marihuana	Eligible	No	No	No
Medical services provided by qualified medical practitioners	Eligible	No	No	No
Medical services provided outside Canada	Eligible	No	No	No
Moving expenses	Eligible	No	No	No
Needles and syringes	Eligible	Yes	No	No
Note-taking services	Eligible	No	Yes	No
Nurse	Eligible	No	No	No
Nursing home - see Attendant care or care in a facility	See details	See details	See details	See details
Optical scanners	Eligible	Yes	No	No
Organic food	Not eligible	N/A	N/A	N/A
Organ transplant	Eligible	No	No	No
Orthodontic work	Eligible	No	No	No
Orthopedic shoes, boots, and inserts	Eligible	Yes	No	No
Osteogenesis stimulator (inductive coupling)	Eligible	Yes	No	No
Over-the-counter medications	Not eligible	N/A	N/A	N/A
Oxygen and oxygen tent	Eligible	Yes	No	No
Oxygen concentrator	Eligible	No	No	No
Pacemakers	Eligible	Yes	No	No
Page-turner devices	Eligible	Yes	No	No

Medical expense	Eligible expense?	Prescription needed?	Certification in writing needed?	Form T2201 needed?
Personalized therapy plan	Eligible	Yes	No	Yes
Personal response systems such as Lifeline an Health Line Services	Not eligible	N/A	N/A	N/A
Phototherapy equipment	Eligible	No	No	No
Premiums paid to private health services plans	Eligible	No	No	No
Pre-natal and post-natal treatments	Eligible	No	No	No
Prescription drugs and medications	Eligible	Yes	No	No
Pressure pulse therapy devices	Eligible	Yes	No	No
Provincial and territorial plans	Not eligible	N/A	N/A	N/A
Reading services	Eligible	No	Yes	No
Real-time captioning	Eligible	No	No	No
Rehabilitative therapy	Eligible	No	No	No
Renovation or construction expenses	Eligible	No	No	No
Respite care expenses - see Attendant care or care in a facility	See details	See details	See details	See details
School for persons with an impairment in physical or mental functions	Eligible	No	Yes	No
Scooter	Eligible	No	No	No
Sign-language interpretation services	Eligible	No	No	No
Spinal brace	Eligible	No	No	No
Standing devices	Eligible	Yes	No	No
Supplements and vitamins	Not eligible	N/A	N/A	N/A
Talking textbooks	Eligible	Yes	No	No
Teletypewriters	Eligible	Yes	No	No
Television closed caption decoders	Eligible	Yes	No	No
Tests	Eligible	Yes	No	No
Therapy	Eligible	Yes	No	Yes
Training	Eligible	No	No	No
Travel expenses (less than 40km)	Not eligible	N/A	N/A	N/A
Travel expenses (at least 40 km)	See details	See details	See details	See details
Travel expenses (at least 80 km)	See details	See details	See details	See details
Travel expenses (outside of Canada)	See details	See details	See details	See details
Treatment centre	Eligible	No	Yes	No
Truss for hernia	Eligible	No	No	No
Tutoring services	Eligible	No	Yes	No
Vaccines	Eligible	Yes	No	No
Van	Eligible	No	No	No

Medical expense	Eligible expense?	Prescription needed?	Certification in writing needed?	Form T2201 needed?
Vehicle modification	Eligible	Yes	No	No
Vision devices	Eligible	Yes	No	No
Visual or vibratory signaling device	Eligible	Yes	No	No
Vitamin B12	Eligible	Yes	No	No
Vitamins - see Supplements and vitamins	Not eligible	N/A	N/A	N/A
Voice recognition software	Eligible	No	Yes	No
Volume control feature (additional)	Eligible	Yes	No	No
Walking aids	Eligible	Yes	No	No
Water filter, cleaner, or purifier	Eligible	Yes	No	No
Wheelchairs and wheelchair carriers	Eligible	No	No	No
Whirlpool bath treatments	Eligible	No	No	No
Wigs	Eligible	Yes	No	No