

Avidia Bank Health Savings Account (HSA) CIP Verification Process

Why is this required?

In accordance with the USA PATRIOT ACT, Federal Law requires all financial institutions to obtain, verify, and record information that identifies each individual or entity opening an account.

A Health Savings Account is a bank account established with Avidia Bank. For this reason, Avidia Bank is required to follow the CIP verification process.

What information is being verified?

The verification process reviews your SSN, home mailing address, date of birth, and full legal name, against two federal databases

What do I need to do now to have my account opened?

A notice has already been sent to you via email from HSA@avidiahealthcaresolutions.com, or mail if an email address is not on file, containing the information which needs to be provided to establish your account.

To verify the account, Avidia Bank may need up to three documents. Your specific letter will detail exactly what documents you need to supply to Avidia.

A copy of the letter sent to you by Avidia bank can be viewed on the portal at www.healthierbenefits.com under the Alerts tab.

How should I submit the documents?

Send in your documentation by fax, mail, or by upload through your HSA Portal. If documents are submitted by fax or mail, please reference your account number and/or SSN.

- Upload – Sign into www.healthierbenefits.com, click My Accounts, and choose Submit Documentation listed under Your Accounts.
- Fax - (844) 560-6760
- Mail - Avidia Bank, PO Box 161390, Altamonte Springs, FL 32716

*If the additional documentation is not received within 60 days, the account will be closed.

Why did I fail?

If Avidia Bank was provided with an out of date address, misspelled or non-legal name, incorrect social security number or an incorrect date of birth they will request that additional information be sent to verify your information.

Review the data provided for accuracy at www.healthierbenefits.com.

- Click on your Name on the Top Right of the home page once you have signed in to view your User Profile.
- If all information is correct, proceed to provide the documentation.
- If any information is incorrect, reach out to your company's Human Resource Department and request an update be made.

CIP Online Portal Submission Section

Benefit Account Summary Current

AVIDA

VIEW DETAILS | CONTRIBUTIONS | TRANSACTIONS | INVESTMENT | HSA BILL PAY

Complete your HSA application – submit the requested documentation now. [Submit Documentation](#)

Account Balance

Available Balance \$0.00

Investment Balance \$0.00

Balance

Current Balance
- Holds
= Available Balance
+ Investment Balance
= Total Balance