Overview: HSA Account Detail Report

Learn how this report can help you with HSA Administration.

The HSA Account Detail Report provides an overview of accounts enrolled under your employer account. It’s published to your employer portal on the first of every month, and it can be viewed as a detail or a summary.

In this overview, we’ll cover how to access the report, the differences between the detail and summary formats, and how the summary format can help you spot Identity Verification (IDV) Holds.

Accessing the report:

To view the HSA Account Detail report sign into the HSA Employer Portal, go to the REPORTS tab and select the HSA Account Detail Report link.

Report Detail vs. Report Summary:

Both the HSA Account Detail Report and the and the Detail Report summary are published to your employer portal on the first day of every month.

Year to Date Data Detail:

The report detail view provides an overview of each contribution you’ve processed by employee.

Year to Date Data Summary:

The report summary shows the roll-up of all of your employees’ contributions made through the employer. This format can also be used to view your employees’ account status and see if they have an IDV Hold (Identity Verification Hold) on their HSA account. The Year to Date Data Summary will also show if an account is active.
About IDV Holds:

IDV holds are placed on HSA accounts that Fifth Third Bank cannot verify through the automated process. **When an employee is under an IDV Hold, funds will not post to his or her account until the hold has been released.**

IDV holds can be the result of various factors. The most common are an employee recently changing their address, a name change due to marriage or divorce, or a keying error. We attempt to contact each employee who has an IDV Hold if their email and phone number have been provided upon enrollment. If an employee with an IDV Hold should contact you for assistance, please provide them with the following information.

The HSA Account Verification Team can be contacted at:

**Phone:** 1.877.470.1764  
**Fax:** 877.917.7925  
**Email:** 53id@healthaccountservices.com  
**Mail:** PO Box 6121, Fargo, ND 58108-6121  
**Hours:** Monday–Friday, 8–5 p.m., EST