



UMB Healthcare Contacts

Employer HSA Solution

UMB Healthcare Services Relationship Managers

UMB's Relationship Managers will be assisting your company in day-to-day questions regarding the online enrollment, employer or employee account management portal, payroll contributions, etc. Please contact the UMB Healthcare Services Relationship Managers by:

Phone: 816.860.1178 or 816.860.7499

Fax: 816.860.3842

Email: HSA.Administration@umb.com

UMB Service Center

The UMB Service Center is available to answer employee questions related to their HSA accounts, lost/stolen cards and debit card disputes. The UMB Service Center hours are Monday through Friday from 7 a.m. to 6:30 p.m. Central Standard Time and on Saturday from 8 a.m. to 5 p.m. Central Standard Time. Although the UMB Service Center is not available on Sundays and holidays for general account questions, lost/ stolen card calls will be handled 24 hours per day, seven days a week at 866.520.4HSA (4472).

IVR

The HSA accounts will have 24 hour account access utilizing a touch tone phone. The number for this service is 866.520.4HSA(4472). When calling UMB Direct for the first time, the employee will need their account number and personal identification number (PIN). The default for the PIN will be the last four digits of the employee's social security number.

Card Activation

When the employee receives their health care debit card, there may be a sticker on the front instructing them to call 800.562.1337 to activate their card. If the employee tries to use their debit card prior to calling to activate the card, the transaction will be declined.