

## 14 Day Non-Response Notice

Re: Health Savings Account (HSA) Enrollment – **action required**

Approximately 7 days ago, Optum sent you a reminder that you have not completed the steps to create or activate your Optum HSA. We have verified our records and found that your account remains inactive.

### **What you need to do now:**

**Create or activate your account.** It's easy and takes just a few minutes.

1. Go to [www.MyCDH.optum.com](http://www.MyCDH.optum.com) and click on Participant Log In. A new browser window will appear. Click on **"Create your new username and password"**.
2. A **"New User"** box will appear. Follow the onscreen instructions to authenticate your identity and activate your account. Select Next to continue.
3. Select and answer **five security questions** and click Submit.

For security reasons, you may be asked one of these questions when completing certain account functions.

4. The system will generate a **username** for you. You will need to create a 7-10 character password that includes at least one number. Select Next to continue.

**Please make a note of your username and password and keep it safe.**

**If you cannot access the website to complete this process, please contact us and we will mail a paper enrollment kit. Upon receipt, you will need to complete the Signature Card and Form and return it to us.**

If you do not activate your account, you will not be able to use your Optum payment card or request a distribution (withdrawal):

If you have any questions, please call us at **(877) 470-1771**. Representatives are available to assist you Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

Optum Consumer Services  
(877) 470-1771  
[mycdh@healthaccountservices.com](mailto:mycdh@healthaccountservices.com)