

Highmark Employer Portal Guide

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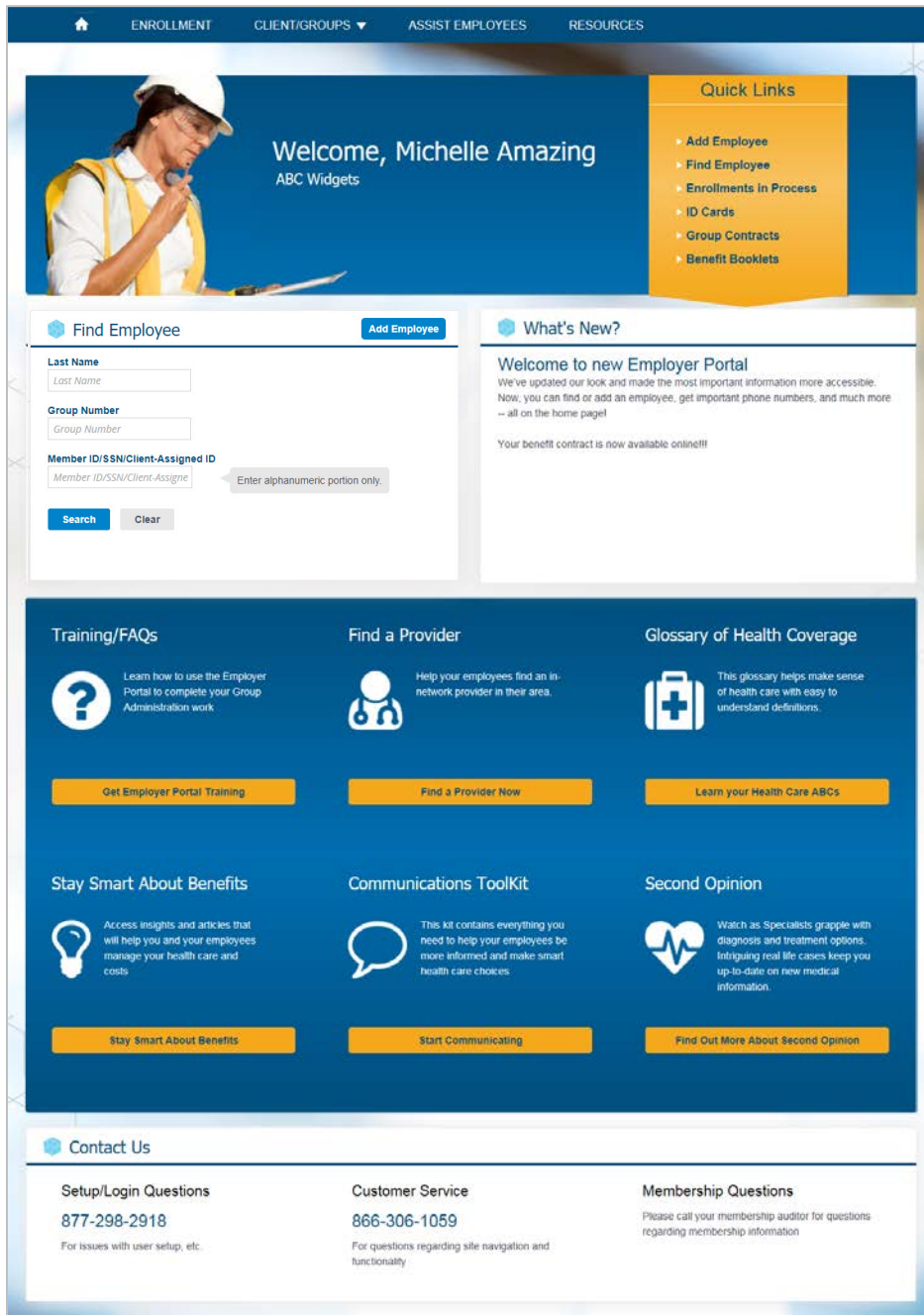
Section 1: Getting Started – Home Page

This section provides:

- An overview of the portal
- How to navigate through the secure mail feature
- Your profile

Access the Employer Portal Home Page

At this time you should have already received your log in information from Highmark. When logging in to the portal for the first time, you will be prompted to change your password. If you have forgotten your password, call Customer Service.



The screenshot displays the Employer Portal Home Page. At the top, a navigation bar includes links for ENROLLMENT, CLIENT/GROUPS, ASSIST EMPLOYEES, and RESOURCES. The main header features a welcome message for Michelle Amazing, ABC Widgets, alongside a 'Quick Links' section with options like Add Employee, Find Employee, and Enrollments in Process. Below the header, there's a 'Find Employee' section with input fields for Last Name, Group Number, and Member ID/SSN/Client-Assigned ID, along with Search and Clear buttons. To the right, a 'What's New?' section provides updates on the portal's new look and online benefit contract availability. The lower half of the page is organized into a grid of six tiles: Training/FAQs, Find a Provider, Glossary of Health Coverage, Stay Smart About Benefits, Communications ToolKit, and Second Opinion, each with an icon, brief description, and a corresponding action button. The footer section, titled 'Contact Us', lists contact information for Setup/Login Questions, Customer Service, and Membership Questions.

ENROLLMENT CLIENT/GROUPS ASSIST EMPLOYEES RESOURCES

Welcome, Michelle Amazing
ABC Widgets

Quick Links

- Add Employee
- Find Employee
- Enrollments in Process
- ID Cards
- Group Contracts
- Benefit Booklets

Find Employee Add Employee

Last Name
Last Name

Group Number
Group Number

Member ID/SSN/Client-Assigned ID
Member ID/SSN/Client-Assigned ID Enter alphanumeric portion only.

Search Clear

What's New?

Welcome to new Employer Portal

We've updated our look and made the most important information more accessible. Now, you can find or add an employee, get important phone numbers, and much more -- all on the home page!

Your benefit contract is now available online!!!

Training/FAQs

Learn how to use the Employer Portal to complete your Group Administration work.

Get Employer Portal Training

Find a Provider

Help your employees find an in-network provider in their area.

Find a Provider Now

Glossary of Health Coverage

This glossary helps make sense of health care with easy to understand definitions.

Learn your Health Care ABCs

Stay Smart About Benefits

Access insights and articles that will help you and your employees manage your health care and costs.

Stay Smart About Benefits

Communications ToolKit

This kit contains everything you need to help your employees be more informed and make smart health care choices.

Start Communicating

Second Opinion

Watch as Specialists grapple with diagnosis and treatment options. Intriguing real life cases keep you up-to-date on new medical information.

Find Out More About Second Opinion

Contact Us

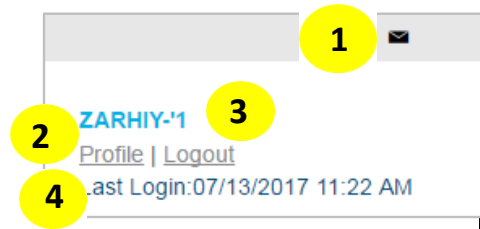
Setup/Login Questions
877-298-2918
For issues with user setup, etc.

Customer Service
866-306-1059
For questions regarding site navigation and functionality

Membership Questions
Please call your membership auditor for questions regarding membership information

Header

The items in the header can be accessed from any page.



The header includes the following:

Control	Functionality
1. Secure Mail icon	Access your secure mail by clicking the envelope icon.
2. Profile link	<p>View your demographics and entitlement information for the overall site and for each group. For example, you may be able to modify employee data for some groups, but only view employee data for other groups.</p> <p>This page includes the Change Your Password link if it's applicable.</p> <p>Note: Contact your Client Manager/Broker if the information needs to be. Their contact information can be found in the Clients/Groups tab.</p>
3. Logout link	Log out of the portal.
4. Last Login	View the date and time when you last logged in.

Profile

Always verify your profile information the first time logging into the portal.

A screenshot of the 'Profile for Michelle Amazing' page. The page has a breadcrumb 'Home > Profile for Michelle Amazing'. The main heading is 'Profile for Michelle Amazing'. Below this, there are two main sections: 'Name & Contact Info' and 'Group Access'. The 'Name & Contact Info' section includes a blue box with the text 'If this information is incorrect, contact your Client Manager'. Below this, it lists contact information for 'ABC Widgets': Michelle Amazing, 1683 E Pelt Road, Pittsburgh, PA 15213, michellea@abcwidgets.com, Login ID PA123456MC, Phone 8001234567, and Fax. There is a 'Change Password' link. The 'Group Access' section has a search bar 'Search Group Numbers' and '84 Groups'. It shows a table with columns 'Group Number', 'Employee Data', and 'Spending Account'. The table has 9 rows, each with a 'Modify' link. There are pagination controls '1 2 ... 9 Next >'. At the bottom, there is an 'Overall Site Access' section with a question mark icon and a list of access types: Bills (checked), Claims (unchecked), Dental (unchecked), Enrollment Reports (unchecked), ID Theft protection (checked), and Reports (checked).

Navigational Tabs

The **Navigational Tabs** can be found at the top of every web page. You can navigate to different sections of the portal by clicking these tabs.

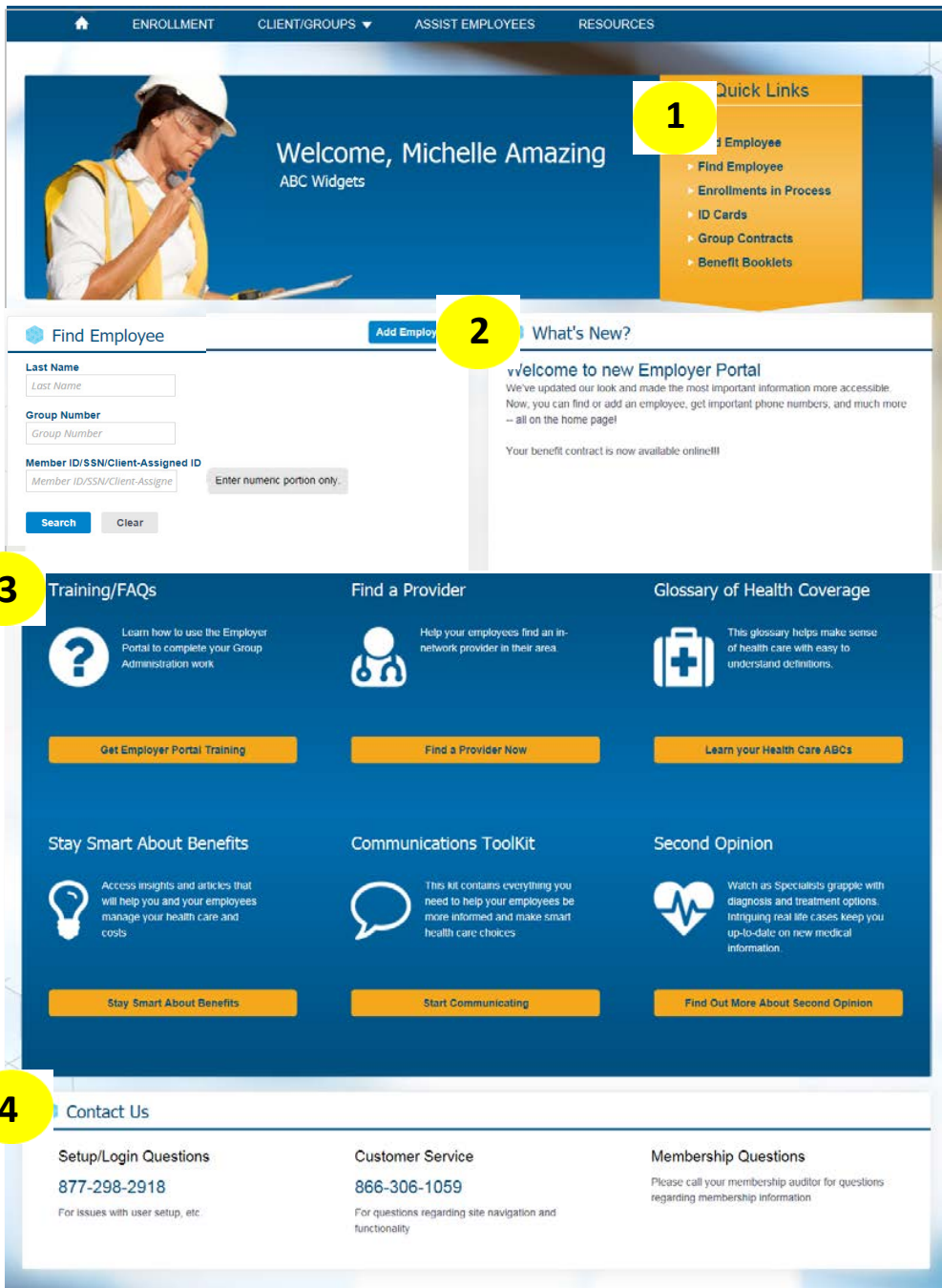


The table below provides a description for each tab. The tabs provide access to key information used to complete the enrollment process and a variety of other functions in the portal. Not all users may have access to all tabs. If your access needs modified, contact your client manager.

Tab	Functionality
Enrollment	Enroll a new employee or make updates to an existing employee, cancel coverage, or monitor enrollment activities.
Client/Groups	Get client and group information.
Assist Employees	Request ID cards, view benefit booklets, or look up Plan or provider information. If you are entitled to this feature , you will be able to access Spending Accounts.
Billing	If you are entitled to this feature , you will be able to access the e-Bill system.
Reports	If you are entitled to this feature , you will be able to generate and view reports for your company. You can view enrollment reports, reports @ hand, and Health Analytics.
Resources	Find forms and applications, get updates on site status, and receive group bulletins.

Home Page

The **Home Page** includes shortcuts to common functionality, highlights information that may be of interest to you, and displays important contact information.



The Home Page includes the following:

Feature	Functionality
1. Quick Links	Access the most common portal functions by clicking the links in the Quick Links ribbon.
2. What's New	Read the latest news and updates related to the portal or products.
3. E-Spots	Review content that can help you manage your employee groups. The e-spots may change as new information becomes available.
4. Contact Us	Locate important phone numbers, including Customer Service, Membership, and Technical Assistance.

Section 2: Enrollments

This section provides:

- An overview of the Enrollment Tab
- How you can use the enrollment functionality.

You can access the **Enrollment landing page** by selecting the Enrollment tab.

Find Employee **Add Employee**

Last Name
Last Name

Group Number
Group Number

Member ID/SSN/Client-Assigned ID
Member ID/SSN/Client-Assigned ID

Enter alphanumeric portion only.

Search **Clear**

Enrollments In Process

The following list includes enrollments that are pending because they are in a Saved, Partially-Submitted or Submitted state. If the status is listed as "Partially-Submitted" or "Submitted", it will take 24 hours for enrollment to be completed.

To modify the "Saved" enrollment, click on the Subscriber's name. If you wish to discard all information for enrollments in a "Saved" status, click on the "Delete Icon". Saved enrollments will automatically be removed after 30 days.

Prescription enrollment updates may take up to 48 business hours to complete.

Find Enrollments
Find Enrollments

3 of 3 enrollments

Subscriber Name	Member ID	Status
TEST_TEST	*****4212	SAVED
TEST_TEST	*****2121	SAVED
TEST_TEST	*****1212	SAVED

Add Employee

Click the Add Employee button to add a new subscriber and dependent(s) to the membership database.

Note: Fields marked with an asterisk (*) are required fields. If any of these fields are not completed or incorrect, a notification will display in red text.

Step 1: Subscriber & Dependents

1. Make sure that you carefully enter the Coverage Effective Date as this is the first date when coverage will be available to the subscriber and their dependents.
2. Enter subscriber information, such as SSN, First Name, and Last Name.
3. Click Add if you want to add dependents. You will need to add multiple dependents by clicking Add multiple times.
4. Enter the dependents' data.
5. The Other Insurance and Medicare questions are defaulted to Unknown.
6. Click Save & Continue to go to the next step or click Save for Later to save the enrollment in Enrollments in Process.
 - a. If you answered Yes to the Other Insurance question for the subscriber or dependent, an additional step will be displayed in the left navigation.
 - b. If you answered Yes to the Medicare question for the subscriber or dependent, additional information will be requested in the left navigation.
 - c. If you selected Full Time – MNLOA for a dependent's Special Status, additional information will be requested in the left navigation.

Dependents

PLEASE NOTE:
If you are adding a dependent to the contract who has already on the contract, do not add them to the contract.

+ Add

Add Employee

1. Subscriber & Dependents



2. Plan Coverage



3. Review & Submit



Subscriber & Dependents

* Required

Subscriber Information

☐ Employee will be covered by COBRA

Hire Date



Coverage Eff. Date *



Enter carefully. This is the first day that any coverage will be available.

SSN*

Prefix

None



Legal First Name*

Legal First Name

Legal Middle Name

Legal Middle Name

Legal Last Name*

Legal Last Name

Suffix

None



Sex * ☐ Male ☐ Female

Birth Date *



Address 1*

Street Address 1

Address 2

Street Address 2

City*

City

State*

State



ZIP*

Home Phone

() - -

Work Phone

() - -

Mobile Phone

() - -

Only employees can change their mobile phone number, either online or by calling Customer Service.

Work Fax

() - -

Work Email

employee@email.com

Other Insurance?*

Unknown



Medicare Eligible?*

Unknown



Dependents

PLEASE NOTE:

If you are adding a dependent to the contract who has the same birth month, same birth year and same first name as a dependent already on the contract, do not add them to the contract using this page. Please contact Customer Service for assistance.

[+ Add](#)

Save & Continue

Save for Later

Cancel

Step 2: Other Insurance

1. If the Other Insurance question is marked as Yes, this page will display and you can enter the other insurance information for the subscriber or dependent. One card displays for each person who is marked as having other insurance.
2. Enter other insurance information.
3. If there is more than one person and the other insurance information is the same, **complete one card, then click Copy to Others**. You can choose who you want to copy the information to.
4. Click Save & Continue to go to the next step or click Save for Later to save the enrollment in Enrollments in Process.

Home > Enrollment > Enrollments In Process > Add Employee

Add Employee

1. Subscriber & Dependents ✓

2. Other Insurance ✗

3. Medicare ✗

4. Plan Coverage ✗

5. Review & Submit ✗

Other Insurance

*** Required**
You indicated that these people have other insurance. If you need to change that, return to Step 1.

Test Test	Ana Test
Name of Insurance Carrier * <input type="text" value="Insurance"/>	Name of Insurance Carrier * <input type="text" value="Insurance"/>
Group Number <input type="text" value="Group Number"/>	Group Number <input type="text" value="Group Number"/>
Policy Holder Legal First Name <input type="text" value="Legal First Name"/>	Policy Holder Legal First Name <input type="text" value="Legal First Name"/>
Policy Holder Legal Last Name <input type="text" value="Legal Last Name"/>	Policy Holder Legal Last Name <input type="text" value="Legal Last Name"/>
Effective Coverage Date <input type="text" value="mm/dd/yyyy"/>	Effective Coverage Date <input type="text" value="mm/dd/yyyy"/>
Effective Cancel Date <input type="text" value="mm/dd/yyyy"/>	Effective Cancel Date <input type="text" value="mm/dd/yyyy"/>
Policy Number <input type="text" value="Policy Number"/>	Policy Number <input type="text" value="Policy Number"/>
Policy Holder Relation to Subscriber * <input type="text"/>	Policy Holder Relation to Subscriber * <input type="text"/>
Policy Holder Birth Date <input type="text" value="09/06/2017"/>	Custody * <input type="text"/>
Policy Holder Employment Status * <input type="text"/>	Policy Holder Birth Date <input type="text" value="09/06/2017"/>
Copy to others	Policy Holder Employment Status * <input type="text"/>
	Copy to others

Save & Continue

Save for Later

Cancel

Step 3: Medicare

1. If the Medicare question is marked as Yes, this page will display and you can enter the Medicare information for the subscriber or dependent. One card displays for each person who is marked as having Medicare.
2. Enter Medicare information.
3. Click Save & Continue to go to the next step or click Save for Later to save the enrollment in Enrollments in Process.

[Home](#) > [Enrollment](#) > [Enrollments in Process](#) > Add Employee

Add Employee

1. Subscriber & Dependents ✓

2. Other Insurance ✓

3. Medicare ✗

4. Plan Coverage ✗

5. Review & Submit ✗

Medicare

* denotes a required field

You indicated that these people are Medicare eligible. If you need to change that, return to Step 1.

Test Test	Ana Test
Medicare Claim Number * <input type="text"/>	Medicare Claim Number * <input type="text"/>
Why Eligible? * <input type="text" value="Select An C"/>	Why Eligible? * <input type="text" value="Select An C"/>
Ever Collected Social Security Disability Income? * <input type="radio"/> Yes <input type="radio"/> No	Ever Collected Social Security Disability Income? * <input type="radio"/> Yes <input type="radio"/> No
Medicare Part A (Hospital Insurance) Effective Date <input type="text" value="09/06/2017"/> <input type="calendar"/>	Medicare Part A (Hospital Insurance) Effective Date <input type="text" value="09/06/2017"/> <input type="calendar"/>
Cancel Date <input type="text" value="09/06/2017"/> <input type="calendar"/>	Cancel Date <input type="text" value="09/06/2017"/> <input type="calendar"/>
Medicare Part B (Medical Insurance) Effective Date <input type="text" value="09/06/2017"/> <input type="calendar"/>	Medicare Part B (Medical Insurance) Effective Date <input type="text" value="09/06/2017"/> <input type="calendar"/>
Cancel Date <input type="text" value="09/06/2017"/> <input type="calendar"/>	Cancel Date <input type="text" value="09/06/2017"/> <input type="calendar"/>
Medicare Part C - Medicare Advantage? * (Medicare Replacement) <input type="radio"/> Yes <input type="radio"/> No	Medicare Part C - Medicare Advantage? * (Medicare Replacement) <input type="radio"/> Yes <input type="radio"/> No
Medicare Part D? * (Prescription Drug) <input type="radio"/> Yes <input type="radio"/> No	Medicare Part D? * (Prescription Drug) <input type="radio"/> Yes <input type="radio"/> No

Save & Continue

Save for Later

Cancel

Step 4: MNLOA (Medically Necessary Leave of Absence)

1. If the Special Status for a dependent is marked as Full Time - MNLOA, this page will display and you can enter the MNLOA information. One card displays for each dependent marked as Full Time - MNLOA.
2. Answer the MNLOA questions and enter the MNLOA date for the dependent. To attain the special status, all three questions must be answered Yes.
3. Click Save & Continue to go to the next step or click Save for Later to save the enrollment in Enrollments in Process.

Add Employee

1. Subscriber & Dependents

2. Other Insurance

3. Medicare

4. MNLOA

5. Plan Coverage

6. Review & Submit

✓

✓

✓

✓

✗

✗

Medically Necessary Leave of Absence (MNLOA)

You indicated that these dependents are on a Medically Necessary Leave of Absence (MNLOA). If you need to change that, return to Step 1.

Coverage for a dependent student may be continued during a Medically Necessary Leave of Absence (MNLOA). This includes any medically necessary change in enrollment (such as a reduction in the number of credits that may affect the 'full-time' status of the dependent) from an institution of higher learning. Coverage may continue for a period of one year from the first day of the MNLOA or, if earlier, the date that coverage would otherwise terminate under the terms of the plan (i.e. attained maximum student age.)

To be eligible for continued coverage during a MNLOA, the child must have a student status immediately prior to the first day of the MNLOA and must be suffering from a serious illness or injury. Additionally, the leave of absence or other change in enrollment status must be medically necessary.

ertret rtert	test t
<p>Is the student suffering from a serious illness or injury? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Is the leave of absence medically necessary? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Did you receive notice of the MNLOA from the treating physician? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Start date of MNLOA *</p> <p>09/06/2017 </p> <p><input checked="" type="checkbox"/> I certify that as of 09/06/2017, ertret rtert will be classified as a full-time student on a Medically Necessary Leave of Absence.</p>	<p>Is the student suffering from a serious illness or injury? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Is the leave of absence medically necessary? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Did you receive notice of the MNLOA from the treating physician? *</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Start date of MNLOA *</p> <p>08/29/2017 </p> <p><input checked="" type="checkbox"/> I certify that as of 08/29/2017, test t will be classified as a full-time student on a Medically Necessary Leave of Absence.</p>

Save & Continue

Save for Later

Cancel

Step 5: Plan Coverage

This step enables you to select the coverage under each Line of Business (LOB). A separate card displays for each LOB.

1. On each plan coverage card, select an available Plan and then click the checkbox for each person who is supposed to receive the coverage. If there are no Plans available for the LOB, it will be greyed out.

Important! If an individual's checkbox is not checked, he/she will not receive coverage.

2. If applicable, a Report Codes section and/or Providers section will display once you select coverage. If there is other information needed, additional sections will display as well. Complete the information.
3. Click Save & Continue to go to the next step or click Save for Later to save the enrollment in Enrollments in Process.

[Home](#) > Add Employee

Add Employee

1. Subscriber & Dependents ✓

2. Other Insurance ✓

3. Medicare ✓

4. MNLOA ✓

5. Plan Coverage ✗

6. Review & Submit ✗

Plan Coverage

* Required

Medical

Plan
PPO Blue

Effective Date
10/01/2017

☒ Test Test
☒ Ana Test
☒ Sheila Test

Vision

Plan
None

Effective Date
10/01/2017

☐ Test Test
☐ Ana Test
☐ Sheila Test

Dental

Plan
None

Effective Date
10/01/2017

☐ Test Test
☐ Ana Test
☐ Sheila Test

Drug

Plan
None

Effective Date
10/01/2017

☐ Test Test
☐ Ana Test
☐ Sheila Test

Service

Plan
None

Effective Date
10/01/2017

☐ Test Test
☐ Ana Test
☐ Sheila Test

Providers

Search for the practice in the Provider Directory or enter the practice's Provider Number and Name. If you are changing a PCP from a previous coverage, the selection will auto-populate for all family members previously covered.

Test Test

Provider Number
Number

Provider Name
Name

Not Sure?
Search Provider Directory
☐ Established Patient

Effective Date
09/06/2017

Reason
Initial PCP Selection

[Copy to others](#)

Ana Test

Provider Number
Number

Provider Name
Name

Not Sure?
Search Provider Directory
☐ Established Patient

Effective Date
09/06/2017

Reason
Initial PCP Selection

[Copy to others](#)

Sheila Test

Provider Number
Number

Provider Name
Name

Not Sure?
Search Provider Directory
☐ Established Patient

Effective Date
09/06/2017

Reason
Initial PCP Selection

[Copy to others](#)

Save & Continue

Save for Later

Cancel

11

Step 6: Review & Submit

The Review & Submit page captures the selections that were made throughout the enrollment process and allows for one final review of the data entered.

If you need to edit anything on the page, you can click the links on the left navigation. Click Save & Continue in each sections to return to the Review & Submit page to finish the enrollment. Finalize the enrollment by clicking submit.


Once the enrollment has been successfully completed, a success message will then be displayed.

Enrollments in Process

The **Enrollments in Process** page allows you to review the status for incomplete and processing enrollments. Records can be viewed, modified, or deleted, depending upon their status.

5 enrollments in process display on the Enrollments page. If there are more than 5 enrollments in process, you can view them by clicking the View All button.

- Saved status - Records in the Saved status (not sent for processing yet) can be modified by clicking on the Subscriber Name link. Clicking on the Subscriber Name will display the enrollment form and you can select Edit Employee Record from the Actions drop-down. Saved enrollments can be deleted by clicking the delete (trashcan) icon.
- Submitted or Partially Submitted status - The subscriber record has been sent for processing, but has not yet been finalized by membership.

 **Enrollments In Process**




The following list includes enrollments that are pending because they are in a Saved, Partially-Submitted or Submitted state. If the status is listed as "Partially-Submitted" or "Submitted", it will take 24 hours for enrollment to be completed.

To modify the "Saved" enrollment, click on the Subscriber's name. If you wish to discard all information for enrollments in a "Saved" status, click on the "Delete Icon". Saved enrollments will automatically be removed after 30 days.

Prescription enrollment updates may take up to 48 business hours to complete.

Find Enrollments

3 of 3 enrollments

Subscriber Name	Member ID	Status	
TEST_TEST	*****4212	SAVED	
TEST_TEST	*****2121	SAVED	
TEST_TEST	*****1212	SAVED	

Find Employee

The **Find Employee** functionality allows you to find enrollment data by entering any of the following of an employee's:

- Last Name
- Group Number
- Member ID or SSN

Important! To see full search results you may need to scroll down.

The screenshot shows the 'Find Employee' web application interface. At the top, there is a breadcrumb 'Home > Find Employee' and a blue 'Add Employee' button. The main section is titled 'Find Employee' and contains three input fields: 'Last Name' (with placeholder text 'Last Name'), 'Group Number' (with placeholder text 'Group Number'), and 'Member ID/SSN/Client-Assigned ID' (with placeholder text 'Member ID/SSN/Client-Assigned ID' and a tooltip 'Enter alphanumeric portion only.'). Below these fields are 'Search' and 'Clear' buttons. The 'Results' section is titled 'Find Employee' and has a sub-header 'Find Employee by First Name'. It states 'First 40 results are shown.' and displays two results. The first result is 'Test, Test 1234567890123' with status 'Active' and a blue 'Actions' button. The second result is 'Test, Test 2234567890123' with status 'Cancelled' and a blue 'Actions' button. The 'Groups' for each result are listed as '1234567890'.

After the search results display, the following actions are available from the **Actions** drop-down:

- Edit Employee Record
- Change PCP
- Print Employee Summary
- Manage Spending Account Elections (if applicable)
- Claims (if applicable)
- ID Cards
- Cancel Coverage (only for active employees)
- Reinstate (only for cancelled employees)

You can also view the Subscriber Summary by clicking the name link on the search results.

Important! You will only be able to find employees that are in the groups you are entitled to view.

View Subscriber Summary

You can view the subscriber's summary by clicking on the Subscriber Name link after the Find Employee search results display.

Important! If the employee has coverage from multiple groups, use the Now Showing drop-down to switch back and forth between the groups.

The following actions are also available from the View Subscriber Summary page:

- Edit Employee Record
- Change PCP
- Print Employee Summary
- Manage Spending Account Elections (if applicable)
- Claims (if applicable)
- ID Cards
- Cancel Coverage (only for active employees)
- Reinstate (only for cancelled employees)

The screenshot displays the 'View Subscriber Summary' page for Ann Pslink, who is active. The page is divided into several sections: 'Subscriber Information', 'Dependents', 'Plan Coverage', and 'Providers'. The 'Subscriber Information' section shows details for Ann Pslink, including her Member ID (123456789012), Employer Name (ABC Widgets), and various contact and identification details. The 'Dependents' section lists CHILD PSLINK as a dependent, with details on their relationship, SSN, gender, birth date, and special status. The 'Plan Coverage' section indicates that the employee has coverage from multiple groups, with a dropdown menu set to 'Now Showing: 12345678 - Active'. Below this, the 'Medical' section shows the plan details for Plan 10141518, including the effective date (10/01/2017) and coverage category code (E1D). The 'Providers' section lists two providers: ANN PSLINK and CHILD PSLINK, both with their respective group practices and effective dates for initial PCP selection.

Home > Find Employee > Ann Pslink: Active

Ann Pslink: Active

Expand All Collapse All Actions

Subscriber Information

Employee covered under COBRA

Subscriber Legal Name ANN PSLINK	Member ID 123456789012	Employer Name ABC Widgets
SSN *****5464	Home Phone	Hire Date
Sex Female	Mobile Phone	Work Phone
Birth Date 01/01/1970	Other Insurance?	Work Fax
Address 12 MAIN STREET CHERRY HILL, NJ 08002	Medicare Eligible?	Work Email

Dependents

CHILD PSLINK

Relationship Son or Daughter
SSN *****1236
Gender Male
Birth Date 02/02/2010
Relation to employee SON OR DAUGHTER
Special Status Not Covered
Other Insurance?
Medicare Eligible?

Plan Coverage

This employee has coverage from multiple groups. Now Showing: 12345678 - Active

Medical

Plan 10141518
Effective Date 10/01/2017
Coverage Category Code E1D
Ann Pslink
Child Pslink

View Plan Coverage History

Providers

ANN PSLINK	CHILD PSLINK
Provider's Group Practice 123456789 TEST MEDICAL CENTER	Provider's Group Practice 123456789 TEST MEDICAL CENTER
Established Patient	Established Patient
Reason Initial PCP Selection	Reason Initial PCP Selection
Effective Date 09/15/2017	Effective Date 09/15/2017

View Provider History

Edit Employee Record

This functionality allows you to edit the employee record. You can make multiple changes on the same page and save once.

Use this option if you wish to:

- Edit demographics for the employee or dependents
- Update or add other insurance information
- Update or add Medicare information
- Add dependents and assign coverage to new or existing dependents
- Change existing coverage

Important! Do not use the Edit Employee functionality if you wish to cancel coverage for the employee or dependent. If you need to Cancel Coverage; find an employee and select Cancel Coverage from the Actions drop-down.

Edit Demographics

1. Find the employee.
2. Select Edit Employee Record from the Actions drop-down.
3. Enter the Effective Date of Changes.

Important! There are effective date range limits. If you receive an error in entering your effective date, please contact your Highmark team.

4. Edit the demographics.

Important! If you would like a record of this change , use the print page function from your browser before you submit the changes.

5. Click the Save button.
6. If changes are successful, a success message displays.

Home > Find Employee > Ann Pslink: Active

Ann Pslink: Active

Expand AllCollapse AllActions

Effective Date of changes *
mm/dd/yyyy

Subscriber Information

Hire Date
09/01/1977

SSN
*****3770

Prefix
None

Legal First Name*
ANN

Legal Middle Name

Legal Last Name*
PSLINK

Suffix
None

Sex *
☒ Male ☐ Female

Birth Date *
01/01/1970

Address 1*
12 MAIN STREET

Address 2
Street Address 2

City*
CHERRY HILL

State*
NEW JERSEY

ZIP*
08002

Home Phone
(412) 555-1212

Work Phone
() -

Mobile Phone
(412) 555-1212

Only employees can change their mobile phone number, either online or by calling Customer Service.

Work Fax
() -

Work Email
employee@email.com

Other Insurance?*
Yes

Medicare Eligible?*
Yes

Add or Edit Other Insurance or Medicare

1. Find the employee.
2. Select Edit Employee Record from the Actions button.
3. Enter the Effective Date of Changes.

Important! There are effective date range limits. If you receive an error in entering your effective date, please contact your Highmark team.

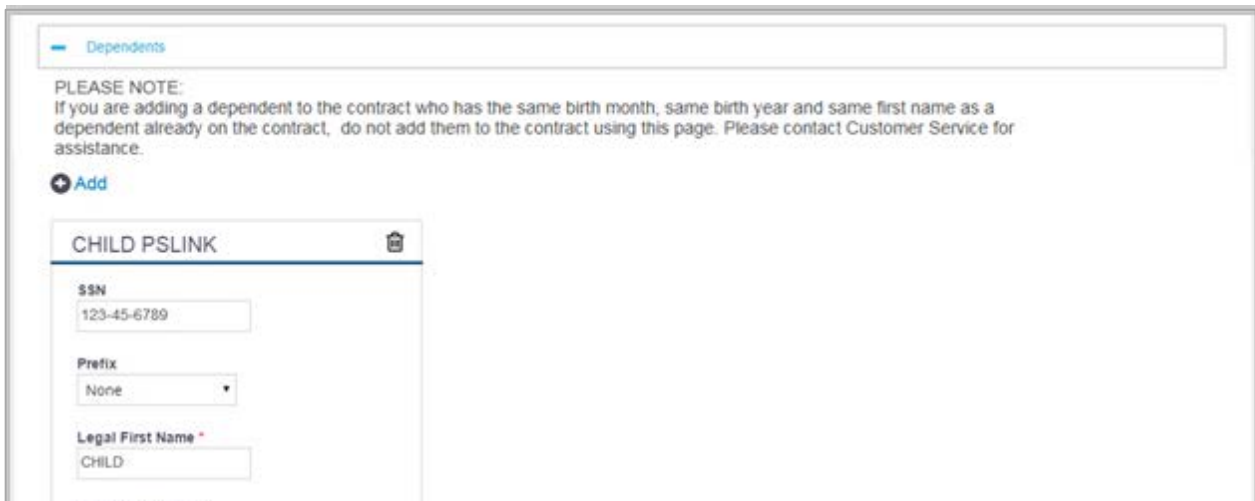
4. If you are adding: In the Subscriber and Dependents sections, select Yes to Other Insurance and/or Medicare questions. You can delete using the recycle bin at this step.

If you are editing: Update the Other Insurance and/or Medicare information in their respective sections and ensure that all required fields are completed.

5. The Other insurance and Medicare sections display below.
6. Cards display for each selected participant.
7. Enter the Other Insurance and/or Medicare information and ensure that all required fields are completed.

Important! If you would like a record of this change , use the print page function from your browser before you submit the changes.

8. Click the Save button.
9. If changes are successful, a success message displays.



Dependents

PLEASE NOTE:
If you are adding a dependent to the contract who has the same birth month, same birth year and same first name as a dependent already on the contract, do not add them to the contract using this page. Please contact Customer Service for assistance.

+ Add

CHILD PSLINK

SSN
123-45-6789

Prefix
None

Legal First Name *
CHILD

Editing existing other Insurance and/or Medicare information.

[Other Insurance](#)

CHILD PSLINK

Name of Insurance Carrier *

Group Number

Policy Holder Legal First Name

Policy Holder Legal Last Name

Effective Coverage Date

Effective Cancel Date

Policy Number

Policy Holder Relation to Subscriber *

Policy Holder Birth Date

Policy Holder Employment Status *

[Medicare](#)

ANN PSLINK

Medicare Claim Number *

Why Eligible? *

Ever Collected Social Security Disability Income? *
☐ Yes ☒ No

Medicare Part A (Hospital Insurance)

Effective Date*	Cancel Date
<input type="text" value="02/02/2010"/>	<input type="text" value="mm/dd/yyyy"/>

Medicare Part B (Medical Insurance)

Effective Date*	Cancel Date
<input type="text" value="02/02/2010"/>	<input type="text" value="mm/dd/yyyy"/>

Medicare Part C - Medicare Advantage? *
(Medicare Replacement)
☐ Yes ☒ No

Medicare Part D? * (Prescription Drug)
☐ Yes ☒ No

CHILD PSLINK

Medicare Claim Number *

Why Eligible? *

Ever Collected Social Security Disability Income? *
☐ Yes ☒ No

Medicare Part A (Hospital Insurance)

Effective Date*	Cancel Date
<input type="text" value="02/02/2010"/>	<input type="text" value="mm/dd/yyyy"/>

Medicare Part B (Medical Insurance)

Effective Date*	Cancel Date
<input type="text" value="02/02/2010"/>	<input type="text" value="mm/dd/yyyy"/>

Medicare Part C - Medicare Advantage? *
(Medicare Replacement)
☐ Yes ☒ No

Medicare Part D? * (Prescription Drug)
☐ Yes ☒ No

Add Dependents and Assign Plan Coverage to New or Existing Dependents

1. Find the employee.
2. Select Edit Employee Record from the Actions button.
3. Enter the Effective Date of Changes.

Important! There are effective date range limits. If you receive an error in entering your effective date, please contact your Highmark team.

4. In the Dependents section, click Add to add new dependents.
5. Enter all required fields for the dependents.
6. In the Plan Coverage section, an empty checkbox displays for the dependent for each line of business.
7. Select the checkbox to assign coverage for the dependent.
8. If an existing dependent doesn't have coverage, you can select the checkbox next to their name to assign coverage now.

Important! If you would like a record of this change , use the print page function from your browser before you submit the changes.

9. Click the Save button.
10. If changes are successful, a success message displays.

Important! At this point, if the employee has coverage from multiple groups, use the Now Showing drop-down. Select the empty checkbox in all active LOBs to select each line of business to be edited for each dependent.

[Plan Coverage](#)

To change coverage, cancel the Active coverage and add new coverage.

This employee has single coverage group. **Group Number:** 12345678 - Active [+ Add Coverage](#)

Medical

Plan
12345678

Effective Date
12/01/2011

Coverage Category Code
ESP

☒ Ann Pslink
☒ Child Pslink
☐ Child Pslink

Providers

ANN PSLINK

Provider's Group Practice
123456789

TEST MEDICAL CENTER

☒ Established Patient

Reason
Initial PCP Selection

Effective Date
12/01/2011

CHILD PSLINK

Provider's Group Practice
123456789

TEST MEDICAL CENTER

☒ Established Patient

Reason
Initial PCP Selection

Effective Date
12/01/2011

[Save](#) [Cancel](#)

Change Existing Plans

1. Find the employee.
2. Select Edit Employee Record from the Actions button.
3. Enter the Effective Date of Changes.
4. Click the delete (trashcan) icon in the top right corner of the LOB card.

Important! The icon displays for active Lines of Business (based on groups) only.

If the employee has coverage from multiple groups, use the *Now Showing* drop-down to toggle between them.

5. Enter the Cancel Date and Cancel Reason.
6. Click the OK button.
7. The Add Coverage page displays.

Important! The Add Coverage page automatically displays when you delete an LOB for the first time in the editing session to ensure that new coverage is added. If you delete another LOB during the same editing session, you will not be redirected to the Add Coverage page. You can add coverage by clicking the Add Coverage icon or link.

8. Select new coverage.
9. Click the OK button.
10. The Edit page displays, any new LOBs will be 'marked as add,' and any deleted LOBs will be 'marked as canceled.' Adding and deleting LOBs won't actually occur until you save.
11. Verify the changes.
12. Click the Save button.
13. If changes are successful, a success message displays.

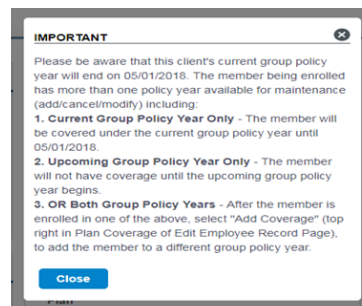
Small Group - Future Coverage Edits

You could encounter additional notifications to make edits to an employee's record when that employee is enrolled in BOTH an active group number AND a future group number. This affects our Small Group Customers Only.

1. Find the employee.
2. Select Edit (or cancel) Employee Record from the Actions button.
3. If the notification appears, you must make the edits in both the active and future coverage. The pop-up usually appears when you are close to a renewing period and have changed group numbers.

***This reminder is critical in ensuring that our records reflect changes being made are captured both for current administration and future administration purposes.**

4. Edit (or cancel) employee record for both the group numbers listed.
5. Follow the steps to edit or cancel employee record.



Print Employee Record

To print an employee record, click the name of the person in the results of "Find" and print from your internet browser.

Cancel Coverage

The **Cancel Coverage** function allows you to cancel an employee contract or specific coverage for a subscriber and/or dependents. This requires confirmation before a cancellation is submitted.

Important! It is important to note that you do NOT use this feature when performing Group to Group transfers from one group to another. Instead, select Actions > Edit Employee Record, delete LOBs, and add coverage.

All the active coverage will be shown on this page for the subscriber and dependents. If the subscriber is selected to cancel coverage, the dependents will automatically be selected to be cancelled.

1. Select the coverage to cancel.
 - You can use the Select/Deselect All links to select a Plan to be cancelled for everyone or to select all of an individual's coverage to be cancelled.
 - You can click the Cancel All link to select all the active coverage for the subscriber and dependents.

Important! If you don't have modify access permissions for a group, checkboxes will not be displayed. You must contact Highmark to have your permissions changed.

2. Enter the Cancel Date and Cancel Reason.

Important! The Cancel Date is the 1st day the employee no longer has coverage. Termination date must be within contract terms. For example, many contracts must be terminated on the 1st of the month after employment termination.

3. Once all the required information is entered, click the Yes button.

A success message will display once the cancellation has been successfully completed.

Home > Find Employee > Cancel Coverage

Cancel Coverage

* Required
All of an employee's active plans are shown below. If you have view-only access for a group, a checkbox will not display.

Cancel All	12345678	Select/Deselect All
SHEILA WONDERFUL Select/Deselect All	Jan 21, 1964	<input type="checkbox"/> Drug <input type="checkbox"/> Medical <input type="checkbox"/> Vision

Cancel Date *

Cancel Reason *

Warning! You are about to cancel selected coverage for the selected people.
If you canceled any coverage for the employee, that coverage will also be cancelled for dependents. Do you want to continue?

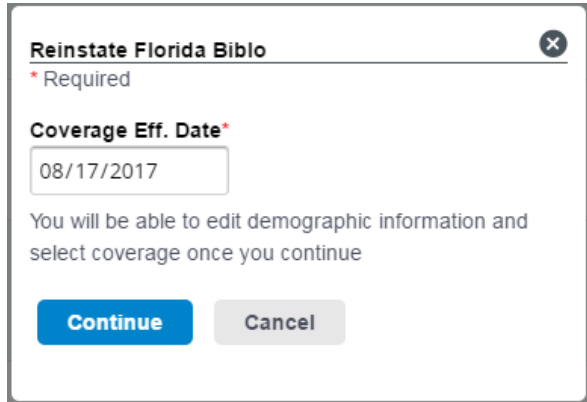
You can add coverage later if you need to.

[Yes](#) [No](#)

Reinstate Employee

You can reinstate a cancelled employee by selecting the Reinstate option from the Actions Dropdown.

1. Enter the Coverage Effective Date. This is the date from which the coverage will be effective for the employee.



A screenshot of a web application dialog box titled "Reinstate Florida Biblo". The dialog has a close button (X) in the top right corner. Below the title, it says "* Required". The main content area has a label "Coverage Eff. Date*" followed by a text input field containing the date "08/17/2017". Below the input field, there is a message: "You will be able to edit demographic information and select coverage once you continue". At the bottom of the dialog, there are two buttons: a blue "Continue" button and a grey "Cancel" button.

2. Click Continue.
3. The Add Employee page displays, with employee information pre-populated. At this time, information can be edited or added to reflect the current request. You can follow the Add Employee process to complete and reinstate the enrollment.

Section 3: Assist Employees

This section describes how you can assist your employees by:

- Printing ID cards
- Accessing Plan information, including SBCs
- Finding a provider
- Managing Spending Accounts
- And more

Employee Resources

- [ID Cards](#)
Print or order ID cards for your employees and their dependents. You can find an employee by entering their Last Name, Group Number, and/or Member ID.
- [Claims](#)
Check the claim status, member liability, and date the claim was paid. You can find an employee by entering Last Name, Group Number, and/or Member ID.
- [Benefit Booklets](#)
View in-depth information about the benefits for each of the plans your employer offers. You can search by Group Number.
- [Summary of Benefits Coverage \(SBC\)](#)
Compare plans using standard summaries for each of the plans your employer offers. You can search by Group Number.
- [Group Contracts](#)
Access group contracts here. You can search by Group Number.
- [Preventive Medications List](#)
View preventive medication lists for your employer. You can search by Group Number.

Providers

- [Find a Provider](#)
Find in-network hospitals, doctors, or other health care providers near you.
- [Change PCP](#)
Change the PCP for an employee and/or dependents. You can find an employee by entering Last Name, group Number, and/or Member ID.
- [Hospital Quality Measures](#)
Compare hospitals and procedures using WebMD's Hospital Advisor.

Spending Account

- [Spending Account](#)
Manage spending accounts here.
- [Spending Account Report Guide](#)
Use this guide to understand the spending account report that provide data and insight into your employer's account activity.
- [Manage Spending Account Elections](#)
Set up or modify employee's spending account elections.
- [Eligible Expenses](#)
Check this list of eligible spending account expenses.
- [Online Answers and How-Tos](#)
Learn the basics and get starte with Health Savings Account, Flexible Spending Account, or Health Reimbursement Account.

Educational Tools

- [Consumer Communication Toolkit](#)
Create health campaigns with this toolkit - it includes planning calendars, customizable emails, and fliers.
- [Second Opinion Health Education Series](#)
Watch doctors manage real-life cases.

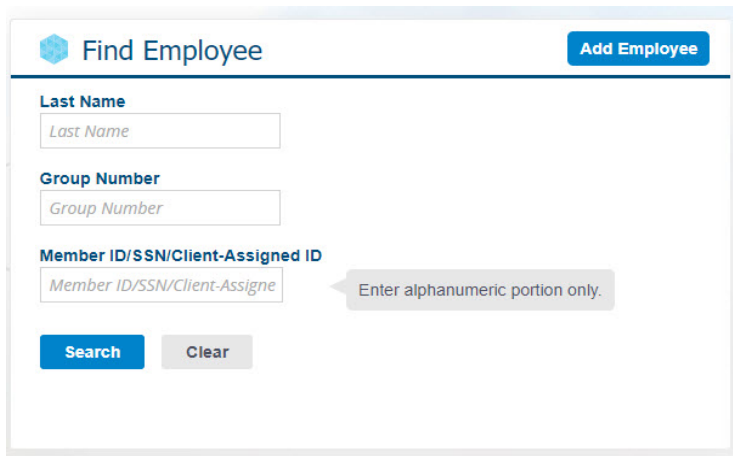
ID Cards

You can view and print ID cards for employee and dependents. Virtual ID cards are available at the first day of coverage. You can also request replacement ID cards on behalf of your employees. An ID card can be mailed to the employee address on file or another address without replacing the address on file.

The ID card function is available from the Assist Employee tab, as well as the Home page, and Find Employee page.

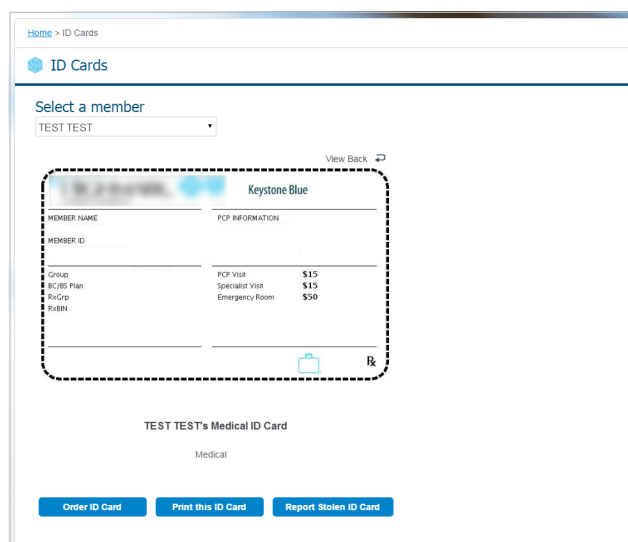
From the **Assist Employees** tab:

1. Click the ID Card link.
2. The Find Employee page displays.



The 'Find Employee' form features a blue header with a hexagonal icon and the title 'Find Employee'. A blue 'Add Employee' button is in the top right. Below the header are three input fields: 'Last Name' (placeholder: Last Name), 'Group Number' (placeholder: Group Number), and 'Member ID/SSN/Client-Assigned ID' (placeholder: Member ID/SSN/Client-Assigned ID). A grey tooltip points to the third field with the text 'Enter alphanumeric portion only.' At the bottom are 'Search' and 'Clear' buttons.

3. Enter the employee's Last Name, Group Number, or Member ID.
4. Click the Search button.
5. Results display based on the entered values and you can filter the results by entering the First Name.
6. Select ID Cards from the Actions dropdown. You will not see the ID cards option for a cancelled employee.
7. The ID Card page displays.



The 'ID Cards' page shows a breadcrumb 'Home > ID Cards' and a title 'ID Cards'. A 'Select a member' dropdown is set to 'TEST TEST'. A 'View Back' link is in the top right. The main content is a preview of a 'Keystone Blue' medical ID card. The card includes a member photo, name, and ID. Below this is a table of PCP information and rates.

PCP INFORMATION	
PCP Visit	\$15
Specialist Visit	\$15
Emergency Room	\$50

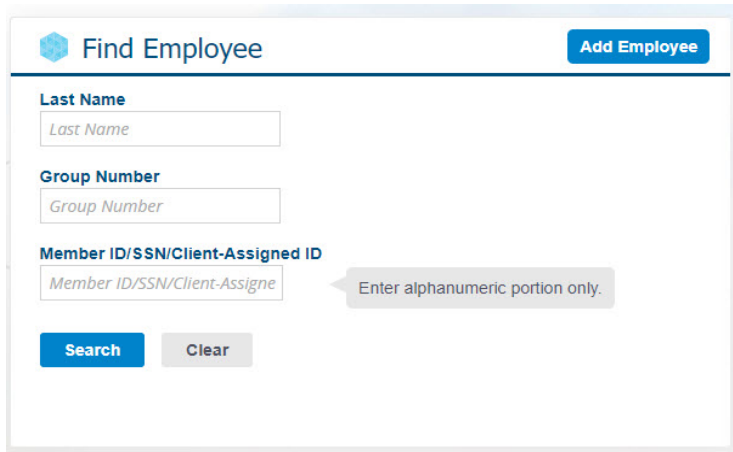
Below the table is a medical bag icon and a prescription symbol 'Rx'. The card is titled 'TEST TEST's Medical ID Card' and 'Medical'. At the bottom are three buttons: 'Order ID Card', 'Print this ID Card', and 'Report Stolen ID Card'.

8. You can click the Order ID Card button to request a copy of ID cards. You will be prompted to verify your mailing address (address can be edited).
9. You can also print the ID card by clicking the Print this ID Card button.

Claims (ASO only)

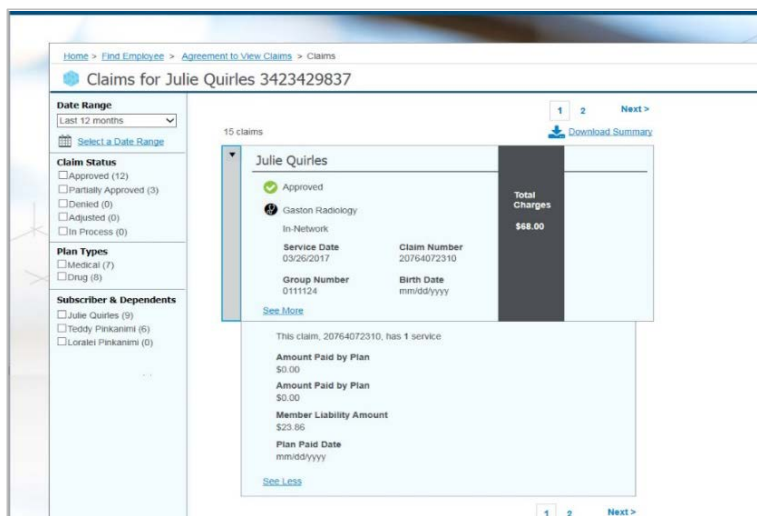
If you have the access (entitlement), you can view Medical, Drug, or Dental claims for your employees. From the **Assist Employees** tab:

1. Click the Claims link.
2. The Find Employee page displays.



The 'Find Employee' form is located at the top of the page. It features a blue header with the title 'Find Employee' and an 'Add Employee' button. Below the header, there are three input fields: 'Last Name' (placeholder: Last Name), 'Group Number' (placeholder: Group Number), and 'Member ID/SSN/Client-Assigned ID' (placeholder: Member ID/SSN/Client-Assigned ID). A tooltip next to the third field says 'Enter alphanumeric portion only.' At the bottom of the form are two buttons: 'Search' and 'Clear'.

3. Enter the employee's Last Name, Group Number, or Member ID.
4. Click the Search button.
5. Results display based on the entered values and you can filter the results by entering the First Name.
6. Select Claims from the Actions drop-down.
7. The Claims Agreement page displays.
8. Click the Agree & Continue button to view claims for the selected employee and their dependents.
9. The Claims Page displays.



The 'Claims for Julie Quirles 3423429837' page displays a list of claims. On the left, there are filters for 'Date Range' (Last 12 months), 'Claim Status' (Approved (12), Partially Approved (3), Denied (0), Adjusted (0), In Process (0)), 'Plan Types' (Medical (7), Drug (0)), and 'Subscriber & Dependents' (Julie Quirles (9), Teddy Pinkanemi (6), Loralei Pinkanemi (0)). The main content area shows a table of claims. The first claim is for Julie Quirles, approved, with a total charge of \$68.00. The table includes columns for 'Service Date', 'Claim Number', 'Group Number', and 'Birth Date'. Below the table, there is a section for 'This claim, 20764072310, has 1 service:' with details on 'Amount Paid by Plan' (\$0.00), 'Member Liability Amount' (\$23.66), and 'Plan Paid Date' (mm/dd/yyyy). A 'Download Summary' button is located at the top right of the claims list.

Home > Find Employee > Agreement to View Claims > Claims

Claims for Julie Quirles 3423429837

Date Range: Last 12 months

Select a Date Range

Claim Status

- ☐ Approved (12)
- ☐ Partially Approved (3)
- ☐ Denied (0)
- ☐ Adjusted (0)
- ☐ In Process (0)

Plan Types

- ☐ Medical (7)
- ☐ Drug (8)

Subscriber & Dependents

- ☐ Julie Quirles (9)
- ☐ Teddy Pinkanini (6)
- ☐ Loralei Pinkanini (0)

15 claims

Download Summary

Julie Quirles		Total Charges
<input checked="" type="checkbox"/> Approved	Gaston Radiology	\$68.00
Service Date	Claim Number	
09/26/2017	20764072310	
Group Number	Birth Date	
0111124	mm/dd/yyyy	

See More

This claim, 20764072310, has 1 service

Amount Paid by Plan	\$0.00
Amount Paid by Plan	\$0.00
Member Liability Amount	\$23.86
Plan Paid Date	mm/dd/yyyy

See Less

10. You can filter the claims by date range, claim status, Plan types and name. Or you can download a summary of the claims in Excel.

Benefit Booklets

Benefit Booklets for all Plans are available for viewing from the Assist Employees tab. If your Benefit Booklet does not display, contact your Client Manager or Client Service Manager. Contact information can be found under the Client/Groups tab.

From the **Assist Employees** Tab:

1. Click the Benefit Booklets link.

Employee Resources

[ID Cards](#)
Print or order ID cards for your employees and their dependents. You can find an employee by entering their Last Name, Group Number, and/or Member ID.

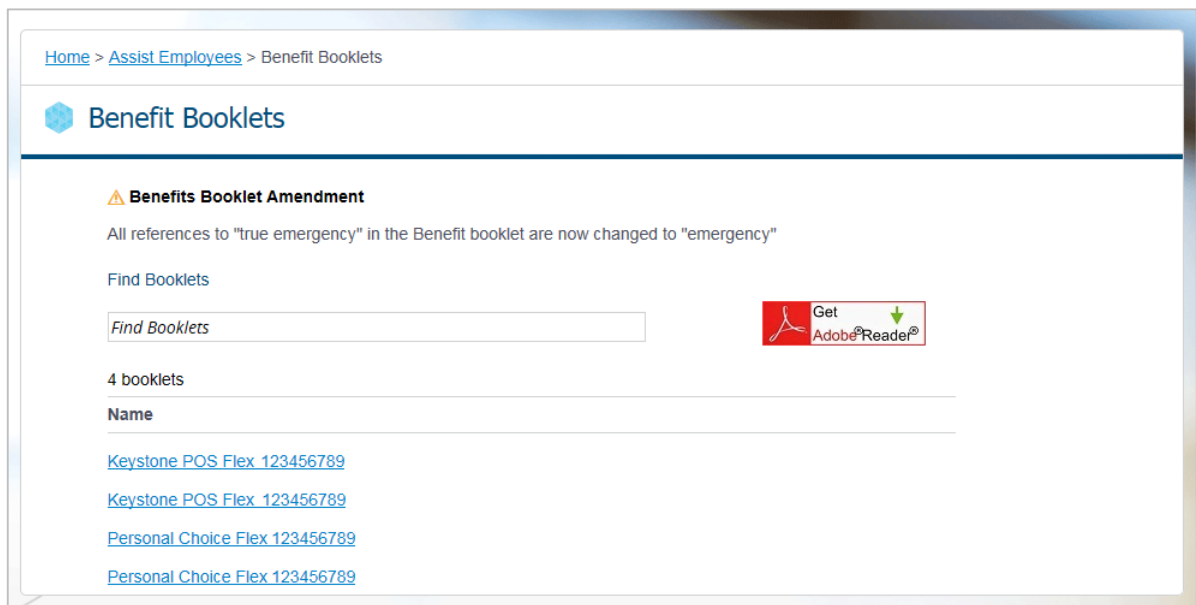
[Benefit Booklets](#)
View in-depth information about the benefits for each of the plans your employer offers. You can search by Group Number.

[Summary of Benefits Coverage \(SBC\)](#)
Compare plans using standard summaries for each of the plans your employer offers. You can search by Group Number

[Group Contracts](#)
Access group contracts here. You can search by Group Number.

[Preventive Medications List](#)
View preventive medication lists for your employer. You can search by Group Number.

2. The Benefit Booklets page displays.



3. Click the applicable Plan Name and Group Number link.
4. The Benefit Booklet opens in a separate browser window as a PDF file and can be printed or saved as a file to your computer.

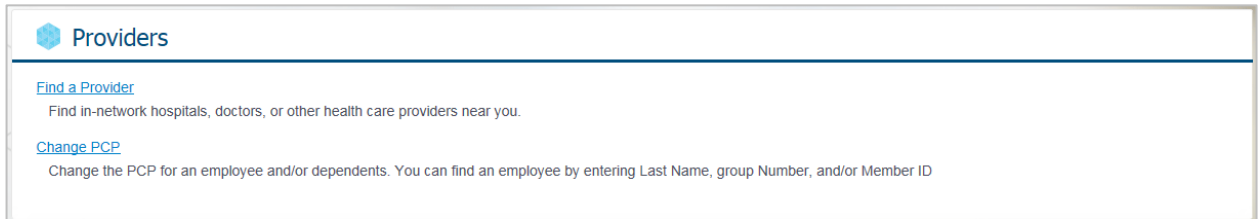
Important! If it's a long list, you can search for a booklet by entering the Plan Name or Group Number in the Find Booklets filter. Summary of Benefits, Group Contracts, and Preventive Medication Lists can be accessed in a similar way.

Find a Provider

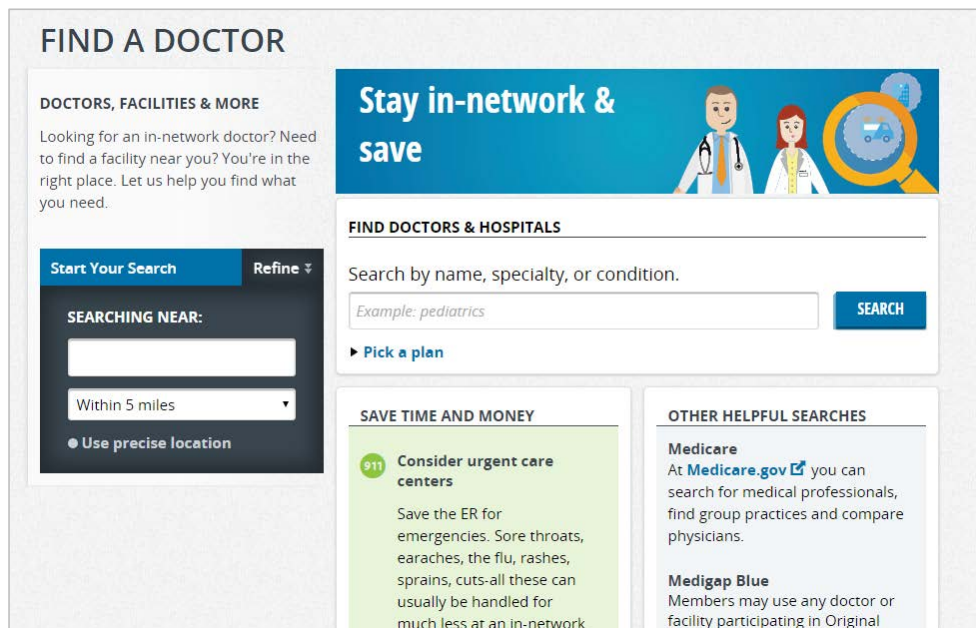
The **Find a Provider** link on the Assist Employees tab provides access to information on doctors and hospitals. The search function in the Provider Directory lets you use specific criteria such as coverage area, Plan, and type of provider to locate providers for your employees.

From the **Assist Employees** tab:

1. Click the Find a Provider link.



2. The Provider Directory page displays.



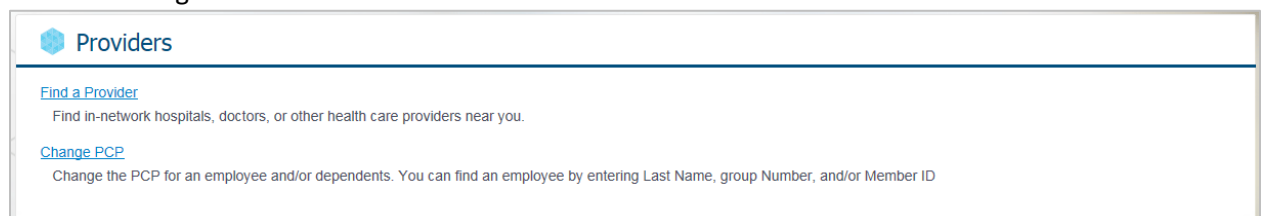
3. Enter the search criteria to locate a Doctor or Medical Professional, a Hospital or Facility, or Medical Supplies and Services. You can also search the doctors by location and Plan.
4. Click the Search button.
The Search Results display according to your search criteria.

Change Primary Care Physician (PCP)

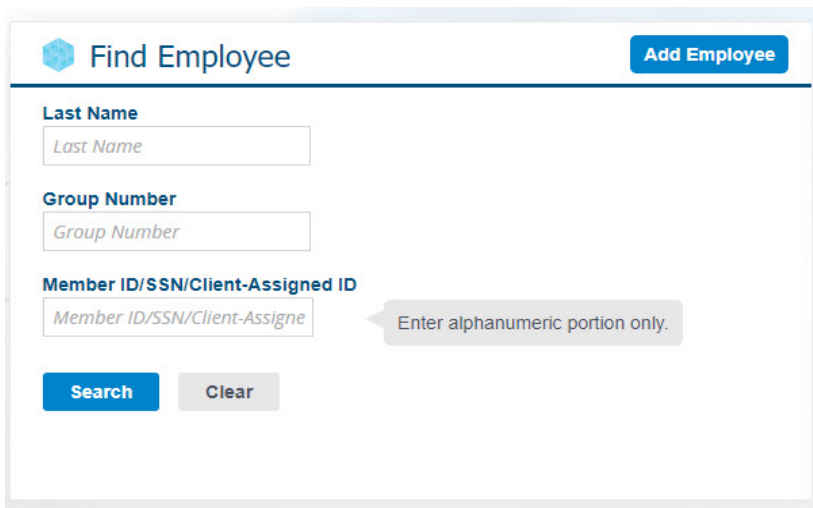
You can change the PCP for your employee and dependents.

From the **Assist Employees** tab:

1. Click the Change PCP link.

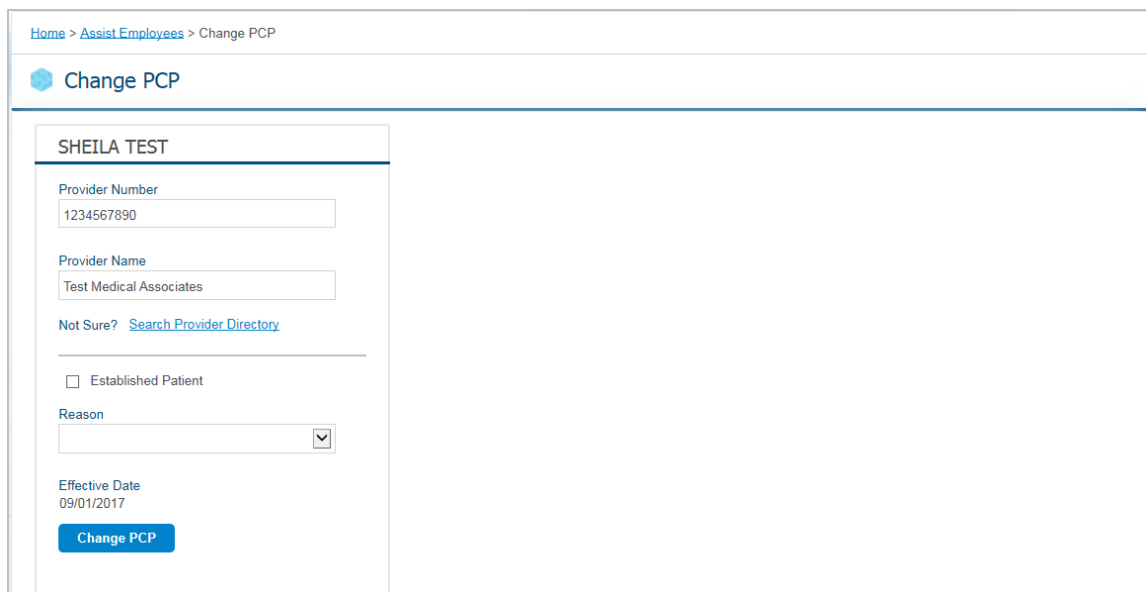


2. The Find Employee page displays.



The 'Find Employee' form is located at the top of the page. It features a blue header with a hexagonal icon and the title 'Find Employee'. To the right of the header is a blue button labeled 'Add Employee'. Below the header, there are three input fields: 'Last Name' with placeholder text 'Last Name', 'Group Number' with placeholder text 'Group Number', and 'Member ID/SSN/Client-Assigned ID' with placeholder text 'Member ID/SSN/Client-Assigned ID'. A tooltip points to the third field with the text 'Enter alphanumeric portion only.' Below the input fields are two buttons: a blue 'Search' button and a grey 'Clear' button.

3. Enter the employee's Last Name, Group Number and/or Member ID.
4. Click the Search button.
5. Results display based on the entered values and you can filter the results by entering the First Name.
6. Select Change PCP from the Actions drop-down. You will be prompted to select the group you wish to change. You will not see this option for a cancelled employee.
7. The Change PCP page displays.



The 'Change PCP' form is displayed below the 'Find Employee' form. It has a breadcrumb trail at the top: 'Home > Assist Employees > Change PCP'. The form title is 'Change PCP'. Below the title, there is a section for 'SHEILA TEST'. Inside this section, there are several fields: 'Provider Number' with the value '1234567890', 'Provider Name' with the value 'Test Medical Associates', and a link 'Not Sure? Search Provider Directory'. Below these fields is a checkbox labeled 'Established Patient' which is unchecked. There is a 'Reason' dropdown menu with a downward arrow. At the bottom of the section, there is an 'Effective Date' field with the value '09/01/2017' and a blue 'Change PCP' button.

8. Enter a new Provider Number and Name or click Search Provider Directory to search for a provider.
9. Select a Reason and the Effective Date will be populated based on the reason selected.
10. Click the Change PCP button to submit the changes.

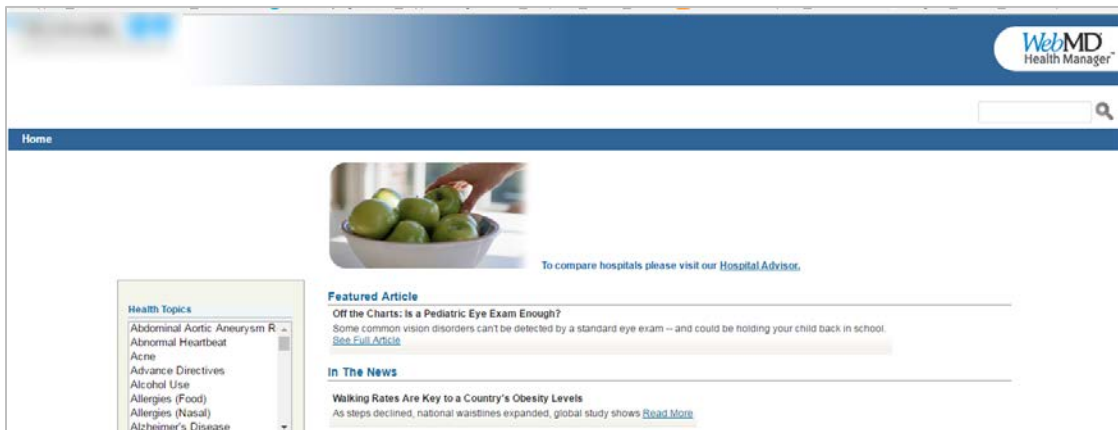
Hospital Quality Measures

The Hospital Quality Measures page helps employees navigate the health care system with tools to:

- Find and compare hospitals and physicians
- Read about various health topics
- Navigate WebMD's hospital advisor

From the **Assist Employees** tab:

1. Click the Hospital Quality Measures link.
2. The page opens in a separate browser window.



Section 4: Client/Groups Tab

Purpose: This section provides an overview of the Client/Groups tabs and how to view and understand the Client and Group details and contacts.

Use the Client/Groups Tab to access the Client and Group level information:

- General Information
- Contacts
- Groups
- Report Codes (if applicable)
- Identity Theft Protection (if applicable)

Note: It is NOT possible to edit information in the Client/Groups section. Contact your Client Manager if this information requires an update.

View Client Level Information

1. Select Client from the Client/Groups Tab.



2. The Client information page displays.

[Home](#) > ABC Widgets

ABC Widgets: (Active)

General Information
Contacts
ID Theft Protections

Client General Information

Renewal Month JUNE	Payment Mode Monthly
State of incorporation	Payment Terms C1-Due by 1st of Coverage Month
Affiliation N/A	SIC Code & Description 5511 - Motor Vehicle Dealers (New and Used)
Sales Representatives Client Manager	

Report Codes

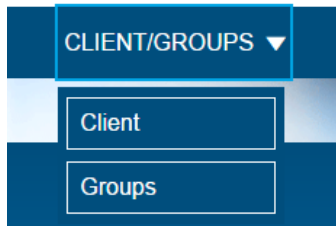
Type	Code	Associated Groups
ALPHA PAY (AP)	Client Defined	1234567891
COBRA (CB)	Client Defined	1234567890
COBRA (CB)	700	1234567891
PAY LOCATION (LU)	Client Defined	1234567890

Term	Definition
Renewal Month	Your company's renewal month.
State of Incorporation	The state in which your company is incorporated.
Affiliation	The companies having a common interest above and beyond the purchase of health care.
Payment Mode	The frequency of payments.
Payment Terms	The due date for payments.
Sales Representatives	The names and titles of the sales representatives assigned to your company.
SIC Code	The Standard Industrial Classification (SIC) code assigned to your company.
SIC Industry Description	The type of business.
Report Code	Displays active report codes that are associated with the groups listed. Report codes are only shown if they are applicable to your company's setup.

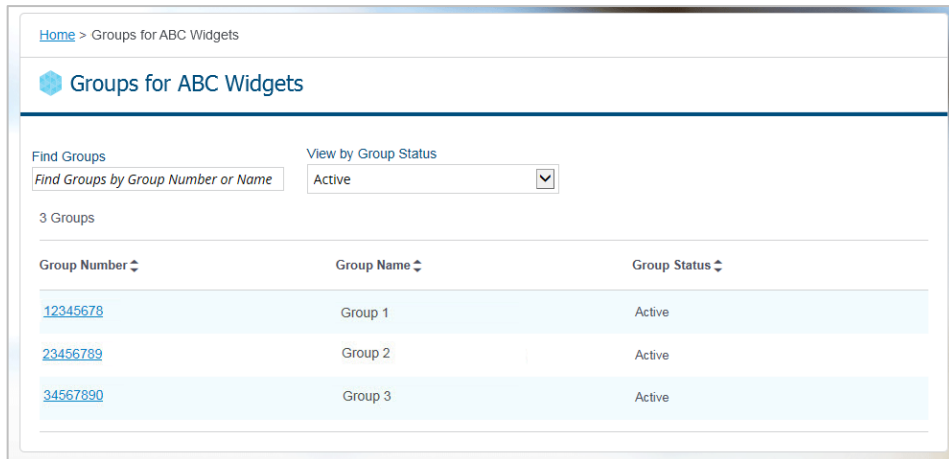
- Click Contacts from the left navigation to view client contacts.
The Client Contacts page displays contact information about the company's different contact types. Examples of contact types may include Billing, ID Cards, Monthly Reports, Correspondence, and Contract Signor.
- If you have the entitlement, you can view the ID Theft Protection page by clicking ID Theft Protection from the left navigation.
You can opt in and opt out from the ID theft protection services for the groups. New clients have 30 days from their coverage effective date to opt in for the present calendar year. All clients will be provided with an opportunity during Q4 to opt in for the following calendar year.

View Group Level Information

1. Select Groups from the Client/Groups Tab.



2. The Groups List page displays.



Note: If the list is long, you can enter a Group Number or Name in the Find Groups filter.

3. Click the Group Number link to view the Group Details page.

1234567890 Group 1 : Active

General Information

 Collapse All

Contacts

Group General Information

Renewal Month
JUNE

Payment Mode
Monthly

State of Incorporation

Payment Terms

C1-Due by 1st of Coverage Month


Affiliation
N/A

SIC Code & Description

5012 - Automobiles and Other Motor Vehicles

Sales Representatives
Client Manager

Eligibility

 Student Reporting

 Dependents

 Students Covered

 Domestic Partners

Dependent Type

Eligible to Age

Terminate

Disabled Dependent

Unlimited

No Deletion

Regular

26

First of Month Following
Birthdate

Products

Keystone POS

Currently Active

Contract Range

06/01/2017-05/31/2018

Next Renewal

06/01/2018

Contract Period

12 months

Billing Method

Premium

Premier Advantage

Currently Active

Contract Range

06/01/2017-05/31/2018

Next Renewal

06/01/2018

Contract Period

12 months

Billing Method

Premium

Report Codes

Type

Code

COBRA (CB)

700

4. You can view:

a. **General Information**

The page title and **Group General Information** section display the following information:

Term	Definition
Group Name	The name of the group.
Group Status	The status of the group, i.e., whether the group is active or cancelled.
Renewal Month	Your company's renewal month.
State of Incorporation	The state in which your company is incorporated.
Affiliation	The companies having a common interest above and beyond the purchase of health care.
Sales Representatives	The names and titles of the sales representatives assigned to your company.
Payment Mode	The frequency of payments.
Payment Terms	The due date for payments.
SIC Code	The Standard Industrial Classification (SIC) code assigned to your company.
SIC Industry Description	The type of business.

b. **Eligibility**

The **Group Eligibility** section displays the following information:

Term	Definition
Dependents, Students, & Domestic Partners Covered	Yes (check) or No (x) answer, as to whether they are covered or not.
Students Reporting	Yes (check) or No (x) answer, as to whether a rule exists for student dependents to report their school status to maintain eligibility under a contract holder's coverage for contract.
Dependent Type	Regular, Disabled, or Student.
Eligible To Age	The age at which coverage is discontinued for a dependent.
Terminate	The rules for when a dependent's coverage terminates.

c. Product

The **Group Products section** displays product information and status.

Term	Definition
Product Status	Indicates whether the product is currently active or effective on a future date.
Billing Method	The type of billing used by the purchaser to pay for benefits bought under the contract.

d. Report Codes

The **Group Report Code** section displays active report codes that are associated with the selected group. Report codes are only shown if they are applicable to your company's setup.

5. Select Contacts from the left navigation to view group contacts.

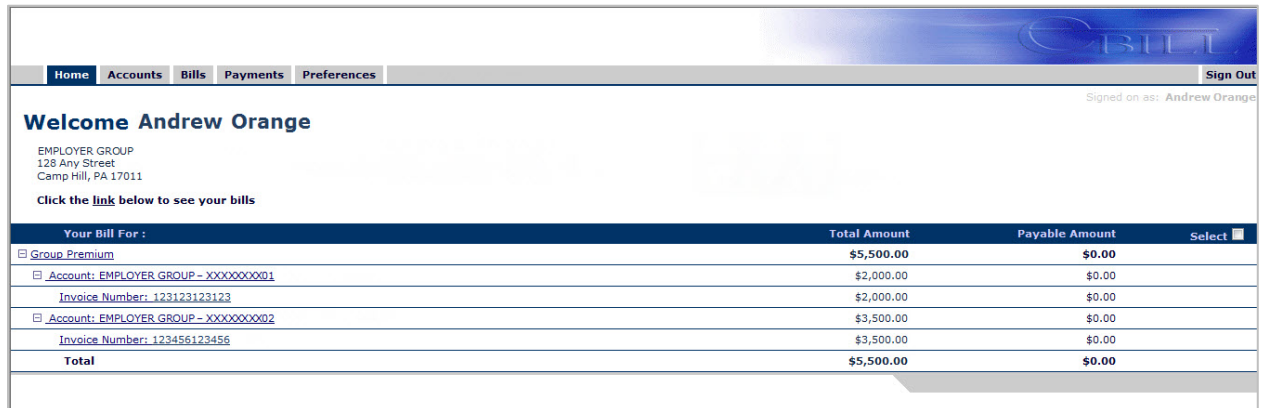
The Group Contacts page displays contact information such as, names, addresses, phone numbers, fax numbers, e-mail addresses, etc. The Contact Type field describes when the contact is to be used. For example, the group may have Billing contacts, ID Card contacts, Report contacts, etc.

Section 5: Billing

Purpose: This section provides a high level understanding of the information you can access from the e-Bill system.

If you have the entitlement, the Billing tab enables you to view group invoices online. The Billing tab links to e-Bill.

1. Click the Billing tab from the Home page.
2. The e-Bill Welcome page displays.



The screenshot shows the e-Bill system interface. At the top, there is a navigation bar with tabs: Home, Accounts, Bills, Payments, and Preferences. The 'Bills' tab is selected. To the right of the tabs is a 'Sign Out' button. Below the navigation bar, the user is greeted with 'Welcome Andrew Orange' and 'Signed on as: Andrew Orange'. The user's address is listed: EMPLOYER GROUP, 128 Any Street, Camp Hill, PA 17011. A link is provided to view bills. Below this is a table titled 'Your Bill For :'. The table has four columns: 'Your Bill For :', 'Total Amount', 'Payable Amount', and 'Select'. The table contains the following data:

Your Bill For :	Total Amount	Payable Amount	Select
<input type="checkbox"/> Group Premium	\$5,500.00	\$0.00	
<input type="checkbox"/> Account: EMPLOYER GROUP - XXXXXXXX001	\$2,000.00	\$0.00	
Invoice Number: 123123123123	\$2,000.00	\$0.00	
<input type="checkbox"/> Account: EMPLOYER GROUP - XXXXXXXX002	\$3,500.00	\$0.00	
Invoice Number: 123456123456	\$3,500.00	\$0.00	
Total	\$5,500.00	\$0.00	

In e-Bill, you can view reports and the prior months' bills. Email notices alert you when a new bill is available. The following tabs are available:

- Home
- Accounts
- Bills
- Payments
- Preferences

The Home tab provides an overview of the current invoice(s) for the group account(s).

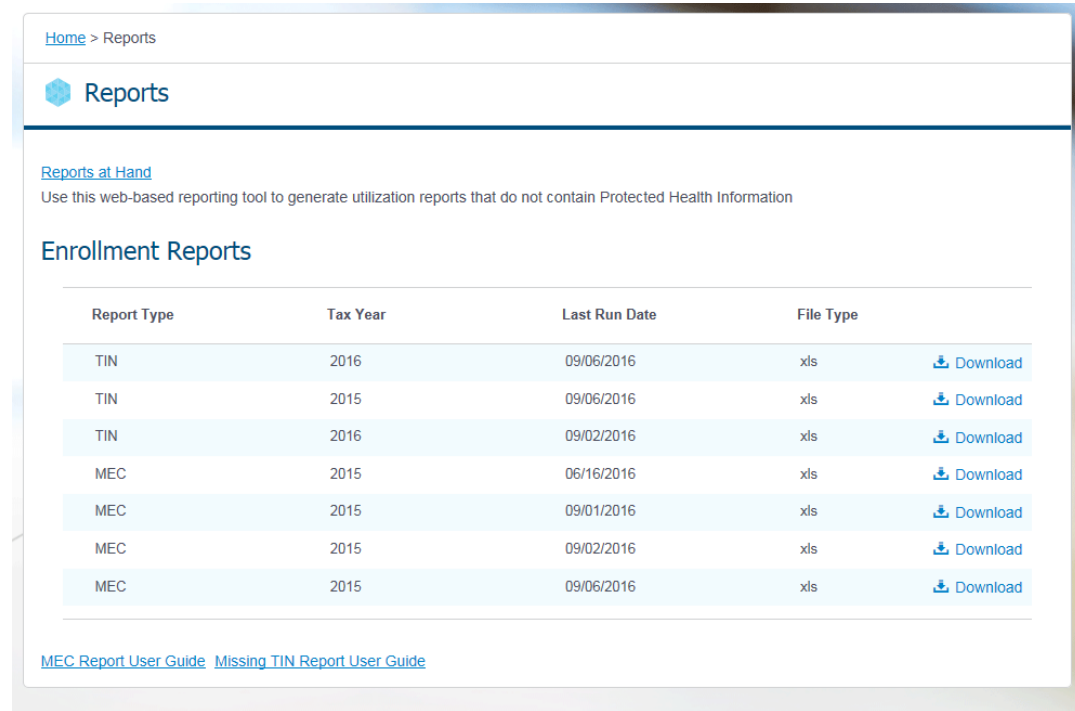
Note: If there is no current invoice to be paid, the amount due is \$0.

Section 6: Reports

Purpose: This section provides an overview of the reports you can access.

If you have the entitlement, the Reports tab enables you to view and generate reports for your company.

You can view Enrollment Reports and link to reports @ hand.



[Home](#) > Reports

Reports

[Reports at Hand](#)

Use this web-based reporting tool to generate utilization reports that do not contain Protected Health Information

Enrollment Reports

Report Type	Tax Year	Last Run Date	File Type
TIN	2016	09/06/2016	xls Download
TIN	2015	09/06/2016	xls Download
TIN	2016	09/02/2016	xls Download
MEC	2015	06/16/2016	xls Download
MEC	2015	09/01/2016	xls Download
MEC	2015	09/02/2016	xls Download
MEC	2015	09/06/2016	xls Download

[MEC Report User Guide](#) [Missing TIN Report User Guide](#)

Section 7: Resources

Purpose: This section provides an overview of the resources you can access.

[Home](#) > Forms and Applications

Forms and Applications

Forms and Applications	Get commonly used forms and applications to manage your plan.
Group Bulletins	Enrollment Application This form is used to enroll in all non-HMO group health care coverage.
Helpful Information	Highmark Choice Company HMO Enrollment Application Application for enrolling employees and their dependents in HMO product.
Website Status	Highmark Choice Company HMO Member Change Form Form used by the member to report changes in their address, status, or dependents in the HMO product.
Consumer Communications Toolkit	Member Change Form The form used to communicate changes in a member's address, status or dependents.
	HIPAA Authorization Authorization for Disclosure of Health Information. Members should use this form to designate who is authorized to view their protected health information.
	Rx Request Form Use this form to request coverage for a non-formulary prescription drug.
	Specialty Rx Request Form If your employees need one of the specialty drugs on this list, they'll need to have their doctor complete this form for prior authorization.
	Dental Claim Form Employees should use the Dental Claim Form for a dentist's pre-treatment estimate or statement of actual services.
	Blue Account HRA Direct Deposit Form Authorization Form to have claim reimbursement sent directly to their bank account.
	Waiver Insurance Form If your employees decide to waive health care coverage through your Group's plan, please have them complete the Waiver of Insurance form
	USERRA Application Uniformed Services Employment and Re-Employment Rights Act of 1994 (USERRA)
	Group Procedures for USERRA A helpful guide in answering questions for administrators about USERRA and USERRA procedures.