



Employer OnLine

USER GUIDE

UPMC HEALTH PLAN

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1. GETTING STARTED

1.1 What is Employer OnLine?

Employer OnLine (EOL) is a secure website that allows employers to view and update their UPMC Health Plan information 24 hours a day, seven days a week. Through EOL, registered users can securely access:

- **The Documents & Forms page.** Users can access their group's plan documents (Schedules of Benefits, Summaries of Benefits and Coverage, pharmacy riders, or Certificates of Coverage) in PDF format. There also is a link to the most commonly used forms.
- **The Employee Coverage page.** Users who have access to this functionality may perform the following tasks:
 - Enroll a new employee
 - Search the company roster
 - Download the company roster
 - View employee enrollment/coverage
 - Order/Print employee ID cards
 - Modify an employee's coverage after a qualifying life event
 - Add a new family member
 - Change the group, division, or benefit plan for an existing employee
 - Terminate coverage for an employee
 - Search for previously submitted employee coverage changes (transactions)
 - Reinstate coverage for an employee
- **The Billing & Payment page.** Users can view and pay bills online. Payment methods include direct debit from a bank (ACH), debit cards, and credit cards (Visa, MasterCard, or Discover).
- **The Health & Productivity page.** Users can access resources to promote healthy lifestyles. These include educational and wellness programs; online tools; discounts on fitness activities; and personalized programs on weight management, tobacco cessation, and physical activity.
- **The Your Reports page.** All groups can access claims utilization dashboard reports. Employers with ASO and UPMC *HealthyU* can view these reports and others.
- **The Our Products page.** Users can explore information about their plan and other ancillary options.
- **The UPMC *HealthyU* toolkit** (if applicable).
- **Group administration guides.**
- **Quick links.** These links direct users to popular items like forms, member ID card printing functionality, and the provider search.

2. LOGIN ACCESS

Employer OnLine can be accessed by visiting www.upmchealthplan.com/employers.

2.1 New user registration

Employer groups who do not have a user ID and password must contact account management to obtain a request form. Once your form has been submitted and approved, you will receive two emails. One will confirm your user ID; the other will contain your temporary password.

2.2 First-time users with a user ID

1. You will log in to Employer OnLine using your current user ID.
2. After you enter the user ID, you will be prompted to enter a temporary password.
3. You will then be prompted to select and answer three security challenge questions. It is important for you to remember your challenge questions and answers.
4. After you submit your challenge questions and answers, you will need to choose a security image.
5. Once a security image has been chosen, you will need to provide a message to associate with the image. The message can be as simple or as complex as you want.
6. Next, you will be prompted to enter a new password. The password must be eight to 14 characters long, and it must contain at least three uppercase letters and three numbers.
7. After the password has been submitted, you will be taken to the Employer OnLine homepage.

3. HOMEPAGE

The navigation toolbar appears on all Employer OnLine screens. You must select the appropriate link to access the desired function or information. From the homepage (figure 1), you can access the following features:

- Documents & Forms
- Employee Coverage
- Billing & Payment
- Health & Productivity
- Your Reports
- Our Products
- Employer Updates
- Webinars (recorded or upcoming)
- Health care news
- Group administration guides
- Quick links

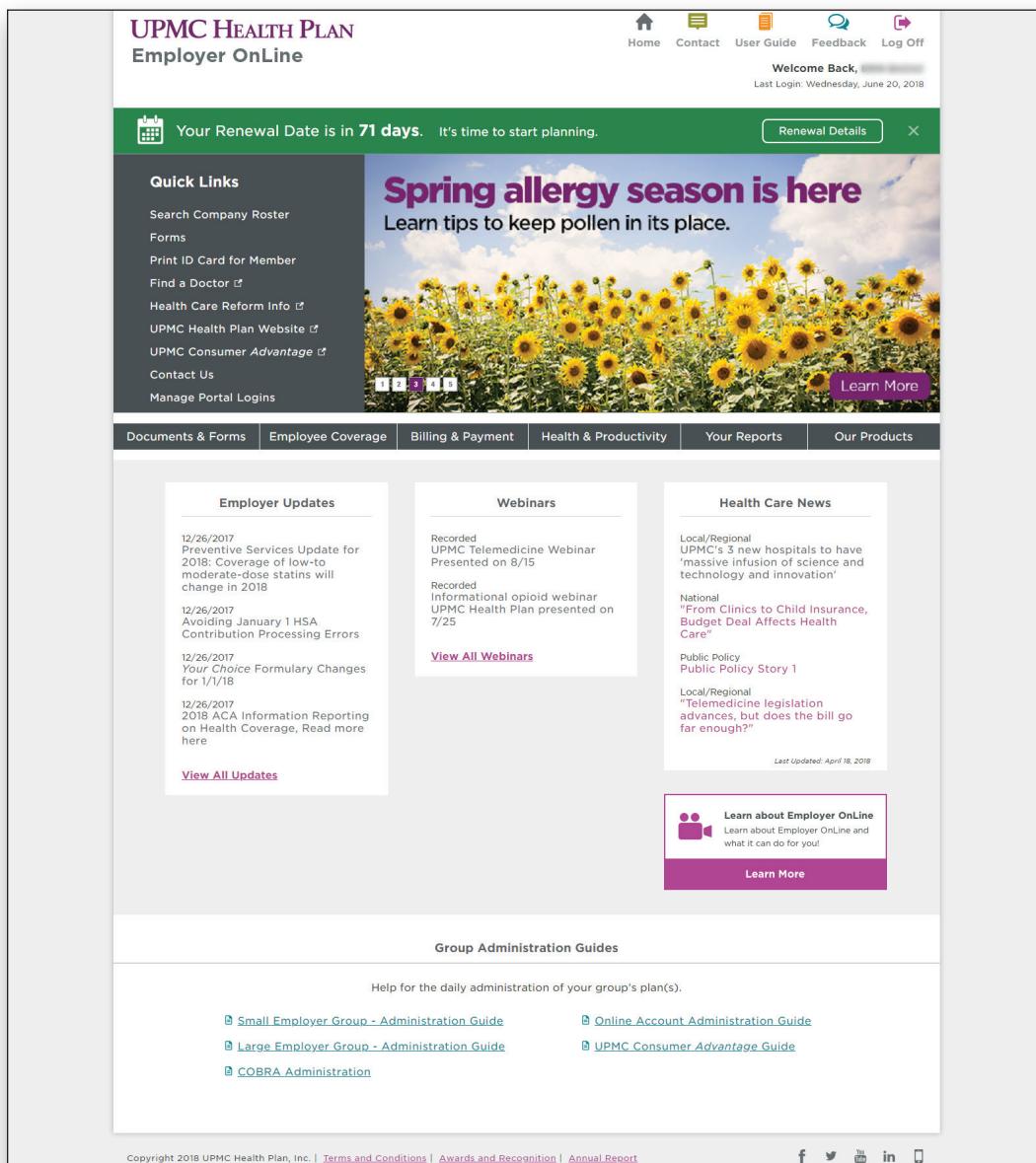


Figure 1: Employer OnLine homepage

4. DOCUMENTS & FORMS

On the **Documents & Forms** page (figure 2), you can access your group’s plan documents in PDF format (Schedules of Benefits, Summaries of Benefits and Coverage, applicable riders, and Certificates of Coverage). The page also contains links to spending account forms and commonly used forms.

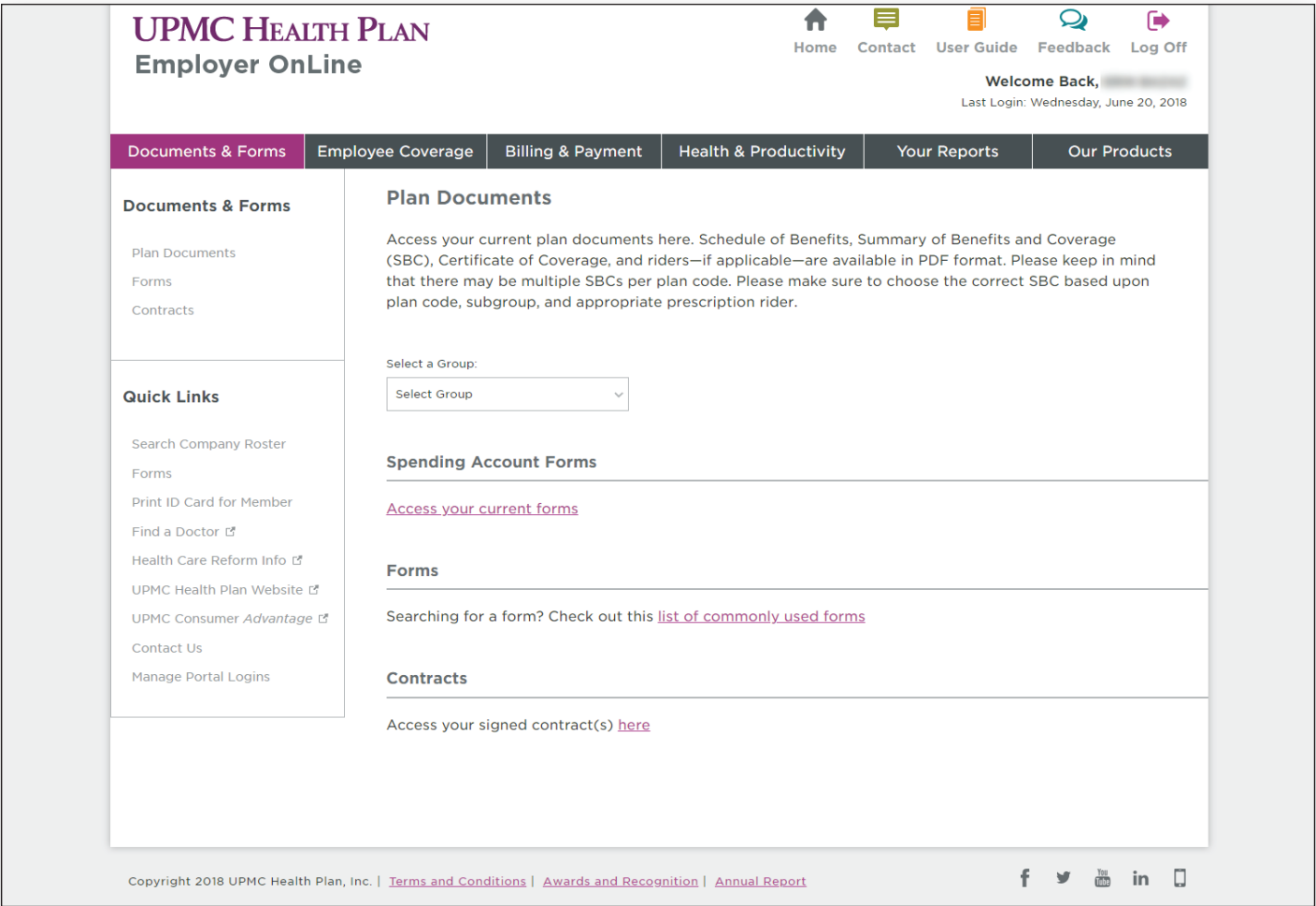


Figure 2: Documents & Forms page

5. EMPLOYEE COVERAGE

The **Employee Coverage** page (figure 3) lets you complete the following tasks (if you have access to this functionality):

- Enroll a new employee
- Search the company roster (through View Coverage or Modify Coverage links)
- Download the company roster
- View employee enrollment/coverage
- Order/Print employee ID cards
- Modify an employee's coverage after a qualifying life event
- Add a family member
- Change the group, subgroup, division, or benefit plan for an existing employee
- Terminate coverage for an employee or their dependents
- Search for previously submitted employee coverage changes (transactions)
- Reinstate coverage for an employee

The screenshot displays the UPMC Health Plan Employer OnLine interface. At the top, the header includes the UPMC Health Plan logo, the text 'Employer OnLine', and navigation links: Home, Contact, User Guide, Feedback, and Log Off. A welcome message 'Welcome Back, [redacted]' and the last login date 'Last Login: Wednesday, June 20, 2018' are shown. Below the header is a horizontal menu with tabs: Documents & Forms, Employee Coverage (selected), Billing & Payment, Health & Productivity, Your Reports, and Our Products. The main content area is titled 'Employee Coverage' and contains a paragraph: 'Perform member eligibility searches and manage member enrollments, terminations, and reinstatements here. Contact your account manager if you have any questions.' Below this are three columns of links: 'Enroll' (Add Employees), 'Modify Coverage or Request ID Cards' (Add Eligible Spouse/Dependents, Edit Member Information, Add Coverage, Change Subgroup, Terminate Coverage, Reinstate Coverage, Request ID Cards), and 'Download Roster' (Download Company Roster). There are also links for 'View Coverage' (Plan Details, Plan Documents, Plan History) and 'Search Transactions' (View Submitted Transactions). A 'Note' section states: 'If you have already submitted open enrollment benefit elections for an employee and need to input prior year benefit elections for that employee, please complete the Secure Online Contact Form to notify the Enrollment Department.' Below the note, it says: 'Once your open enrollment benefit elections have been submitted, please do not submit the same information by fax or form to avoid duplication in the enrollment process.' On the left side, there is a sidebar with 'Employee Coverage' links (Enroll, View Coverage, Modify Coverage or Request ID Cards, Download Roster, Search Transactions) and 'Quick Links' (Search Company Roster, Forms, Print ID Card for Member, Find a Doctor, Health Care Reform Info, UPMC Health Plan Website, UPMC Consumer Advantage, Contact Us, Manage Portal Logins). The footer contains copyright information 'Copyright 2018 UPMC Health Plan, Inc.', links to Terms and Conditions, Awards and Recognition, and Annual Report, and social media icons for Facebook, Twitter, YouTube, LinkedIn, and a mobile app icon.

Figure 3: Employee Coverage page

5.1 Enroll a new employee

To complete online enrollment for medical, vision, or dental coverage (figure 4), you should:

1. Fill in the required fields. All fields are required unless otherwise noted. Click **Next** to move to the enrollment review screen. Fields that contain an error or have missing information will be highlighted in red. If there are no problems, the review enrollment screen will appear, allowing you to verify the information you entered before submitting the enrollment form.

The screenshot shows the 'UPMC HEALTH PLAN Employer OnLine' interface. The top navigation bar includes links for Home, Contact, User Guide, Feedback, and Log Off. A welcome message for 'John Doe' is displayed, noting the last login on Thursday, June 28, 2018. The main menu features tabs for Documents & Forms, Employee Coverage (selected), Billing & Payment, Health & Productivity, Your Reports, and Our Products. The left sidebar contains links for Employee Coverage (Enroll, View Coverage, Modify Coverage or Request ID Cards, Download Roster, Search Transactions) and Quick Links (Search Company Roster Forms, Print ID Card for Member, Find a Doctor, Health Care Reform Info, UPMC Health Plan Website, UPMC Consumer Advantage, Contact Us, Manage Portal Logins). The main content area is titled 'Enroll a New Member' and includes a note: 'All information is required unless otherwise noted.' The form is divided into sections: 'Add Employee Information' with fields for First Name, M.I. (optional), Last Name, Social Security Number, Birthdate, Gender, Address Line 1, Address Line 2 (optional), City, State (dropdown), Zip Code, Phone Number, and Email Address (optional); 'Add Benefit Coverage' with fields for Hire Date, Contract Type, and PCP Practice Number (only required for HMO product); 'Group Details' with checkboxes for Coverage (Medical/Rx, Dental, Vision), Effective Date, and a 'Select Date' button; and 'Add Dependent(s)' with a '+ ADD A DEPENDENT' link. At the bottom, there are 'Next' and 'Clear Form' buttons.

Figure 4: New enrollment

- Review and confirm the enrollment information. If there are any errors, click the **Edit** link next to the section that contains the error. This will take you to the enrollment form so you can make corrections. Once the information has been corrected, click the **Submit** button to submit the form and view your confirmation (figure 5).

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, John Doe
Last Login: Thursday, June 28, 2018

Documents & Forms Employee Coverage Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor
- Health Care Reform Info
- UPMC Health Plan Website
- UPMC Consumer Advantage
- Contact Us
- Manage Portal Logins

Review Enrollment

Please review the information below. To submit this employee, select "Submit".

Employee Information [EDIT](#)

Name	Address	Hire Date
Social Security	Phone Number	PCP Practice Number
Birth Date	Email Address	
Gender		

Employee Coverage Information [EDIT](#)

Group	Medical Subgroup	Dental/Vision Subgroup
Medical Plan Code	Dental/Vision Plan Code	
Effective Date		

Covered Family Members [EDIT](#)

Relationship	Full Name	Social Security	Birthdate
Subscriber			
Domestic Partner			

Submit Cancel

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[in](#)
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Figure 5: Review enrollment

Once the form has been submitted, you will see the Enrollment Confirmation screen (figure 6). A transaction ID will be provided to you. Use this ID as a reference to the transaction that was just submitted. You can download a copy of the confirmation or print a copy for your records.

If you have another new enrollment to enter, click **New Enrollment** to start a blank enrollment form. Otherwise, click **done** to return to the Employer OnLine homepage.

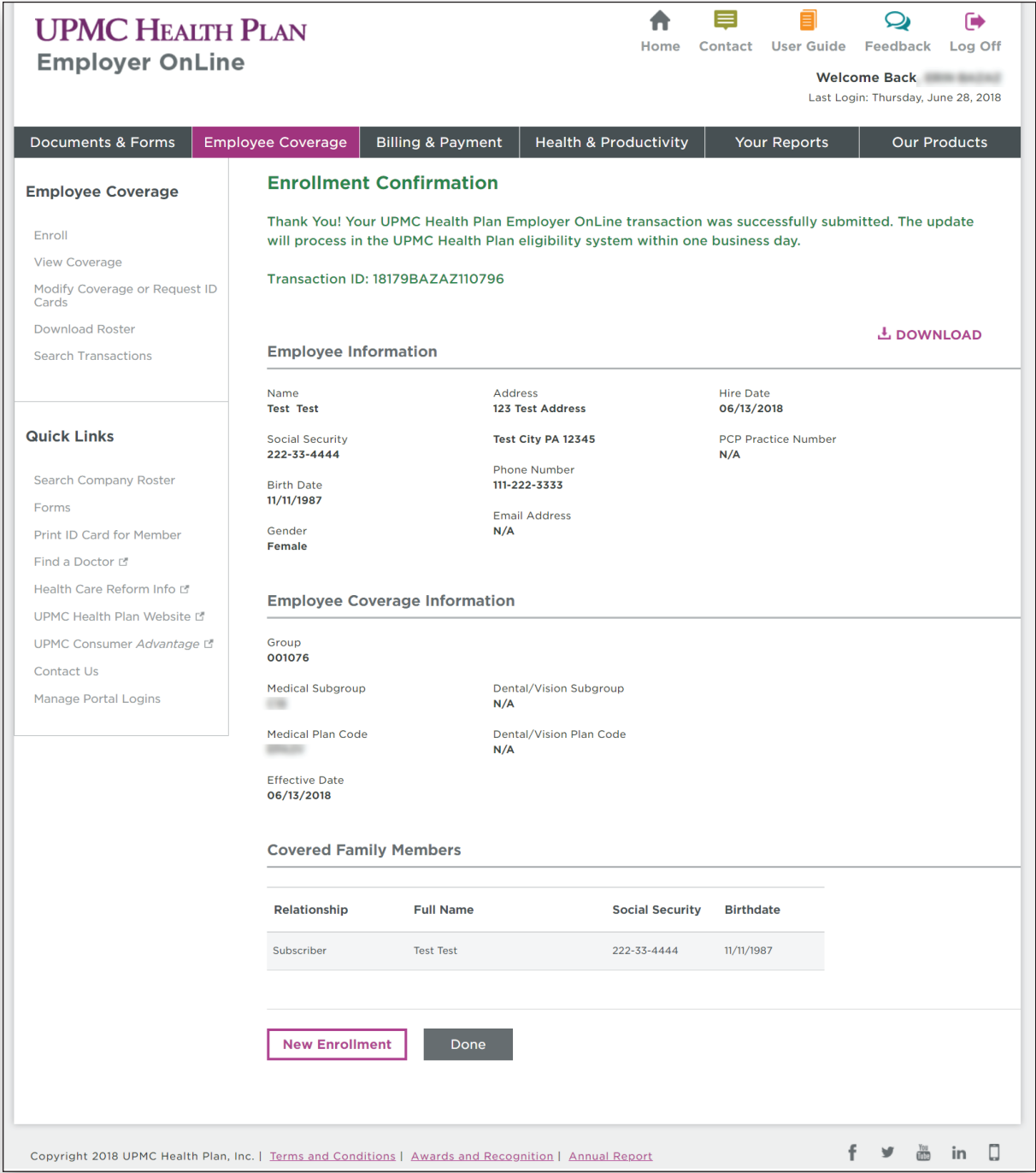


Figure 6: Enrollment Confirmation screen

5.2 View coverage

To view plan details, plan documents, or plan history for a specific employee, use the View Coverage link within Employee Coverage (figures 7a and 7b). This section also allows you to search a specific membership roster by the group divisions configured under your company's account.

You can search for an employee by name, date of birth, member ID, or employee number. With the **Select a Group** dropdown, you can narrow your search to a specific group. To protect employees' privacy, you cannot perform a search based on a Social Security number.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [Name Redacted]
Last Login: Thursday, June 28, 2018

Documents & Forms **Employee Coverage** Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor
- Health Care Reform Info
- UPMC Health Plan Website
- UPMC Consumer Advantage
- Contact Us
- Manage Portal Logins

View Coverage

Any combination of the fields below may be used to search for a member. The search defaults to searching 'All Groups'. To search only within one Group ID select the group from the 'Select a Group' dropdown. When conducting an 'All Groups' search please provide one of the following fields: Last Name, Member ID, or Employee Number.

Select a Group:
All Groups

Employee Details

Last Name (Full or partial)
[Text Field]

First Name (Full or partial)
[Text Field]

Birthdate
MM DD YYYY

Member ID (As shown on ID card)
[Text Field]

Employee Number
[Text Field]

Results Set

☐ Subscribers Only
☒ Subscribers & Dependents

Contract Status

☒ Show Active
☒ Show Future
☒ Show Termed

Search Clear Form

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Figure 7a: View coverage

UPMC HEALTH PLAN

Employer OnLine

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Log Off

Welcome Back,

Last Login: Thursday, June 28, 2018

Documents & Forms

Employee Coverage

Billing & Payment

Health & Productivity

Your Reports

Our Products

Employee Coverage

Enroll

View Coverage

Modify Coverage or Request ID Cards

Download Roster

Search Transactions

Quick Links

Search Company Roster Forms

Print ID Card for Member

Find a Doctor

Health Care Reform Info

UPMC Health Plan Website

UPMC Consumer Advantage

Contact Us

View Coverage

Search Results

Hide/Show Search Form

Show 10 records

Contract	Person	Full Name	Relationship	Birthdate	Address	Medical Status	D/V Status
01	01		Subscriber			Termed	
01	01		Subscriber			Termed	
01	01		Subscriber			Termed	
01	01		Subscriber			Termed	
05	05		Dependent			Active	
02	02		Spouse			Active	
01	01		Subscriber			Active	
04	04		Dependent			Active	
06	06		Dependent			Active	
03	03		Dependent			Active	

1

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Figure 7b: View coverage results

Selecting an employee will show their current enrollment and benefit information (figure 8). Plan history, documents, additional insurance coverage, and primary care office information also can be found on the page.

If you want to edit information or modify coverage, use the **Modify Coverage** link at the top of the page to continue to the member's corresponding Modify screen.

UPMC HEALTH PLAN Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [Member Name]
Last Login: Thursday, June 28, 2018

Documents & Forms **Employee Coverage** Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor
- Health Care Reform Info
- UPMC Health Plan Website
- UPMC Consumer Advantage
- Contact Us
- Manage Portal Logins

View Coverage - Details [Modify Coverage](#)

Member Information

Smith, Allison
Member ID: [REDACTED]
Current Plan: 01/01/2018 - Open

Plan Details

Primary Member	Plan Period	Pharmacy Copay:	20/50/100/100
[REDACTED]	01/01/2018 - Open	Service Copays	
Employer	Plan Year	Preventive:	0
[REDACTED]	01/01/2018 - Open	Physician:	20
Plan Name	Group Number	Specialist:	40
[REDACTED]	[REDACTED]	Emergency:	100
Subscriber Number		Urgent Care:	40/40
[REDACTED]		Coinurance:	10%/40%
Plan Type		UPMC Anywhere Care:	5
[REDACTED]		Mental Health:	25
		MH Limits:	UL/UL

Covered Family Members

Full Name	Relationship	Birthdate	Gender	Person #
[REDACTED]	Subscriber	01/01/2018	Female	01
[REDACTED]	Dependent	01/01/2017	Male	02
[REDACTED]	Dependent	01/01/2016	Female	03
[REDACTED]	Dependent	01/01/2015	Female	04
[REDACTED]	Spouse	01/01/2014	Male	05

Member Details

Name	Gender
[REDACTED]	Female
Birthdate	Phone
01/01/2018	[REDACTED]
Relationship to Subscriber	Address
Dependent	1000 Main Street
ID Card Number	Pittsburgh, PA 15206
[REDACTED]	

Documents

Schedule of Benefits for period 01/01/2018 - Open was not found

Infertility Rider for the period 01/01/2018 - Open was not found

[Vision Rider](#)

Domestic Partner Rider for the period 01/01/2018 - Open was not found

Prescription Rider for the period 01/01/2018 - Open was not found

Dental benefit Grid was not found.

Plan History

Name	Plan Start	Plan End	Plan Year Start	Plan Year End	Group-Division
[REDACTED]	01/01/2018	Open	01/01/2018	Open	[REDACTED]
[REDACTED]	03/20/2017	12/31/2017	01/01/2017	12/31/2017	[REDACTED]
[REDACTED]	01/01/2016	10/31/2016	01/01/2016	12/31/2016	[REDACTED]
[REDACTED]	01/01/2015	12/31/2015	01/01/2015	12/31/2015	[REDACTED]
[REDACTED]	01/01/2014	12/31/2014	01/01/2014	12/31/2014	[REDACTED]

Additional Insurance Coverage

Policy Number	Payer Order	Type	Carrier Name	Plan Start	Plan End	Updated
[REDACTED]	1	Commercial	UPMC Health Plan	01/01/2018	12/31/2018	01/01/2018

Primary Care Physicians

Practice Name	Code	Physician Name	Start Date	Address	Phone Number	Fax Number
[REDACTED]	1000	[REDACTED]	01/01/2018	1000 Main Street	412-261-1000	412-261-1000
[REDACTED]	1000	[REDACTED]	01/01/2018	1000 Main Street	412-261-1000	412-261-1000
[REDACTED]	1000	[REDACTED]	01/01/2018	1000 Main Street	412-261-1000	412-261-1000

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Figure 8: View coverage details

5.3 Change, add to, or terminate an employee's enrollment

If you have access to the **Modify Coverage** function, you can update an employee's demographic information; add a new covered member to an employee's plan; and change or terminate an employee's medical, vision, and dental plan (figures 9 and 10).

The screenshot shows the UPMC Health Plan Employer OnLine interface. At the top, the logo 'UPMC HEALTH PLAN Employer OnLine' is on the left, and navigation links (Home, Contact, User Guide, Feedback, Log Off) are on the right. A 'Last Login' timestamp is also present. Below the header is a horizontal menu with tabs: Documents & Forms, Employee Coverage (selected), Billing & Payment, Health & Productivity, Your Reports, and Our Products. The main content area is divided into a left sidebar and a right main panel. The sidebar contains 'Employee Coverage' links (Enroll, View Coverage, Modify Coverage or Request ID Cards, Download Roster, Search Transactions) and 'Quick Links' (Search Company Roster, Forms, Print ID Card for Member, Find a Doctor, Health Care Reform Info, UPMC Health Plan Website, UPMC Consumer Advantage, Contact Us, Manage Portal Logins). The main panel is titled 'Modify Coverage' and includes instructions to enter search criteria. It features input fields for 'Member ID (As shown on ID card)', 'Last Name (Full or partial)', and 'First Name (Full or partial)'. Below these fields are three buttons: 'Search', 'Advanced Search' (a link), and 'Clear Form'. The footer contains copyright information and links to Terms and Conditions, Awards and Recognition, and Annual Report, along with social media icons.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [Name Redacted]
Last Login: Thursday, June 28, 2018

Documents & Forms **Employee Coverage** Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor
- Health Care Reform Info
- UPMC Health Plan Website
- UPMC Consumer Advantage
- Contact Us
- Manage Portal Logins

Modify Coverage

Enter your search criteria below. Then click the Search button.
Any combination of search criteria may be used.

Employee Details

Member ID (As shown on ID card)

Last Name (Full or partial)

First Name (Full or partial)

Search [Advanced Search](#) **Clear Form**

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Figure 9: Modify coverage

Documents & Forms

Employee Coverage

Billing & Payment

Health & Productivity

Your Reports

Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

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- Contact Us
- Manage Portal Logins

Modify Coverage

Enter your search criteria below. Then click the Search button.
Any combination of search criteria may be used.

Employee Details

Member ID (As shown on ID card)

Last Name (Full or partial)

First Name (Full or partial)

Search

[Advanced Search](#)

Clear Form

Search Results

[Hide/Show Search Form](#)

Show 10 records

Full Name	Member Number	Relationship	Birthdate	Address
S. SMITH, J. L.	123456789	Spouse	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Subscriber	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Spouse	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Dependent	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Dependent	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Subscriber	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Dependent	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Dependent	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Spouse	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222
J. SMITH, J. L.	123456789	Subscriber	01/15/1980	123 Main St, Suite 100, Pittsburgh, PA 15222

1 2 3 4 5 6 7 8 9 10 ...

Figure 10: Modify coverage results

Selecting a member from the search results page will take you to the **Modify Coverage** page (figure 11). This page displays the member's current plan information as well as transactional functions.

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Employer OnLine

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Welcome Back, [Redacted]
Last Login: Thursday, June 28, 2018

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Modify Coverage

Subscriber Information

Name

Address

ID Card Member Number

Phone Number

Birthdate

Gender

Female

Policy Information

Group-Division	Plan	Status	Start Date	End Date
[Redacted]	[Redacted]	Active	01/01/2018	--
[Redacted]	[Redacted]	Active	01/01/2018	--

Member Information

Enrolled Members
Request ID Cards
Add Member
Change Division
Terminate Policy

You can make changes for the active benefit period of 01/01/2018 to 12/31/2018.

If you need to make future or retro-active changes to your coverage outside of your active benefit period, please request the change(s) by completing the [online contact form](#).

Full Name	Relationship	Birthdate	Medical/Rx	Dental	Vision	
[Redacted]	Subscriber	[Redacted]	Active	Active	--	Edit Member Information
[Redacted]	Dependent	[Redacted]	Active	Active	--	Edit Member Information Terminate Coverage
[Redacted]	Dependent	[Redacted]	Active	Active	--	Edit Member Information Terminate Coverage
[Redacted]	Dependent	[Redacted]	Active	Active	--	Edit Member Information Terminate Coverage
[Redacted]	Spouse	[Redacted]	Active	Active	--	Edit Member Information Terminate Coverage

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Figure 11: Policy summary

5.3.1 Manage or edit enrolled members under subscriber's policy

You can edit a member's personal information, add coverage, terminate coverage at a dependent level, or reinstate coverage for a terminated dependent by clicking the appropriate link to the right of the member's information on the **Enrolled Members** tab (figure 12).

- Click the **Edit Member Information** link to edit a member's name, address, relationship, gender, phone number, email address, or PCP practice number. Make all desired changes and click **Submit**.
- Click the **Terminate Coverage** link to remove coverage for a member under the subscriber's policy. On the form field that populates, choose which coverage type you want to remove and click **Submit**.
- Click the **Reinstate Coverage** link to reinstate coverage that is inactive for a specific member under the subscriber's policy. On the form field that populates, choose which coverage type you want to reinstate and click **Submit**.
- Click the **Add Coverage** link to add coverage to either the subscriber or a dependent.

Note: Social Security number and date of birth cannot be edited through the portal.

Note: Coverage options for dependents are limited to the subscriber's active policies.

Member Information

Enrolled Members Request ID Cards Add Member Change Division Terminate Policy

You can make changes for the active benefit period of 09/01/2018 to 08/31/2019.

If you need to make future or retro-active changes to your coverage outside of your active benefit period, please request the change(s) by completing the [online contact form](#).

Full Name	Relationship	Birthdate	Medical/Rx	Dental	Vision	
	Subscriber		● Active	--	● Active	Edit Member Information
	Dependent		● Active	--	● Active	Edit Member Information Terminate Coverage
	Dependent		● Active	--	● Active	Edit Member Information Terminate Coverage
	Spouse		● Active	--	● Active	Edit Member Information Terminate Coverage
	Dependent		● Inactive	--	● Inactive	Reinstate Coverage
	Dependent		--	--	● Active	Edit Member Information Add Coverage Terminate Coverage
	Dependent		● Active	--	--	Edit Member Information Terminate Coverage

Figure 12: Update a member's information

5.3.2 Request medical ID cards

You can order a replacement medical ID card or print a temporary replacement card using the **Request ID Cards** tab (figure 13).

UPMC HEALTH PLAN
Employer OnLine

Home

Contact

User Guide

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Log Off

Welcome Back, John Smith
Last Login: Thursday, June 28, 2018

Documents & Forms

Employee Coverage

Billing & Payment

Health & Productivity

Your Reports

Our Products

Employee Coverage

Enroll

View Coverage

Modify Coverage or Request ID Cards

Download Roster

Search Transactions

Quick Links

Search Company Roster

Forms

Print ID Card for Member

Find a Doctor

Health Care Reform Info

UPMC Health Plan Website

UPMC Consumer Advantage

Contact Us

Manage Portal Logins

Modify Coverage

Subscriber Information

Name

Address

ID Card Member Number

Phone Number

Birthdate

Gender

Policy Information

Group-Division	Plan	Status	Start Date	End Date
		Active	01/01/2018	--
		Active	01/01/2018	--

Member Information

Enrolled Members

Request ID Cards

Add Member

Change Division

Terminate Policy

Order New Card

Print New Card

Please note: If you recently enrolled with UPMC Health Plan, please allow 1 - 2 business days for your temporary ID card to reflect your current eligibility.

Order ID Card	Member	Print Temporary ID Card
<input type="checkbox"/>		Print
<input type="checkbox"/>		Print
<input type="checkbox"/>		Print
<input type="checkbox"/>		Print

Figure 13: Request medical ID cards

5.3.3 Add a member

You can add a spouse or dependent(s) to the subscriber's coverage on the **Add Member** tab (figure 14).

The screenshot shows the UPMC Health Plan Employer OnLine interface. The top navigation bar includes links for Home, Contact, User Guide, Feedback, and Log Off. A welcome message for 'Welcome Back, [Name]' is displayed, along with the last login date: Thursday, June 28, 2018. The main navigation menu includes Documents & Forms, Employee Coverage (selected), Billing & Payment, Health & Productivity, Your Reports, and Our Products. The left sidebar contains links for Employee Coverage (Enroll, View Coverage, Modify Coverage or Request ID Cards, Download Roster, Search Transactions) and Quick Links (Search Company Roster, Forms, Print ID Card for Member, Find a Doctor, Health Care Reform Info, UPMC Health Plan Website, UPMC Consumer Advantage, Contact Us, Manage Portal Logins). The main content area is titled 'Modify Coverage' and includes sections for Subscriber Information, Policy Information, and Member Information. The 'Add Member' tab is selected under the 'Member Information' section. A message states: 'You can make changes for the active benefit period of 01/01/2018 to 12/31/2018. If you need to make future or retro-active changes to your coverage outside of your active benefit period, please request the change(s) by completing the [online contact form](#).' The 'Add A Member' form includes fields for Relationship (dropdown), First Name, M.I. (optional), Last Name, Birthdate (MM/DD/YYYY), Gender (Male/Female), Address Line 1, Address Line 2 (optional), City, State (dropdown), Zip Code, Phone Number (optional), Coverage (Medical/Dental checkboxes), Effective Date (calendar icon), and PCP Practice Number (optional). A 'Submit' button is at the bottom.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [Name]
Last Login: Thursday, June 28, 2018

Documents & Forms Employee Coverage Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

Enroll
View Coverage
Modify Coverage or Request ID Cards
Download Roster
Search Transactions

Quick Links

Search Company Roster
Forms
Print ID Card for Member
Find a Doctor
Health Care Reform Info
UPMC Health Plan Website
UPMC Consumer Advantage
Contact Us
Manage Portal Logins

Modify Coverage

Subscriber Information

Name: [Name]
Address: [Address]
ID Card Member Number: [Number]
Phone Number: [Number]
Birthdate: [Date]
Gender: [Gender]

Policy Information

Group-Division	Plan	Status	Start Date	End Date
[Group-Division]	[Plan]	Active	01/01/2018	--
[Group-Division]	[Plan]	Active	01/01/2018	--

Member Information

Enrolled Members Request ID Cards **Add Member** Change Division Terminate Policy

You can make changes for the active benefit period of 01/01/2018 to 12/31/2018.
If you need to make future or retro-active changes to your coverage outside of your active benefit period, please request the change(s) by completing the [online contact form](#).

Add A Member

Relationship: [Select one]
First Name: [Text] M.I. (optional): [Text]
Last Name: [Text]
Birthdate: [MM/DD/YYYY]
Gender: ☐ Male ☐ Female
Address Line 1: [Text]
Address Line 2 (optional): [Text]
City: [Text] State: [State]
Zip Code: [Text]
Phone Number (optional): [Text]
Coverage: ☐ Medical ☐ Dental
Effective Date: [Select Date]
PCP Practice Number (only required for HMO product): [Text]
Submit

Figure 14: Add a member

5.3.4 Change division

On the **Change Division** tab, a member can be changed to a different subgroup using the dropdown menu (figure 15).

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, **EMM SALAZAR**
Last Login: Thursday, June 28, 2018

Documents & Forms **Employee Coverage** Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor [↗](#)
- Health Care Reform Info [↗](#)
- UPMC Health Plan Website [↗](#)
- UPMC Consumer Advantage [↗](#)
- Contact Us
- Manage Portal Logins

Modify Coverage

Subscriber Information

Name: **EMMICA, SCHAFER** Address: **100 Indian Drive, Pittsburgh, PA 15222**

ID Card Member Number: **0000000000** Phone Number: **412-688-6888**

Birthdate: **01/01/1988**

Gender: **Female**

Policy Information

Group-Division	Plan	Status	Start Date	End Date
00000000	0000000000000000	Active	01/01/2018	--
00000000	0000000000000000	Active	01/01/2018	--

Member Information

Enrolled Members Request ID Cards Add Member **Change Division** Terminate Policy

You can make changes for the active benefit period of 01/01/2018 to 12/31/2018.

If you need to make future or retro-active changes to your coverage outside of your active benefit period, please request the change(s) by completing the [online contact form](#).

Change Division
Select the benefit plans you would like change:

☐ Medical/Rx

☐ Dental and/or Vision

Group

Figure 15: Change the division

5.3.5 Terminate policy

The **Terminate Policy** tab allows you to terminate a policy (figure 16a). If you terminate a policy, all members' coverage will be terminated (the subscriber and their dependents).

A termination can only be backdated 60 days from the current date (figure 16b). To backdate a termination further than 60 days, contact your account manager.

Note: If you want to terminate coverage for a specific member under the subscriber, you can do this in the **Enrolled Members** tab. Refer to section 5.3.1.

The screenshot displays the UPMC Health Plan Employer OnLine interface. The top navigation bar includes links for Home, Contact, User Guide, Feedback, and Log Off. A welcome message for 'John Doe' is shown with the last login date of Thursday, June 28, 2018. The main navigation tabs are Documents & Forms, Employee Coverage (selected), Billing & Payment, Health & Productivity, Your Reports, and Our Products. The left sidebar contains links for Employee Coverage (Enroll, View Coverage, Modify Coverage or Request ID Cards, Download Roster, Search Transactions) and Quick Links (Search Company Roster, Forms, Print ID Card for Member, Find a Doctor, Health Care Reform Info, UPMC Health Plan Website, UPMC Consumer Advantage, Contact Us, Manage Portal Logins). The main content area is titled 'Modify Coverage' and includes sections for Subscriber Information, Policy Information, and Member Information. The Policy Information section contains a table with two active policies. The Member Information section includes a tab for 'Terminate Policy' and a form to terminate coverage.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, **John Doe**
Last Login: Thursday, June 28, 2018

Documents & Forms **Employee Coverage** Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

- Enroll
- View Coverage
- Modify Coverage or Request ID Cards
- Download Roster
- Search Transactions

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor
- Health Care Reform Info
- UPMC Health Plan Website
- UPMC Consumer Advantage
- Contact Us
- Manage Portal Logins

Modify Coverage

Subscriber Information

Name: **John Doe** Address: **123 Main Street, Pittsburgh, PA 15212**

ID Card Member Number: **123456789** Phone Number: **412-555-1234**

Birthdate: **01/01/1980**

Gender: **Male**

Policy Information

Group-Division	Plan	Status	Start Date	End Date
UPMC Health Plan	UPMC Health Plan	Active	01/01/2018	--
UPMC Health Plan	UPMC Health Plan	Active	01/01/2018	--

Member Information

Enrolled Members Request ID Cards Add Member Change Division **Terminate Policy**

You can make changes for the active benefit period of 01/01/2018 to 12/31/2018.

If you need to make future or retro-active changes to your coverage outside of your active benefit period, please request the change(s) by completing the [online contact form](#).

Terminate Coverage
Select the benefit plans you would like to terminate:

☐ Medical/Rx
☐ Dental

Terminate Reason
Select one

Figure 16a: Terminate a policy



This page contains errors that must be fixed before you can proceed.

Terminate Coverage

Select the benefit plans you would like to terminate for James Smith:

- ☒ Medical
- ☐ Dental
- ☐ Vision

Terminate Reason

Moved out of service area

Coverage Ends (last date coverage will be on this policy)

09/01/2018

⚠ Coverage end date cannot be greater than 60 days from today

Submit

Cancel

Figure 16b: Backdating a termination

6. TRANSACTION SEARCH

The **Transaction Search**—under the **Search Transactions** menu item—allows you to search for employee coverage transaction details. You can see the transaction ID, owner, transaction type, status, and date the transaction was completed. The affected employee’s contract number and name also are listed. See figures 17 and 18.

UPMC HEALTH PLAN
Employer OnLine

Home

Contact

User Guide

Feedback

Log Off

Welcome Back,

Last Login: Thursday, June 21, 2018

Documents & Forms

Employee Coverage

Billing & Payment

Health & Productivity

Your Reports

Our Products

Employee Coverage

Enroll

View Coverage

Modify Coverage or Request ID Cards

Download Roster

Search Transactions

Quick Links

Search Company Roster

Forms

Print ID Card for Member

Find a Doctor

Health Care Reform Info

UPMC Health Plan Website

UPMC Consumer Advantage

Contact Us

Transaction Search

Enter your search criteria below. To view today's transactions, do not specify a date range. Then click the **Search** button.

Transaction Details

Transaction ID

From Date

Select Date

To Date

Select Date

Results Set

Show all transactions

Show only my transactions

Search

Clear Form

Figure 17: Transaction search

Search Results						Hide/Show Search Form
Trans ID	Owner	Trans Type	Name	Contract	Status	Date
		Reinstate			Complete	10/09/2018
		Reinstate			Complete	10/09/2018
		Reinstate			Complete	10/09/2018
		Reinstate			Complete	10/09/2018
		Reinstate			Complete	10/09/2018

Figure 18: Transaction search result

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EOL User Guide

7. DOWNLOAD COMPANY ROSTER

The **Download Company Roster** page (figure 19) allows you to download a membership roster by the group divisions configured for the account.

Make your selections in the form fields, then click **Download**. An Excel document will be generated and automatically saved to your computer.

The screenshot shows the UPMC Health Plan Employer OnLine interface. At the top, the logo 'UPMC HEALTH PLAN Employer OnLine' is on the left, and navigation links 'Home', 'Contact', 'User Guide', 'Feedback', and 'Log Off' are on the right. A welcome message 'Welcome Back, [redacted]' and 'Last Login: Thursday, June 28, 2018' is displayed. Below this is a horizontal menu with 'Documents & Forms', 'Employee Coverage' (highlighted), 'Billing & Payment', 'Health & Productivity', 'Your Reports', and 'Our Products'. The 'Employee Coverage' section on the left contains links: 'Enroll', 'View Coverage', 'Modify Coverage or Request ID Cards', 'Download Roster', and 'Search Transactions'. Below this is a 'Quick Links' section with links: 'Search Company Roster', 'Forms', 'Print ID Card for Member', 'Find a Doctor', 'Health Care Reform Info', 'UPMC Health Plan Website', 'UPMC Consumer Advantage', and 'Contact Us'. The main content area is titled 'Download Company Roster' and contains the following fields: 'Select from the fields below to download a roster file.' with radio buttons for 'Medical', 'Dental', and 'Vision'; 'Select a Group:' with a dropdown menu 'Choose a group'; 'Subgroup:' with a dropdown menu; 'Result Set:' with radio buttons for 'All (Subscribers & Dependents)' (selected), 'Subscribers Only', and 'Dependents 26 and Over'; and 'Contract Status:' with checkboxes for 'Show Active Records' (checked), 'Show Future-Dated Enrollments', and 'Show Terminated Records'. At the bottom of the form are 'Download' and 'Clear' buttons. The footer contains copyright information 'Copyright 2018 UPMC Health Plan, Inc.' and links to 'Terms and Conditions', 'Awards and Recognition', and 'Annual Report', along with social media icons for Facebook, Twitter, YouTube, LinkedIn, and a mobile app icon.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [redacted]
Last Login: Thursday, June 28, 2018

Documents & Forms Employee Coverage Billing & Payment Health & Productivity Your Reports Our Products

Employee Coverage

Enroll
View Coverage
Modify Coverage or Request ID Cards
Download Roster
Search Transactions

Quick Links

Search Company Roster
Forms
Print ID Card for Member
Find a Doctor
Health Care Reform Info
UPMC Health Plan Website
UPMC Consumer Advantage
Contact Us

Download Company Roster

Select from the fields below to download a roster file.

☐ Medical
☐ Dental
☐ Vision

Select a Group:
Choose a group

Subgroup:
▼

Result Set:

☒ All (Subscribers & Dependents)
☐ Subscribers Only
☐ Dependents 26 and Over

Contract Status:

☒ Show Active Records
☐ Show Future-Dated Enrollments
☐ Show Terminated Records

Download Clear

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f t YouTube in

Figure 19: Download a membership roster

8. BILLING & PAYMENT

On the **Billing & Payment** screen, you can view and pay bills. There are four types of invoices that can be accessed through Employer OnLine: premium invoices, ASO claims invoices, HRA claims invoices, and FSA claims invoices.

For specific information about each invoice type, please reference the information below.

The screenshot shows the UPMC Health Plan Employer OnLine interface. The top navigation bar includes links for Home, Contact, User Guide, Feedback, and Log Off. A welcome message and last login date (Thursday, June 28, 2018) are displayed. The main menu features tabs for Documents & Forms, Employee Coverage, Billing & Payment (selected), Health & Productivity, Your Reports, and Our Products. The left sidebar contains a 'Billing & Payment' section with a 'Quick Links' list: Search Company Roster, Forms, Print ID Card for Member, Find a Doctor, Health Care Reform Info, UPMC Health Plan Website, UPMC Consumer Advantage, and Contact Us. The main content area is titled 'Billing & Payment' and includes a 'Select a Group' dropdown menu. Below this, there are three sections: 'Premium Invoices', 'ASO Claims Invoices', and 'FSA Claims Invoices'. Each section contains descriptive text, a 'Filter Results' input field, a 'View' button, a list of results with checkboxes, and a 'Download' button. The footer includes copyright information (Copyright 2018 UPMC Health Plan, Inc.), links to Terms and Conditions, Awards and Recognition, and Annual Report, and social media icons for Facebook, Twitter, YouTube, LinkedIn, and a mobile app icon.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [User Name]
Last Login: Thursday, June 28, 2018

Documents & Forms Employee Coverage **Billing & Payment** Health & Productivity Your Reports Our Products

Billing & Payment

Select a Group:
[Dropdown Menu]

Premium Invoices

Electronic billing and payment is available for **premium invoices**. UPMC Health Plan generates premium invoices on the second Sunday of every month. Premium invoices are posted on Employer Online during the same week they are generated, typically on Monday. Premium payments are due at the end of the month.

Enrollment changes (terminations and additions) will be reflected in the next premium invoice following the enrollment change.

View & Pay Premium Invoices

ASO Claims Invoices

Administrative Services Only (ASO) claims invoices are available for download and view. If your plan is ASO, these claims invoices are shown below. They will be available online for 90 days. To obtain earlier invoices, contact your account manager or account service manager.

*Please note: You may only pay one ASO claims invoice at a time. Only ASO claims invoices can be paid online at this time.

Pay ASO Claims Invoice

Filter Results
Entering filter text will help narrow your results. Enter one or more words separated by a space (e.g., aaaa bbbb); all words are matched exactly against document names.

[Input Field] [View]

☐ Select All

- ☐ [Invoice Title]
- ☐ [Invoice Title]
- ☐ [Invoice Title]
- ☐ [Invoice Title]
- ☐ [Invoice Title]

Download

FSA Claims Invoices

Flexible Spending Account (FSA) claims invoices are available for download and view. If your plan is FSA, these claims invoices are shown below. They will be available online for 90 days. To obtain earlier invoices, contact your account manager or account service manager.

Filter Results
Entering filter text will help narrow your results. Enter one or more words separated by a space (e.g., aaaa bbbb); all words are matched exactly against document names.

[Input Field] [View]

☐ Select All

- ☐ [Invoice Title]
- ☐ [Invoice Title]
- ☐ [Invoice Title]
- ☐ [Invoice Title]

Download

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f t y in

Figure 20a: Billing and payment

1. Premium invoices

- You can view a PDF of your company's premium bills and make complete or partial payments.
- Click the **View & Pay Premium Invoices** button from the Billing & Payment page to access your premium invoices and make payments (figures 20a and 20b).
- Premium invoices can be paid by direct debit from a bank (ACH) or by debit or credit card (Visa, MasterCard, or Discover).

UPMC HEALTH PLAN Employer OnLine [Contact Us](#)

Welcome back, [Name]
 Email: [Email]

[Summary](#) [Previous Invoices](#) [Payment Methods](#) [Payment History](#)

Current Summary

Go Green: Paper-Free Invoicing
Subgroups are enrolled in paper-free invoicing [Change Settings](#)

Current Balance: \$0.00

This summary contains your current invoices. To view older invoices, click the **Previous Invoices** tab above.

Only payments made online will be shown in Payment History.

To view your invoice details and save/print a PDF of the invoice itself, click on the invoice number below.

MEDICAL

Invoice Date	Subgroup	Invoice Number	Insurance Type	Due Date	Amount Due	Status
6/30/2018	001	7000000000000	Medical	6/30/2018	\$0.00	Open
8/31/2018	001	7000000000000	Medical	8/31/2018	\$0.00	Open
6/30/2018	001	7000000000000	Medical	6/30/2018	\$0.00	Open
5/31/2018	001	7000000000000	Medical	5/31/2018	\$0.00	Open
8/31/2018	001	7000000000000	Medical	8/31/2018	\$0.00	Open
8/31/2018	001	7000000000000	Medical	8/31/2018	\$0.00	Open
6/30/2018	001	7000000000000	Medical	6/30/2018	\$0.00	Open

DENTAL_VISION

Invoice Date	Subgroup	Invoice Number	Insurance Type	Due Date	Amount Due	Status
9/30/2018	001	7000000000000	Dental/Vision	9/30/2018	\$0.00	Open
6/30/2018	001	7000000000000	Dental/Vision	6/30/2018	\$0.00	Open
8/31/2018	001	7000000000000	Dental/Vision	8/31/2018	\$0.00	Open
5/31/2018	001	7000000000000	Dental/Vision	5/31/2018	\$0.00	Open
9/30/2018	001	7000000000000	Dental/Vision	9/30/2018	\$0.00	Open
8/31/2018	001	7000000000000	Dental/Vision	8/31/2018	\$0.00	Open
6/30/2018	001	7000000000000	Dental/Vision	6/30/2018	\$0.00	Open
6/30/2018	001	7000000000000	Medical	6/30/2018	\$0.00	Open

Figure 20b: Billing and payment—premium invoices

2. ASO claims invoices

- a. If your company has ASO invoices, you can download and pay them through Employer OnLine (figure 20c).
- b. Click the **Pay ASO Claims Invoice** button on the Billing & Payment landing page to make payments on an ASO invoice.
- c. Enter a payment amount (figure 20d).

Note: ASO claims invoices cannot be paid with a credit card. They must be paid via direct debit with an ABA routing number (figure 20e).

ASO Claims Invoices

Administrative Services Only (ASO) claims invoices are available for download and view. If your plan is ASO, these claims invoices are shown below. They will be available online for 90 days. To obtain earlier invoices, contact your account manager or account service manager.

***Please note: You may only pay one ASO claims invoice at a time. Only ASO claims invoices can be paid online at this time.**

Pay ASO Claims Invoice

Filter Results

Entering filter text will help narrow your results. Enter one or more words seperated by a space (e.g., aaaa bbbb); all words are matched exactly against document names.

View

☐ Select All

☐

☐

☐

☐

Download

Figure 20c: Billing and payment—viewing/downloading ASO invoices

Identify ASO Group & Payment Amount

The information you enter in the fields below will be sent to our payment site, which will display in a separate browser window. You'll enter additional information there to complete your payment.

Group:

Amount:

Email:

☐ SB38 - Pharmacy Claims Detail Report 20180822
 ☐ SB38 - Singlesource Property Solutions - Invoice 20180827

Figure 20d: Billing and payment—paying ASO invoices

UPMC HEALTH PLAN Employer OnLine

Consumer Name:

Payment Total: \$1.00

ABA Routing Number:

Bank Name:

Name on Account:

Bank Account Number:

Bank Account Type:

By clicking submit, I authorize UPMC Health Plan to initiate a one-time charge or debit entry in the amount indicated above, to the banking account information provided, as full or partial payment for services provided by UPMC Health Plan. Please note that your bank account information will not be saved in the system once you logout. UPMC Health Plan is not liable for any loss or damage you may incur if (1) you do not have sufficient funds in your bank account to make the payment specified; (2) circumstances beyond UPMC Health Plan's control, including but not limited to, war, act of terrorism, fire, insurrection, labor troubles, riots, the elements, earthquakes, or natural disaster; (3) you provide erroneous information to authorize payment; (4) you fail to protect your bank account data; or (5) the financial institution that holds your bank account fails to process payment, causes error during payment processing, or provides UPMC Health Plan erroneous information. UPMC HEALTH PLAN IS NOT RESPONSIBLE OR LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGE RELATED TO YOUR USE OF ONLINE PAYMENTS.

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Figure 20e: Billing and payment—paying ASO invoices

3. HRA claims invoices

- HRA claims invoices are available to view or download from Employer OnLine (figure 20f).
- To set up HRA claims invoice payments via ACH, you must contact your employer group's account manager.

The screenshot shows the 'HRA Claims Invoices' interface. At the top, a header reads 'HRA Claims Invoices'. Below it, a paragraph states: 'Health Reimbursement Arrangement (HRA) claims invoices are available for download and view. If your plan is HRA, these claims invoices are shown below. They will be available online for 90 days. To obtain earlier invoices, contact your account manager or account service manager.' A 'Filter Results' section follows, with instructions: 'Entering filter text will help narrow your results. Enter one or more words separated by a space (e.g., aaaa bbbb); all words are matched exactly against document names.' There is a search input field with a clear button (X) and a purple 'View' button. Below the search field is a checkbox labeled 'Select All'. A list of four invoice entries is shown, each with a checkbox and a blurred title. At the bottom right is a purple 'Download' button.

Figure 20f: Billing and payment—viewing/downloading HRA invoices

4. FSA claims invoices

- FSA claims invoices are available to view or download from Employer OnLine (figure 20g).
- To set up FSA claims invoice payments via ACH, you must contact your employer group's account manager.

The screenshot shows the 'FSA Claims Invoices' interface. At the top, a header reads 'FSA Claims Invoices'. Below it, a paragraph states: 'Flexible Spending Account (FSA) claims invoices are available for download and view. If your plan is FSA, these claims invoices are shown below. They will be available online for 90 days. To obtain earlier invoices, contact your account manager or account service manager.' A 'Filter Results' section follows, with instructions: 'Entering filter text will help narrow your results. Enter one or more words separated by a space (e.g., aaaa bbbb); all words are matched exactly against document names.' There is a search input field with a clear button (X) and a purple 'View' button. Below the search field is a checkbox labeled 'Select All'. A list of four invoice entries is shown, each with a checkbox and a blurred title. At the bottom right is a purple 'Download' button.

Figure 20g: Billing and payment—viewing/downloading FSA invoices

9. HEALTH & PRODUCTIVITY

UPMC Health Plan has developed **Health & Productivity**. This initiative is designed to encourage healthy lifestyles through a variety of educational and wellness programs; online tools; discounts on fitness activities; and personalized programs on weight management, tobacco cessation, and physical activity (figure 21).

The screenshot displays the UPMC Health Plan Employer OnLine interface. At the top, the logo 'UPMC HEALTH PLAN Employer OnLine' is on the left, and navigation links 'Home', 'Contact', 'User Guide', 'Feedback', and 'Log Off' are on the right. A user greeting 'Welcome Back, [redacted]' and 'Last Login: Tuesday, October 9, 2018' is also present. A horizontal menu bar contains 'Documents & Forms', 'Employee Coverage', 'Billing & Payment', 'Health & Productivity' (highlighted), 'Your Reports', and 'Our Products'. The left sidebar has two sections: 'Health & Productivity' with links like 'Communications for your Employees', 'Tools and Resources', 'Health Management', 'Print, Post, Promote', 'Employer Events and Campaigns', 'Events', and 'Campaigns'; and 'Quick Links' with links like 'Search Company Roster', 'Forms', 'Print ID Card for Member', 'Find a Doctor', 'Health Care Reform Info', 'UPMC Health Plan Website', 'UPMC Consumer Advantage', 'Contact Us', and 'Manage Portal Logins'. The main content area is titled 'Health & Productivity' and features a large banner for 'Flu season is here' with the text 'Make sure your employees know UPMC Health Plan will reimburse them for their flu shot!' and a 'Learn More' button. Below the banner, there is a section titled 'Help your employees live their healthiest lives.' with two paragraphs of text. The footer contains copyright information 'Copyright 2018 UPMC Health Plan, Inc.' and links to 'Terms and Conditions', 'Awards and Recognition', and 'Annual Report', along with social media icons for Facebook, Twitter, YouTube, LinkedIn, and a mobile app icon.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back, [redacted]
Last Login: Tuesday, October 9, 2018

Documents & Forms Employee Coverage Billing & Payment **Health & Productivity** Your Reports Our Products

Health & Productivity

Communications for your Employees

- Tools and Resources
- Health Management
- Print, Post, Promote
- Employer Events and Campaigns
- Events
- Campaigns

Quick Links

- Search Company Roster
- Forms
- Print ID Card for Member
- Find a Doctor
- Health Care Reform Info
- UPMC Health Plan Website
- UPMC Consumer Advantage
- Contact Us
- Manage Portal Logins

Health & Productivity

Flu season is here

Make sure your employees know UPMC Health Plan will reimburse them for their flu shot!

[Learn More](#)

Help your employees live their healthiest lives.

UPMC Health Plan offers total health care benefits and a lot more. Our wide range of tools and resources can help your employees manage medical costs, improve their health and productivity, and boost their overall well-being.

UPMC Health Plan encourages you to join us in helping the community by creating a culture of health for your employees. Healthy employees are more motivated and productive at work. Use the free resources available to you on this website to improve employee well-being. We continually update our resources and promote current health and well-being topics. Visit this page each month to see our available materials.

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Figure 21: Health & Productivity

10. YOUR REPORTS

All employer groups see the **Your Reports** page (figure 22), even if no reports are available. ASO and UPMC *HealthyU* groups can view other reports in this tab.

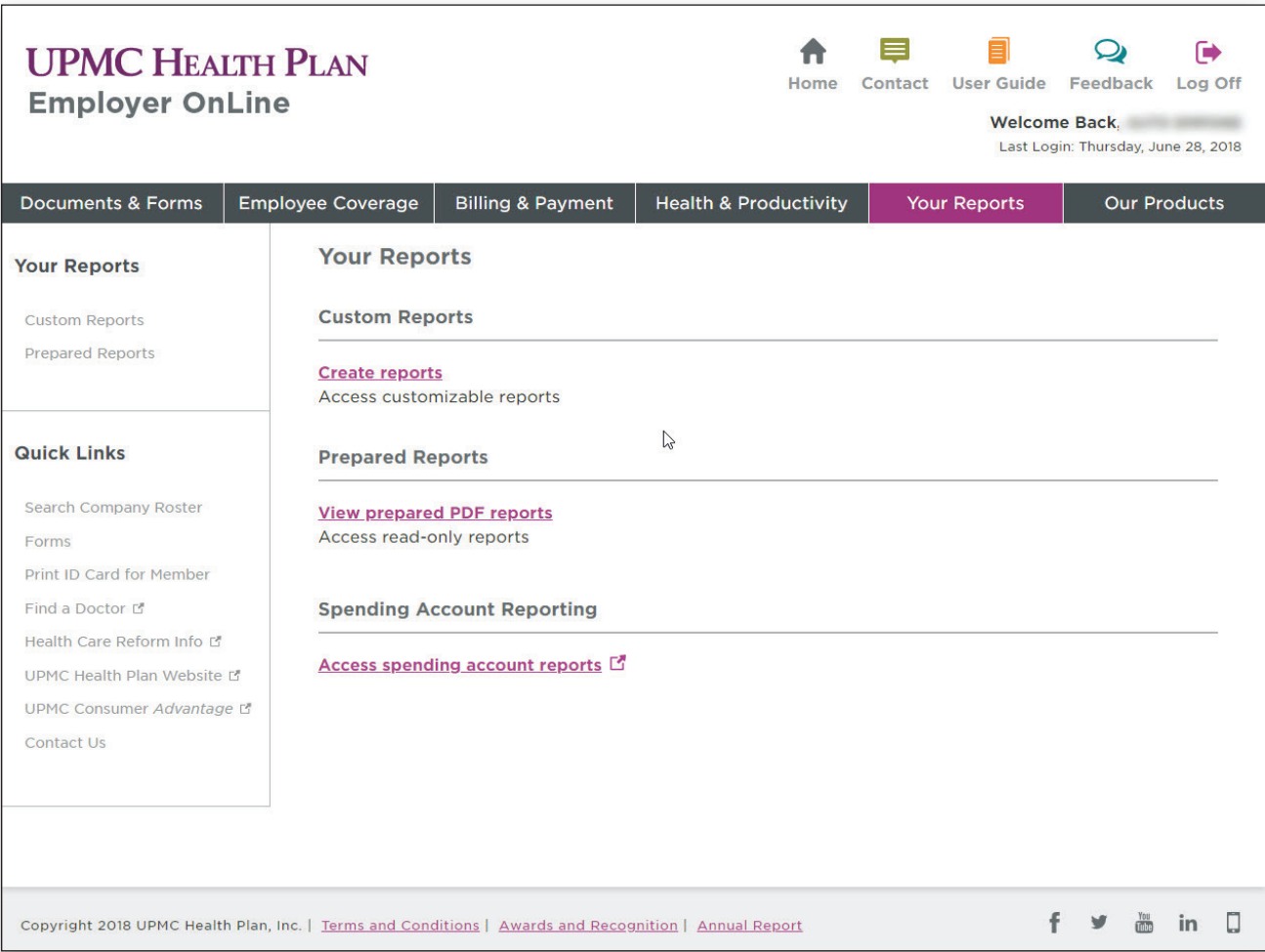


Figure 22: Your Reports

Depending on your group size, you will have access to prepared reports or reporting tools to gather data on an ad hoc basis. Your OAA can manage your permissions and grant new and existing users access to the reporting function for your company.

Some reports allow for customization. After choosing a report, select your criteria (such as service and membership date spans, groups, subgroups, or plans) to filter the data. You'll have access to up to five years of data. See figure 23 for reporting information.

Data is refreshed monthly. Data for the most recent service dates will be available by the 10th of each month.

Name	Description	Format	Available for These Groups
Executive Dashboard	<ul style="list-style-type: none"> Assesses enrollment, medical, and pharmacy trends for a single time frame or comparable time frames Explores details of specific cost and utilization drivers, such as inpatient and emergency department visits, PCPs, specialists, diagnostics, medical supplies, and high-dollar claimants 	PDF	<ul style="list-style-type: none"> 100+ enrolled contracts – fully insured All ASO
UPMC <i>HealthyU</i> Report	<ul style="list-style-type: none"> Highlights participation in incentivized activities as well as financial earning and spending amounts for UPMC <i>HealthyU</i> members 	PDF	<ul style="list-style-type: none"> 100+ enrolled contracts – fully insured All ASO
Enrollment Report	<ul style="list-style-type: none"> Measures monthly enrollment for contracts and members by coverage tier and plan 	Excel and PDF	<ul style="list-style-type: none"> 100+ enrolled contracts – fully insured All ASO
Monthly Claims Experience Report	<ul style="list-style-type: none"> Provides medical and pharmacy claims by incurred service or paid views; includes premiums and membership counts by month 	Excel and PDF	<ul style="list-style-type: none"> 100+ enrolled contracts – fully insured All ASO*
Claim Lag Report	<ul style="list-style-type: none"> Measures medical and pharmacy expenses by service incurred month and payment month Includes breakouts for medical and pharmacy expenses 	Excel and PDF	<ul style="list-style-type: none"> ASO only
High-Dollar Claimant Report (Incurred Basis)	<ul style="list-style-type: none"> Shows a de-identified list of members incurring medical and pharmacy costs over \$25,000, along with current membership status (terminated vs. active) 	Excel and PDF	<ul style="list-style-type: none"> 100+ enrolled contracts – fully insured All ASO
High-Dollar Claimant Report (Paid Basis)	<ul style="list-style-type: none"> Shows a de-identified list of members with total medical and pharmacy payments over \$25,000, along with current membership status (terminated vs. active) 	Excel and PDF	<ul style="list-style-type: none"> ASO only

Figure 23: Your Reports reporting information

The **Our Products** page (figure 24) highlights features included with your plan and additional products offered by UPMC Health Plan.

UPMC HEALTH PLAN
Employer OnLine

Home Contact User Guide Feedback Log Off

Welcome Back [View Profile](#)
Last Login: Thursday, November 29, 2018

Documents & Forms Employee Coverage Billing & Payment Health & Productivity Your Reports **Our Products**

Our Products

Extended Network
UPMC AnywhereCare
Beating the Blues US™
Prescription for Wellness
Assist America
Decision-making Tools for Employees
UPMC Dental *Advantage*
UPMC Consumer *Advantage*®
UPMC Vision Care
eBenefits®
UPMC COBRA *Advantage*
WorkPartners
UPMC *Advantage*
UPMC *for Life*
UPMC *HealthyU*
UPMC Small Business *Advantage*
UPMC MyCare *Advantage*

Our Products

UPMC Health Plan offers a wide range of products and services. Learn more about your existing plan or explore new options for your employer group by clicking any of the following links. Contact your broker or account manager if you have any questions.

Medical Plan Features

[Extended Network](#)
Available to members who need urgent or emergency care when traveling, enrolled dependents up to age 26, and commercial group members living outside of the service area.

[UPMC AnywhereCare](#)
Allows members to receive expert treatment 24/7 for non-emergency conditions like cold, flu, and strep throat using video technology.

[Beating the Blues US™](#)
A self-directed, interactive and engaging online program that helps people deal more effectively with depression, stress, and anxiety.

[Prescription for Wellness](#)
It's a way for providers to prescribe healthy behaviors and engagement with a health coach as part of the member's treatment plan.

[Assist America](#)
Global emergency travel assistance services for members traveling more than 100 miles from home for less than 90 days.

[Decision-making Tools for Employees](#)
Aids members in researching treatment options and their estimated costs, so they can make informed medical decisions.

Additional UPMC Plan Options

[UPMC Dental *Advantage*](#)
[UPMC Vision Care](#)
[UPMC COBRA *Advantage*](#)

[UPMC Consumer *Advantage*®](#)
[eBenefits®](#)
[WorkPartners](#)

UPMC Medical Plans

[UPMC *Advantage*](#) (For Individuals) [UPMC *for Life*](#) (For Individuals & For Medicare)
[UPMC *HealthyU*](#) [UPMC Small Business *Advantage*](#)
[UPMC MyCare *Advantage*](#)

Quick Links

Search Company Roster
Forms
Print ID Card for Member
Find a Doctor [↗](#)
Health Care Reform Info [↗](#)
UPMC Health Plan Website [↗](#)
UPMC Consumer *Advantage* [↗](#)
Contact Us
Manage Portal Logins

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Figure 24: Our Products

11. FURTHER QUESTIONS

For technical questions, please contact UPMC Health Plan Web Support at 1-800-937-0438.

For all other questions, please contact Producer and Employer Services at 1-800-937-0745 and select option 3.

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