

Welcome to Benefits Manager

Instruction Guide for Web Billing

Contents | [Next >](#)

This instruction guide demonstrates how to navigate through Benefits Manager. Please make sure you are successfully logged into Benefits Manager before beginning this guide. (Diagram 1).

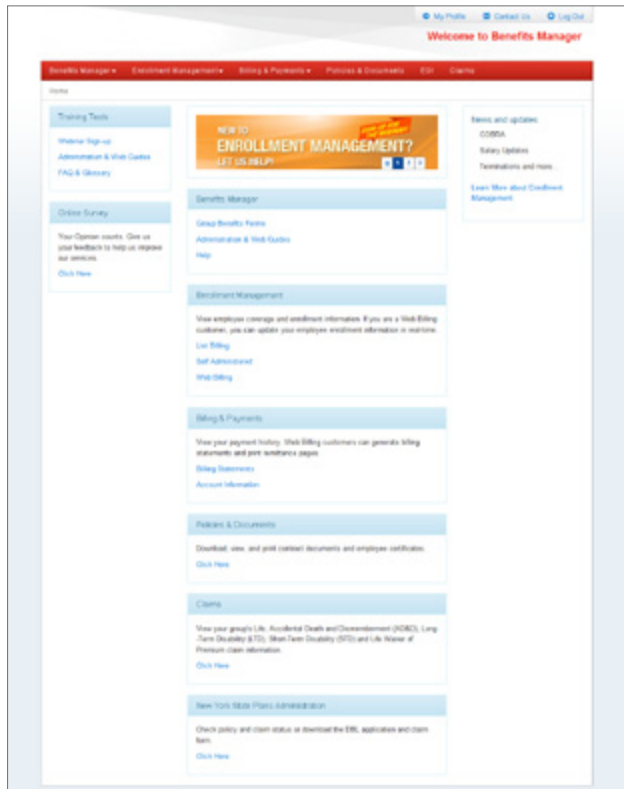


Diagram 1

Contents:

Section 1: Group and Insured Benefit Information

Search and view insured list	3
View and edit an insured record	4
View benefit information	4
Update insured salaried	5

Section 2: Group Billing and Payment Information

Generating billing statements and reports	6
Viewing your group's billing and payment activity	6

Section 3: Downloading Documents

View and download your group policies and documents	7
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Section 4: Profile Management

Manage user information	11
-------------------------------	----

Section 5: Help

Help	12
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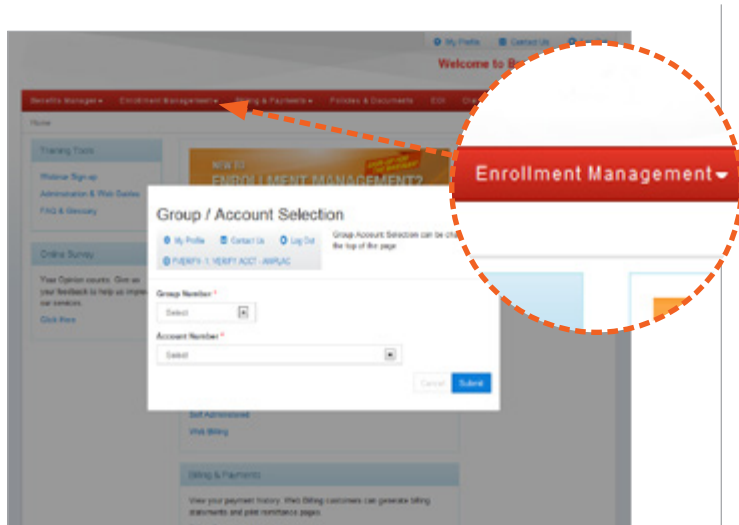


Diagram 2

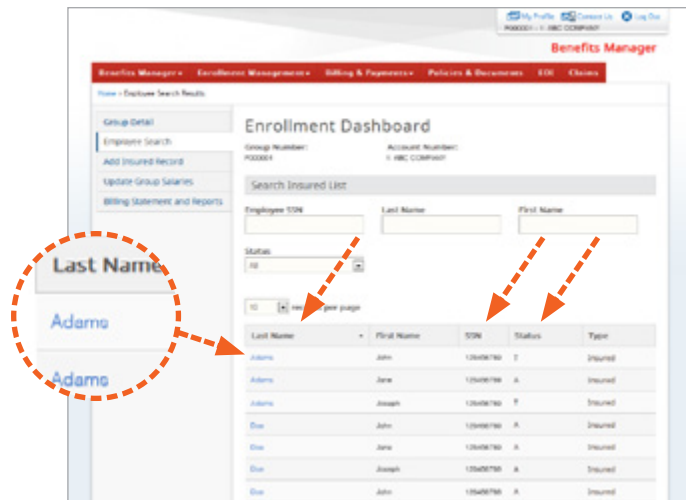


Diagram 3

Section 1:

Group and Insured Benefit Information

The insured list can be reviewed and search from the Enrollment Dashboard page:

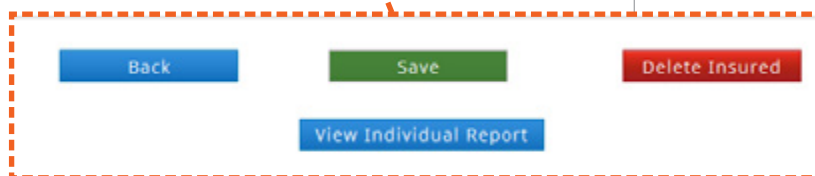
Step 1: Click on Enrollment Management and input the Group and Account information (Diagram 2).

Step 2: From the Enrollment Dashboard search for a particular employee by inputting their information or scrolling through the Insured List (Diagram 3).

Step 3: Click on the last name of the Insured or Dependent to view his/her benefit information (Diagram 3).

The Insured List can be sorted by Name, SSN, Status and Type (Diagram 3).

Diagram 4



View and Edit an Insured Record:

The following information can be viewed and edited (Diagram 4):

The Insured's:

- Name, Gender, Tobacco Use, Date of Birth, Social Security Number, Class, Department Division, Date of Hire, Occupation, Salary Type, Salary, Hours Worked per Week and Status.

Coverage Information:

- Benefit and amounts of the insured.



Tip: You can also delete an Insured, add or edit a dependent (if eligible) and view individual reports (Diagram 4).

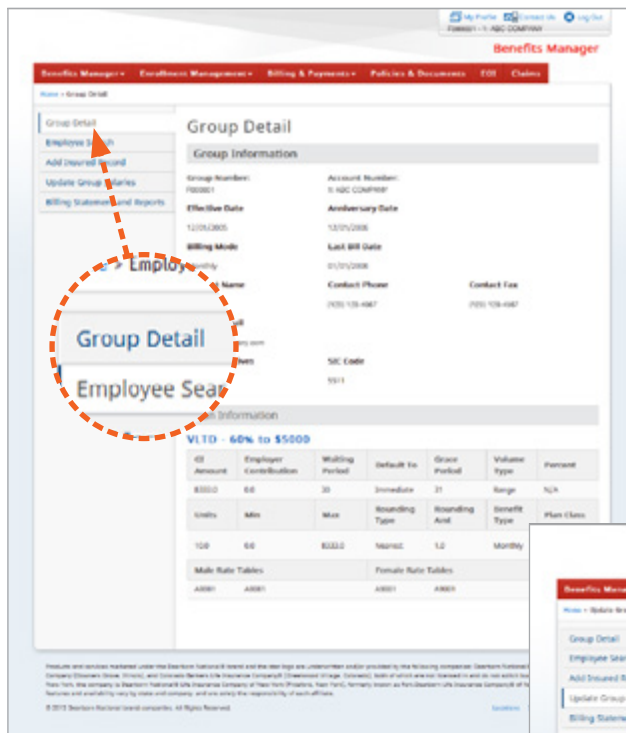


Diagram 5

Group and Plan Information:

Step 4: Click on the Group Detail link in the left-hand side navigation (Diagram 5).

Group Information will appear, including a table for each plan defined for that group.

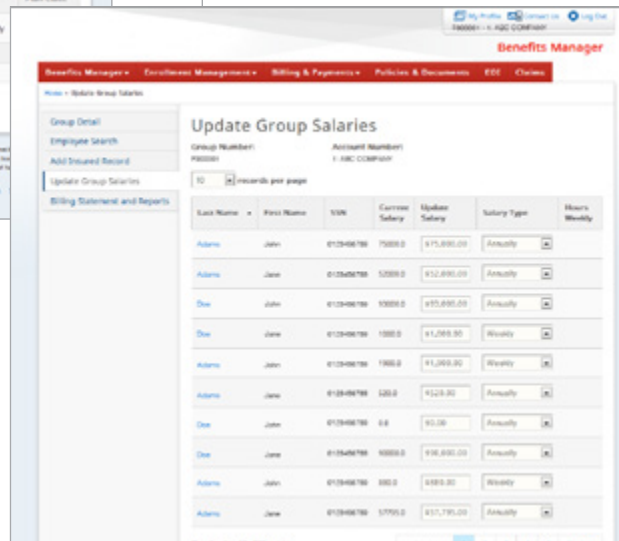


Diagram 6

Update Salaries:

The update Group Salaries page will allow you to update both the salary amount and type (Diagram 6).

This concludes Section 1 of 5.

Click "Next" below to continue to Section 2 of Benefits Manager.

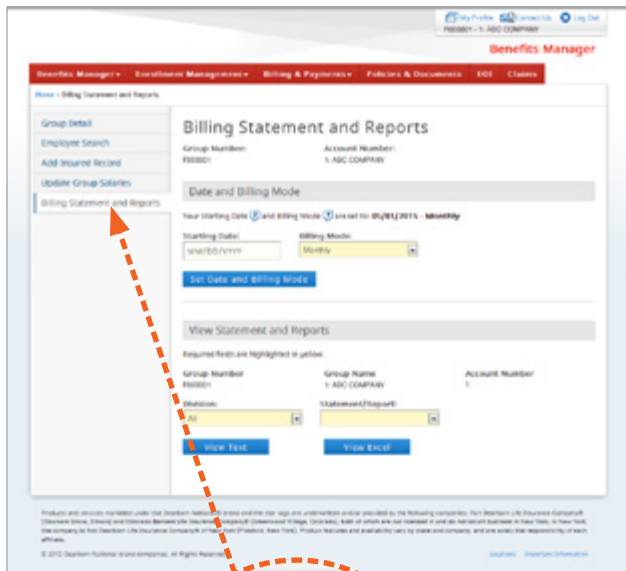
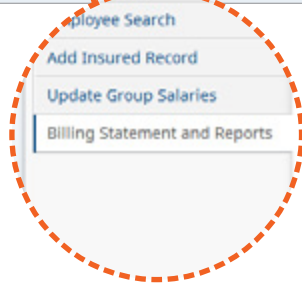


Diagram 7



Section 2:

Group Billing and Payment Information

From the Billing Statement and Reports page various reports can be printed in either **text** or **excel** format.

Step 1: Click on the Billing Statements and Reports link in the left-hand side navigation (Diagram 7).

Step 2: Previously saved billed information will appear. Additional help is available on screen.

This concludes Section 2 of 5.

Click "Next" below to continue to Section 3 of Benefits Manager.

Section 3:

Downloading Documents

To begin, click on Policies & Documents (Diagram 8)

Step 1: Select the desired Document and Product type, then click "Search" (Diagram 8).

There are 5 Document Types to choose from:

Amendment - a copy of any changes to your contract.

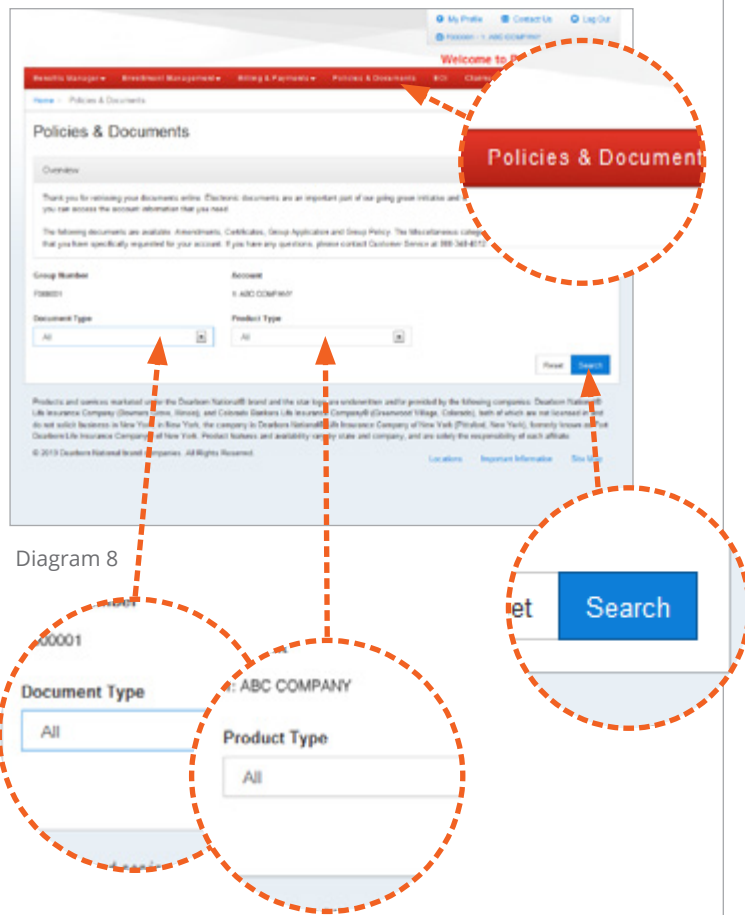
Certificate - a copy of your group certificate.

Group Application - a copy of your group's application.

Group Policy - a copy of your group policy.

Rate Grid - rate grids applicable to your group's coverage.

Miscellaneous - may contain enrollment forms or rate grids applicable to your group's coverage.



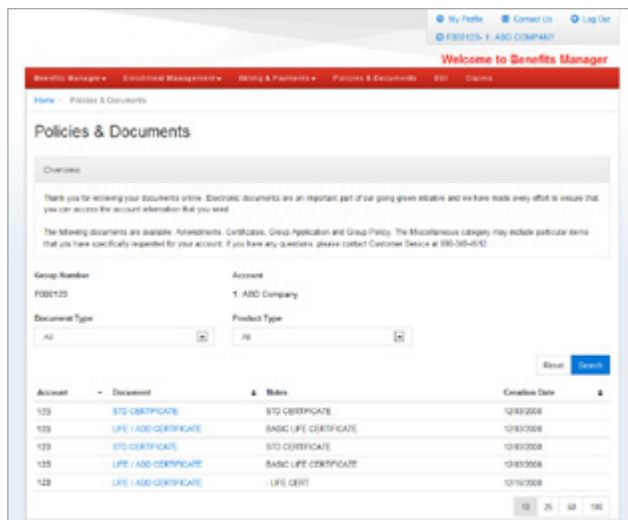


Diagram 9

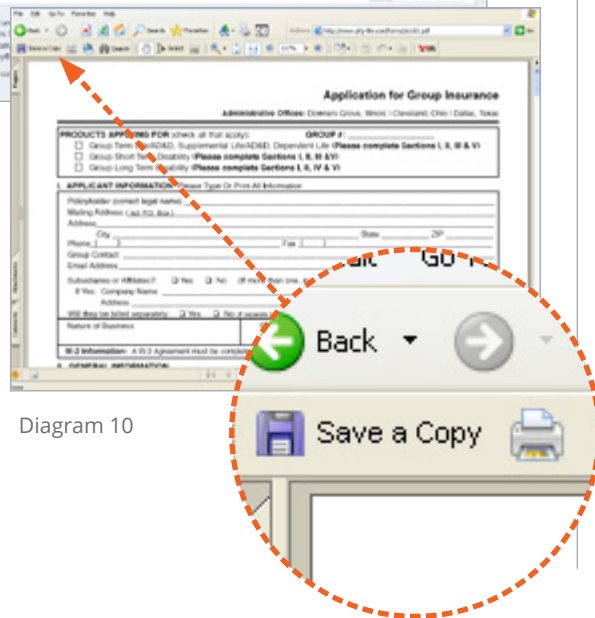


Diagram 10

 **Tip:** You can sort documents by Account Number, Document Notes and Creation Date (Diagram 9).

All documents are in PDF format and can be printed and/or downloaded.

 **Tip:** To print the document, click on the printer icon (Diagram 10). To download the document, click on the diskette icon and designate where you want to save the document (Diagram 10).

This concludes Section 3 of 5.

Click "Next" below to continue to Section 4 of Benefits Manager.

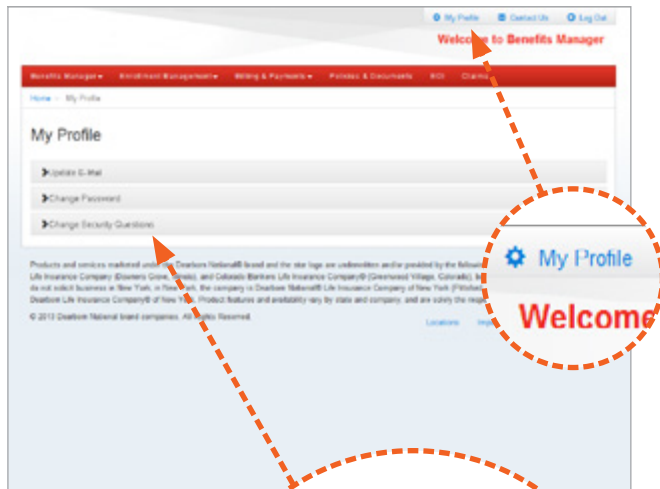
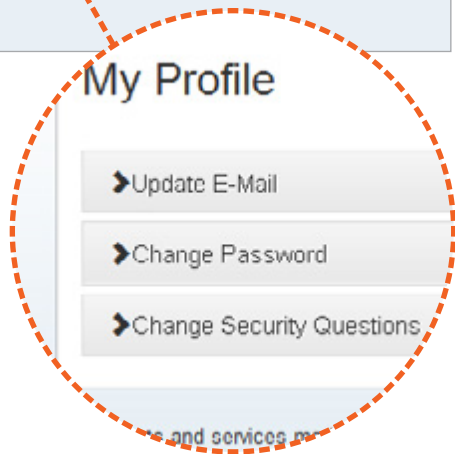


Diagram 14



Section 4:

Profile Management

My Profile (Diagram 14) is where to manage user information.

There are 3 categories to choose from:

- 1. Update E-mail** - Change the e-mail address we use as part of our Change Password verification process.
- 2. Change Password** - Change the password you use to access Benefits Manager.
- 3. Change Security Questions** - Manage the questions we will ask in case you forgot your password.

This concludes Section 4 of 5.

Click “Next” below to continue to Section 5 of Benefits Manager.

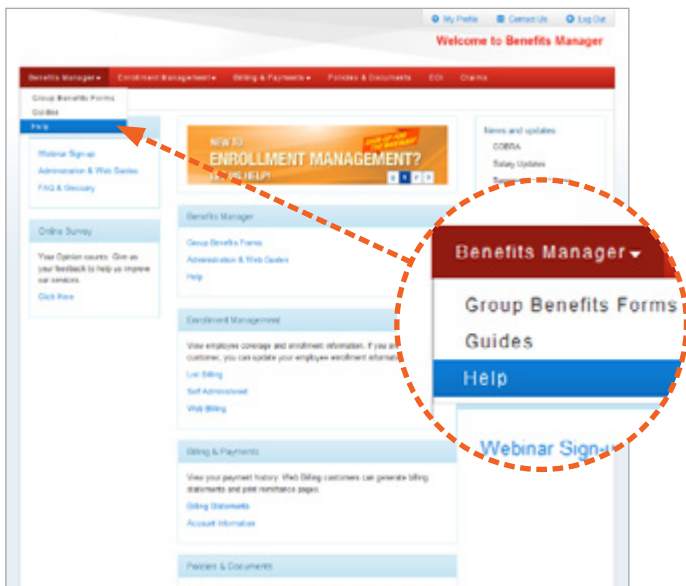


Diagram 15

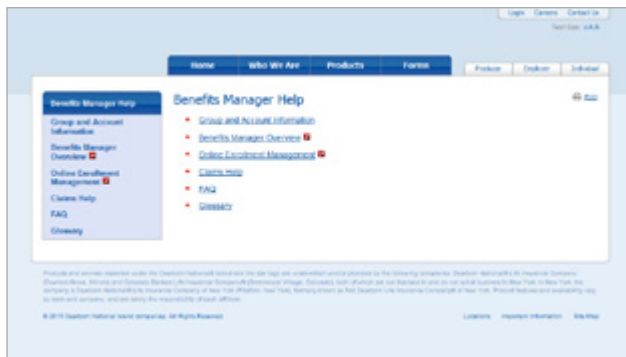


Diagram 16

Section 5:

Help and Frequently Asked Questions

If you need assistance click on “Help” from the submenu anywhere in Benefits Manager (Diagram 15).

The Help window (Diagram 16) contains 7 categories to choose from:

- | | |
|----------------------------------|----------------|
| 1. Help Main Menu | 5. Claims Help |
| 2. Group and Account Information | 6. FAQ |
| 3. Benefits Manager Overview | 7. Glossary |
| 4. Web Billing Help | |

This concludes Section 5 of 5.

Thank you for using Benefits Manager.