Employer Portal User Guide

35194-080-2006

User Guide Table of Contents

Thank you for choosing Aspirus Arise

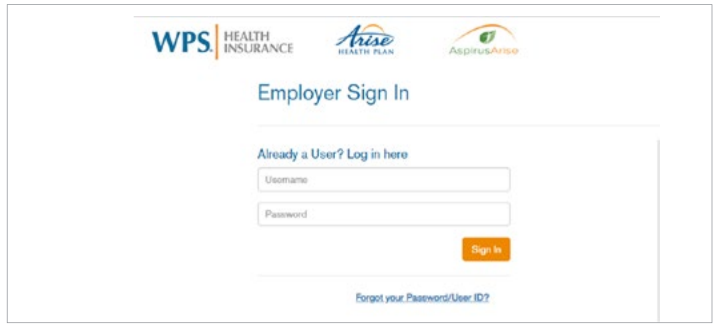
Visit: AspirusArise.com
Call: 800-223-6895
Email: info@aspirusarise.com

Employer Web Tools

Aspirus Arise makes it easy and convenient for you to manage your group health plan with our comprehensive web-based employer tools. Check customer eligibility and claims status, terminate coverage, request ID cards, and more—all online. You can find these and other helpful resources online at AspirusArise.com or by logging in to your online employer account!

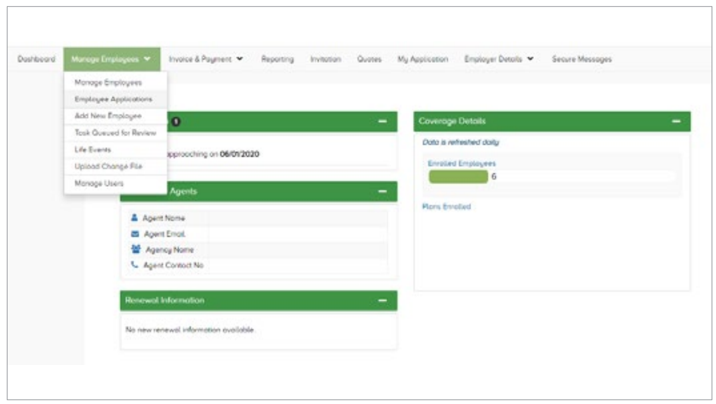
Access your group health plan information

- Log in to your online employer account from the Aspirus Arise website.
- Find detailed billing statements, employee rosters, and health plan information.
- Pay your invoice online.
- Access and adjust group invoices from the billing home page.



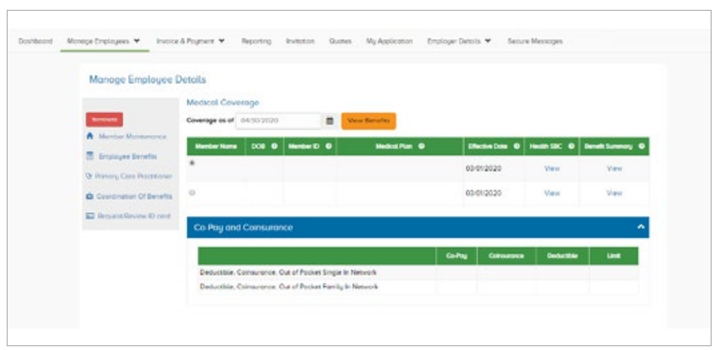
Manage group enrollment and eligibility

- Enroll employees and track enrollment requests from the recent activity and messaging page.
- Check employee eligibility or terminate coverage.
- Make changes to enrollment during the annual open enrollment period.



View employee benefits information

- Employee Benefits
- Primary Care Practitioner
- Coordination of Benefits
- Request/Review ID card

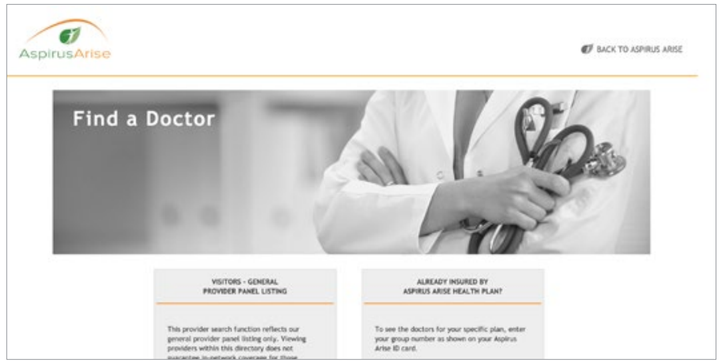


Locate in-network providers

» Visit our updated Find a Doctor tool.

» Find in-network providers in a variety of locations and specialties.

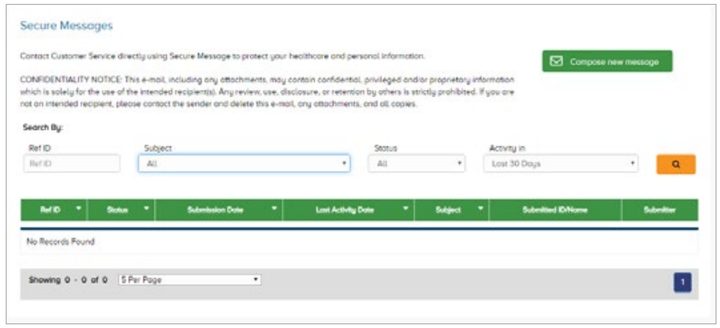
» Create a downloadable provider directory from your search results.



Communicate with Customer Service

» Send your questions to Aspirus Arise Member Services Administration via our secure online messaging system.

» Receive a response within one business day via your choice of secure message or phone.



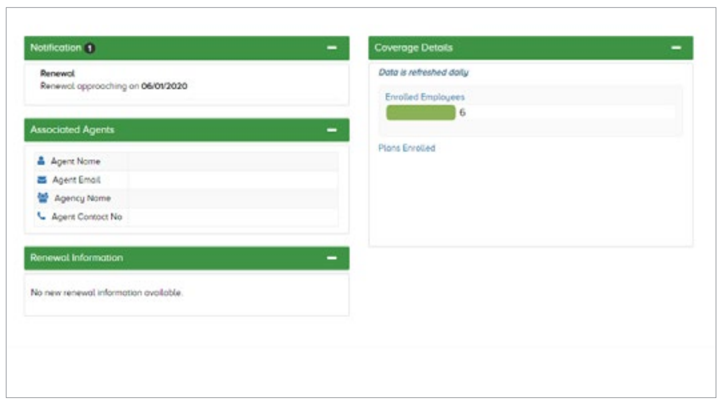
Take advantage of other online resources

» Update your group leader/employer profile.

» Learn more about eligibility and billing functions with our Frequently Asked Questions documents.

» Take advantage of employer reporting (requires separate login credentials).

» Adjust your communication preferences to opt in or out of messages.



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Employer Web Enrollment Functions

From the online group leader account home page, you have complete flexibility and control over all aspects of your organization's account information. Clearly labeled navigation tabs take you straight to what matters most to you. This self-service functionality allows you to do a variety of tasks; in particular, you are able to self-manage subscriber eligibility.

These step-by-step instructions walk you through the enrollment functions for your account.

ENROLLMENT

1) From the home page, go to **Manage Employees**.
2) Select **Add New Employee**.
3) Select if the employee is a new hire or a rehire.
4) Select if you want to complete the application or if the employee should complete.
5) Enter the employee information. Required fields have an asterisk (*). Select the subgroup on this screen.
6) On each screen, click **Save & Exit** or **Save And Continue**.
7) On the second Employee Details page, you can enter an employee's dependent, if applicable.
8) Indicate if there are dependents to include or if there are no dependents included in coverage. Enter required fields if adding dependents. Choose if dependent is selecting coverage or waiving. Supporting documents also can be uploaded.

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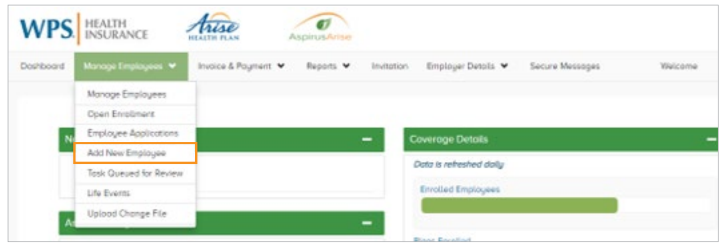
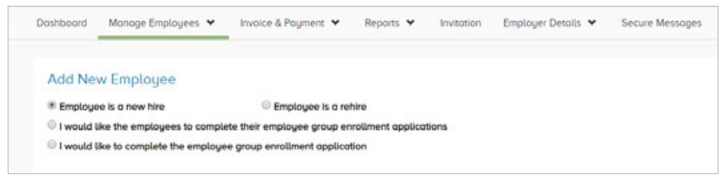
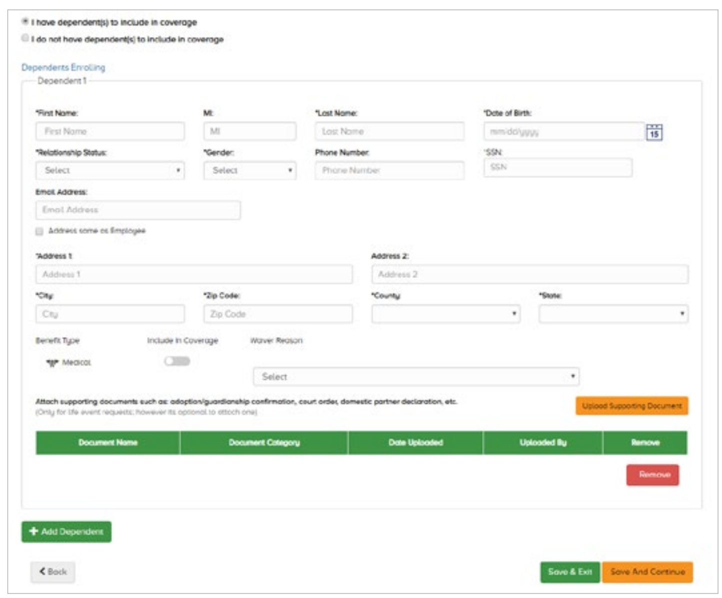






9) Under the **Medical** heading, click **Select Coverage** or **Waive Coverage**.

10) Select the benefit plan (Class). The plan details are available to be reviewed. The option to find doctor in the network is available.

11) The class and effective date will show up.

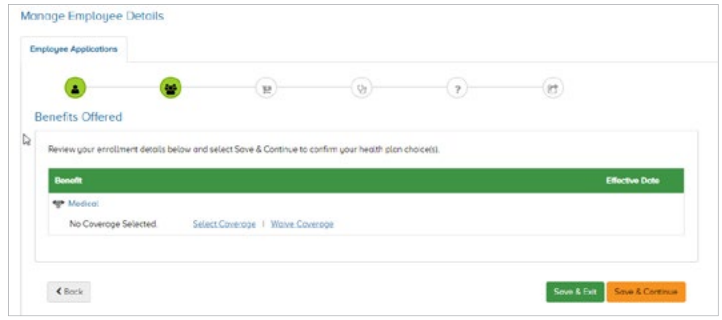
12) Continue through the enrollment process where **Primary Care Practitioner (PCP)** and **Coordination of Benefits (COB)** can be entered.

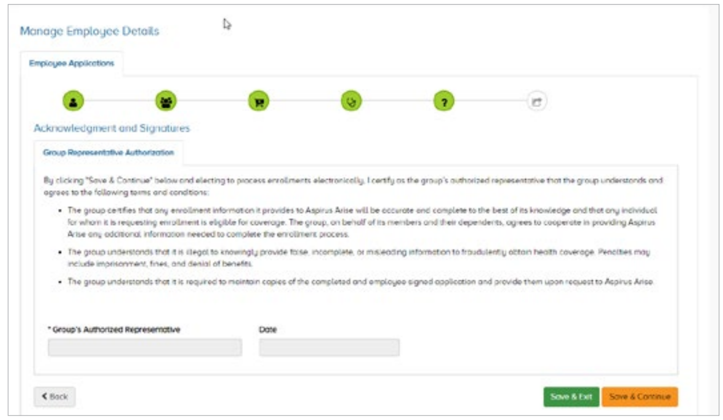
13) **Acknowledgment and Signatures** page will automatically fill in.

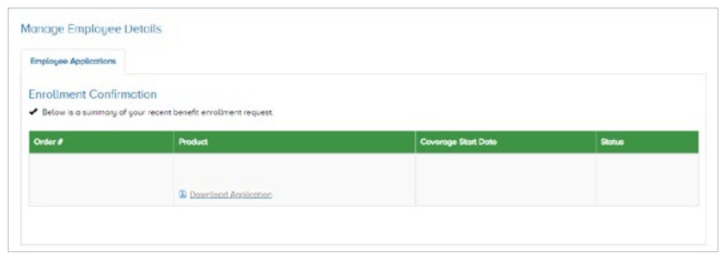
14) Editing can be done on the **Enrollment Application Review** page. Click **Submit Application** once everything is accurate.

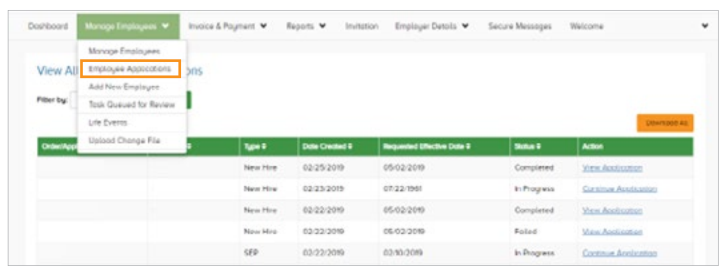
15) **Enrollment Confirmation** page has the information about the enrollment. The application can be downloaded and printed or saved.

16) Under the **Manage Employees** menu, you can find the status of each application using the **Employee Applications** link.



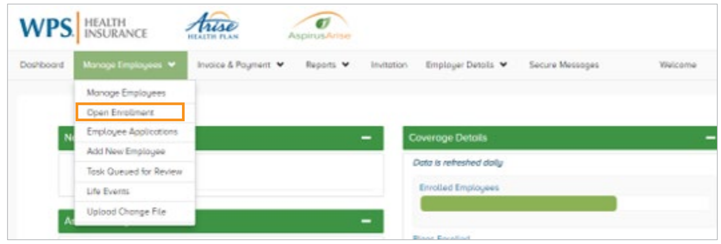






MAKING CHANGES DURING OPEN/ANNUAL ENROLLMENT

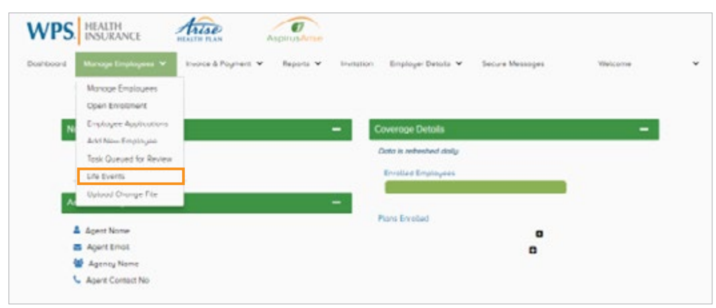
The **Open Enrollment** option is available only during the Open Enrollment window.

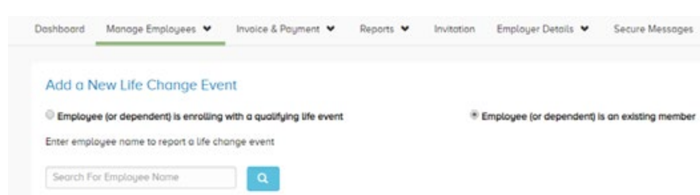


1) From the home page, go to **Manage Employees**.
2) Select **Open Enrollment**.
3) Select **Continue Application** for the employee you want to update or click the **Add a New Employee** button if the person has never had coverage before.
4) Continue through the screens to update subscriber information, dependent information, addresses, subgroups, and plans for the subscriber and any dependents.
5) Editing can be done on the **Enrollment Application Review** page. Click **Submit Application** once everything is accurate.
6) **Enrollment Confirmation** page has the information about the enrollment. The application can be downloaded and printed or saved.

ADDING A DEPENDENT TO AN EXISTING SUBSCRIBER

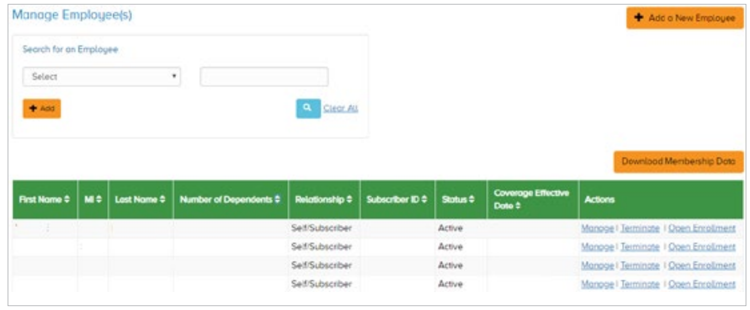
1) From the home page, go to **Manage Employees**.
2) Select **Life Events**, and then **Report New Event**.
3) Use **Member Search** to find the subscriber you wish to update.
4) Select if the employee is new coming onto the plan or an existing subscriber.
5) Search and select the employee.
6) Select the **Life Change Event** and **Date of the Life Event**. Supporting documentation can be uploaded.
7) Continue through the enrollment process. **Note**: Please enter 999-99-9999 if newborn's SSN is unknown.
8) Editing can be done on the **Enrollment Application Review** page. Click **Submit Application** once everything is accurate.
9) **Enrollment Confirmation** page has the information about the enrollment. The application can be downloaded and printed or saved.
10) Under **Manage Employees**, the status of each application can be viewed using the **Employee Application** function.





CHANGING SUBSCRIBER/DEPENDENT INFORMATION

Manage Employees allows you to make updates to subscriber and dependent addresses, other insurance, personal information, and order ID cards.



Under **Manage Employees**, you may update the following items:

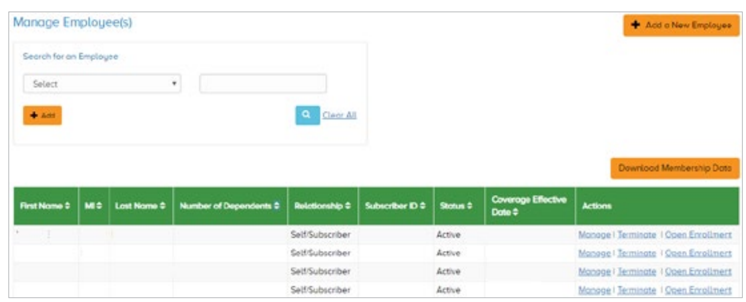
- Name
- Date of birth
- Marital status
- Gender
- SSN
- Terminate Employee or Dependent(s)

1) From the home page, go to **Manage Employees**.
2) Select **Manage Employees** to update personal details.
3) Select the employee you want to update.
4) Select the tab for the employee or dependent you wish to update.
5) Update the information and click **Submit**.

Note: Terminating dependent(s) is done through **Manage Employees**.

TERMINATING A SUBSCRIBER

1) From the home page, go to **Manage Employees**.
2) Select **Manage Employees**.
3) Click on **Terminate** next to the employee you wish to terminate.
4) Use **Member Search** to find the subscriber you wish to terminate.
5) Enter the termination date and termination reason.
6) Click **Terminate**.



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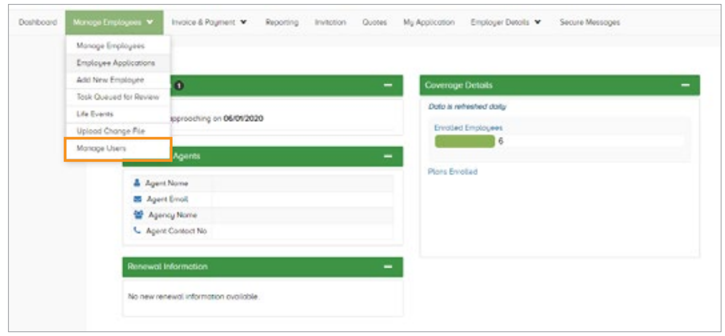
How to Activate/Deactivate Employer User Accounts

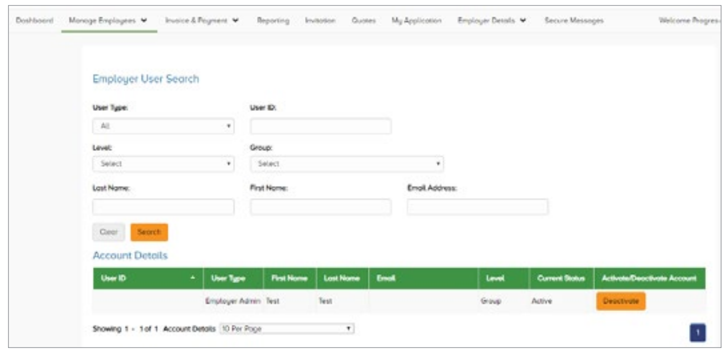
We have added functionality for the Employer Admin role to activate and deactivate employer user accounts for those users who should no longer have access under the same group number.

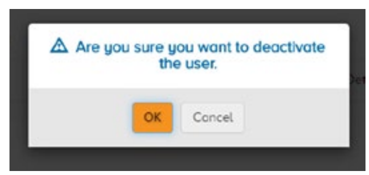
Here are the steps an Employer Admin user will take.



TO DEACTIVATE

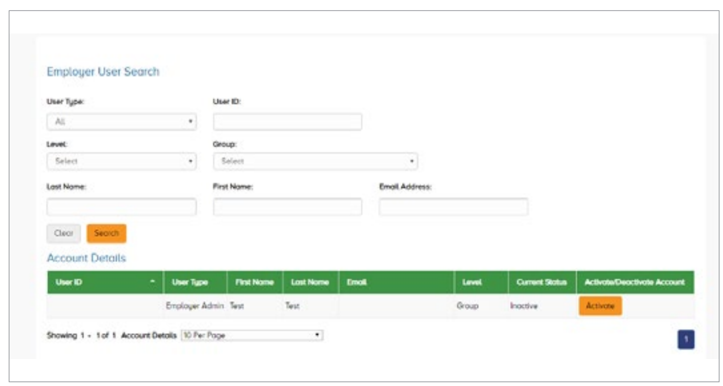
1. Log in to the Employer Portal.
2. Click on **Manage Employees**, then click on **Manage Users**.
3. Locate the user you wish to deactivate and click the deactivate button next to that user.
4. A message box will pop up asking if you are sure you want to deactivate the user; click OK.
5. The user is now deactivated and will receive a message that the account is locked if login is attempted.





TO ACTIVATE/REACTIVATE

1. Log in to the Employer Portal.
2. Click on **Manage Employees**, then click on **Manage Users**.
3. Locate the user you wish to activate and click the activate button next to that user.
4. A message box will pop up asking if you are sure you want to activate the user; click OK.
5. The user is now activated and will be able to log in.



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