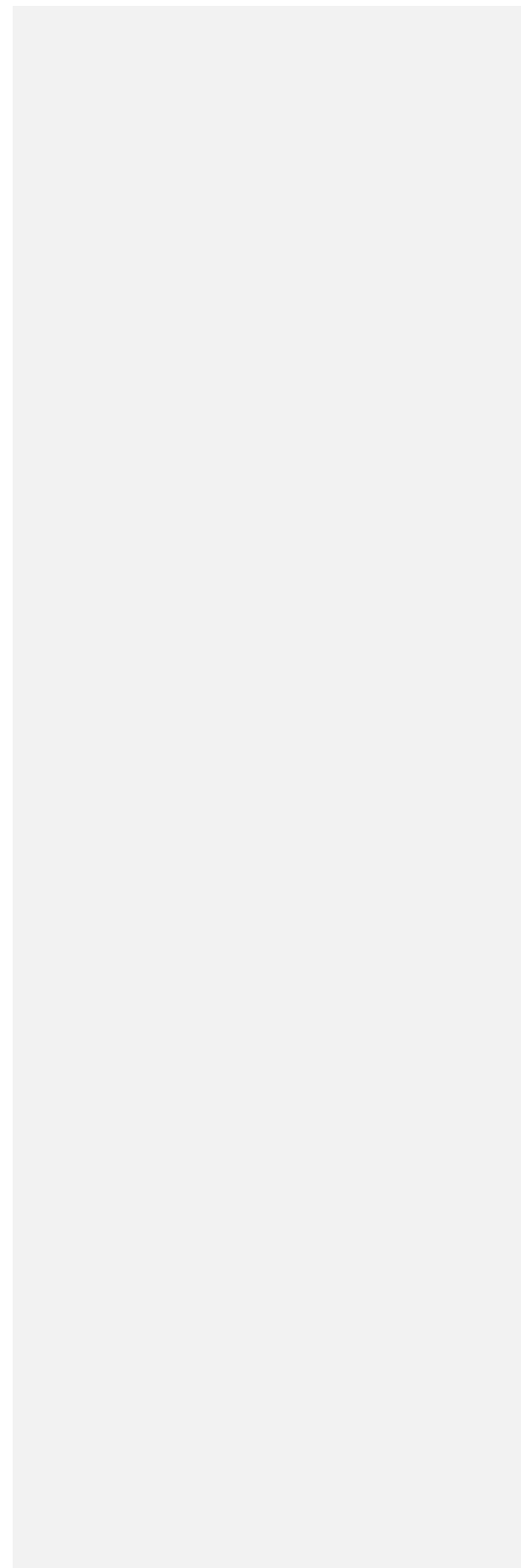


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# EMPLOYER PORTAL USER MANUAL

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August 2019 Release



# Employer Portal User Manual

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# Employer Portal User Manual

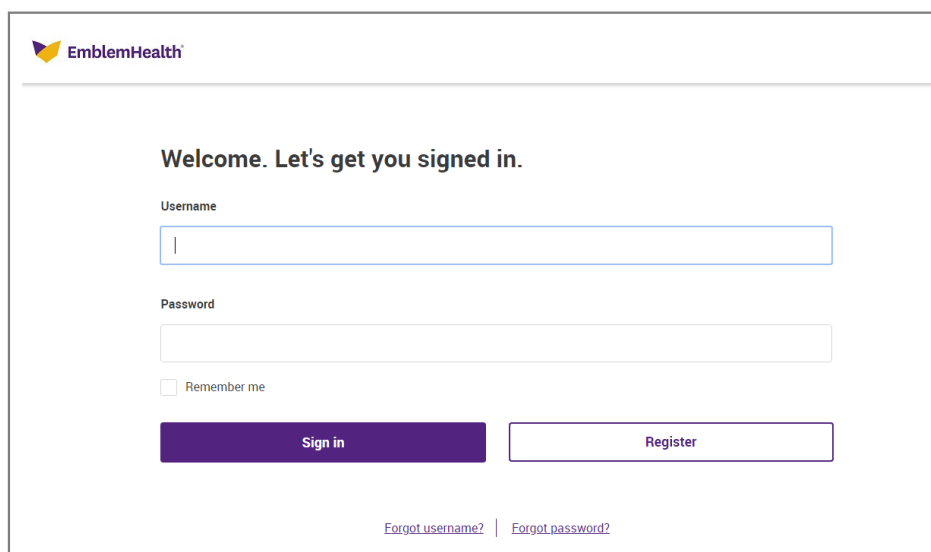
## Employer Portal Browser, Sign in and Sign out

The **Employer** portal supports the latest versions of the following browsers:

- Microsoft Internet Explorer (Recommended)
- Microsoft Internet Explorer Edge
- Mozilla Firefox
- Google Chrome (Recommended)
- Safari

### Sign In

1. Open your web browser and enter the URL of the **Employer** portal.



The screenshot shows the EmblemHealth logo in the top left corner. Below it, the text "Welcome. Let's get you signed in." is displayed. There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom of the form are two buttons: "Sign in" (a dark purple button) and "Register" (a white button with a purple border). At the very bottom, there are two links: "Forgot username?" and "Forgot password?".

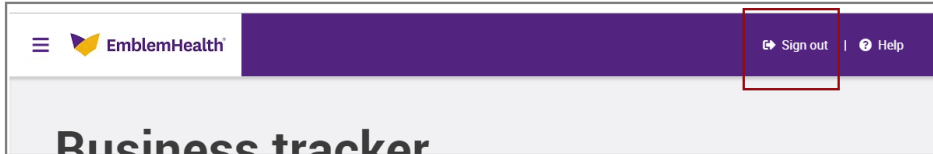
2. Type your username and password in the provided text boxes.  
You may select the **Remember me** checkbox if you want to automatically be signed in to the portal whenever you go to the URL.
3. Click the **Sign In** button.

# Employer Portal User Manual

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## **Sign out**

Click the **Sign Out** link located on the top right of the page.



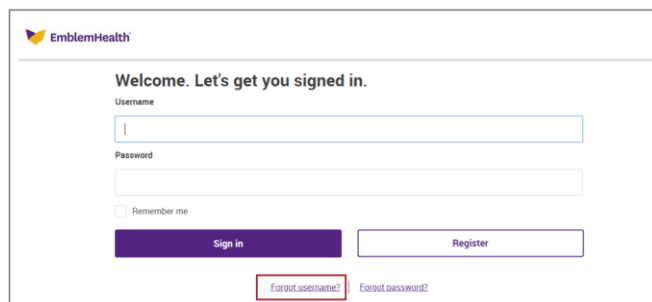
The connection to the **Employer** portal closes and the **Sign In** page will display on the screen.

# Employer Portal User Manual

## Recover Sign in Credentials

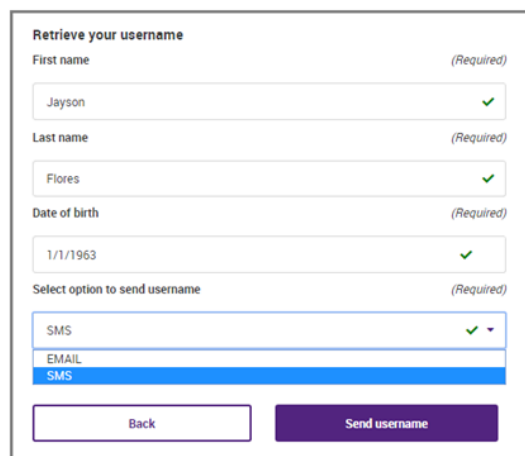
### Retrieve Username

1. In the **Employer** portal's **Sign in** page, click the **Forgot username?** link on the bottom portion page.



2. In the **Retrieve your username** page, complete the following required information: **First name**, **Last name** and **Date of birth**.

In the **Select option to send username** drop down, select how you would like to receive reset information. Your options are: **EMAIL** or **SMS**.

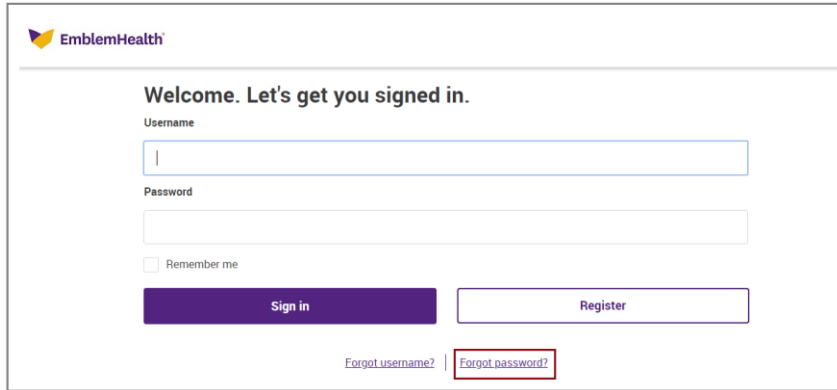


3. Click the **Send username** button. The username is sent as an email message or a text message, depending on the option you selected in the **Select option to send username** field.

# Employer Portal User Manual

## Retrieve Password

1. In the **Employer** portal's **Sign in** page, click the **Forgot password?** link on the bottom portion page.



EmblemHealth

Welcome. Let's get you signed in.

Username

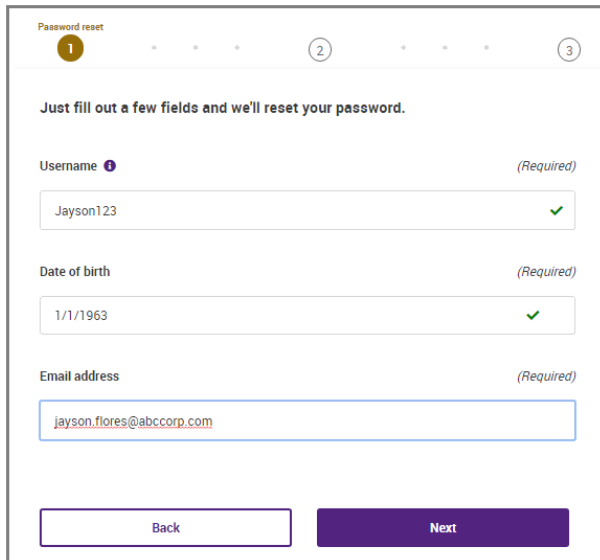
Password

Remember me

Sign in Register

[Forgot username?](#) | [Forgot password?](#)

2. In the **Password reset** page, complete the following required information: **Username**, **Date of birth** and **Email address** then click the **Next** button.



Password reset

1 2 3

Just fill out a few fields and we'll reset your password.

Username **(Required)**

Jayson123 ✓

Date of birth **(Required)**

1/1/1963 ✓

Email address **(Required)**

jayson.flores@abccorp.com

Back Next

## Employer Portal User Manual

3. In the **Security questions** page, type the answers to the security questions displayed on the screen.

The security questions and answers were defined when you were registered as a user of the **Employer** portal. The security questions and answers are found in the **Account Settings** option of the **Main menu**.

Click the **Next** button.

Security questions

1 2 3

Please answer these security questions so we know it's really you.

Where did you go on your first vacation? *(Required)*

disney

What is your favorite animal? *(Required)*

dog

Back Next

4. In the **Reset password** page, type your new password in the **Create password** and **Confirm password** text boxes then click the **Done** button.

Reset Password

1 2 3

Type in Your New Password. Make It Memorable and Strong

CREATE PASSWORD

CONFIRM PASSWORD

PASSWORD STRENGTH HIGH

BACK DONE

**Forgot Your Password?**

Don't panic, you'll still be able to access your account. We'll help set up a new password, just provide us some personal information so we can verify it's really you.

Employer Portal

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Commented [VT1]: change the screenshot to final version



# Employer Portal User Manual

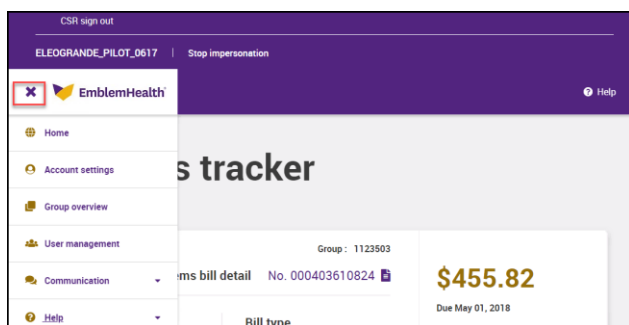
## Main Menu Access

The **Main Menu** contains **Navigation** options that provide access to information while in the **Employer** portal.

Click the ☰ icon located on the top left of the page to display the **Navigation** icons or options found in the **Main menu**.



Click the (X) icon to hide the **Navigation** icons.



Described are the **Navigation** icons in the **Main menu**:

- **Home** – provides access to the **Business Tracker** page.
- **Account settings** – provides the ability to view and manage the user's personal details and preferences.
- **Group overview** – provides various information specific to the employer group.
- **User management** – provides the ability for administrators to create and manage user accounts and their roles.
- **Communication** – provides a link to the following:
  - **Document center** – displays the **Document library** page that provides links to all documents available to the employer group
  - **Additional links**- displays the **Resource center** page that provides various links and resources available to the employer group
- **Help** – provides a link to the following:
  - **Online help**
  - **FAQs**

# Employer Portal User Manual

## Employer Portal Search

The **Employer** portal has several search functionalities and is available from several pages within the portal.

### **Member Search - Business Tracker or Dashboard Page**

1. Sign in to the **Employer** portal.
2. In the **Manage employees** section, click the **Search members** dropdown and select **Member ID** or **Subscriber ID** as your search criteria.

Type the member ID or subscriber ID information in the text box then click the **Search** button.

The screenshot displays two sections of the Employer Portal. The top section, titled "Business tracker", shows an overview for "ABC Corporation bill detail" with a group ID of 1105756 and a bill number of 000403788468. It lists an invoice number of 000403788468, a premium amount of \$86,653.09, and a balance forward. The bill status is "Unpaid" and due on August 01, 2019. A total amount of \$97,024.27 is highlighted, with a note that the last payment of \$709.00 was received on July 09, 2019. Buttons for "Manage billing" and "Pay bill now" are visible. The bottom section, "Manage employees", shows options for "Employees enrolled" and "Dependents enrolled", with a "Manage employees" button. A "Search members" dropdown is highlighted with a red box, showing a search input field, a dropdown menu currently set to "Member ID", and a "Search" button.

# Employer Portal User Manual

## Subscriber Search – Employee Management Page

1. Sign in to the **Employer** portal.
2. In the **Manage employees** section, click the **Manage Employees** button.

The screenshot displays two main sections of the Employer Portal interface. The top section, titled "Business tracker", shows an overview of a bill for "ABC Corporation" with a total amount of \$97,024.27 due on August 01, 2019. It includes a table with columns for INVOICE #, BILLING ACCOUNT, PREMIUM AMOUNT, ADJUSTMENTS AMOUNT, BALANCE FORWARD, and Bill status. The Bill status is marked as "Unpaid". Below the table are buttons for "Manage billing" and "Pay bill now". The bottom section, titled "Manage employees", shows a search interface for members with a "Search" button and a "Manage employees" button highlighted with a red box.

INVOICE #	BILLING ACCOUNT
000403788468	

PREMIUM AMOUNT	ADJUSTMENTS AMOUNT
\$86,953.09	

BALANCE FORWARD	Bill status
	Unpaid

**Manage employees**

Group 1105756

Employees enrolled

Dependents enrolled

**Manage employees**

3. In the **Employee Management** page, click the **Search** link located on the upper right side of the page.

# Employer Portal User Manual

## Employee management

View and edit employee details

### ABC Corporation

Overview Billing Subgroups **Employees** Member search Documents

Search

List of employees

4. Click the drop down and select **Subscriber name** or **Subscriber ID** as your search criteria.

Type the name of the subscriber or the subscriber ID information in the **Search** text box then click the **Search** button.

Overview Billing Subgroups **Employees** Member search Documents

Search

Search

Please enter minimum 2 characters

Subscriber name

Search

Reset

Subscriber name

Subscriber ID

Please use the search for review.

# Employer Portal User Manual

## Member Search – Member Search Page

1. Sign in to the **Employer** portal.
2. Click the ☰ icon (**Main menu**) located on the left of the page then select the **Group overview** option.
3. Click the **Member search** tab.

The screenshot displays the 'Member search' interface for 'ABC Corporation'. At the top, there is a navigation bar with tabs for 'Overview', 'Billing', 'Subgroups', 'Employees', 'Member search' (which is active and highlighted with a red box), and 'Documents'. Below the navigation bar, there is a search section. On the left, there is a search input field with the placeholder text 'Member ID'. To the right of the input field is a dropdown menu, also highlighted with a red box, which is currently open and shows three options: 'Member ID', 'Subscriber ID', and 'Member name & date of birth'. To the right of the dropdown menu are two buttons: a light grey 'Search' button and a purple 'Reset' button. Below the search input field, there is a message that says 'Please use the search criteria for review.'

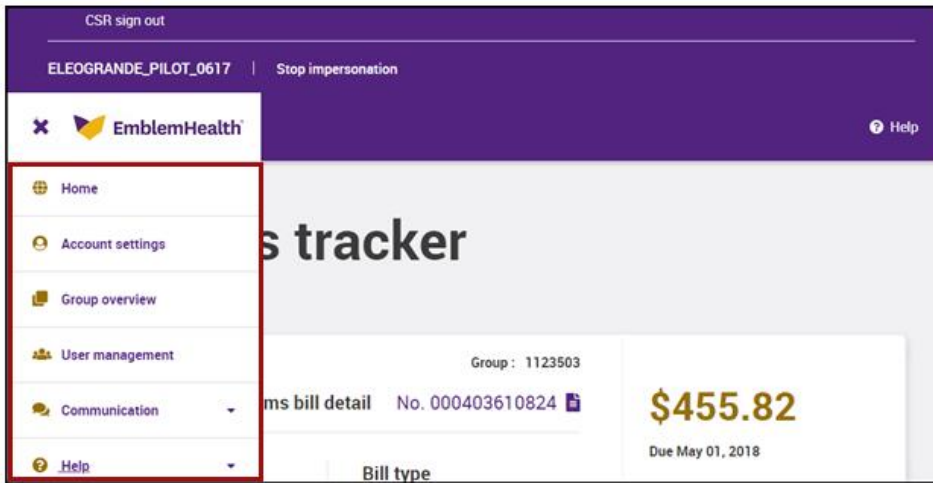
1. Click the drop down and select **Member ID**, **Subscriber ID** or **Member name & date of birth** as your search criteria.

Type the member ID, subscriber ID or member name & date of birth in the **Search** text box then click the **Search** button.

# Employer Portal User Manual

## Main Menu Options

The **Main menu** link is available in all pages within the **Employer** portal.



# Employer Portal User Manual

## Home

The **Home** option listed in the **Main menu** displays the **Business tracker** page.

The **Business tracker** page has several sections:

- **Employer Billing and Payment section** – provides the ability to manage and maintain invoices and payments

**Business tracker**  
Overview

Group: 1105756

ABC Corporation bill detail No. 000403788468 **\$97,024.27**

Due August 01, 2019  
Your last payment of \$709.00 was received on July 09, 2019. Thank you.

INVOICE #	BILLING ACCOUNT
000403788468	

PREMIUM AMOUNT	ADJUSTMENTS AMOUNT
\$86,653.09	

BALANCE FORWARD	Bill status
	Unpaid

Payment history ▶

Set up auto pay

Pay bill now

Manage billing

- **Manage Employees Section** - provides the ability to manage and maintain employee records

**Manage employees**

**91,136**  
Employees enrolled

**102,350**  
Dependents enrolled

Manage employees

**Search members**

Search (Required) \*

Member ID Member ID Search

## Employer Portal User Manual

- **Your Plans Section** - provides the ability to view plans that are offered by the employer group

Your plans Group 1100125

**Medical plan(s) available**

Class name	Plan name	Status	Plan details	Plan summary
ABC Corporation (Cobra)	HMO_10_10_Hosp 0_ER 50_AMB 0_DIA 10_EYE 0_RX 7	Active		
ABC Corporation	HMO_15_15_Hosp 500_ER 50_AMB 0_DIA 15_EYE 0_RX 10	Active		
ABC Corporation (Cobra)	HMO_15_15_Hosp 500_ER 50_AMB 0_DIA 15_EYE 0_RX 10	Active		
ABC Corporation (Cobra)	HMO_30_75_Hosp 2000_ER 500_AMB 750_DIA 30_EYE 0_RX 15	Active		
ABC Corporation	HMO_30_75_Hosp 2000_ER 500_AMB 750_DIA 30_EYE 0_RX 15	Active		

[Group overview](#) [More plans](#)

- **Document Center Section** - provides the ability to download or print documents listed in this section.

**Document center**

Document name	Language	Category	Actions
2019_Member_Change_Form_for_Group_Accounts	English	Forms	
Health_Benefit_Waiver_120131	English	Forms	
2019_EmblemHealth_HMO_Small_Group_Application	English	Applications	
2019_HNY_Application	English	Applications	

[View all documents](#)



# Employer Portal User Manual

## Account Settings

Select the **Account settings** option from **Main menu** to display the **My Profile** page.

The **My Profile** page allows you to view or change your user profile information such as: name, date of birth, email address, security questions and password.

**My Profile**  
Manage personal details and preferences

Account information  
**Thomas Smith**

My profile

My details [Edit](#)

Full name	Group number	Phone number
Thomas Smith	1104982	(212) 555-1212
Date of birth		
11/24/1970		

Update email address [Edit](#)

Email address  
tsmith@abccorp.com

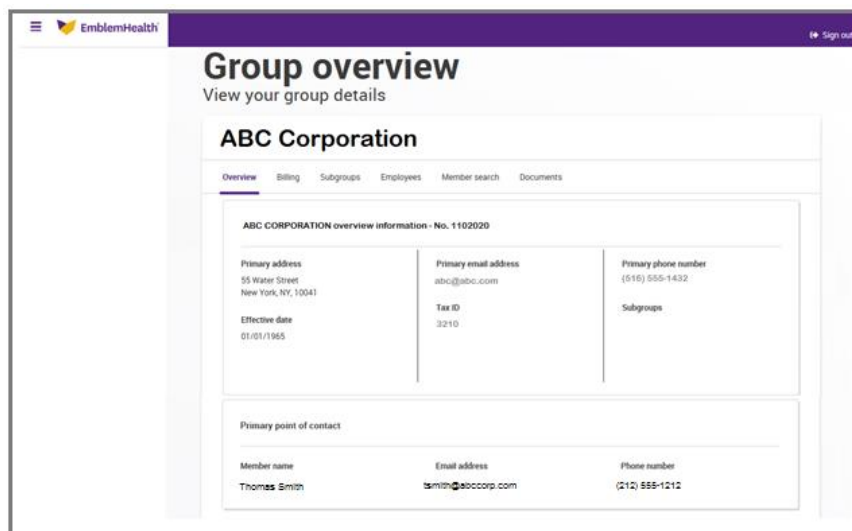
Change my security questions [Edit](#)

Change my password [Edit](#)

# Employer Portal User Manual

## Group Overview

Select the **Group overview** option from **Main menu** to display the **Group overview** page.



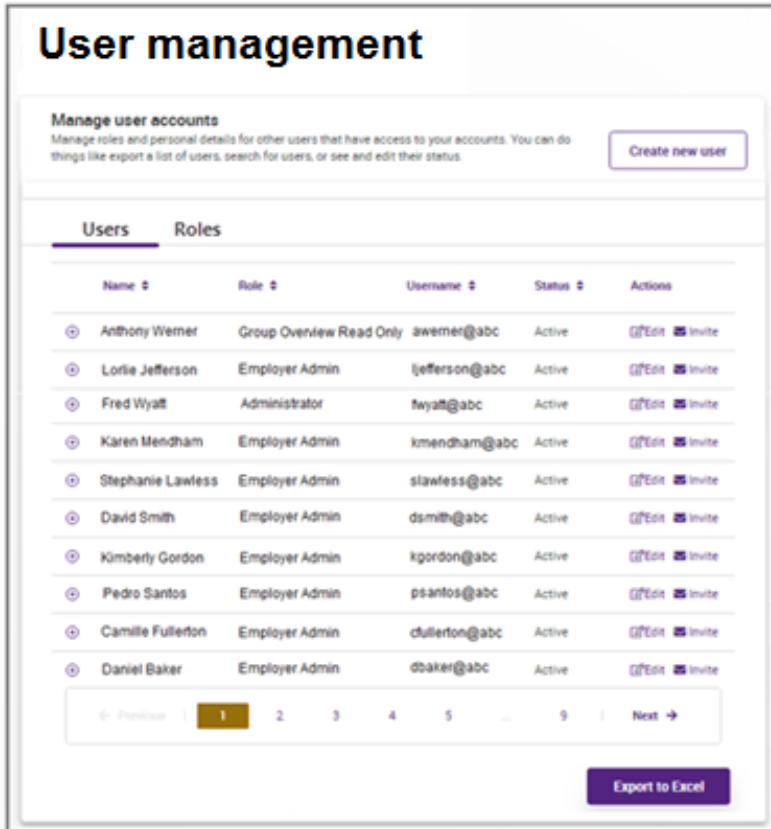
There are several tabs available in the **Group Overview** page:

- **Overview** – displays the **Group Overview** page that lists general information relating to the group including the group number, mailing address, email address, phone number, effective date, tax ID, subgroups and primary contact information
- **Billing** – displays the **Billing details** page that is used to view and maintain current and historical billing and payment information
- **Subgroups** – displays a list of subgroups associated with the group. You are able to search the **Subgroups** list if necessary.
- **Employees** – displays the **Employee management** page. Users are able to search the **List of employees** or navigate through pages as needed. The page also provides users the ability to export the displayed list to a pdf or a spreadsheet file.
- **Member Search** – displays the **Member search** page providing the ability to search for a specific member's record
- **Documents** – displays the **Group documents** page providing the ability to download or print documents that are available to the group

# Employer Portal User Manual

## User Management

Select the **User management** option from **Main menu** to display the **User management** page.



The **User management** page allows users with appropriate access permission to create a new user in the **Employer** portal.

There are two tabs available in the **Group Overview** page:

- **Users** – default tab displayed that provides the ability to view or edit user account information.
- **Roles** – provides the ability to define various user access based on roles

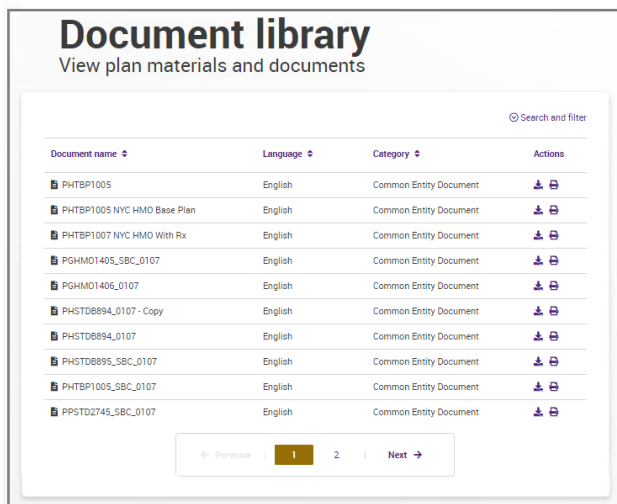
# Employer Portal User Manual

## Communication

The **Communication** option from the **Main menu** provides two other selections:

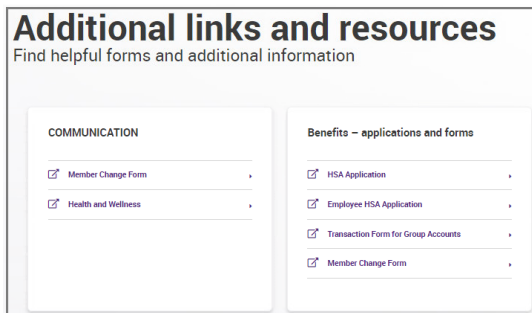
- **Document center** – displays the **Document library** page that provides a list of important healthcare documents you can download or print.

The **Search and Filter** link is used to search for a specific document or apply a filter to the list of documents displayed.



- **Additional links** – displays the **Additional links and resources** page that provides a list of helpful healthcare related internal and external links.

The provided links and resources can be used to manage an employer account.



# Employer Portal User Manual

## Help

The **Help** option from the **Main menu** provides two other selections:

- **Online help** – provides reference information on usage and functionalities available in the **Employer** portal.
- **FAQs** – displays the **Frequently asked questions** page that provides you answers to frequently asked questions.

**Frequently asked questions**  
Find answers to the most frequent questions from other users.

All FAQ topics

- When I make an electronic payment or set up my e-payment schedule, will I remain in the EmblemHealth portal?
- Will I need to register with JP Morgan Chase once I enter the online payment service window?
- Can I use credit card for the payment?
- Is my bank account information or debit card information secure?
- Is this process regulated and safe for me as a consumer?
- Are the funds immediately debited from my bank account?
- How will an Internet check transaction appear on my bank statement?
- What do I do if I think there has been an error?
- What if the online payment feature isn't working on my computer?

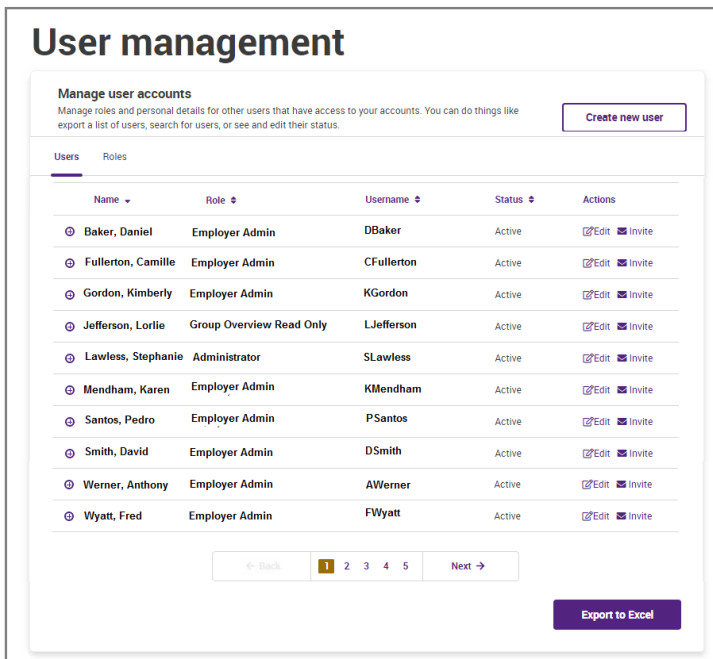
# Employer Portal User Manual

## Manage Users

### View User List

Select the **User management** option from **Main menu** to display the **User management** page.

Click on the up arrow or down arrow icon to the right of the column header label to sort the list in ascending or descending order based on the column.



**User management**

Manage user accounts  
Manage roles and personal details for other users that have access to your accounts. You can do things like export a list of users, search for users, or see and edit their status.


Create new user


Users Roles

Name	Role	Username	Status	Actions
Baker, Daniel	Employer Admin	DBaker	Active	Edit Invite
Fullerton, Camille	Employer Admin	CFullerton	Active	Edit Invite
Gordon, Kimberly	Employer Admin	KGordon	Active	Edit Invite
Jefferson, Lortie	Group Overview Read Only	LJefferson	Active	Edit Invite
Lawless, Stephanie	Administrator	SLawless	Active	Edit Invite
Mendham, Karen	Employer Admin	KMendham	Active	Edit Invite
Santos, Pedro	Employer Admin	PSantos	Active	Edit Invite
Smith, David	Employer Admin	DSmith	Active	Edit Invite
Werner, Anthony	Employer Admin	AWerner	Active	Edit Invite
Wyatt, Fred	Employer Admin	FWyatt	Active	Edit Invite

1 2 3 4 5

Export to Excel

Click the  **Edit** icon to edit the corresponding user account.

Click the  **Invite** icon to send/resend an invitation email to the newly created user to register in the **Employer** portal.

Click the plus sign (+) to the left of the user's name to expand the user row and display the Access list of subgroup(s) associated with the user.

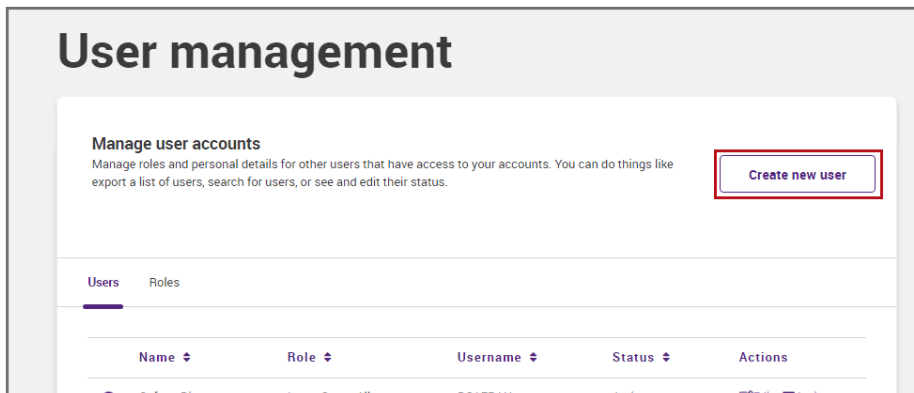
Click the **Export to Excel** button to export the list to an Excel file.

# Employer Portal User Manual

## Create New User

Only users with appropriate access permission are able to create new **Employer** portal users.

1. Sign in to the **Employer** portal.
2. Click the ☰ icon (**Main menu**) located on the left of the page then select the **User management** option.
3. Click the **Create new user** button located on the upper right portion of the page.



4. Complete the required information in the **Create new user account** window such as first name, last name, user role, email or mobile number.  
The username information can be left blank as the user can provide this information when he/she registers in the portal as a new user.  
The **Active** status is selected by default.  
Select the **Entity access** checkbox of the subgroup(s) the new user should have access to.
5. Click the **Create user** button to finish creating the new user account.  
The new user account created is added to the list displayed in the Users tab.

# Employer Portal User Manual

## Create new user account

Enter the information and click on the Create user button to add a new user.

First name <i>(Required)</i>	Last name <i>(Required)</i>
<input type="text" value="Enter first name"/>	<input type="text" value="Enter last name"/>

Entity type	User entity
<input type="text" value="Employer"/>	<input type="text" value="ABC Corporation"/>

User name	User role <i>(Required)</i>
<input type="text"/>	<input type="text" value="Select User Role"/>

Email	Mobile number
<input type="text" value="Email is required if the phone is not provided"/>	<input type="text" value="Phone is required if the email is not provided"/>

Date of birth	Status
<input type="text" value="MM/DD/YYYY"/>	<input checked="" type="radio"/> Active <input type="radio"/> Inactive

### Entity permissions

Subgroup ID	Subgroup	Entity access
ALL		<input type="checkbox"/>
1001	ABC Corporation	<input type="checkbox"/>




# Employer Portal User Manual

## Edit User Information


Only users with appropriate access permission are able to make changes to an **Employer** portal user's account.

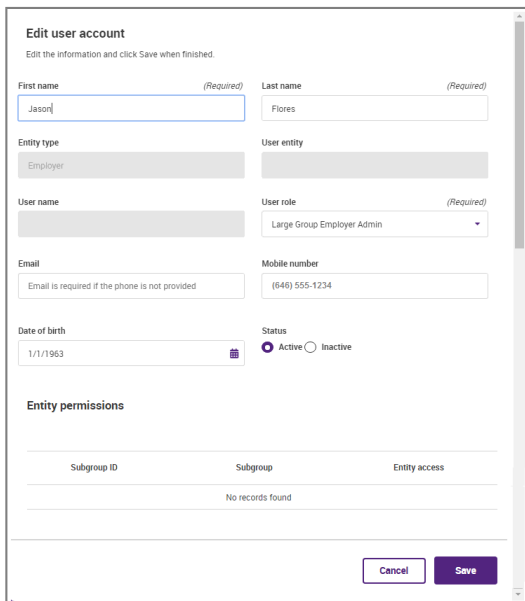
**Note:** The steps below also apply to changing a user's account status to **Inactive**.

1. Sign in to the **Employer** portal.
2. Click the  icon (**Main menu**) located on the left of the page then select the **User management** option.

3. Locate the user information to edit.

Click on the up or down arrow icon to the right of a column header to sort the list based on the column header. You may also click the pagination links located on the bottom of the list to navigate to different pages.

4. Click the corresponding  icon found in the **Actions** column for the desired user. The **Edit user account** window will display.



**Edit user account**  
Edit the information and click Save when finished.

First name (Required) Last name (Required)  
Jason Flores

Entity type User entity  
Employer

User name User role (Required)  
Large Group Employer Admin

Email Mobile number  
Email is required if the phone is not provided (644) 555-1234

Date of birth Status  
1/1/1963  Active  Inactive

**Entity permissions**

Subgroup ID	Subgroup	Entity access
No records found		

Cancel Save

5. Complete the change(s) as needed then click the **Save** button to save the changes made.

# Employer Portal User Manual

## User Registration

1. Navigate to the **Employer** portal and click the **Register** button.

If you received an email with the **Employer** portal registration link specified, click the link to get to the **Let's start your registration** page and skip to **Step 1 – User Information**. click the registration link specified in the email notification you received.

The screenshot shows the EmblemHealth login and registration interface. On the left, there is a login form with the heading "Welcome. Let's get you signed in." It includes input fields for "Username" and "Password", a "Remember me" checkbox, and two buttons: "Sign in" (purple) and "Register" (white with a red border). Below the buttons are links for "Forgot username?" and "Forgot password?". On the right, there is a large grey area with the heading "Welcome to EmblemHealth." and a sub-heading "Sign in to help manage your employees' coverage, add new members or delete old ones, request a new ID card, or help someone change a plan. All in one easy application."

## Employer Portal User Manual

2. In the **Let's start your registration** page, complete the following required information: **Group ID** or **Invoice number**, **Zip code** of primary business address, new user's **First** and **Last name** and **Mobile number** or **Email address**. The **Date of birth** information is optional.

Click the **Next** button to proceed to the next page: **Verification** page.

User information

1 2 3 4

### Let's start your registration

**Group ID**

Group ID (required if the invoice number is not provided)

**Invoice number**

Invoice number (required if the group ID is not provided)

**Zip code of primary business address** *(Required)*

Zip code of primary business address


**First name** *(Required)*

First name

**Last name** *(Required)*

Last name

**Date of birth**

Date of birth 

**Mobile number**

Mobile number (required if the email address is not provided)

**Email address**

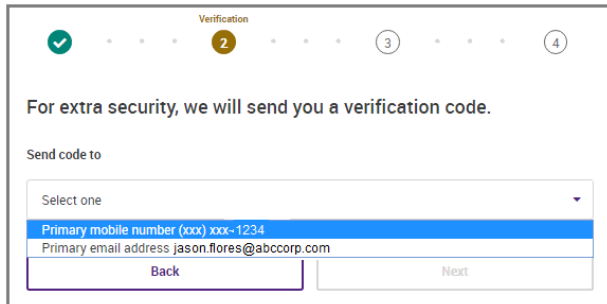
Email address (required if the mobile number is not provided)

[Back](#) [Next](#)

## Employer Portal User Manual

3. In the **Verification** page, click the **Send code to** drop down field and select the applicable option then click the **Next** button.

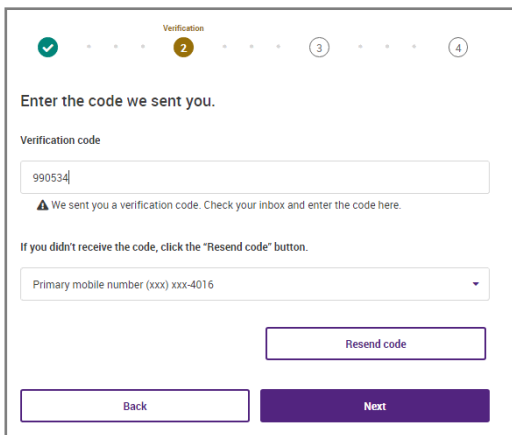
A verification code will be sent by the **Employer** portal to the option you selected in the **Send code to** drop down field of the **Verification** page.



The screenshot shows the 'Verification' page with a progress indicator at the top showing step 2 is active. The main heading is 'For extra security, we will send you a verification code.' Below this is the 'Send code to' section with a dropdown menu. The dropdown is open, showing two options: 'Primary mobile number (xxx) xxx-1234' (highlighted in blue) and 'Primary email address jason.flores@abccorp.com'. Below the dropdown are 'Back' and 'Next' buttons.

4. In the **Verification code** text box, type the verification code received via text message or email.

Click the **Resend code** button if you did not receive the verification code. The **Employer** portal will send a new verification code to the selected option in the drop down field.



The screenshot shows the 'Verification' page with a progress indicator at the top showing step 2 is active. The main heading is 'Enter the code we sent you.' Below this is the 'Verification code' section with a text input field containing '990534'. Below the input field is a warning icon and the text 'We sent you a verification code. Check your inbox and enter the code here.' Below this is the instruction 'If you didn't receive the code, click the "Resend code" button.' Below the instruction is a dropdown menu showing 'Primary mobile number (xxx) xxx-4016'. Below the dropdown are 'Resend code', 'Back', and 'Next' buttons.

If the time has expired to enter the verification code, click the Resend code command button to resend the verification code to the previously selected method.

Click the **Next** button to proceed to **Security questions** page.

## Employer Portal User Manual

5. In the **Security questions** page, select three unique security questions from the list and type an answer for each question. Answers to the selected questions cannot be blank.

Click the **Next** button to proceed to the **Create password** page.

Security questions

✓ . . . ✓ . . . 3 . . . 4

### Your security questions

Question 1 (Required)

Where did you go on your first vacation? ✓ ▾

Answer 1 (Required)

disney ✓

Question 2 (Required)

What is your favorite animal? ✓ ▾

Answer 2 (Required)

dog ✓

Question 3 (Required)

What is your favorite food? ✓ ▾

Answer 3 (Required)

pizza

Back Next

## Employer Portal User Manual

6. In the **Create password** page, complete the following required information: type and confirm your username and type and confirm your password.

The password you create can be up to 32 characters long. It must have at least one of each of the following: uppercase letter, lowercase letter, number and special character (i.e. ~, !, @, #, \$, %, etc.)

Click the **Next** button.

If all fields are properly completed, the **Congratulations** page will display to confirm that you have successfully registered in the **Employer** portal.

Progress indicator: 4/4 steps completed (Create password is active)

Create your username and password. You'll use them every time you sign in. Keep them safe and private.

Your username (Required)  
Jayson123 ✓

Confirm your username (Required)  
Jayson123 ✓

Create password (Required)  
Password strength: Excellent ✓

Confirm password (Required)

Buttons: Back, Next

# Employer Portal User Manual

## Manage Bills and Payments

The **Billing** tab found in the **Group Overview** page provides the employer group the ability to manage and maintain invoices and payments.

The screenshot displays the 'Billing details' page for ABC Corporation. At the top, there are navigation tabs: Overview, Billing (selected), Subgroups, Employees, Member search, and Documents. Below this, a message states: 'See all your current and past billing statements here. View your current bill and see your past invoices. You can also pay your bill and set up automatic payments.' Further down, there are sub-tabs: Billing (selected), Payments, Payment methods, and Recurring payments. The main content area shows 'ABC Corporation bill detail' with bill number 'No. 000402568382'. The current bill amount is '\$22,976.54'. The due date is '04/01/2019'. A note indicates that the last payment of \$24,178.31 was received on August 02, 2018. There are buttons for 'Set up auto pay' and 'Pay bill now'. Below this, the 'Billing history' section includes a search and filter icon and a note about downloading recent invoices. A table lists the following billing history:

Invoice number	Billing account	Amount	Bill date	Status
000402282993	1100084	\$132,391.94	01/16/2019	UNPAID
000401722329	1100084	\$86,438.85	10/19/2018	UNPAID
000400031114	1100084	\$45,615.60	12/19/2017	PAID
000400008262	1100084	\$48,053.91	11/10/2017	PAID
000400001230	1100084	\$53,846.97	10/10/2017	PAID

An 'Export to Excel' button is located at the bottom right of the table.

# Employer Portal User Manual

There are four subtabs found in the **Billing** tab:

- **Billing** – default subtab
- **Payments** – displays current and historical one-time payment information
- **Payment methods** – provides the ability to view, add, edit or delete payment methods for the employer group
- **Recurring payments** - provides the ability to view, add, edit or delete recurring payments.

Only one recurring payment method can be active at one time.

## Manage Bills

Current and historical invoices are displayed in the **Billing** subtab of the **Billing details** page.

To display the **Billing details** page, click the **Main menu** and select the **Group overview** option. Then click the **Billing** tab and the **Billing** subtab.

**Billing details**

**ABC Corporation**

Overview **Billing** Subgroups Employees Member search Documents

See all your current and past billing statements here  
View your current bill and see your past invoices. You can also pay your bill and set up automatic payments.

Billing Payments Payment methods Recurring payments

Group: 110200

**ABC Corporation bill detail** No. 000402568382 **\$22,976.54**  
Due date: 04/01/2019  
ABC Corporation's last payment of \$24,175.00 was received on August 02, 2018.  
Payment history

Set up auto pay  
Pay bill now

**Billing history**  
Download recent invoices  
Immediately download up to 18 months of invoices. For any invoices older than 18 months please contact your EnterpriseHealth administrator.

Invoice number	Billing amount	Amount	Bill date	Status
000402282393	1100084	\$13,291.94	01/16/2019	UNPAID
000401722329	1100084	\$8,438.85	10/19/2018	UNPAID
000400033114	1100084	\$45,615.60	12/19/2017	PAID
000400002625	1100084	\$48,053.91	11/10/2017	PAID
000400011205	1100084	\$53,846.97	10/10/2017	PAID

Export to Excel




## Employer Portal User Manual

The bottom section of the **Billing details** page lists invoices for the last eighteen months in grid format.

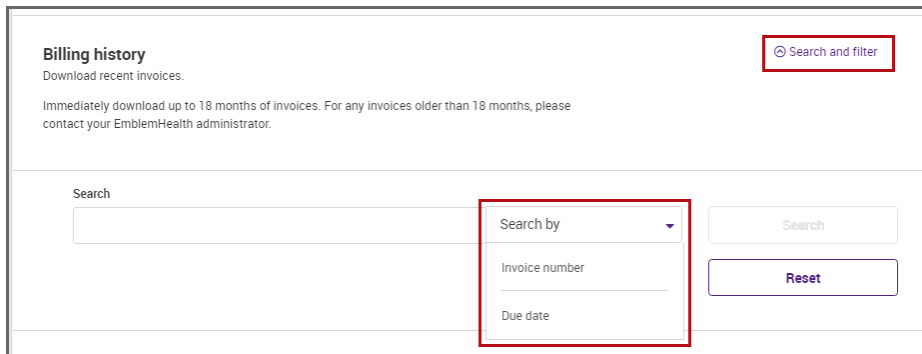
Click the **Export to Excel** button to download the historical invoice information that are listed on the grid.

Click the **Set up auto pay** button to display the **Recurring payment** subtab page.

Click the **Pay bill now** button to display the **Payments** subtab page.

The historical invoice list can be sorted in ascending or descending order. Click the  icon to the right of the column name to sort the items listed on the grid into ascending or descending order based on the column name.

The **Search and filter** link located to the right of the **Billing history** section allows you to search and filter for specific historical invoices based on **Invoice number** or **Due date** as search criteria. Type the search information in the **Search** textbox then click the **Search** button.



The screenshot shows the 'Billing history' section of the Employer Portal. At the top right, there is a 'Search and filter' link. Below this, a search interface is displayed. It includes a 'Search' label, a text input field, a 'Search by' dropdown menu, and a 'Search' button. The dropdown menu is open, showing three options: 'Invoice number' and 'Due date'. A 'Reset' button is located below the search input field. The entire search area is highlighted with a red box.

# Employer Portal User Manual

## Manage Payments

Click the **Payments** subtab of the **Billing details** page to manage and maintain invoice payments.

Overview **Billing** Subgroups Employees Member search Documents

**View pending one-time payments here.**

Billing **Payments** Payment methods Recurring payments

Group : 1100001

Here you go with the pending one time payments list. You have an option to cancel the payments which are not through yet, should you decide to cancel them.

Billing account	Amount	Due date	Scheduled pay date	Payment method	Payment confirmation	Action
No records found						

**Export to Excel**

**Payment history** [Search and filter](#)

For any billing questions, call Customer Service from 9 a.m. to 5 p.m. EST. HMO plans call 212-615-4858, PPO plans call 212-615-0905.


Billing account	Amount	Bill date	Source	Receipt number	Status
12	\$5,927.50	02/11/2019	Check (default)	000002199604	Paid
12	\$5,927.50	01/10/2019	Check (default)	000002011773	Paid
12	\$5,927.50	12/10/2018	Check (default)	000001883073	Paid
12	\$6,520.26	11/12/2018	Check (default)	000001728741	Paid
12	\$6,520.26	10/10/2018	Check (default)	000001662063	Paid
12	\$5,927.51	09/10/2018	Check (default)	000001416978	Paid
12	\$3,096.13	08/10/2018	Check (default)	000001260175	Paid
12	\$9,121.45	07/10/2018	Check (default)	000001090559	Paid
12	\$9,121.45	06/11/2018	Check (default)	000000907394	Paid
12	\$8,422.93	05/10/2018	Check (default)	000000767865	Paid
12	\$9,826.75	04/10/2018	Check (default)	000000624771	Paid
12	\$7,019.11	03/12/2018	Check (default)	000000459409	Paid

← Previous | 1 | 2 | Next →

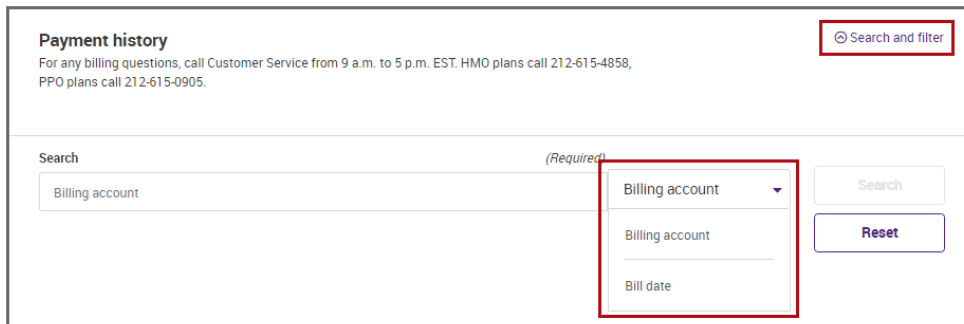
**Export to Excel**

## Employer Portal User Manual

The top portion of the **Payments** subtab shows pending one-time payment information that has been setup by a user. The **Payment method** specified will be used to pay for the stated **Amount** on the **Scheduled pay date**. Changes or cancellation to the payment can be made prior to the scheduled pay date.

The bottom portion of the **Payments** subtab shows historical payment information in a grid. Click the  icon to the right of the column name to sort the items listed on the grid into ascending or descending order based on the column name. Use the pagination icons located below the **Payment history** grid to navigate to other pages as needed.

The **Search and filter** link, located to the right of **Payment history** allows the user to search for specific payment information based on **Billing account** or **Bill date** search criteria. Type the search information in the **Search** textbox then click the **Search** button.



The screenshot shows the 'Payment history' section of the Employer Portal. At the top left, there is a title 'Payment history' and a sub-header with contact information: 'For any billing questions, call Customer Service from 9 a.m. to 5 p.m. EST. HMO plans call 212-615-4858, PPO plans call 212-615-0905.' To the right of this text is a 'Search and filter' link. Below the contact information is a search area with a 'Search' label and a '(Required)' note. A search input field contains the text 'Billing account'. To the right of the input field is a dropdown menu with 'Billing account' selected. Below the dropdown menu are two buttons: 'Search' and 'Reset'. The search input field, the dropdown menu, and the 'Search' and 'Reset' buttons are all highlighted with a red border.



Information in the **View pending one-time payments here** and **Payment history** grids can be exported to Excel by clicking on their corresponding **Export to Excel** command button.

# Employer Portal User Manual

## Manage Payment Methods


Click the **Payment methods** subtab of the **Billing details** page to manage and maintain payment methods.


The screenshot shows the 'ABC Corporation' interface. At the top, there are navigation tabs: Overview, Billing (highlighted with a red box), Subgroups, Employees, Member search, and Documents. Below this, a sub-header reads 'View, edit, add or delete a payment method.' Underneath, there are sub-tabs: Billing, Payments, Payment methods (highlighted with a red box), and Recurring payments. The main content area is titled 'Payment methods' with a subtitle 'Manage your payment sources' and a group ID '1102020'. It contains a table with the following data:

Payment type	Account name	Card or bank account	Action
Bank Account	ABC Corp. Checking Account	**** * 9812	 

At the bottom right of the table area, there is a purple button labeled 'Add payment method'.

To add new method of payment information, click the **Add payment method**. Complete the following required information: **Bank Routing number**, **Bank Account number** or **Credit card number**. Select **Checking** or **Savings** for **Bank Account type**.

Click the  icon to the right of the **Bank Routing Number** field to display help information in completing the fields. Click the icon again to hide the help information.

To delete a payment method information listed, click the delete icon  found in the **Actions** column located to the right of the payment method to be deleted.

# Employer Portal User Manual

## Manage Recurring Payments

Commented [VT2]: add info when available

Recurring payments for invoices can be scheduled for a particular date of each month, Changes to the recurring payments can be made as well.

The screenshot shows the 'ABC Corporation' Billing interface. The 'Billing' tab is selected. Below the navigation bar, there is a sub-section for 'Recurring payments' which is also selected. The main content area is titled 'Recurring payment sources' and includes a table with columns for 'Billing account', 'Amount', 'Amount type', 'Frequency', 'Start date', 'Payment method', and 'Action'. The table currently shows 'No records found'. A 'New recurring payment' button is located at the bottom right of the table area.

To add new recurring payment information, click the **New recurring payment** button. Complete the following required information: **Select billing account, Payment method, Frequency and Type.** You will also need to specify an **Amount** (if **Custom amount** is selected in the **Type** drop down list), **Start date** and **End date**. If there is no applicable end date, you may leave the **End date** information blank.

Click the **Next** button.

The screenshot shows the 'Set up a new recurring payment' form. The form is titled 'Set up a new recurring payment' and includes a sub-header 'Step 1 of 2: Enter payment information'. The form contains several required fields: 'Select billing account' (a dropdown menu), 'Payment method' (a dropdown menu), 'Frequency' (a dropdown menu), 'Type' (a dropdown menu), 'Amount' (a text input field), 'Start date' (a date input field), and 'End date' (a date input field). The 'Start date' field is pre-filled with '5/29/2019'. Below the form, there are 'Cancel' and 'Next' buttons.


## Employer Portal User Manual


Complete the information in the fields as applicable:

.....

Click the **Submit recurring payment** command button. A confirmation for the successful creation of the recurring payment will display on the screen.

**Commented [VT3]:** determine if applicable. Add the remaining information for step 2 of 2

To edit a recurring payment information listed on the page, click the edit icon  found in the **Actions** column located to the right of the recurring payment line item to be changed. Do the necessary changes to the recurring payment information then click the **Save** button.

To delete a recurring payment information listed, click the delete icon  found in the **Actions** column located to the right of the recurring payment line item to be deleted.

# Employer Portal User Manual

## Employee Detail

The **Employee detail** page lists subscriber-specific details including benefit plan and dependent information.

To access the **Employee detail** page, perform a search of the subscriber record or select the subscriber record from the **List of employees** that can be generated from the **Group overview** page

There are four sections found in the **Employee detail** page:

- **Employee Information** – provides the employee’s demographic and contact information.

Subscriber ID is a 9 alpha-numeric ID, starting with the letter “K”. For example, K12345678

Member ID is 11 alpha-numeric ID, also beginning with the letter “K” and ending with the last two digits, which specify whether it is a member or dependent. The member will be “01” and the first dependent will be “02.” For example, K1234567801, K1234567802

- **Plan Selected** – identifies the plan(s) the employee is associated with including PCP information if available

Coordination of Benefits information is only visible if the subscriber has COB. The other health plan’s name, coverage dates and coverage type are listed if the information is available in Facets core system.

- **ID Card** – displays the graphic image of the employee’s health plan ID card
- **Dependent Information** – provides information regarding the dependent(s) or member(s) associated with the employee. The plan(s) associated with the member(s) and a graphic image of the member ID cards is shown as subsection information.

Each dependent is assigned a unique suffix number of 2 and above.

**Commented [VT4]:** Verify if info is accurate. SIT shows 10 alphanumeric using only 1 digit at the end for suffix

# Employer Portal User Manual

## Employee detail

[Back to list of employees](#)

On this page you can add a Qualifying Life Event to change coverage and review and edit employee and benefit information. [Edit member](#)

[Overview](#) [Audit records](#)

### Employee information – Member ID

Full name ROSE FOSTER	Date of birth 06/09/1970	Subgroup SALES DEPARTMENT
Subscriber ID K40012345	Social Security Number XXX-XX-12345	Class FULLTIME EMPLOYEE
Member ID K40012345-1	Gender Female	Employment type
Email address rfoster@abccorp.com	Race	Union code
Primary language (if other than English)	Marital status Married (and not separated)	Health code
Medicare ID	Street address 2458 FRANKLIN AVENUE STATEN ISLAND, NY 10301	Employment termination date
Medicare accretion date	Primary phone (718) 555-1212	Employment termination reason
Medicare Part A effective/lead date 02/01/2015	Original effective date 11/23/2001	Disability status NONE
Medicare Part B effective/lead date		Disability termination date

### Dependent information

Full name JASON FOSTER	Date of birth 06/24/1975	Medicare ID
Member ID K40012345-2	Relationship Other	Medicare accretion date
Social Security Number XXX-XX-9876	Student info None	Part A start date/lead date
Gender Male	Disability status None	Part B start date/lead date
Original effective date 11/23/2001	Disability termination date	

### Plans selected

Plan name	Effective date	Tier/coverage	Plan details	Plan summary
HP VP 2015	01/01/2015		 	

Primary care physician: Smith, Deane 01/01/2015 100000123456

Medical - HP VP 2015

### ID Card



**Coverage term**

 Download / Print ID card  
 Download / Print coverage letter

[Request ID card](#)

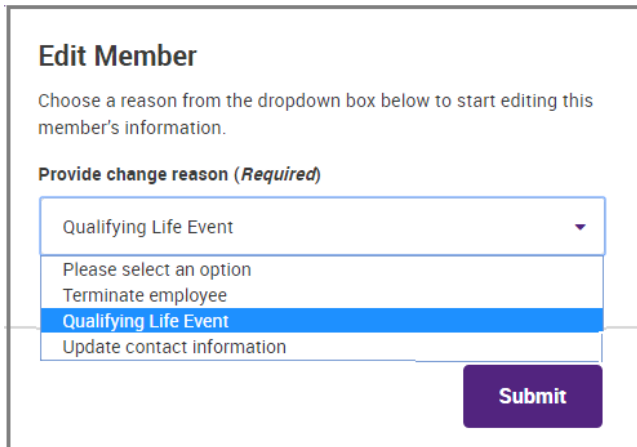


# Employer Portal User Manual

## Add a Qualified Life Event (QLE)

Qualifying Life Event (QLE) information can be added from the **Employee detail** page by clicking on the **Edit member** button located on upper right side of the page.

In the **Edit Member** window, click the **Provide change reason** drop down and select the **Qualifying Life Event** option listed. Then click the **Submit** button.



**Edit Member**

Choose a reason from the dropdown box below to start editing this member's information.

**Provide change reason (Required)**

Qualifying Life Event

Please select an option

- Terminate employee
- Qualifying Life Event**
- Update contact information

**Submit**

In the **Choose an eligible Qualifying Life Event from the list below** window, click the **Provide reason** drop down and select one of the options listed. Then click the **Submit** button.



**Choose an eligible Qualifying Life Event from the list below.**

**Provide reason (Required)**

Had a baby

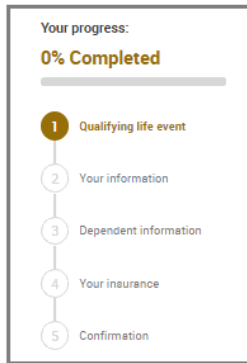
**Provide reason**

- Had a baby
- Adopted a child, placed a child for foster care
- Got married
- Got divorced or legally separated
- Changes in residence
- Loss of health insurance
- Special circumstances

**Submit**

# Employer Portal User Manual

A progress bar is displayed on the left pane of the screen showing the various steps and the progress of completion while adding a member's QLE.



In the **Tell us about the Qualifying Life Event** page, add the required **Event date** information. Click the **Browse** button to add the required supporting document to the QLE. If multiple documents are to be added, click the **Add another document** button for every supporting document to be added.

Click the **Next** button.

## Tell us about the Qualifying Life Event

Edit member  
**Foster, Rose**

Include details and documents to verify changes in household  
Review the information below and make any updates as needed.

<p><b>Qualifying Life Event</b></p> <p>Event type Had a baby</p> <p>Event date (Required) mm/dd/yyyy</p> <p><b>Upload supporting documents</b> You're adding a dependent based on the qualifying life event you've selected. Help us verify these changes with any supporting documentation. Examples of support documentation include a birth certificate for birth of a child, adoption papers for adopting a child, and a voluntary placement agreement for placing a child into foster care.</p> <p>Add document (Required) Browse and select a document to upload <b>Browse...</b></p> <p>Add document <b>⊕ Add another document</b></p> <p><b>Cancel</b> <b>Next</b></p>	<p><b>Do you need help?</b></p> <p>Have questions? For assistance call us at:</p> <p>Phone 646-447-5000</p> <p>Email AskEmblem@EmblemHealth.com</p> <p>Address Corporate Headquarters 55 Water St New York, NY 10041</p> <p><b>When will I see these changes in the portal?</b> Depending on the plan(s) selected, the changes may take 24-48 hours to appear.</p> <p>This group allows retroactive changes for up to 90 days. Changes cannot be made for the future.</p>
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# Employer Portal User Manual

In the **Review employee details page**, review the information in each of the fields and ensure that all required information is completed. Then click the **Next** button.

## Review employee details

Edit member

### Foster, Rose

<p><b>Group name</b></p> <input type="text" value="ABC Corporation"/>	<p><b>Do you need help?</b></p> <p>Have questions? For assistance call us at:</p> <p><b>Phone</b> 646-447-5000</p> <p><b>Email</b> AskEmblem@EmblemHealth.com</p> <p><b>Address</b> Corporate Headquarters 55 Water St New York, NY 10041</p> <p><b>When will I see these changes in the portal?</b> Depending on the plan(s) selected, the changes may take 24-48 hours to appear.</p> <p>This group allows retroactive changes for up to 90 days. Changes cannot be made for the future.</p>
<p><b>Subgroup name (Required)</b></p> <input type="text" value="ABC Corporation (1001)"/>	
<p><b>Class (Required)</b></p> <input type="text" value="ABC Corporation (1001)"/>	
<p><b>First name (Required)</b></p> <input type="text" value="Rose"/>	
<p><b>Middle name</b></p> <input type="text"/>	
<p><b>Last name (Required)</b></p> <input type="text" value="Foster"/>	
<p><b>Gender (Required)</b></p> <input type="text" value="Female"/>	
<p><b>Date of birth (Required)</b></p> <input type="text" value="08/06/1975"/>	
<p><b>Member ID</b></p> <input type="text" value="K1001234501"/>	
<p><b>Social Security Number (Required)</b></p> <input type="text" value="XXX-XX-1234"/>	
<p><b>Race</b></p> <input type="text" value="Choose an option"/>	
<p><b>Marital status (Required)</b></p> <input type="text" value="Single (including living common law)"/>	
<p><b>Contact information</b></p> <p><b>Street address (city, state, and zip code) (Required)</b></p> <input type="text" value="24 Yellow Brick Road"/>	
<input type="text" value="Lindenhurst"/>	
<input type="text" value="New York"/>	
<input type="text" value="11757-2818"/>	
<p><b>Email (Required)</b></p> <input type="text" value="RFoster@abccorp.com"/>	
<p><b>Phone number (Required)</b></p> <input type="text" value="(516) 555-1212"/>	
<p><b>Language</b></p> <input type="text" value="Choose an option"/>	

## Employer Portal User Manual

Click the **Add dependent** button to add more dependents or click the **Next** button

### Review employee details

Edit member

## Foster, Rose

Review the information below and make any updates as needed.

Click on the button to cover another dependent on this plan.

**Add dependent**

**Cancel**      **Back**      **Next**

#### Do you need help?

Have questions? For assistance call us at:

**Phone**  
646-447-5000

**Email**  
AskEmblem@EmblemHealth.com

**Address**  
Corporate Headquarters  
55 Water St  
New York, NY 10041

**When will I see these changes in the portal?**  
Depending on the plan(s) selected, the changes may take 24-48 hours to appear.

This group allows retroactive changes for up to 90 days. Changes cannot be made for the future.

Verify the accuracy of the **Plan name** and the information in the **Select members to be covered** section then click the **Next** button.

Verify the accuracy of the details specified in the **Member information**, **Dependent information** and **Selected Plans** section then click the **Submit** button.

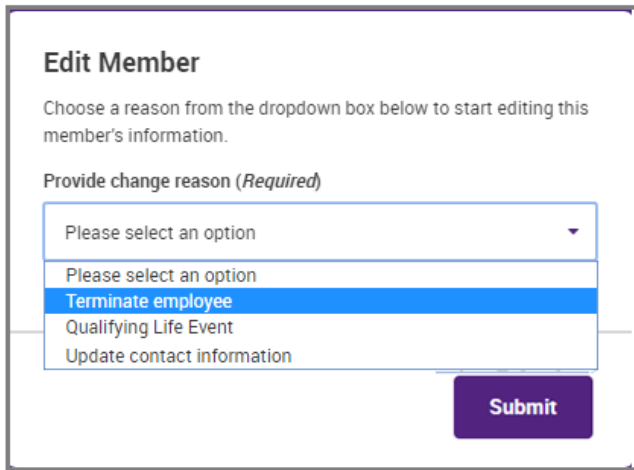
A message will display on the screen once all the QLE information is successfully submitted.

# Employer Portal User Manual

## Terminate an Employee

To terminate an employee, go to the **Employee detail** page and click on the **Edit member** button located on upper right side of the page.

In the **Edit Member** window, click the **Provide change reason** drop down and select the **Terminate employee** option listed. Then click the **Submit** button.



**Edit Member**

Choose a reason from the dropdown box below to start editing this member's information.

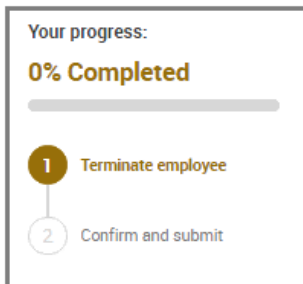
Provide change reason (*Required*)

Please select an option

- Please select an option
- Terminate employee**
- Qualifying Life Event
- Update contact information

**Submit**

A progress bar is displayed on the left pane of the screen showing the various steps and the progress of completion while terminating an employee.



Your progress:

**0% Completed**

1 Terminate employee

2 Confirm and submit

## Employer Portal User Manual

The **Terminate employee** page will display on the screen. Complete the required **Termination date** and **Termination reason** information then click the **Next** button.

# Terminate employee

End employee's coverage

Edit member

## ABC Corporation

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### Member information

Terminating this member will remove them from the active employee roster and end their health insurance coverage as of the selected date.

<h4>Terminate employee</h4> <p><b>First name</b></p> <input type="text" value="Lydia"/> <p><b>Last name</b></p> <input type="text" value="Richards"/> <p><b>Termination date (Required)</b></p> <input type="text" value="8/29/2019"/> <p><b>Termination reason (Required)</b></p> <input type="text" value="Voluntary termination of employment"/>	<h4>Do you need help?</h4> <p>Have questions? For assistance call us at:</p> <p><b>Phone</b> 646-447-5000</p> <p><b>Email</b> AskEmblem@EmblemHealth.com</p> <p><b>Address</b> Corporate Headquarters 55 Water St New York, NY 10041</p> <p><b>When will I see these changes in the portal?</b> Depending on the plan(s) selected, the changes may take 24-48 hours to appear.</p> <p>This group allows retroactive changes for up to 90 days. Changes can also be made up to 90 days in the future.</p>
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## Employer Portal User Manual

The **Member Information** page will display. Verify that the member information shown belongs to the employee being terminated then click the **Submit** button found towards the bottom of the page.

The **Termination complete** page will display confirming the success of the termination task. The task bar on the left pane will also show 100% completion.

The screenshot displays the 'Termination complete' page. On the left, a progress bar indicates '100% Completed' with two steps: 'Terminate employee' and 'Confirm and submit', both marked with checkmarks. The main content area features the heading 'Termination complete' and the sub-heading 'Canceled insurance for selected member'. Below this, the company name 'ABC Corporation' is prominently displayed. A message states: 'You've successfully canceled a member's health coverage. This member has been removed from your group's plan. They will no longer receive health insurance benefits as of the termination date selected. This member's status will now appear as terminated in the employee roster. Depending on what plan you have selected, it may take 24-48 hours for these members to appear.' A purple button labeled 'Back to employees' is positioned below the message. To the right, a 'Do you need help?' section provides contact information: 'Have questions? For assistance call us at: Phone 646-447-5000 Email AskEmblem@EmblemHealth.com Address Corporate Headquarters 55 Water St New York, NY 10041'.

# Employer Portal User Manual

## Help Desk Contact

If you have any questions for which the answers are not found in this manual, please contact:

**Samantha Hayes**

**Email:** [SHayes@emblemhealth.com](mailto:SHayes@emblemhealth.com)

**Phone:** 646 – 447 – 0038

Commented [VT5]: verify that info is accurate



# Employer Portal User Manual

## Appendix

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### **Registration Sample Email**

Hello, Emily.

Thank you for choosing EmblemHealth.

You've created your new myEmblemHealth account.

You have one more step, and then you'll be all set.

To complete your registration, click <https://employer.emblemhealth.com/tzf/employer/employer-registration/#/registration?groupProfileId=EE20181228125005>

If you have questions, call us at **888-447-7703 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday to Friday. A Customer Service representative will be happy to help.

We're committed to supporting you.

Sincerely,  
Jennifer Truscott  
Vice President, Operations

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### **Verification Code Sample Email**

Hello, Emily.

Thank you for choosing EmblemHealth.

Your verification code is **671197**. It is valid for 10 minutes so be sure to use it now. If you need a new code, please click on the Resend code button in your portal.

If you have questions or did not request a verification code, call us at **888-447-7703 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday to Friday. A Customer Service representative will be happy to help.

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Sincerely,  
Jennifer Truscott  
Vice President, Operations

# Employer Portal User Manual

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## ***Registration Completion Sample Email***

Hello, Emily.

Thank you for choosing EmblemHealth.

Your registration is complete and your username is ChandraCNY07.

If you have questions, call us at **888-447-7703 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday to Friday. A Customer Service representative will be happy to help.

We're committed to supporting you.

Sincerely,  
Jennifer Truscott  
Vice President, Operations

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## ***Change to Account Profile Sample Email***

Hello, Emily.

You recently made a change to your myEmblemHealth profile.

If you have questions, or you did not make this change, call us at **888-447-7703 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday to Friday. A Customer Service representative will be happy to help.

We're committed to supporting you.

Sincerely,  
Jennifer Truscott  
Vice President, Operations