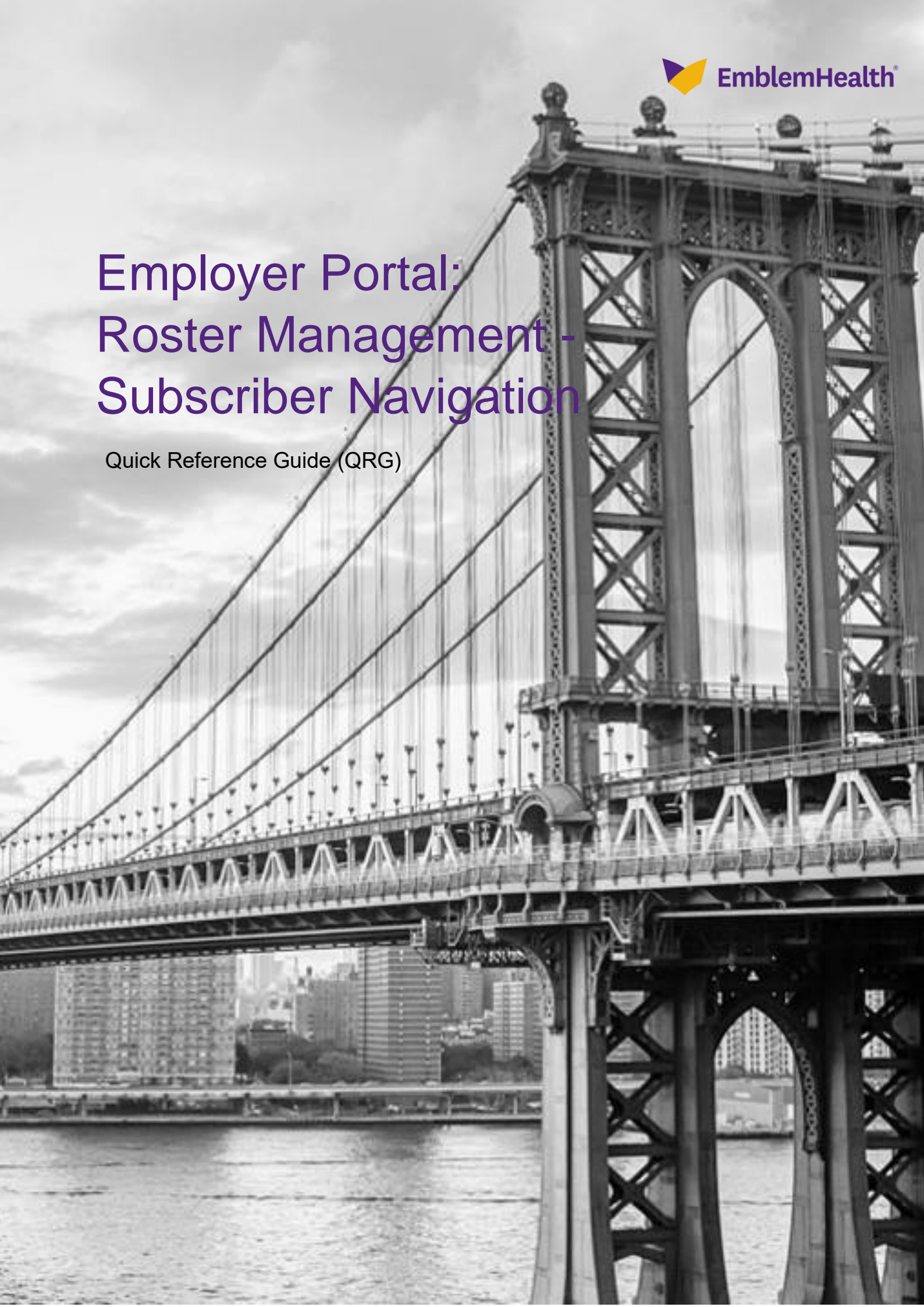


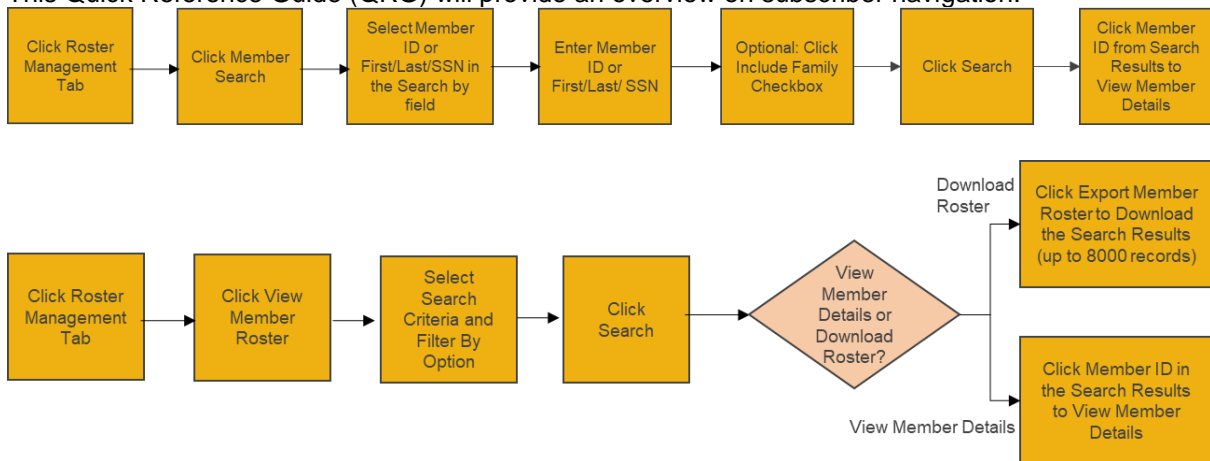
Employer Portal: Roster Management - Subscriber Navigation

Quick Reference Guide (QRG)



Employer Portal – Subscriber Navigation

This Quick Reference Guide (QRG) will provide an overview on subscriber navigation.



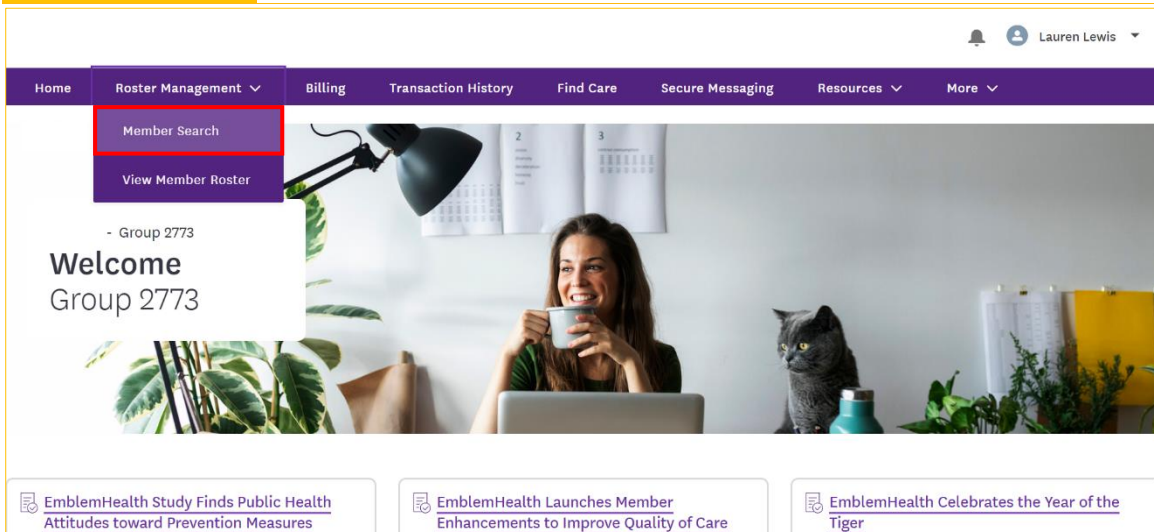
Let's look at the steps in detail for subscriber navigation.

Purpose: To navigate subscriber details.



Step 1:

1. From the EmblemHealth **Home** page, select the **Roster Management** tab.
2. From the drop-down menu, select **View Member Roster**.





Step 2:

The Member Search screen displays.

1. To search using Member ID, select the **Member ID** option from the **Search by*** drop-down menu.

Note: To search using First Name, Last Name, and SSN, select the **First/Last/SSN** option.

- GROUP 2773

Member Search

Search by* [ⓘ] Member ID Member ID* [ⓘ]
K8049400001 Include Family [ⓘ]

Search Reset Search

*Required information

Exporting search results will show more details for each member. Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
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Step 3:

1. Enter the **Member ID**.
2. Click **Search**.

- GROUP 2773

Member Search

Search by* [ⓘ] Member ID Member ID* [ⓘ]
K8049400001 Include Family [ⓘ]

Search Reset Search

*Required information

Exporting search results will show more details for each member. Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
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Step 4:

The subscriber details display.

1. Click the **Member ID**.
2. (Optional) Click **Export Member Details** to download member details to an Excel sheet.

Member Search

Search by* ^① Member ID* ^① ☐ Include Family ^①

Member ID

*Required information

Exporting search results will show more details for each member. Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020			01/01/2019	Active

TOTAL RECORDS: 1



Step 5:

The Subscriber Details screen displays.

- GROUP 2773 Subscriber Details 1001 - GROUP 2773

Subscriber Actions ▼

Status Active	Termination Date -	Member Name LAWREN HAROLD ALEX	Member ID K8049400001
Address 461 Cherry, New York, NY, 10027	Email -	Mobile Phone Number -	DOB 01/31/1954
Marital Status Married	SSN XXX-XX-7785	Gender Male	Referral Required No

Employer Portal – Subscriber Navigation



Step 6:

1. From the **Roster Management** drop-down list, select **View Member Roster** to search a subscriber's details using Subgroup ID or Subgroup Name.

Note: In this example, we will search using Subgroup ID.

The screenshot shows the EmblemHealth Employer Portal interface. The top navigation bar includes links for Home, Roster Management (with a dropdown arrow), Billing, Transaction History, Find Care, Secure Messaging, User Management (with a dropdown arrow), Resources (with a dropdown arrow), and Co-browsing with Agent. The Roster Management dropdown menu is open, highlighting 'View Member Roster'. Below the navigation, a welcome message reads 'Welcome Group 2773'. The main content area features three news articles, each with a title and a brief description.



Step 7:

The Member Roster screen displays.

1. Select **Subgroup ID** in the **Search By** field.
2. Enter the **Subgroup ID** in the **Search** field.
3. Click **Search**.

The screenshot shows the 'Member Roster' search interface for Group 2773. The 'Search By' field has radio buttons for 'None', 'Subgroup ID' (selected), and 'Subgroup Name'. The 'Search' field contains the value '1001'. The 'Member Status' dropdown is set to 'All'. There are checkboxes for 'Subscriber Only' and 'Future Effective'. A 'Search' button is highlighted in yellow, and a 'Reset Search' button is also visible. An 'Export Member Roster' button is located at the bottom right. Below the search area, a table header is visible with columns: Subgroup ID, Class ID, Member ID, Member Name, Date of Birth, SSN, Gender, Relationship to Subscriber, Coverage Start Date, Termination Date, Original Effective Date, and Status.



Step 8:

The Subgroup details display.
1. Click the **Member ID**.

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8049400002	ALEX - MARC	11/30/2021	XXX-XX-4267	Female	Daughter	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129503	BARRY NORA	04/24/2001	XXX-XX-8110	Female	Daughter	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129501	BARRY KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129502	BARRY JULIE	03/10/1994	XXX-XX-8343	Male	Son	01/01/2020	12/31/2020	01/01/2019	Inactive
1001	1001	K8050233301	BECKY AARON-	07/10/1992	XXX-XX-6331	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	4001	K5501104301	BENTONLY ANTONY	02/03/1989	XXX-XX-1763	Male	Subscriber	01/01/2021	-	01/01/2021	Active



Step 9:

The Subscriber Details page displays.

- GROUP 2773

Subscriber Details

1001 - GROUP 2773

Subscriber Actions ▾

Status Active	Termination Date -	Member Name LAWREN HAROLD ALEX	Member ID K8049400001
Address 461 Cherry, New York, NY, 10027	Email -	Mobile Phone Number -	DOB 01/31/1954
Marital Status Married	SSN XXX-XX-7785	Gender Male	Referral Required No



Step 10:

1. Click **Plan** to display the Subscriber's plan details for the last 24 months.
Note: Expired plans are also displayed here. If a plan doesn't have a Coverage End Date, then it is an active plan.
2. (Optional) Click the **+** button (to the far right of the member information) to show the **Download Summary of Benefits of coverage** and **Download Benefits Summary/Summary of Benefits** options.

Plan

Search

Member ID	Subgroup ID	Plan Name	Plan ID	Class Name- Class ID	Product Type	Coverage Start Date	Coverage End Date	Tier/Coverage	Status	PCP ID	PCP Name	Plan Type
K8049400001	1001	EMBLEMHEALTH PPO	MPO01090		PPO	1/1/2020		Employee & Child(ren)	Active	-		Medical

Total records: 1

Download Summary of Benefits of coverage

Download Benefits Summary / Summary of Benefits



Step 11:

1. Click **Stop Age Riders** to see the Stop Age Rider for the child dependents of the subscriber.
Note: Additional information on the rider type and reasons for the Stop Age Rider can be found on this page.

Stop Age Riders

Search

Plan Name	Plan ID	Plan Type	Stop Age Rider	Rider Type	Stop Age Indicator	Stop Age Reason
EMBLEMHEALTH PPO	MPO01090	Medical Product	26	Dependent	Last Day of Birthday Month	Member is over dependent age limit

TOTAL RECORDS: 1



Step 12:

1. Click **Additional Insurance** to see subscriber's secondary insurance details or details of primary insurance with another plan (if any).

Additional Insurance

Search

Name of the insurer	Policy ID	Policy Effective date	Policy End date	Insurance Hierarchy
MEDICARE CARRIER PART A	6KWIDNOWH92	10/01/2018	-	Secondary

TOTAL RECORDS: 1



Step 13:

1. Click **Medical ID Card** to see the Medical ID Card.
2. (Optional) Click **Print ID Card** to download and print a copy of the Medical ID card.
3. (Optional) Click **Request ID card by mail** to get a copy of the Medical ID Card through mail.

Note: It takes approximately 10 business days to receive the Medical ID Card by mail. Another request for ID card by mail cannot be completed until at least 10 days have passed since the most recent request.

Medical ID Card
^

MEDICAL

Member Name	LAWREN HAROLD ALEX
Member ID	K8049400001
Coverage Effective Date	01/01/2020
Plan Name	EMBLEMHEALTH PPO

Rx Bin Number: 013865	PCN: N/A
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Customer Service Number:	Contact Us:
	https://www.emblemhealth.com/contact

Print ID Card

Request ID card by mail

For the best experience, open PDF images in Google Chrome or Microsoft Edge.



Step 14:

1. Click **Dental ID Card**, **Pharmacy ID Card** and **Vision ID Card** to see the respective cards (if applicable).

Dental ID Card
^

Pharmacy ID Card

Vision ID Card

Dependents



Step 15:

1. Click **Dependents** to see the details of the subscriber's dependents.
 2. Click the **Member ID** to see the Dependent Details.
- Note:** Even if a dependent converts to a subscriber the details will still be displayed under Dependents.

Dependents
^

Member ID	Name	Date Of Birth	SSN	Gender	Relationship to subscriber	Original Effective date	Coverage start date	Termination date	Status
K8049400002	ALEX -, MARC	11/30/2021	XXX-XX-4267	Female	Daughter	1/1/2019	1/1/2020	9/30/2026	Active
K8049400003	JON, TARA	7/31/1994	XXX-XX-0729	Male	Son	1/1/2019	1/1/2020	7/31/2020	Inactive

Total records: 2



Step 16:

Dependent Details Screen displays.

Note: You can also view the dependent's Dependent Information, Plan, Additional Insurance, and ID cards. Available dependent actions may vary according to the group type and/or the plan type (e.g., Medicare).

- GROUP 2773

Dependent Details

1001 - GROUP 2773

Dependent Actions ▾

Status Active	Termination Date 09/30/2026	Member Name MARC ALEX -	Member ID K8049400002
Address 461 Cherry, New York, NY, 10027	Email -	Phone Number -	DOB 11/30/2021
Marital Status Unreported	SSN XXX-XX-4267	Gender Female	Referral Required No

Thank
You

