



Employer Portal Instructions

User Guide

March 2017

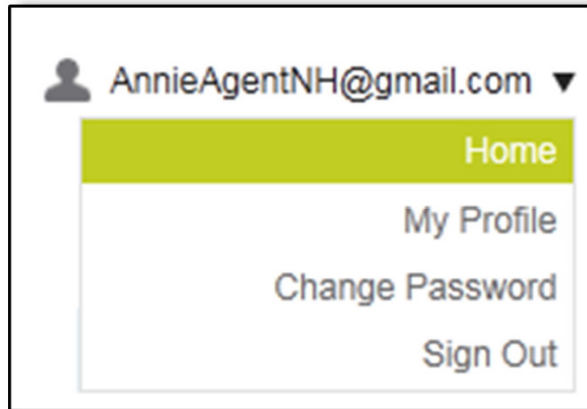


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Login Menu

The login menu is displayed when the mouse pointer is hovered over the logged in user's name displayed in the top right corner of the page.



The following table provides a description of the options available in this menu.

OPTION	DESCRIPTION
Home	Redirects to the landing page of the user logged in.
My Profile	Redirects to My Profile page.
Change Password	Redirects to the Change Password page.
Sign Out	Ends the session. If the same computer is going to be used by different users using different credentials, the browser window must also be closed after signing out.

Employer Portal Landing Page

The employer portal landing page is where the employer is directed after successful login. This page lays out the basic group statistics regarding group participation and enrollment, employer’s tasks as well as system generated notifications and most importantly the latest change requests generated using the portal.


The navigation bar assists in navigating to the desired page and it consists of tabs “Dashboard”, “Manage Group”, “Employee Roster”, “Profile & Settings” and “Help Material”.



Enrollment Summary

The enrollment summary section displays the plan types offered. It shows how many employees are enrolled in each plan and the level of coverage that is elected (employee, employee & spouse, etc).

Latest Activities

Shows activities you have done within the last 24 hours.



Notifications(0) | Pending Submission(0)  Welcome 

DashboardManage GroupEmployee RosterProfile & SettingsPolicies & ClassesHelp MaterialBack to Policy Search

Participation

Total Employees	Eligible	Covered	Waived	<div>Participation 100%</div>
65	25	23	2	

Notifications

No notifications exist.

Tasks

No tasks exist.

Add Task

Enrollment Summary

Plan Name	Employee	Employee & Spouse	Employee & Children	Family
3H5000 COCHOICE	22	0	1	0

Latest Activities

No changes exist.

See All Activities

Employee Roster

The employee roster module is used to add, edit and terminate employees and their dependents. Add new employees or edit/terminate existing employees using this module. Dependents can also be added or terminated along with any required plan changes.

View Roster

All the employees enrolled in the initial enrollment are pre-populated in a grid on the **View Roster** page. The employees are listed alphabetically along with their Member ID, SSN, coverage status and coverage period.

Sorting can be applied on any column by clicking on the label of the column.

network health

Notifications(0) | Pending Submission(2) | Welcome

Dashboard | Manage Group | Employee Roster | Profile & Settings | Help Material

Employee Roster

Last Name: First Name: Member ID:

SSN: Status: Coverage Type:

[+ Add Employee](#) | [Request Material](#) | [Print Benefits Summary](#) | [Export Census Data](#)

	Member ID	Employee Name ▲	Coverage Type	SSN	Status	Effective Date	Termination Date	
<input type="checkbox"/>		Doe, Jane	Employee	***-**-2222	Approved	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Doe, John	Employee	***-**-2222	Approved	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Dorothy, Schultz	Employee	***-**-5345	Covered	04/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Jackson, Ally	Employee & Children	***-**-3333	Approved	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Jackson, Jenny	Employee	***-**-4444	New	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Jackson, Jim	Employee & Spouse	***-**-8888	Recalled	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Jensen, June	Employee	***-**-4444	Approved	04/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Jetson, George	Family	***-**-4444	Approved	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Johnson, Bill	Employee	***-**-1111	New	05/01/2014	N/A	<input type="checkbox"/>
<input type="checkbox"/>		Schultz, Dorothy	Employee	***-**-5334	Approved	04/01/2014	04/05/2014	<input type="checkbox"/>

Page 1 of 1

Search for an employee

The administrator can search for any existing employee record by specifying any of the filters given at the top i.e. First Name, Last Name, SSN, Member ID and Coverage Status.

Add an employee/dependent

Enroll a new employee by selecting Add Employee under Employee Roster drop down or by selecting Add Employee when on View Roster page (circled in red on previous screen shot).

Employee Profile

[Notifications\(0\)](#) | [Pending Submission\(2\)](#) | [Welcome](#)

[Dashboard](#) [Manage Group](#) [Employee Roster](#) [Profile & Settings](#) [Help Material](#)

Employee Profile

[Add Employee](#)

Demographics

* Last Name <input type="text"/>	* First Name <input type="text"/>	Middle Initial <input type="text"/>	Suffix <input type="text"/>
* Gender --Select from List-- <input type="button" value="v"/>	* Date of Birth <input type="text"/> MM/DD/YYYY	* SSN <input type="text"/>	Coverage Type <input type="text"/>
* Employee Status New Hire <input type="button" value="v"/>	* Coverage Status Covered <input type="button" value="v"/>	* Hire Date <input type="text"/> MM/DD/YYYY	* Marital Status --Select from List-- <input type="button" value="v"/>
* Org Policy --Select from List-- <input type="button" value="v"/>	* Class --Select from List-- <input type="button" value="v"/>	* Average Working Hours <input type="text"/>	
* Coverage Start Date <input type="text"/> MM/DD/YYYY			

Contact Information

* Address Line 1 <input type="text"/>	Address Line 2 <input type="text"/>	Address Line 3 <input type="text"/>	* City <input type="text"/>
* State --Select from List-- <input type="button" value="v"/>	* Zip Code <input type="text"/>	County <input type="text"/> <input type="button" value="v"/>	Home Phone <input type="text"/>
Work Phone <input type="text"/>	Mobile Phone <input type="text"/>	Email <input type="text"/>	

Primary Care Provider (PCP Name)

Is this your current provider?
☒ Yes ☐ No

Mailing Address

Same as above ☐

Address Line 1 <input type="text"/>	Address Line 2 <input type="text"/>	Address Line 3 <input type="text"/>	City <input type="text"/>
State --Select from List-- <input type="button" value="v"/>	Zip Code <input type="text"/>	County <input type="text"/> <input type="button" value="v"/>	

Reason

* Reason
--Select from List--

Dependent(s)

[+ Add Dependent](#)

Name	Gender	Date of Birth	Age	Relation	Coverage Status	Effective Date	Termination Date
No dependents exist.							

Back Save Next

1. The **Employee Profile** is where the user needs to enter the required fields.
2. Save the Employee information.
3. Dependents can be added by selecting **Add Dependent** (located at the bottom right hand corner of the screen).
4. Select **OK** when the employee and dependent are entered.
5. Select **Add Dependent** to add additional dependents.
6. Select **Continue** to save the information.
7. When multiple plans are available and the employee has a qualifying event, select the check box for the plan the member selected.
8. Select **Continue**.

network health

Notifications(0) | Pending Submission(0) | Welcome

Dashboard Manage Group Employee Roster Profile & Settings Policies & Classes Help Material Back to Policy Search

Select Coverage

*The requested changes qualify the employee and any covered dependents for a plan change; you may select a different plan.

Coverage Type: Employee & Children

Org Policy: EFF 10/01/15 NGF HMO 26_26 EOM NCO Class: CULVERS OF LITTLE CHUT

	Select	Select
	3HMO1	3H250 COCHOICE
Coinsurance (In/Out)	0 0	20 0
Deductible (In/Out)	\$0.00 \$0.00	\$250.00 \$0.00
Family Deductible (In/Out)	\$0.00 \$0.00	\$500.00 \$0.00
Family Out-of-Pocket Limit (In/Out)	\$0.00 \$0.00	\$4,500.00 \$0.00
Out-of-Pocket Limit (In/Out)	\$0.00 \$0.00	\$2,250.00 \$0.00
Primary Care Practitioner Home and Office Visits (In/Out)	15.00 -	30.00 -
Specialist Home and Office Visits (In/Out)	30.00 -	60.00 -

[View Detail](#)

9. Enter any additional comments or notes and complete the **Electronic Signature** section, the electronic signature must match with the person who is signed in.

The screenshot shows the 'network health' web application interface. At the top, there's a navigation bar with 'Notifications(12) | Pending Submission(2)' and a 'Welcome' message. Below this is a dark navigation menu with links: 'Dashboard', 'Manage Group', 'Employee Roster', 'Profile & Settings', and 'Help Material'. The main content area is titled 'Acceptance & Signature' for 'Doe, John'. It features a large text area for comments with the prompt 'Please provide any additional comments or notes related to this request in the space below'. Below the text area is a section titled 'James Miranda - Electronic Signature'. This section includes an 'Acknowledgement' checkbox (checked) with the text '* A signature from the employee has been received. I acknowledge the receipt of the signature and provide my signature as testimony to this fact.' and a date field for '* Date of employee signature' showing '1/22/2014' with a calendar icon and the format 'MM/DD/YYYY'. Below this, there are two rows of name entry fields. The first row is for the initial signature, and the second row is for retyping the name to confirm. Each row has three fields: 'First Name *', 'MI', and 'Last Name *'. The first row contains 'James', an empty 'MI' field, and 'Miranda'. The second row contains 'James', an empty 'MI' field, and 'Miranda'. At the bottom right of the form are two orange buttons: 'Back' and 'Finish'.

network health

Notifications(12) | Pending Submission(2) Welcome

Dashboard Manage Group Employee Roster Profile & Settings Help Material

Acceptance & Signature
Doe, John

Please provide any additional comments or notes related to this request in the space below

James Miranda - Electronic Signature

Acknowledgement

☒ * A signature from the employee has been received. I acknowledge the receipt of the signature and provide my signature as testimony to this fact.

* Date of employee signature

1/22/2014 MM/DD/YYYY

Please enter your name in the spaces below to electronically sign your application.

First Name * MI Last Name *

James Miranda

Please retype your name in the spaces below to confirm your electronic signature.

First Name * MI Last Name *

James Miranda

Back Finish

10. Click **Finish**.

Edit an existing employee/dependent

1. Navigate to the **View Roster** page and **select the employee**.
2. Click **Edit Profile** in the upper right corner of the window.
3. Edit the data as needed.
4. Select a **Reason** from the dropdown.
5. Click **OK**.
6. Click **Save** at the bottom of the window when all the changes have been made.
7. When making dependent changes for each dependent, do the following.
 - a. Click **View/Edit** to the left of the name.
 - b. Make the necessary changes.
 - c. Select reason from the drop down.
 - d. Click **OK** to save the changes and select save at the bottom of the window.
 - e. When the group offers more than one plan, the system will take you to the benefits election page where you can change benefits.

Qualifying events for plan change

In order to change an employee's plan, a qualifying event must have occurred such as marriage, divorce and death etc. Plan changes can only be done with a first of the month effective date.

From the employee's profile, add or terminate a dependent. Once the dependent details have been added or the dependent has been terminated, select **Continue** which will redirect to the **Select Coverage** page. Finally, fill the **Acceptance & Signature** page details and select **Finish** to complete the change request.

	Select
	FH1500 COCHOICE
Benefit Plan Monthly Premium	\$560.39
Annual Deductible	\$1,500.00
Annual Deductible - Family	\$3,000.00
Coinsurance	20%
Out of Pocket Limit	\$2,500.00

8. Enter any additional comments or notes and complete the **Electronic Signature** section, the signature must match with the person who is signed in.

Terminate an employee/dependent

1. Navigate to the **View Roster** page and **select the employee**.
2. Click **Edit Profile** link.
3. Change the **Employment Status** to **Terminated**.
4. Change the **Coverage Status** as either **COBRA** or **Terminated**, whichever is required.
5. Select reason of termination from the **Reason** dropdown and enter date of event.
6. Click **OK** to save the changes.
7. Click **Continue** to go to the **Signature** page.
8. Enter any additional comments or notes on the **Acceptance & Signature** page.
9. Check the box that indicates the employee acknowledges the receipt of the signature.
This is a required field.
10. Sign the **Signature** portion, the name must match in each field and must match the person signed in.
11. Click **Finish**. See **Submit Changes** to submit to Network Health (refer to page 10).
12. In order to terminate a dependent, click **View/Edit** of that dependent and change their **Coverage Status** to **Terminated** and select a reason from the **Reason** dropdown.

Submit Changes

Once a change is made to an employee, the change needs to be submitted to Network Health.

1. Navigate to **Submit Changes** page.
2. Select the employees for which the changes are to be submitted.
3. Click **Submit**.
4. The system runs the defined business rules to evaluate the changes being sent, once evaluation is completed, the changes are submitted to Network Health.

OR

1. You can also Navigate to **Manage Group >Submit Changes** or select **Pending Submissions** then select the member(s) the changes were made on and submit.

Note: Once a change request has been submitted for an employee, no further actions can be performed on the employee. Once Network Health sends its approval, the change requests will be removed from the activities log and further actions can be performed for that employee.

Submit Changes (refer to screen shot on page 10)

From your home dashboard **Manage Group >Submit Changes** page, they can view the list of all group user activities.

These activities include the date and time on which the change was initiated along with the module and reason for the change, the user who initiated the change as well as the change request's status. These statuses are as follows.

New: Indicates that these are saved in the portal, however, they are yet to be submitted to Network Health for approval.

Approved: Requests that have been approved by Network Health and are in effect.

Modified On	Activity	Modified By	Coverage Status	Activity Status	Activity	Action
2/28/2017 9:51:28 AM	Terminate Employee - Quit		Terminated	Approved		Recall
2/28/2017 9:57:04 AM	Terminate Employee - Quit		Terminated	Approved		Recall

[Reset](#)
[Back](#)
[Submit](#)

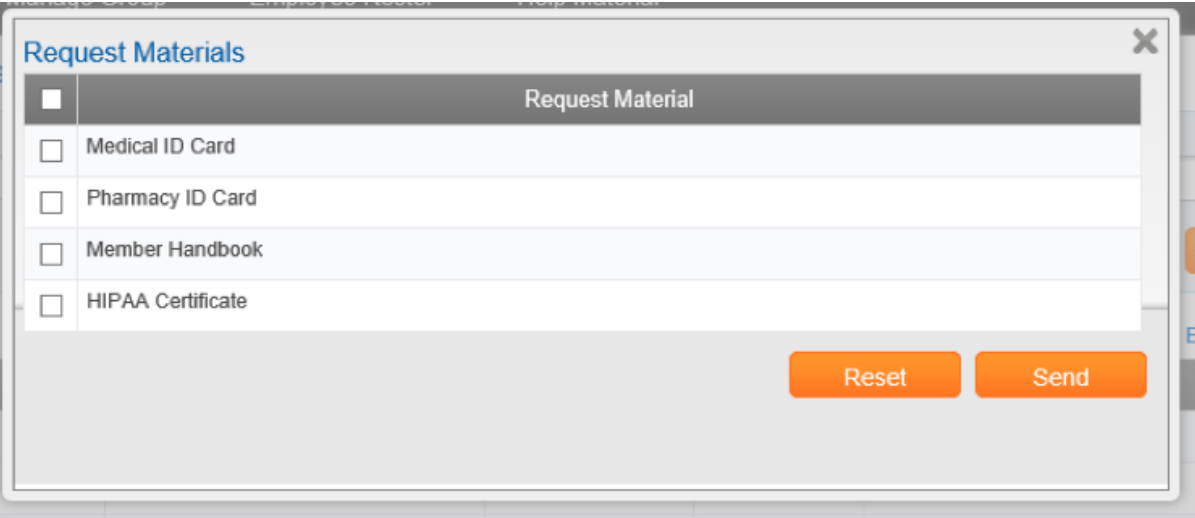
Action

For any change request, click Action on the right side to see the details of the change request as shown below.

View Changes			Action
Coverage > Birth of new dependent			
Field	Updated Value	Previous Value	
Coverage Type	Family	Employee & Spouse	
Effective Date	12/22/2013	12/22/2013	
Expiry Date	12/22/2014	12/22/2014	
Plan	SG Silver HDHP HMO2000 20	SG Silver HMO2000 40	

Request Materials

The Request Materials link in the Employee Roster is used to initiate a request for material. The request is sent to Network Health.



<input type="checkbox"/>	Request Material
<input type="checkbox"/>	Medical ID Card
<input type="checkbox"/>	Pharmacy ID Card
<input type="checkbox"/>	Member Handbook
<input type="checkbox"/>	HIPAA Certificate

Reset Send

1. Navigate to **View Roster** page.
2. Select the employee(s) for which the material is required by checking the checkbox for each employee's record.
3. Click **Request Material**.
4. Select the required material and hit **Send**.
5. A notification is sent to Network Health that includes the name of the selected employee(s) and a request for the materials.
6. Click **OK**.

The materials will be delivered directly to the member in seven to 10 business days.

Print Benefit Summary

In order to export the details of each employee's coverage along with their dependents, click **Print Benefit Summary**.

Enrollment History

The Enrollment History page displays information about changes made to an employee. Information included on the page is the date the change was made, what the activity was, who made the change and what the current status is of the change.

1. Navigate to Enrollment History page under the Employee Roster module.
2. Specify an employee name or leave the search fields blank to view all employees. If all employees are viewed, the arrow that points down and to the right will collapse the employee and the arrow that points right will expand the employee's information.

The screenshot displays the 'Enrollment History' page within the 'network health' application. The top navigation bar includes 'Dashboard', 'Manage Group', 'Employee Roster', 'Profile & Settings', and 'Help Material'. The 'Employee Roster' module is selected. The page title is 'Enrollment History'. Below the title is a search form with the following fields: 'Type' (a dropdown menu with 'Employee' selected), 'Employee Name' (a text input field), 'Date From' (a date picker), and 'Date To' (a date picker). A 'Search' button is located to the right of the search fields. Below the search form is a table with the following columns: 'Modified On', 'Activity', 'Modified By', and 'Status'. The table is currently empty.