Health Net of California, Inc.

Employer Portal User Guide

2024

HealthNet.com

Table of Contents

Table of Contents (Continued)

Welcome!

Welcome to the Employer Portal User Guide, a tool you can use to quickly navigate the secure Employer Portal website for more efficient and accurate support and management of your group.

This manual also explains the many ways to use the website and maximize its functionality to strengthen your ability to support your employees.

Once you register and create an account, you can easily access information for your employer group.

We're confident this Employer Portal User Guide will act as a helpful reference you can turn to again and again for successful group management!

System Requirements

Access the secure employer website using Microsoft Edge, Firefox and/or Google Chrome. Each browser should be updated to the most recent version available for optimal performance.
The portal is designed to be mobile-responsive and thus available to use on a mobile device such as a phone or tablet.

Overview of the Employer Portal Introduction

Overview

- Employer Portal is a web-based tool that Employer Groups use to manage their enrollments and billing. Membership reps will use the internal Support Portal to provide assistance to Employer Groups that use The Employer Portal and to view transactions processed within Employer Portal. The Employer tools are available via Healthnet.com.

  This module provides an overview and instruction for navigating within the Employer Portal.

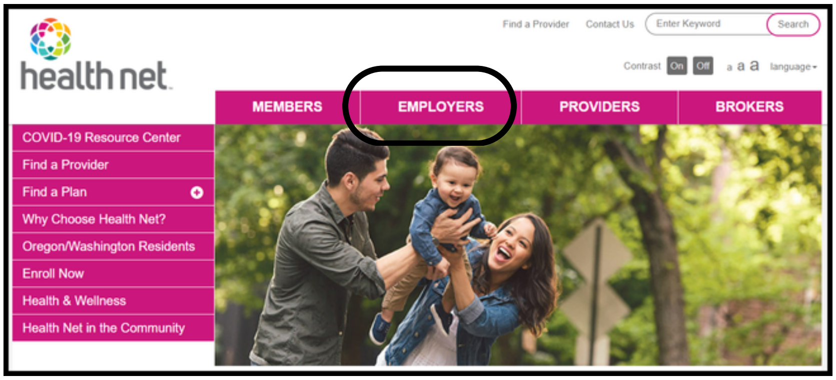
Employer Portal provides the following benefits:

- Employer groups can view and pay their bill on-line, and process eligibility transactions.
- Provides self-service capabilities to our clients.
- Employer groups can delegate administrative functions to brokers.
- Increase in the number of transactions processed by the Paperless Enrollment System.

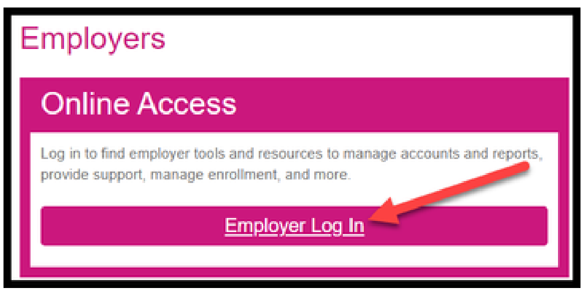
Access the Employer Portal

Log In to the Employer Portal

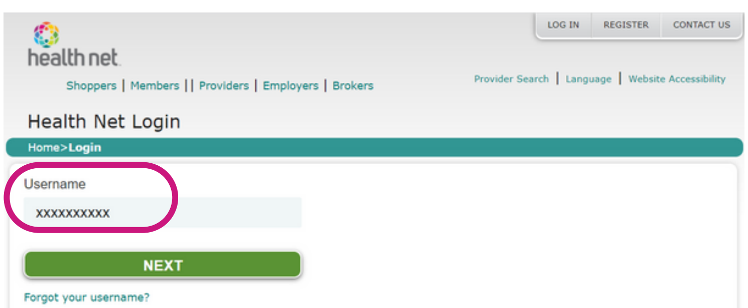
- To access the Employer Portal:
  - Type the following address in the web browser to go to the home page: https://www.healthnet.com
  - Click on the 'Employers' tab



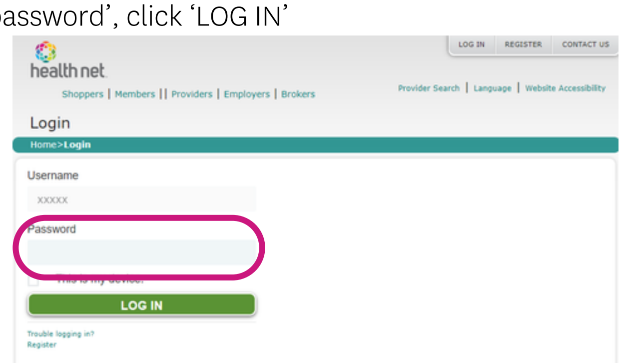
- In the Online Access Box, click 'Employer Log In'



- Type 'Username', click 'next'



- Enter 'password', click 'LOG IN'



Access the Employer Portal

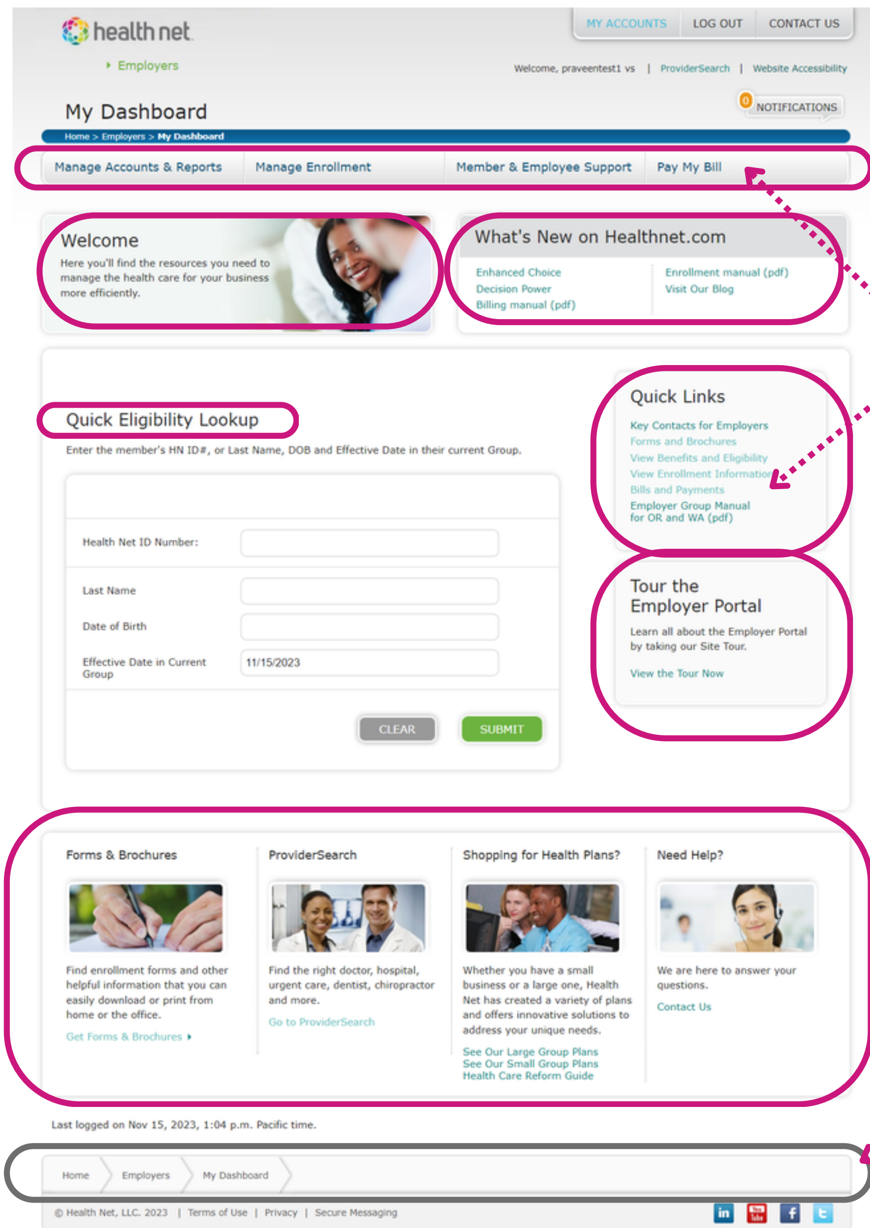
Log In to the Employer Portal (continued)

- Once signed in, you will be directed to the 'My Dashboard' home screen.
  - Sections on the Dashboard:
    - Functionality Tabs across the top
    - Welcome
    - What's New on Healthnet.com
    - Quick Eligibility Lookup
    - Quick Links
    - Tour the Employer Portal
    - Banner of other Quick Links
    - Navigation path - shown at the bottom of the page which will be visible throughout the guide to facilitate navigation.

Navigation Bar locations

There are two locations on each page that will reflect the current navigation path:

- At the top of the page (under 'My Dashboard')
- At the bottom of the page



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You can use the quick hyperlinks provided on each page, OR clicking on the individual sub-tabs located on the page banners.

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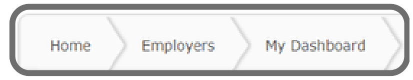
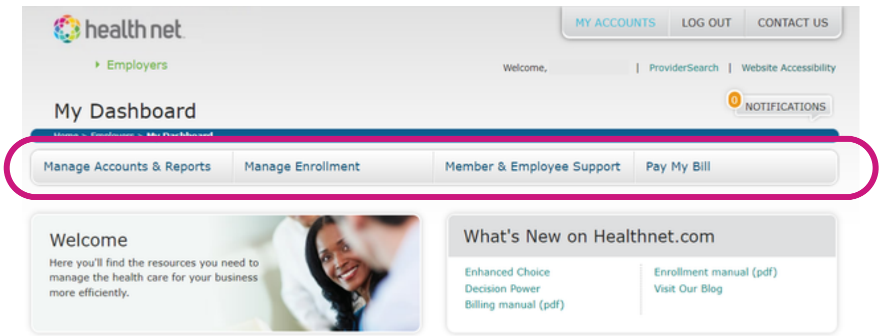
These navigation bars will be shown alongside topic headings to facilitate naigation.

My Dashboard

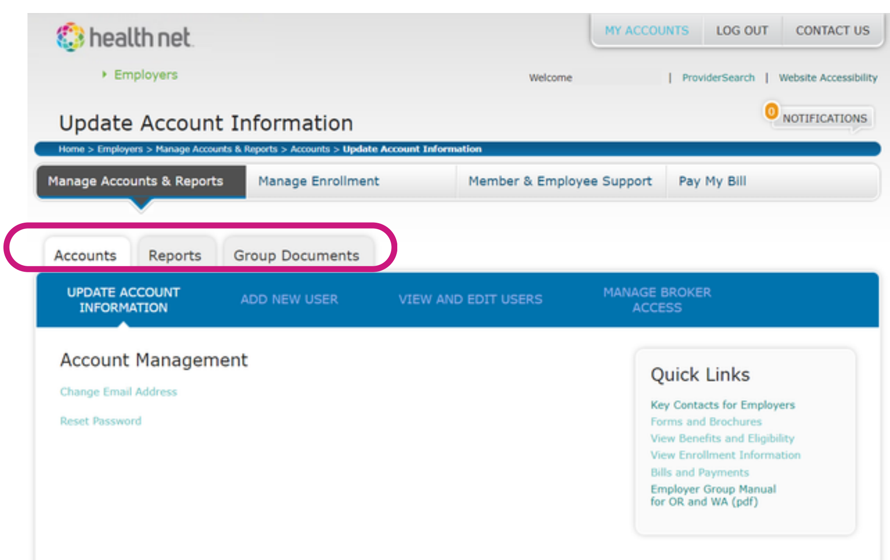


- From the Banner Tabs across the top, you can navigate to the following sub tabs, from left to right:
  - Manage Accounts & Reports
  - Manage Enrollment
  - Member & Employee Support
  - Pay My Bill



Manage Accounts & Reports

- Under this section there are 3 folder choices:
  - Accounts
  - Reports
  - Group Documents



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The Manage Accounts & Reports tab may not have all the navigation elements if the user is not an admin.

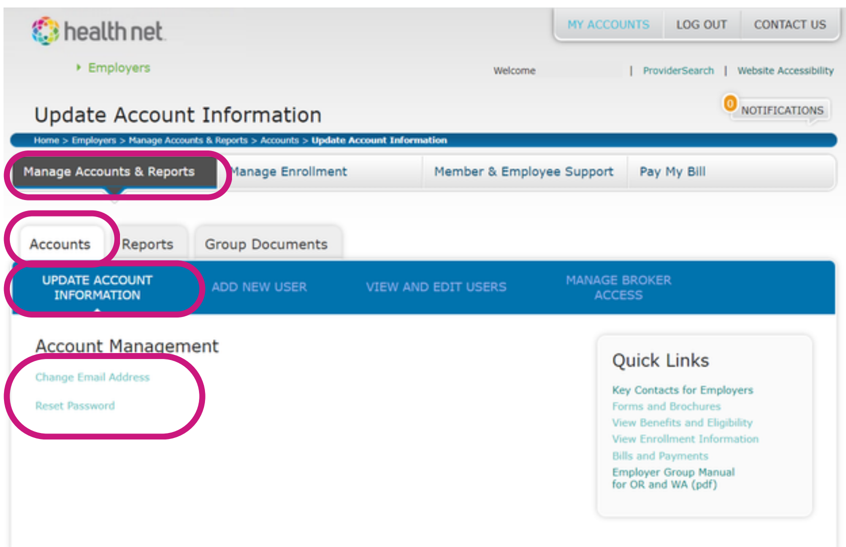
Manage Accounts & Reports

Accounts

Update Account Information

Home > Employers > Manage Accounts & Reports > Accounts > Update Account Information

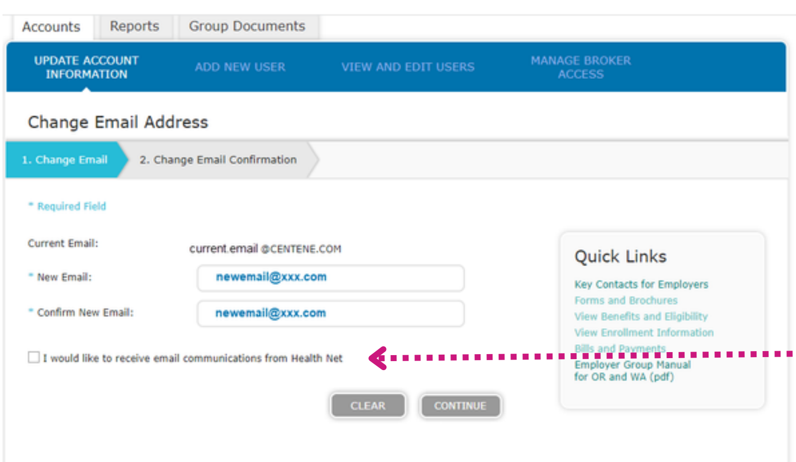
- When the 'Manage Accounts & Reports' tab is selected, it will automatically open to:
  - Accounts > Update Account Information, where there are 2 options:
    - Change Email Address
    - Reset Password



Change Email Address:

Home > Employers > Manage Accounts & Reports > Accounts > Change Email Address

- Click on "Change Email Address" hyperlink, the following screen will open.



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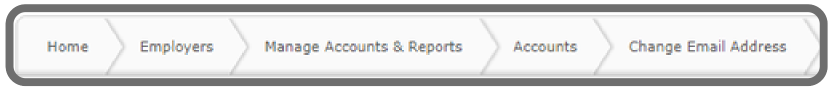
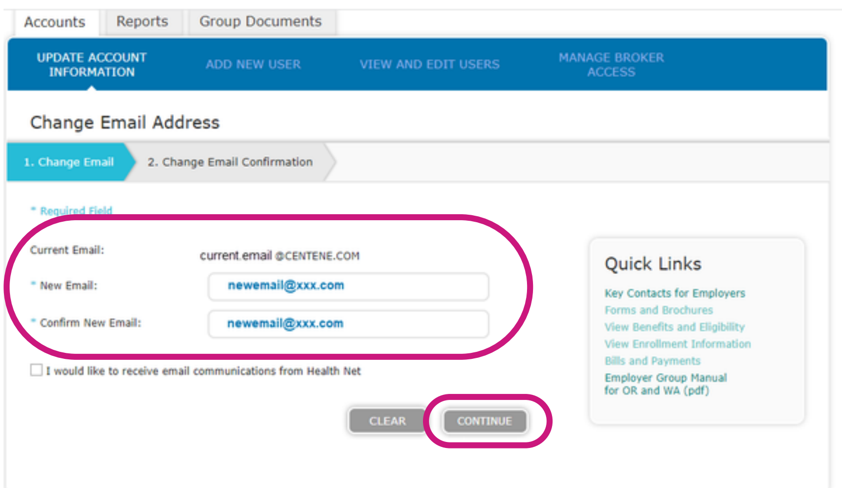
This feature is currently unavailable. No email communications will be sent if this option is checked.

Manage Accounts & Reports
Accounts

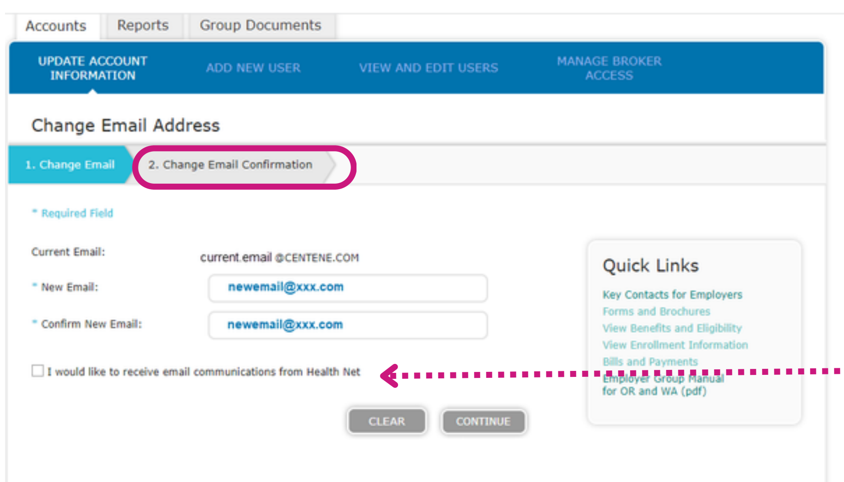
Change Email Address: (continued)



- Click on "Change Email Address" hyperlink, the following screen will open. The account's current email will be displayed next to "Current Email"
  - Enter the new email
  - Confirm New email
  - Optional – Click the checkbox to receive email communications from Health Net
  - Click Continue



Change Email Confirmation



!

This feature is currently unavailable. No email communications will be sent if this option is checked.

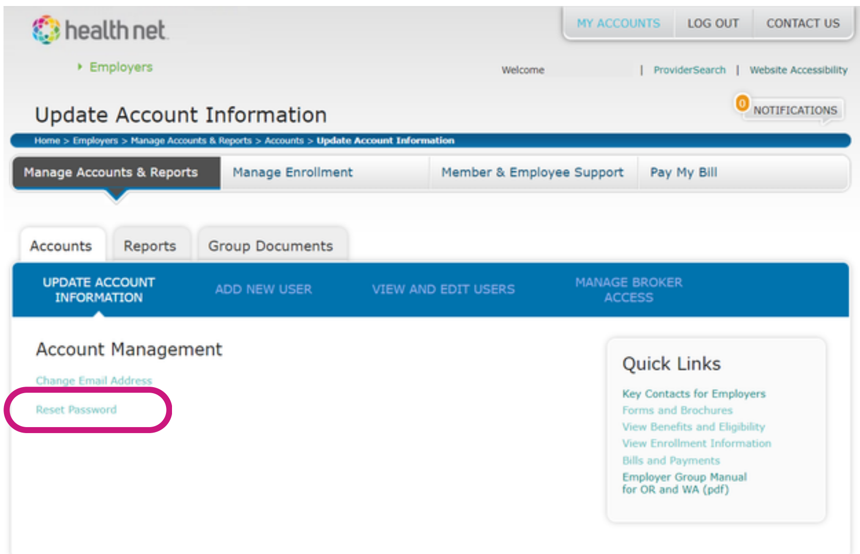
- Enter new Email
- Confirm new Email

Manage Accounts & Reports
Accounts

Update Account Information

Home > Employers > Manage Accounts & Reports > Accounts > Update Account Information

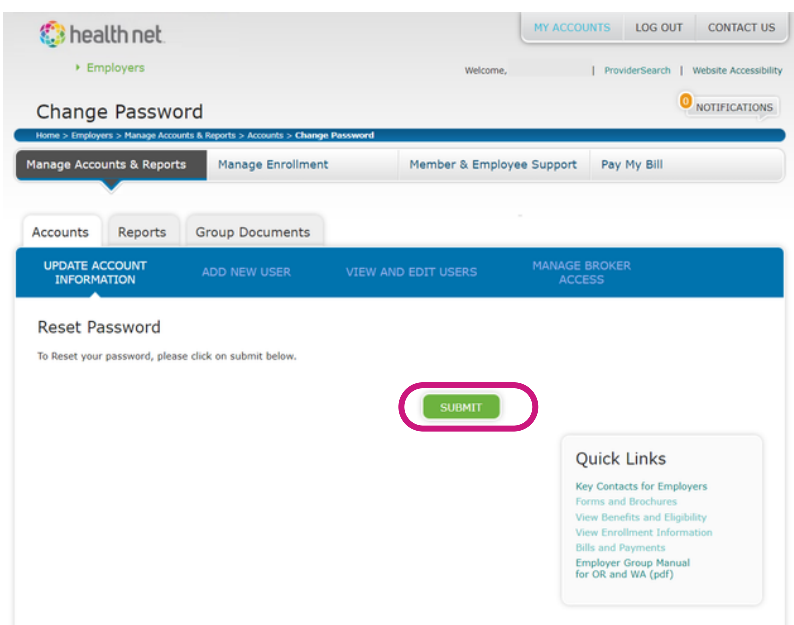
- From the Update Account Information screen, click on 'Reset Password'



Change Password

Home > Employers > Manage Accounts & Reports > Accounts > Change Password

- The Change Password screen will open
  - Click "Submit" to begin the Reset Password Function



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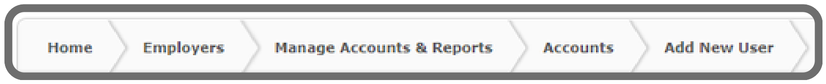
If you are experiencing issues with Resetting your Password, reach out to your Sales Rep and they can submit an incident report on your behalf.

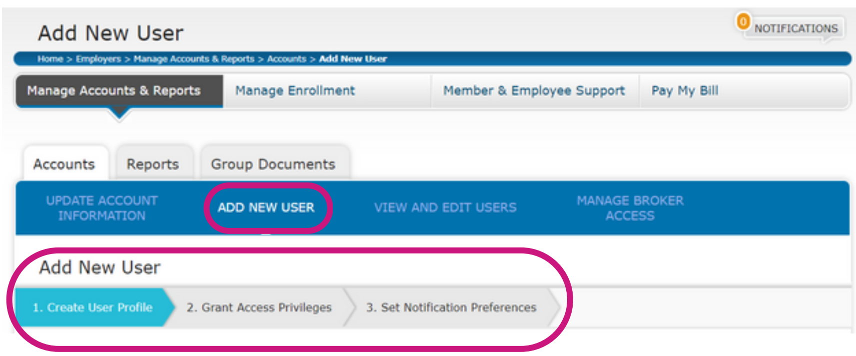
Manage Accounts & Reports
Accounts
Add New User



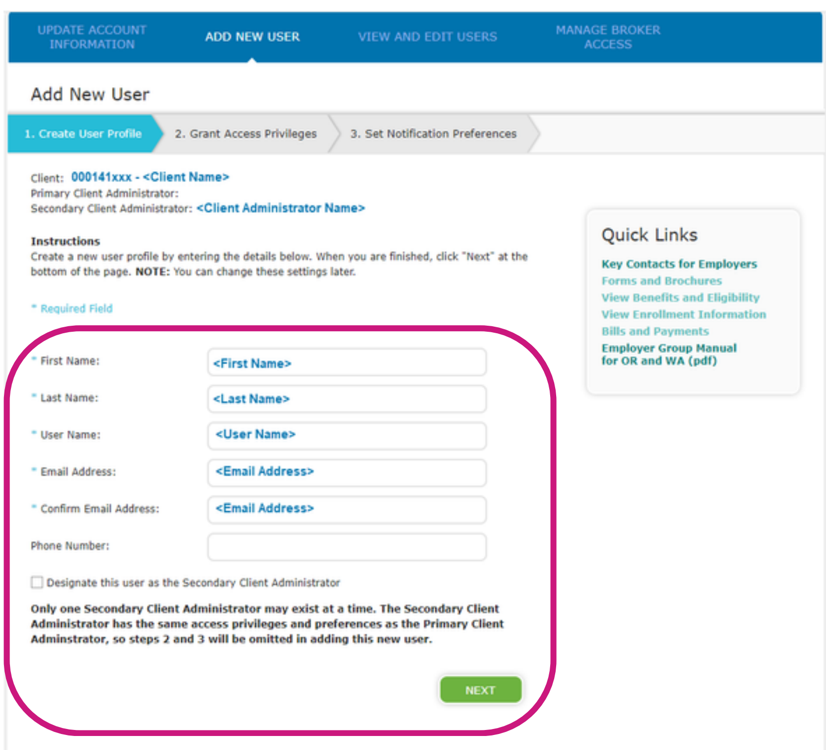
- From the Accounts tab, click on 'Add New User'

  There are 3 steps to complete when adding a new User:

  1. Create User Profile
  2. Grant Access Privileges (Billing & Portal Functions)
  3. Set Notification Preferences (Billing & Enrollment Notifications)

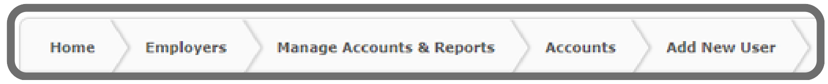


- **1. Create User Profile**
  - Enter requested information.
  - Click 'Next'



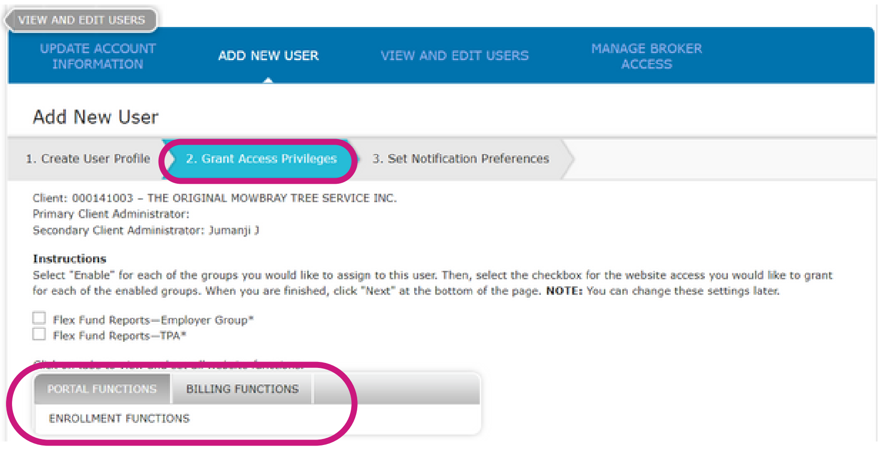
Manage Accounts & Reports Accounts

Add New User (continued)

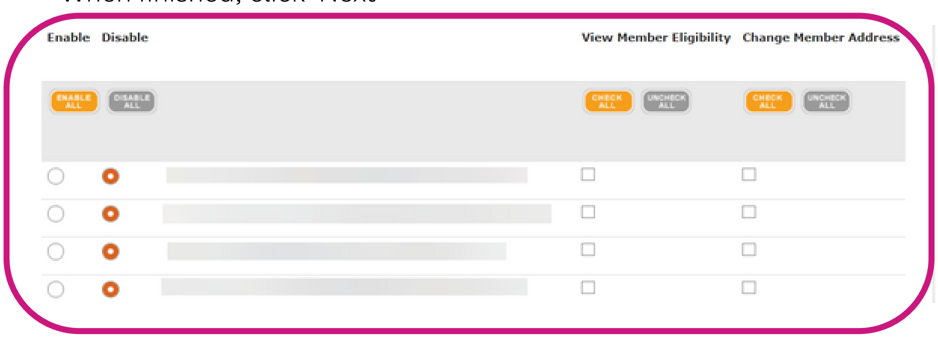


- **2. Grant Access Privileges**

  There are <u>3 tabs</u> that must be completed in this step:
  - **Portal Functions**
  - **Billing Functions**
  - **Enrollment Functions**



- **Grant Access Privileges -> Portal Functions**
  - Select "enable" for each of the groups you would like to assign to this user.
  - Then select the checkbox for the website access you would like to grant for each of the enabled groups
  - When finished, click 'Next'



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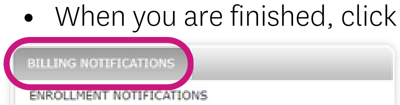
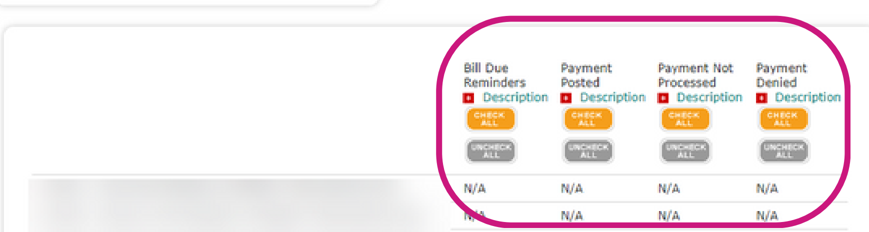
You can change these settings later

- **Grant Access Privileges -> Billing Notifications**
  - Set notification preferences for each group by selecting the checkbox for the email notifications you would like this user to receive.
  - When you are finished, click 'Save' at the bottom of the page

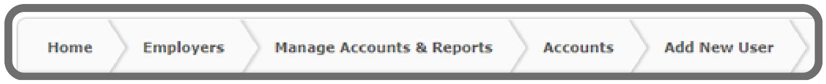




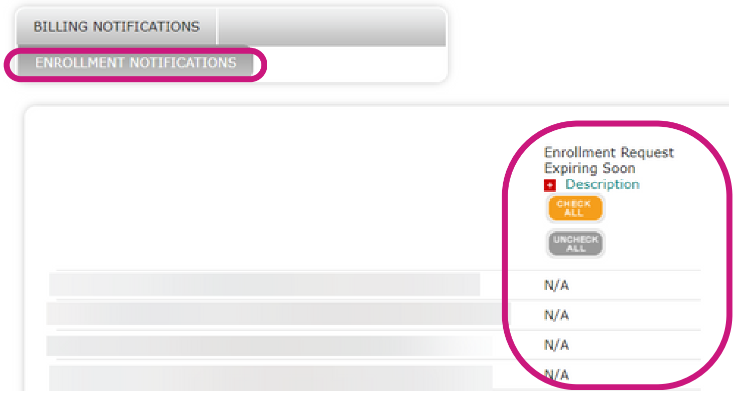
Manage Accounts & Reports

Accounts

Add New User (continued)



- **3. Grant Access Privileges -> Enrollment Notifications**
  - Set notification preferences for each group by selecting the checkbox for the email notification you would like the user to receive.
  - When you are finished, click 'Save' at the bottom of the page



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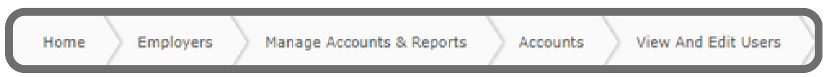
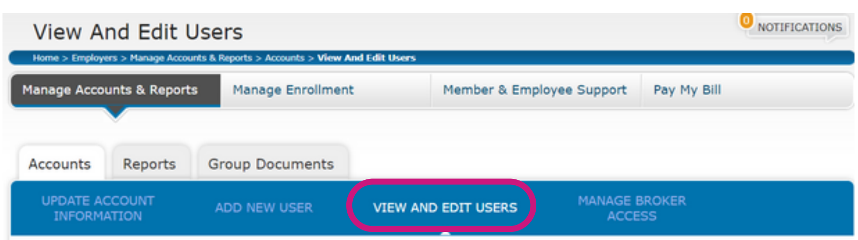
You can change these settings later

View And Edit Users

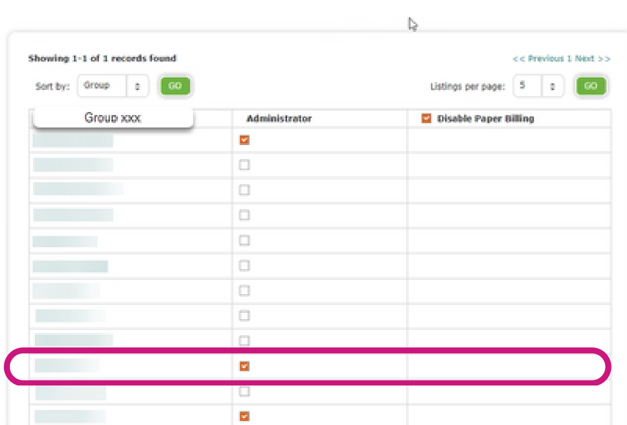


- This page is a summary of all your groups and users with access privileges (sorted by group)



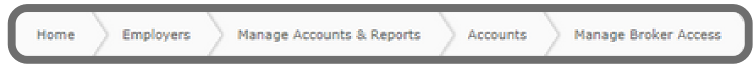
Click on a user's name to:

- View & Edit a user's Profile, Access Privileges and Notifications
- Lock and unlock account access
- Promote a user to Secondary Client Administrator (by editing the user's profile)
- Promote a user to Group Administrator

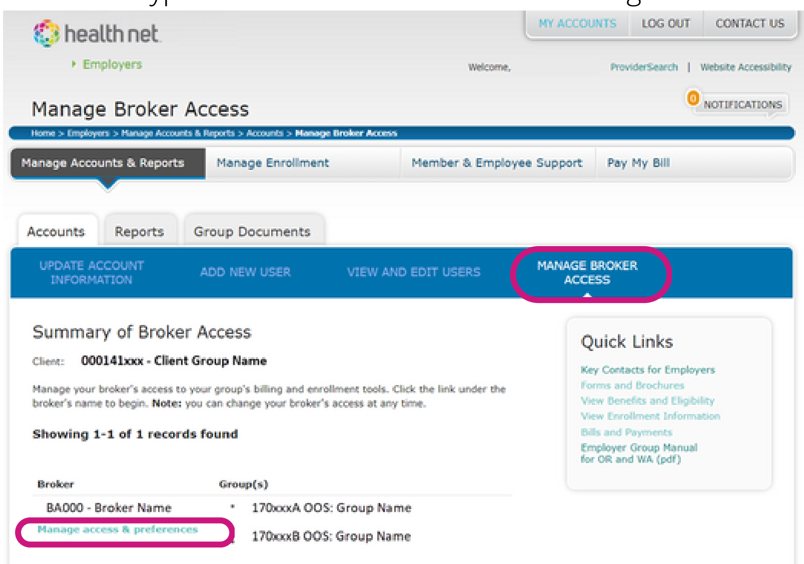


Manage Accounts & Reports Accounts

Manage Broker Access



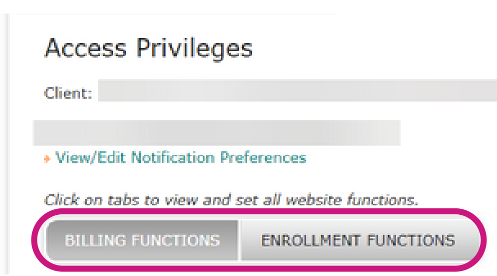
- Summary of Broker Access
  - Manage your broker's access to your group's billing and enrollment tools.
  - Click the hyperlink under the broker's name to begin



!

You can change your broker's access at any time.

- This is where the group would designate what access the broker will have for :
  - Billing functions
  - Brokers only have access to <u>view</u> enrollment only. Group suffix level only.



!

Only the Group can grant access (at the group level) for transactions such as edit payments, etc.

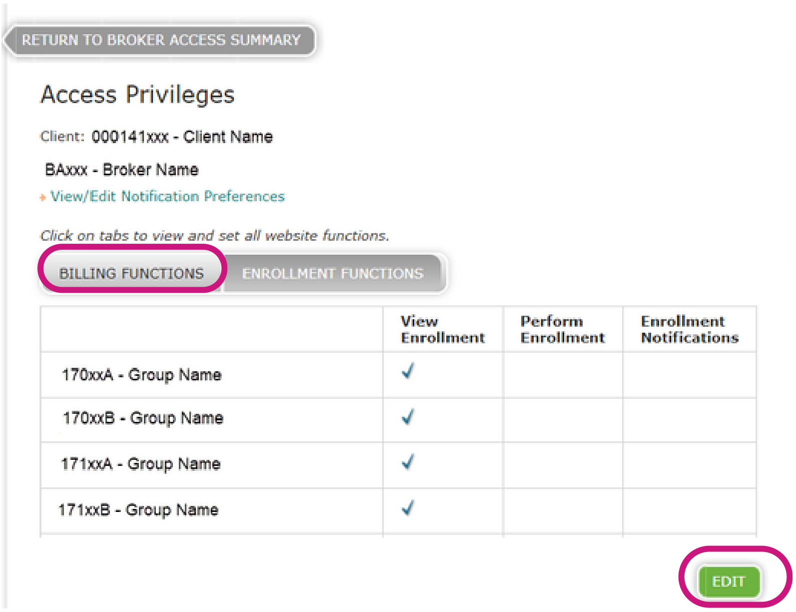
- If they want to transact, edit, payments, etc. they have to be given access at the group level.
- The group is the only one to grant this access.
- Changes are real time. The group must maintain the access to the new groups, etc.

Manage Accounts & Reports
Accounts

Manage Broker Access (continued)

Home > Employers > Manage Accounts & Reports > Accounts > Manage Broker Access

- To change access privileges, click 'Edit' at the bottom of the page


RETURN TO BROKER ACCESS SUMMARY

Access Privileges

Client: 000141xxx - Client Name

BAxxx - Broker Name

View/Edit Notification Preferences

Click on tabs to view and set all website functions.

BILLING FUNCTIONS | ENROLLMENT FUNCTIONS

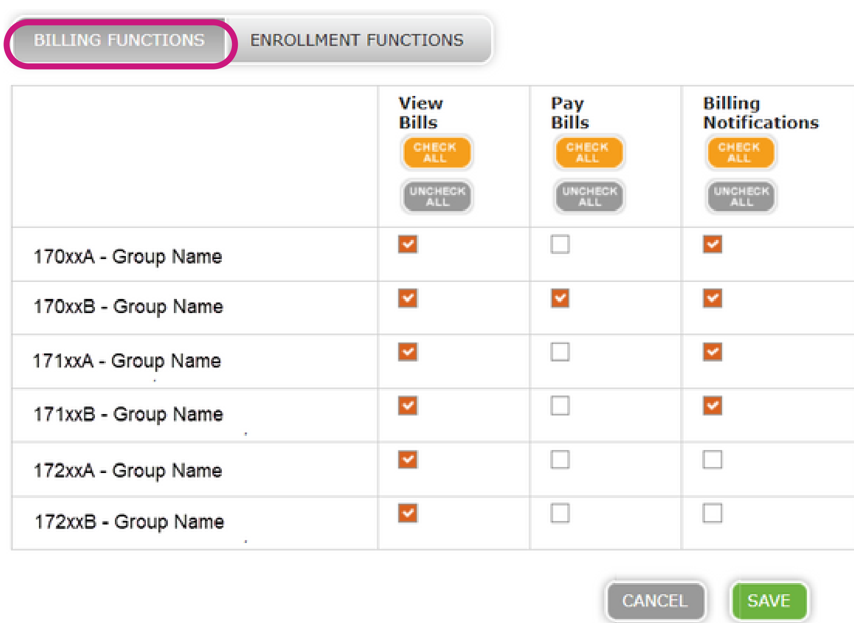
	View Enrollment	Perform Enrollment	Enrollment Notifications
170xxA - Group Name	✓		
170xxB - Group Name	✓		
171xxA - Group Name	✓		
171xxB - Group Name	✓		

EDIT

!

You can change your broker's access at any time.

- Check or uncheck boxes to give the desired functionality


BILLING FUNCTIONS | ENROLLMENT FUNCTIONS

	View Bills (CHECK ALL / UNCHECK ALL)	Pay Bills (CHECK ALL / UNCHECK ALL)	Billing Notifications (CHECK ALL / UNCHECK ALL)
170xxA - Group Name	☑	☐	☑
170xxB - Group Name	☑	☑	☑
171xxA - Group Name	☑	☐	☑
171xxB - Group Name	☑	☐	☑
172xxA - Group Name	☑	☐	☐
172xxB - Group Name	☑	☐	☐

CANCEL SAVE

Manage Accounts & Reports

Accounts

Manage Broker Access (continued)

Home > Employers > Manage Accounts & Reports > Accounts > Manage Broker Access

- To view Enrollment privileges, click 'Edit' at the bottom of the page

Click on tabs to view and set all website functions.

BILLING FUNCTIONS | ENROLLMENT FUNCTIONS

	View Enrollment	Perform Enrollment	Enrollment Notifications
170xxA - Group Name	✓		
170xxB - Group Name	✓		
171xxA - Group Name	✓		
171xxB - Group Name	✓		

EDIT

!

You can change your broker's access at any time.

- The following viewing screen will open.

Click on tabs to view and set all website functions.

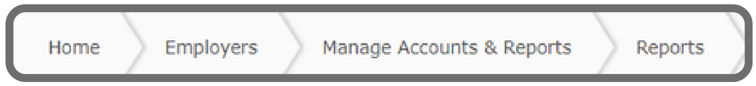
BILLING FUNCTIONS | ENROLLMENT FUNCTIONS

	View Enrollment	Perform Enrollment CHECK ALL UNCHECK ALL	Enrollment Notifications CHECK ALL UNCHECK ALL
170xxA - Group Name	☑	☐	☐
170xxB - Group Name	☑	☐	☐
171xxA - Group Name	☑	☐	☐
171xxB - Group Name	☑	☐	☐

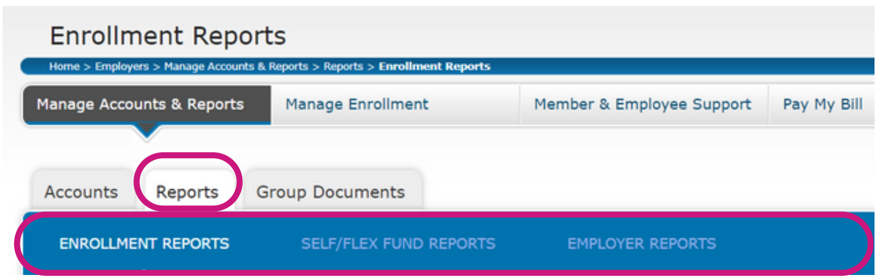
CANCEL SAVE

Manage Accounts & Reports
Reports

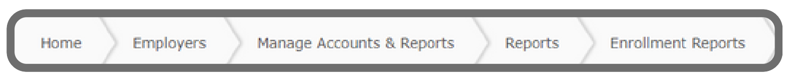
Reports



- On the Reports tab there are three options:
  - Enrollment Reports
  - Self/Flex Fund Reports
  - Employer Reports

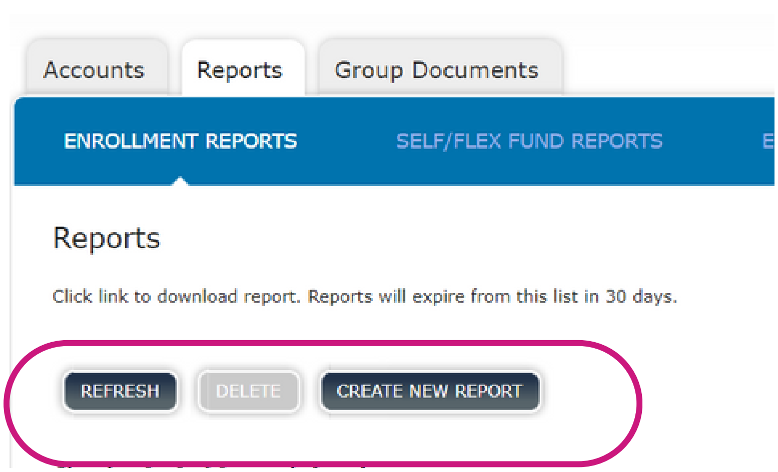


Enrollment Reports



- Enrollment Reports
  - Refresh
  - Delete
  - Create New Report

!
Enrollment reports won't be available if the user does not have some base level of manage enrollment access



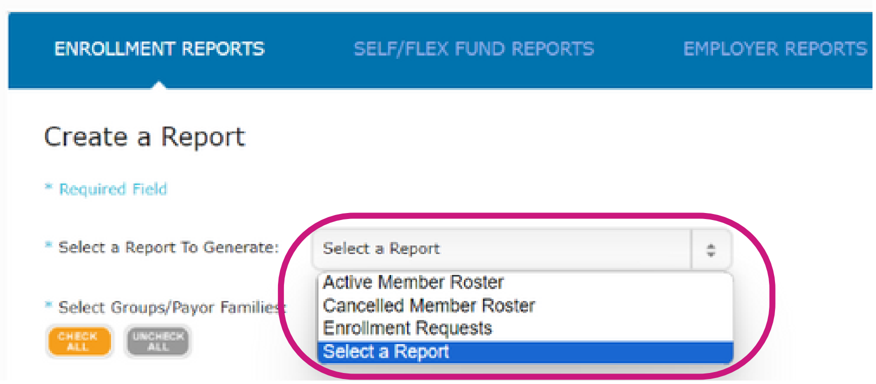
- Click on 'CREATE NEW REPORT' to begin

Manage Accounts & Reports
Reports

Create a Report

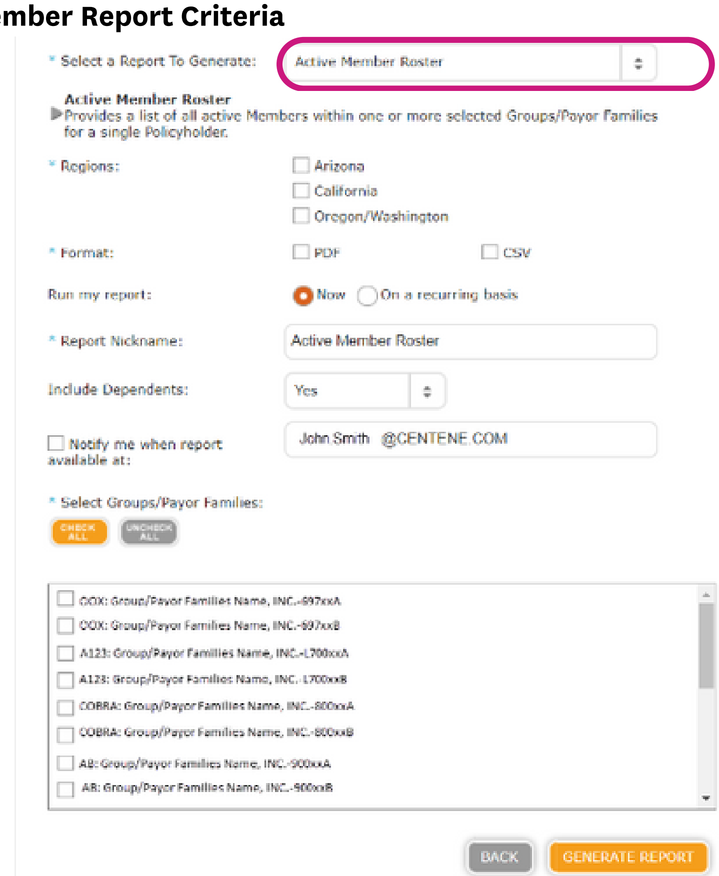
Home > Employers > Manage Accounts & Reports > Reports

- Select a report to generate from the drop down menu:
- Select Groups/Payor Families by checking desired boxes

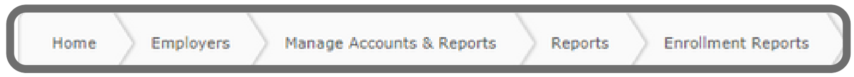


- Once you select a 'Report to Generate' a secondary box will open:
  - Select desired criteria for your report
  - Select Groups/Payor Families by checking desired boxes

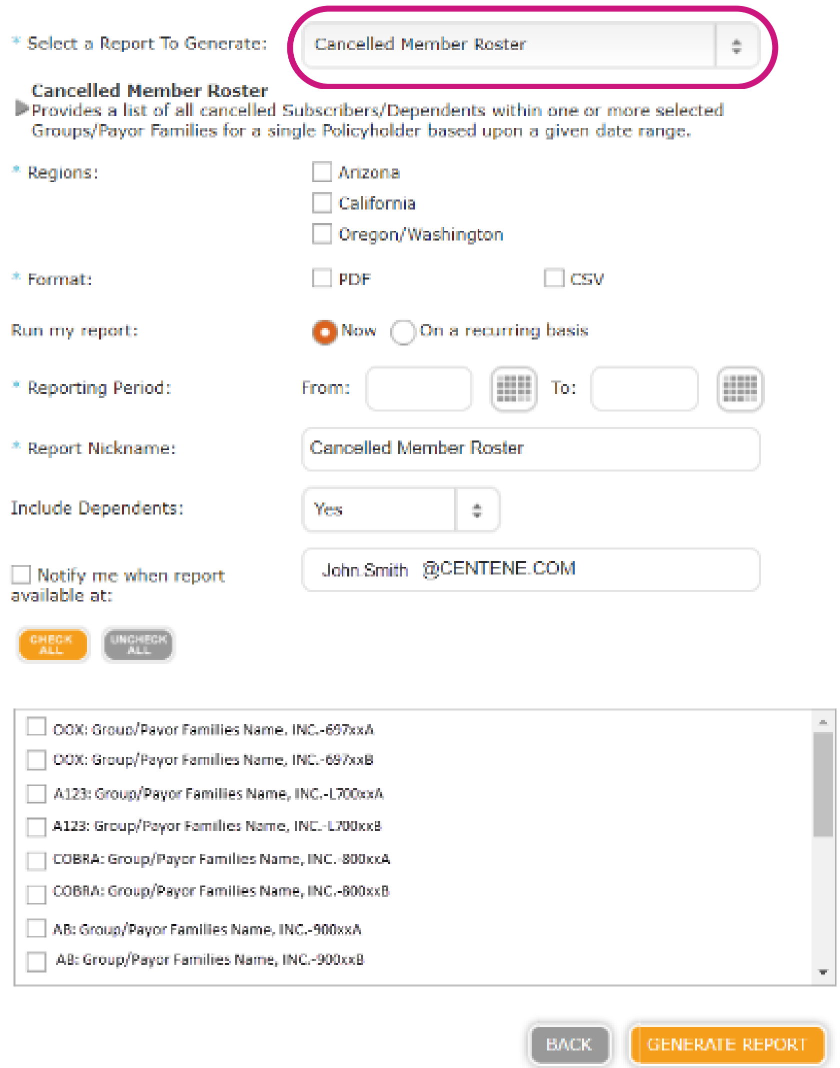
Active Member Report Criteria



Create a Report (continued)



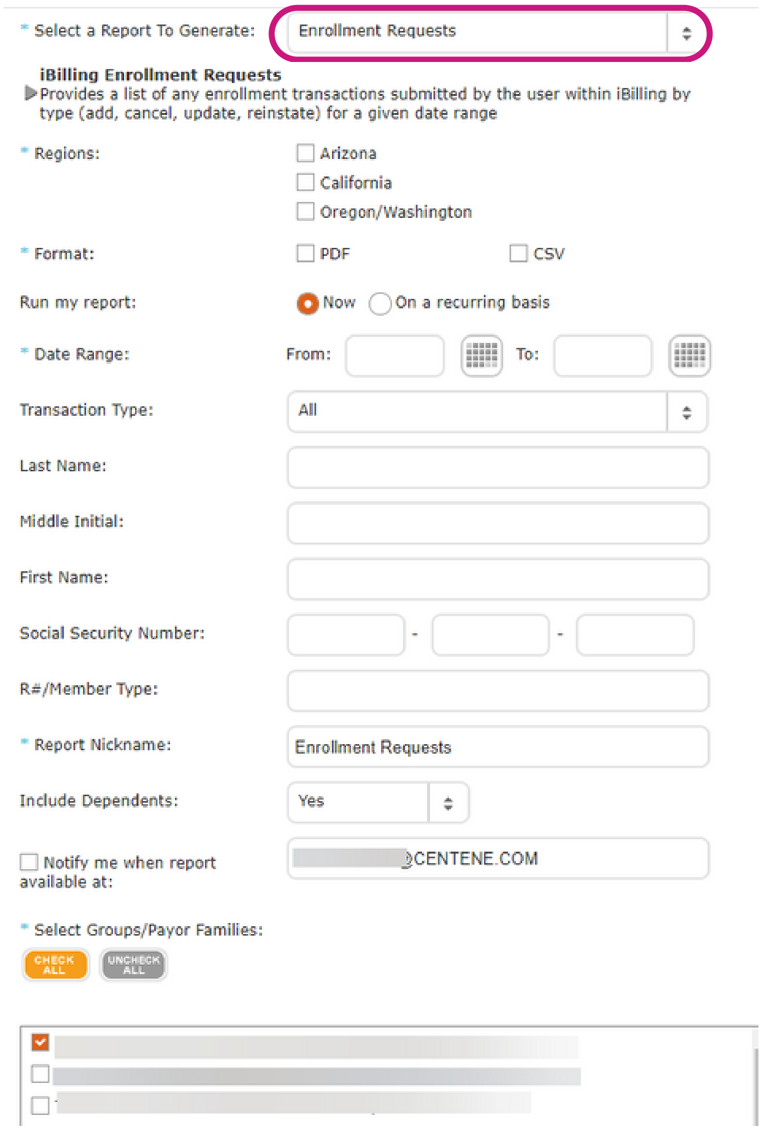
Cancelled Member Roster Criteria



Manage Accounts & Reports
Reports

Create a Report (continued)

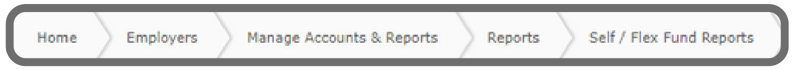
Enrollment Request Criteria



- Once desired report choices are selected, click 'GENERATE REPORT' to complete

Manage Accounts & Reports Reports

Self/Flex Fund Reports

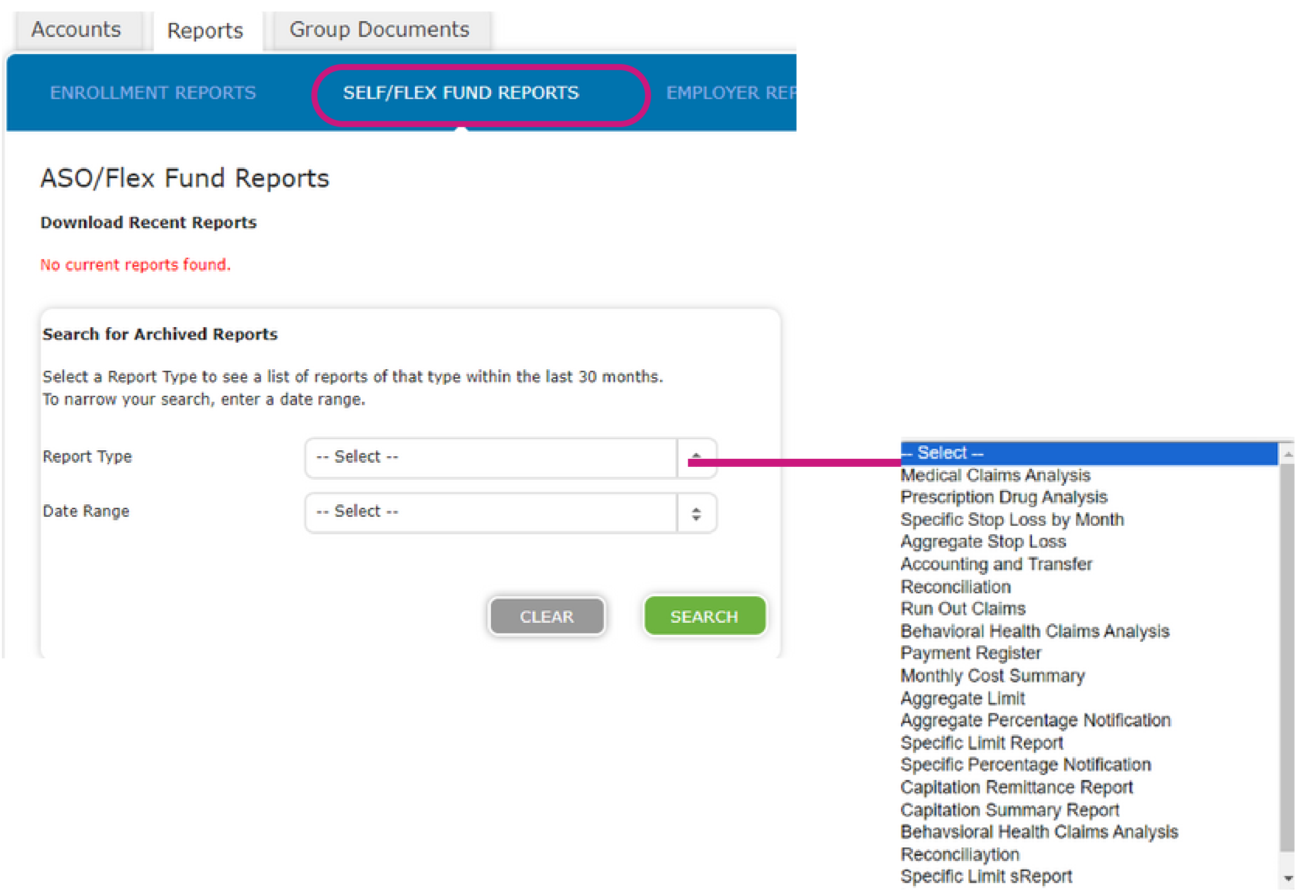


This only applies certain Self/Flex Funded clients. If this applies to you, contact your account executive for more information.

- Search Reports:
  - Self/Flex funded reports
  - Select a Report Type to see the list of reports of that type within the last 30 months.
  - To narrow your search, enter a date range.
  - When completed, click 'SEARCH'

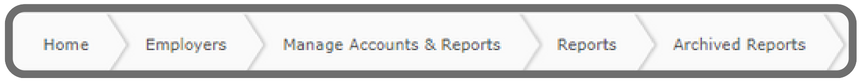
!

Enrollment reports won't be available if the user does not have some base level of manage enrollment access

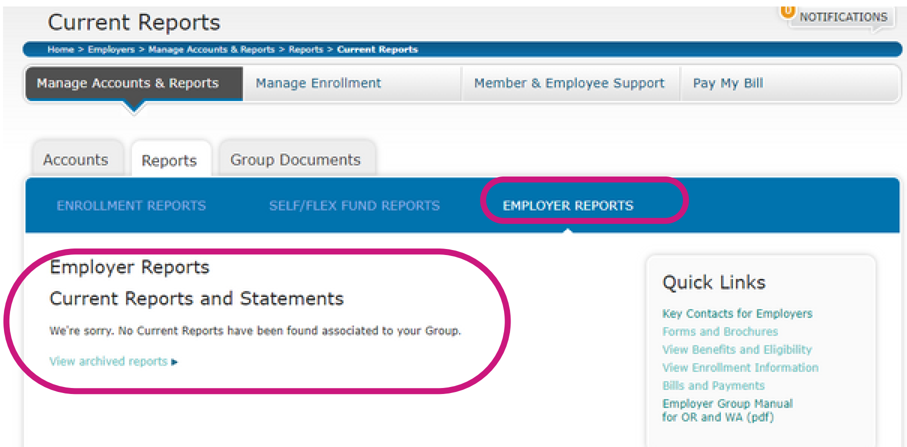


Manage Accounts & Reports
Reports

Employer Reports

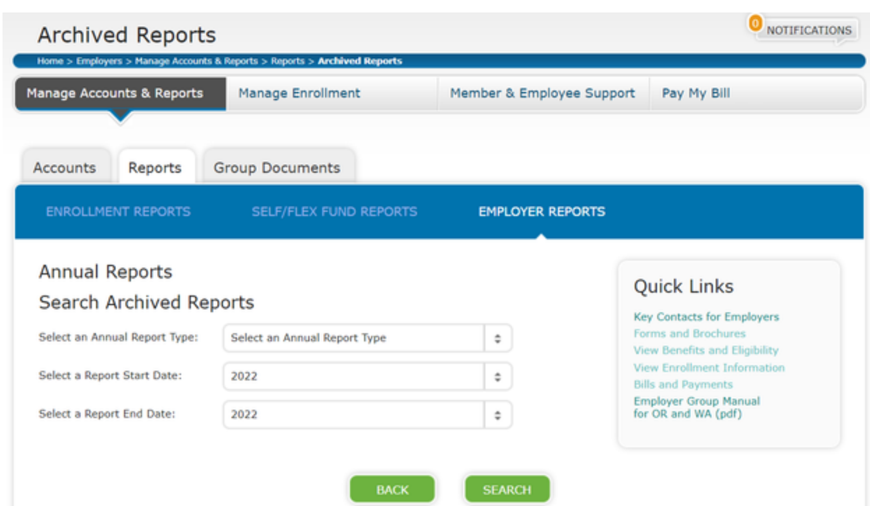


- Employer Reports
  - Current Reports & Statements (if any)
  - click 'View Archived Reports' hyperlink to see archived reports



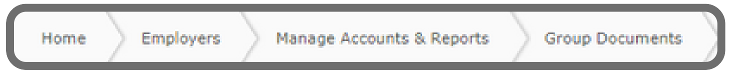
Archived Reports Screen

- Make desired selection criteria, click 'SEARCH'

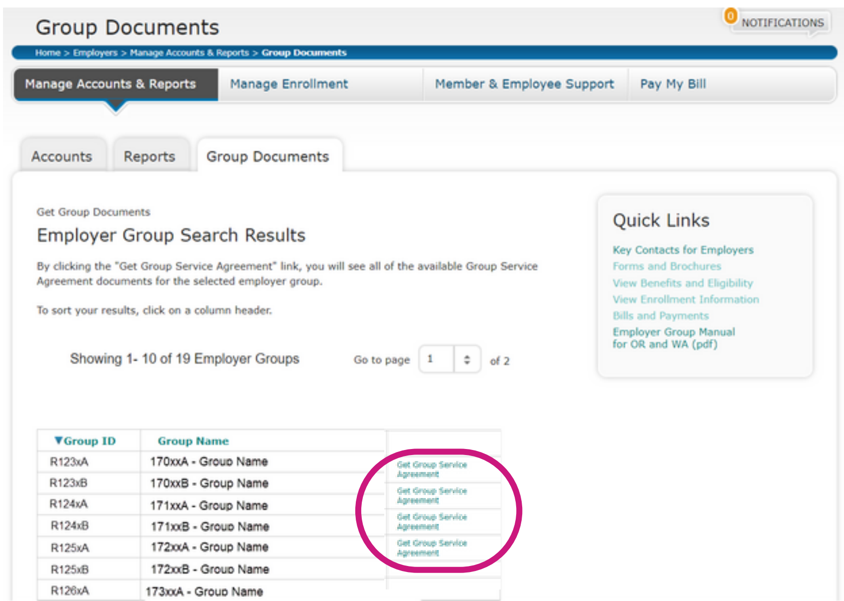


Manage Accounts & Reports
Reports

Group Documents



- Employer Group Search Results
  - By clicking the 'Get Group Service Agreement' link, you will see all of the available Group Service Agreement documents for the selected employer group.
  - To sort the results, click on a column header

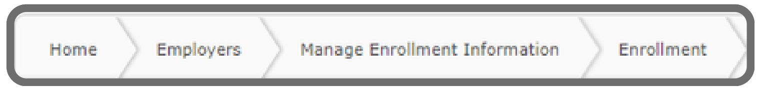


- You can view/print desired document

Archived Reports Screen

Manage Enrollment
Enrollment

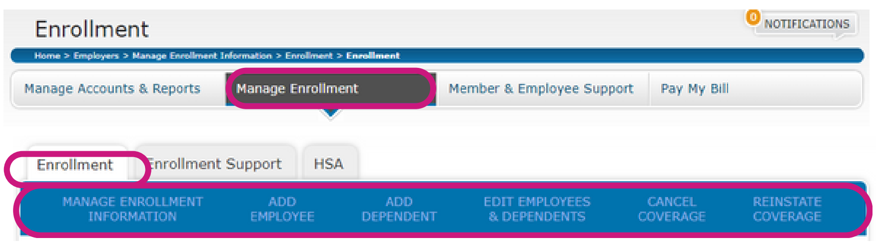
Enrollment



- When the Manage Enrollment tab is selected, it will automatically open to Enrollment, where you have the following options available:
  - Manage/View Enrollment Information
  - Add Employee
  - Add Dependent
  - Edit Employees & Dependents
  - Cancel Coverage
  - Reinstate Coverage

!

This menu reflects full and complete access. Some of the functionality might not be available, due to the access level granted by your administrator.



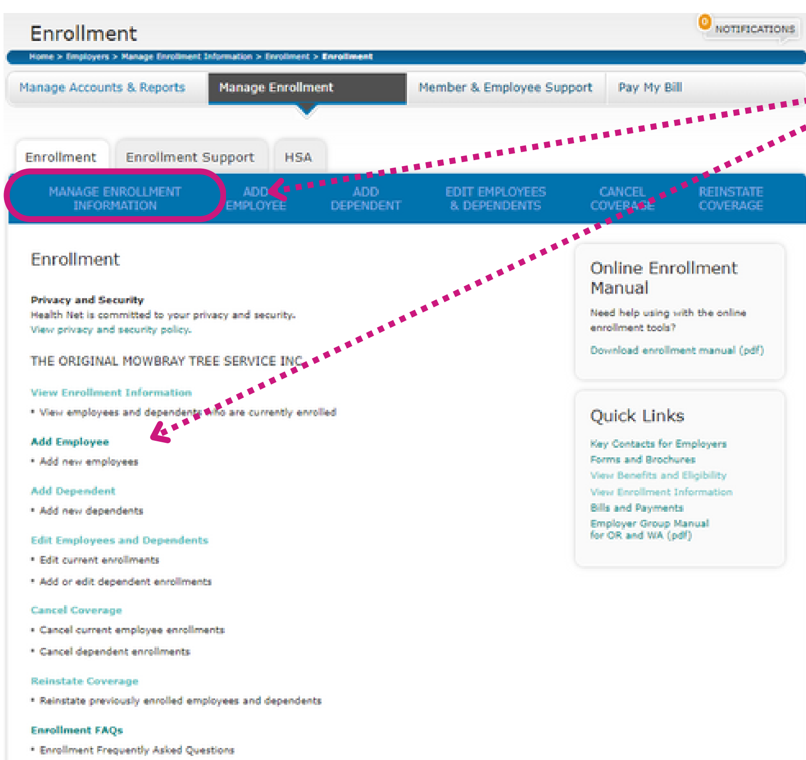
Manage Enrollment Information Tab

From the My Dashboard page, or any page,

- Click on the Manage Enrollment Tab

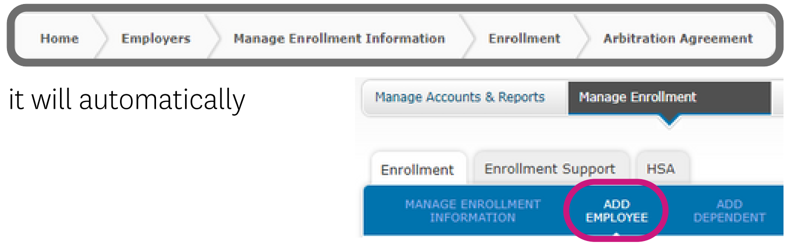
!

The same functionality can be accessed on each page in multiple ways. (Hyperlinks or sub tabs on page banners)



Manage Enrollment
Enrollment

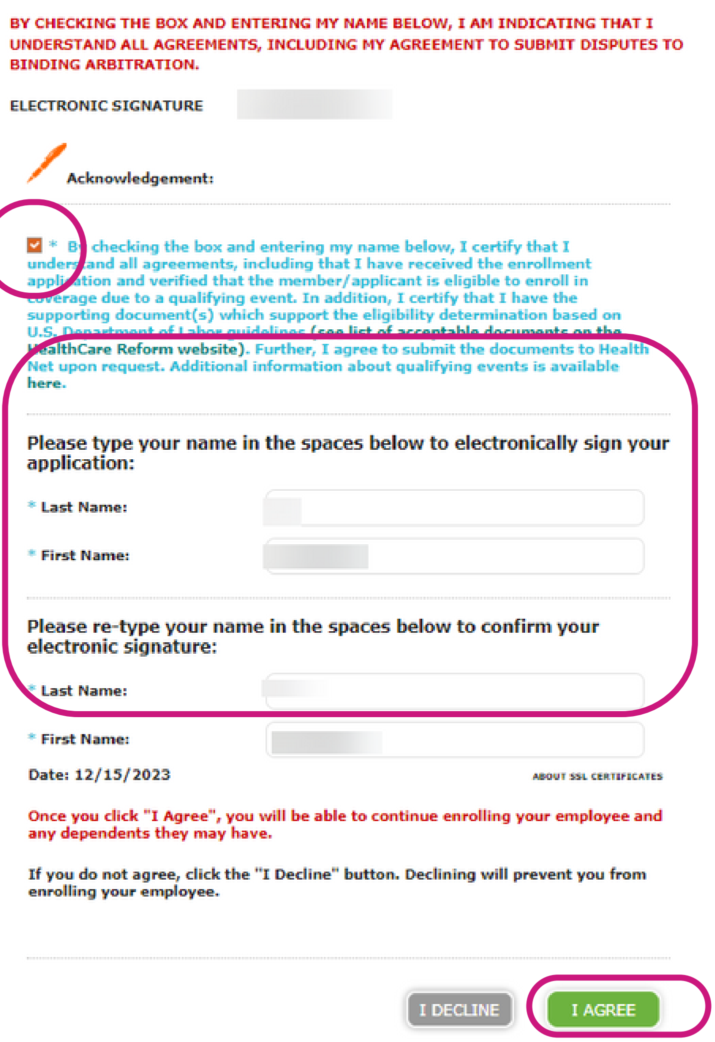
Add Employee



- When Add Employee subtab folder is selected, it will automatically open to "Arbitration Agreement"

Arbitration Agreement

- When adding a new member/dependent:
  - After reading the Arbitration Agreement, you must do the following in order to continue.
  - Check the box to certify your understanding of the agreement
  - Type your name to electronically sign your application
  - Re-type your name to confirm
  - Click the 'I AGREE' button



BY CHECKING THE BOX AND ENTERING MY NAME BELOW, I AM INDICATING THAT I UNDERSTAND ALL AGREEMENTS, INCLUDING MY AGREEMENT TO SUBMIT DISPUTES TO BINDING ARBITRATION.

ELECTRONIC SIGNATURE

Acknowledgement:

* By checking the box and entering my name below, I certify that I understand all agreements, including that I have received the enrollment application and verified that the member/applicant is eligible to enroll in coverage due to a qualifying event. In addition, I certify that I have the supporting document(s) which support the eligibility determination based on U.S. Department of Labor guidelines (see list of acceptable documents on the HealthCare Reform website). Further, I agree to submit the documents to Health Net upon request. Additional information about qualifying events is available here.

Please type your name in the spaces below to electronically sign your application:

* Last Name:

* First Name:

Please re-type your name in the spaces below to confirm your electronic signature:

* Last Name:

* First Name:

Date: 12/15/2023

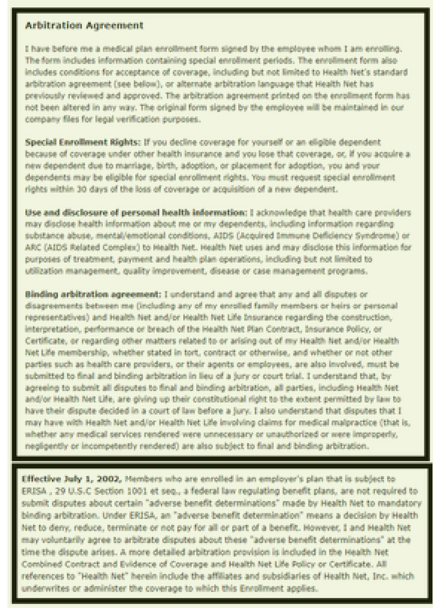
ABOUT SSL CERTIFICATES

Once you click "I Agree", you will be able to continue enrolling your employee and any dependents they may have.

If you do not agree, click the "I Decline" button. Declining will prevent you from enrolling your employee.

I DECLINE | I AGREE

Copy of Arbitration Agreement



Arbitration Agreement

I have before me a medical plan enrollment form signed by the employee whom I am enrolling. The form includes information containing special enrollment periods. The enrollment form also includes conditions for acceptance of coverage, including but not limited to Health Net's standard arbitration agreement (see below), or alternate arbitration language that Health Net has previously reviewed and approved. The arbitration agreement printed on the enrollment form has not been altered in any way. The original form signed by the employee will be maintained in our company files for legal verification purposes.

Special Enrollment Rights: If you decline coverage for yourself or an eligible dependent because of coverage under other health insurance and you lose that coverage, or, if you acquire a new dependent due to marriage, birth, adoption, or placement for adoption, you and your dependents may be eligible for special enrollment rights. You must request special enrollment rights within 30 days of the loss of coverage or acquisition of a new dependent.

Use and disclosure of personal health information: I acknowledge that health care providers may disclose health information about me or my dependents, including information regarding substance abuse, mental/emotional conditions, AIDS (Acquired Immune Deficiency Syndrome) or ARC (AIDS Related Complex) to Health Net. Health Net uses and may disclose this information for purposes of treatment, payment and health plan operations, including but not limited to utilization management, quality improvement, disease or case management programs.

Binding arbitration agreement: I understand and agree that any and all disputes or disagreements between me (including any of my enrolled family members or heirs or personal representatives) and Health Net and/or Health Net Life Insurance regarding the construction, interpretation, performance or breach of the Health Net Plan Contract, Insurance Policy, or Certificate, or regarding other matters related to or arising out of my Health Net and/or Health Net Life membership, whether stated in tort, contract or otherwise, and whether or not other parties such as health care providers, or their agents or employees, are also involved, must be submitted to final and binding arbitration in lieu of a jury or court trial. I understand that, by agreeing to submit all disputes to final and binding arbitration, all parties, including Health Net and/or Health Net Life, are giving up their constitutional right to the extent permitted by law to have their dispute decided in a court of law before a jury. I also understand that disputes that I may have with Health Net and/or Health Net Life involving claims for medical malpractice (that is, whether any medical services rendered were unnecessary or unauthorized or were improperly, negligently or incompetently rendered) are also subject to final and binding arbitration.

Effective July 1, 2002, Members who are enrolled in an employer's plan that is subject to ERISA , 29 U.S.C Section 1001 et seq., a federal law regulating benefit plans, are not required to submit disputes about certain "adverse benefit determinations" made by Health Net to mandatory binding arbitration. Under ERISA, an "adverse benefit determination" means a decision by Health Net to deny, reduce, terminate or not pay for all or part of a benefit. However, I and Health Net may voluntarily agree to arbitrate disputes about these "adverse benefit determinations" at the time the dispute arises. A more detailed arbitration provision is included in the Health Net Combined Contract and Evidence of Coverage and Health Net Life Policy or Certificate. All references to "Health Net" herein include the affiliates and subsidiaries of Health Net, Inc. which underwrites or administer the coverage to which this Enrollment applies.

!

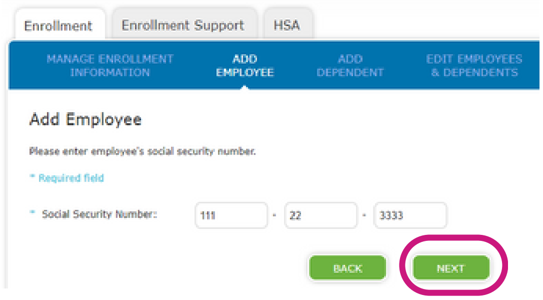
Fields with an asterisk are mandatory

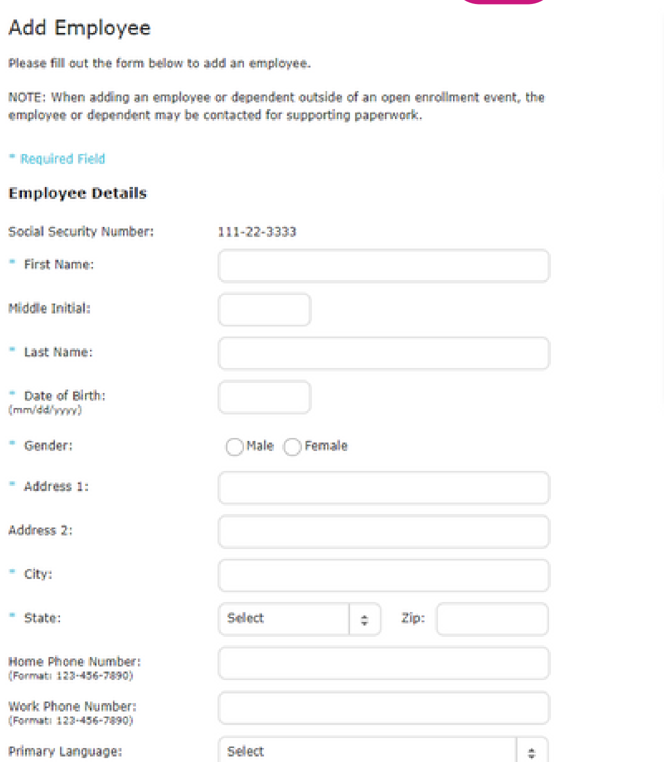
Manage Enrollment

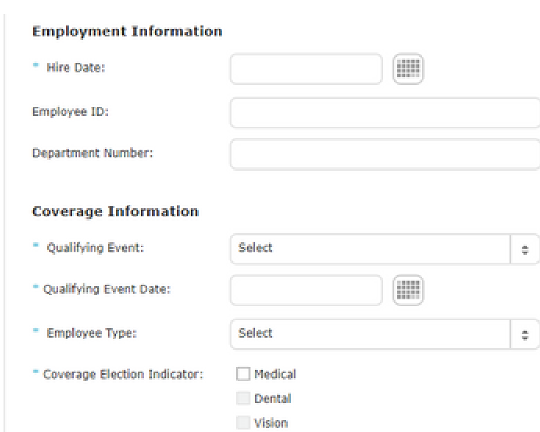
Enrollment

Add Employee (continued)

- After completing the Arbitration agreement acknowledgment, you will progress to the multiple screens to enter the employee information.
  - Use the tab to navigate from field to field
  - After completing, click 'NEXT' to go to next employee information screen



- 

- 

New Employee Information

- Employee Social Security Number
- First Name
- Last Name
- Date of Birth
- Gender
- Address
- Home Phone Number
- Work Phone Number
- Primary Language
- Employee Information
  - Hire Date
  - Employee ID
  - Department Number
- Coverage Information
  - Qualifying event
  - Qualifying event date
  - Employee type
  - Type of Coverage
- Primary Care Physician Info
  - May use Dr. search feature
  - Group Name
  - Group Code
  - Physician Name
  - Physician Access Code
- Other Coverage

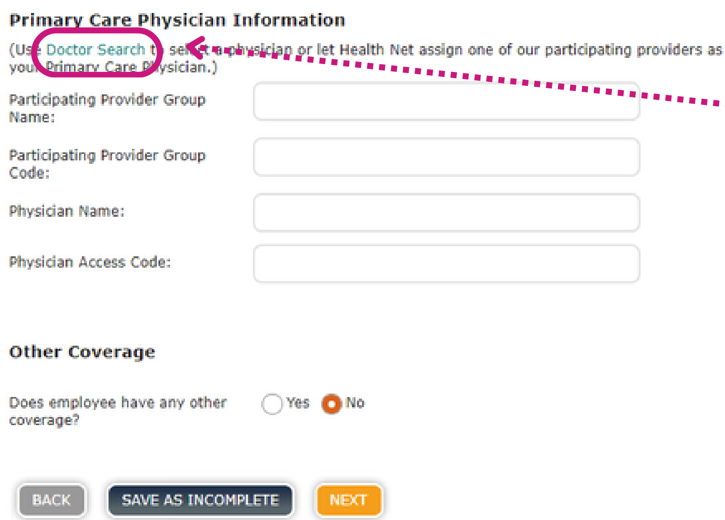
!

In most cases, the system will assign the Coverage Effective Date according to the group's contractual agreement

Manage Enrollment
Enrollment

Add Employee (continued)

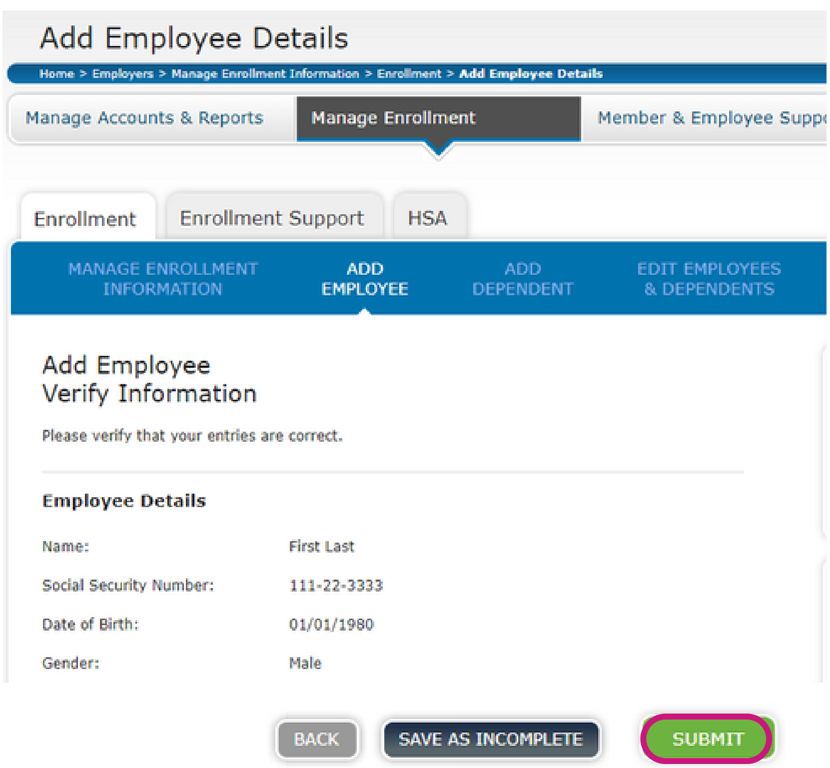
- Continue to enter the employee information:
  - Use the ‘Doctor Search’ link to select Physician or let Health Net assign one of our participating providers as the Primary Care , click ‘Next’



!

If this information is left blank, it could lead to processing delays as auto assignments would need to be done.

- The system will display all of the information that was entered.
  - Confirm the accuracy of the information on the screen.
  - Once completed, click ‘Submit’ button



New Employee Information

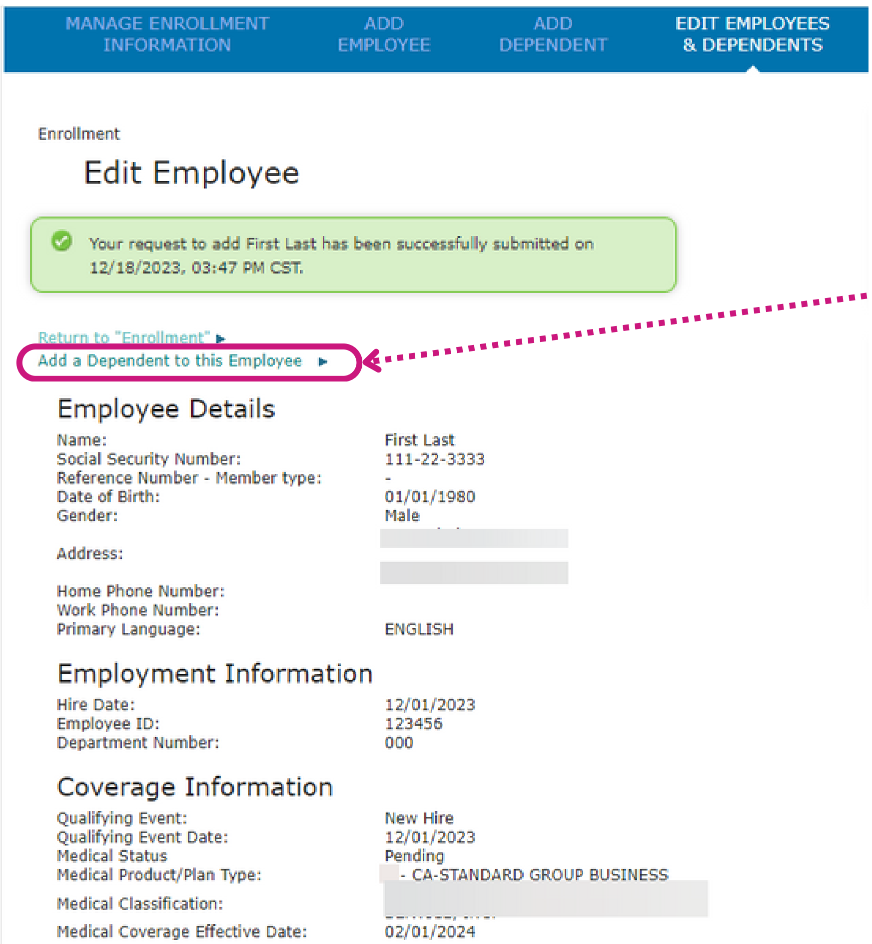
- Employee Social Security Number
- First Name
- Last Name
- Date of Birth
- Gender
- Address
- Home Phone Number
- Work Phone Number
- Primary Language
- Employee Information
  - Hire Date
  - Employee ID
  - Department Number
- Coverage Information
  - Qualifying event
  - Qualifying event date
  - Employee type
  - Type of Coverage
- Primary Care Physician Info
  - Group Name
  - Group Code
  - Physician Name
  - Physician Access Code
- Other Coverage

Manage Enrollment
Enrollment

View Enrollment Records

Home > Employers > Manage Enrollment Information > Enrollment > Edit Employee

- The system will now display a confirmation message.
- You can click on the 'Print Icon' to obtain a hard copy of this confirmation



VERY IMPORTANT!!

If the employee is also covering a spouse and/or dependent(s)

- **The user must click "Add a Dependent" to this Employee' button BEFORE navigating away from this screen.**
- **Failure to do so will lead to processing delays.**
- **The additional dependents can not be added for 2-7 business days.**

- If you are adding a dependent, and click the 'Add a Dependent to this Employee' button
- You will be taken to the next steps on page 31 to enter the dependent information.
- You will skip the 'search primary employer' step as the employee details will carry over into the dependent information from this screen

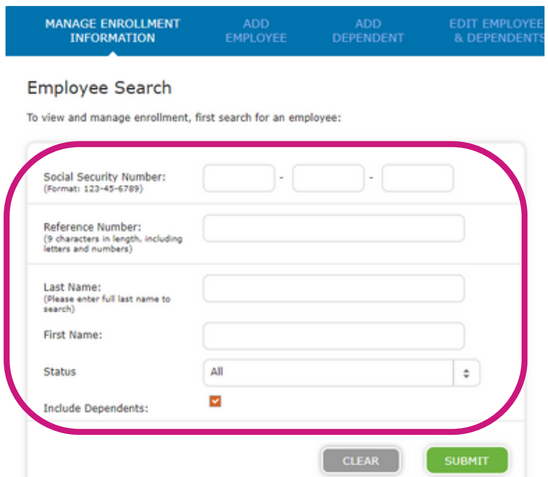
Manage Enrollment
Enrollment

Add Dependent

- To add a dependent to an EXISTING employee, you will need to search for the Primary Subscriber's record.

Employee Search

- Perform the search by entering the employees, Social Security Number, Reference Number, or Last/First Name.
- Then click the 'SUBMIT' Button



- This will show the Name, Social Security Number, Reference Number, Member Type, Status, and Coverage Plan Effective Period.
- Click on the 'View Details' button of the selected Employee.

!

The 'Employee Search' function on this page, will be referenced throughout the guide and will apply to many functions.

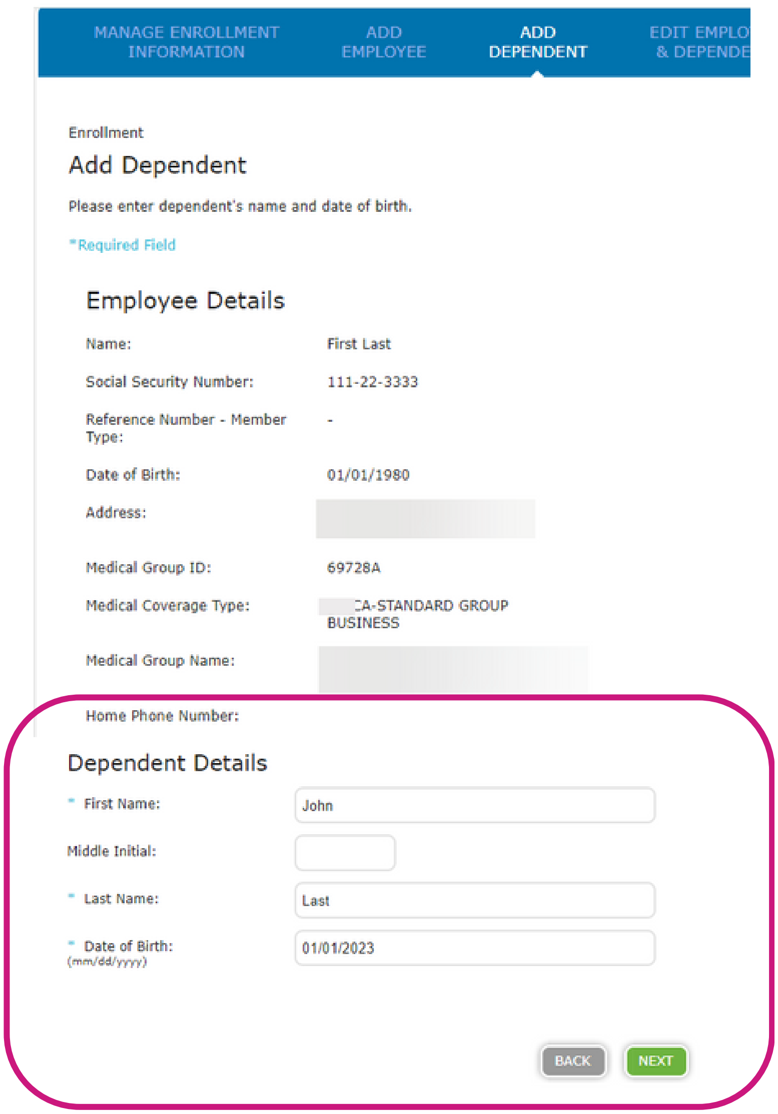
Copy Employee Details Screen

- Once the Primary Subscriber's record is identified
  - Click on the 'Add Dependent' tab
  - This will take you to the Arbitration Agreement, where you must complete and acknowledge before you can proceed.
  - The Arbitration Agreement steps are explained in detail on page 27.

Manage Enrollment
Enrollment

Add Dependent (continued)

- Once the Arbitration acknowledgement is completed:
  - Click the ‘Add Dependent’ button
  - The Employee Details screen will be displayed.
  - Scroll down to the Dependent Details section, complete and click ‘NEXT’



Dependent Information

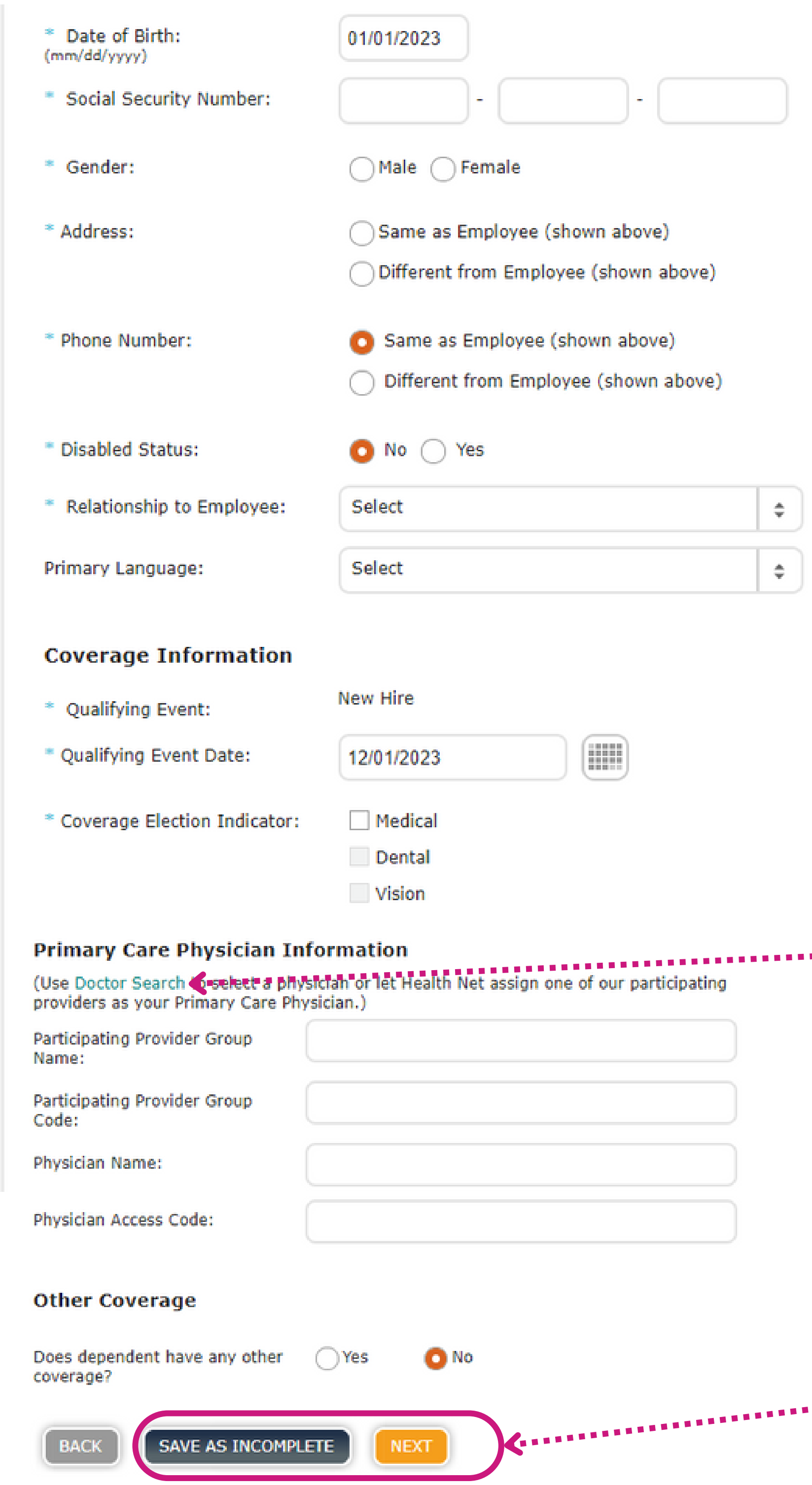
- First Name
- Middle Initial (if applicable)
- Last Name
- Date of Birth
- Dependent’s Social Security Number
- Gender
- Address
- Phone Number
- Disabled Status
- Relationship to Employee
- Primary Language
- Coverage Information:
  - Qualifying Event
  - Qualifying Event Date
  - Coverage Election Indicator
- Other Coverage

Manage Enrollment
Enrollment

Add Dependent (continued)

Home > Employers > Manage Enrollment Information > Enrollment > Add Dependent

- Continue entering required information for the new dependent, click 'Next' when finished.



* Date of Birth: (mm/dd/yyyy) 01/01/2023
* Social Security Number: [ ] - [ ] - [ ]
* Gender: Male / Female
* Address: Same as Employee (shown above) / Different from Employee (shown above)
* Phone Number: Same as Employee (shown above) / Different from Employee (shown above)
* Disabled Status: No / Yes
* Relationship to Employee: Select

Primary Language: Select

Coverage Information

* Qualifying Event: New Hire
* Qualifying Event Date: 12/01/2023
* Coverage Election Indicator: Medical / Dental / Vision

Primary Care Physician Information

(Use Doctor Search to select a physician or let Health Net assign one of our participating providers as your Primary Care Physician.)

Participating Provider Group Name:

Participating Provider Group Code:

Physician Name:

Physician Access Code:

Other Coverage

Does dependent have any other coverage? Yes / No

BACK | SAVE AS INCOMPLETE | NEXT

Dependent Information

- First Name
- Middle Initial (if applicable)
- Last Name
- Date of Birth
- Dependent's Social Security Number
- Gender
- Address
- Phone Number
- Disabled Status
- Relationship to Employee
- Primary Language
- Coverage Information:
  - Qualifying Event
  - Qualifying Event Date
  - Coverage Election Indicator
- Other Coverage

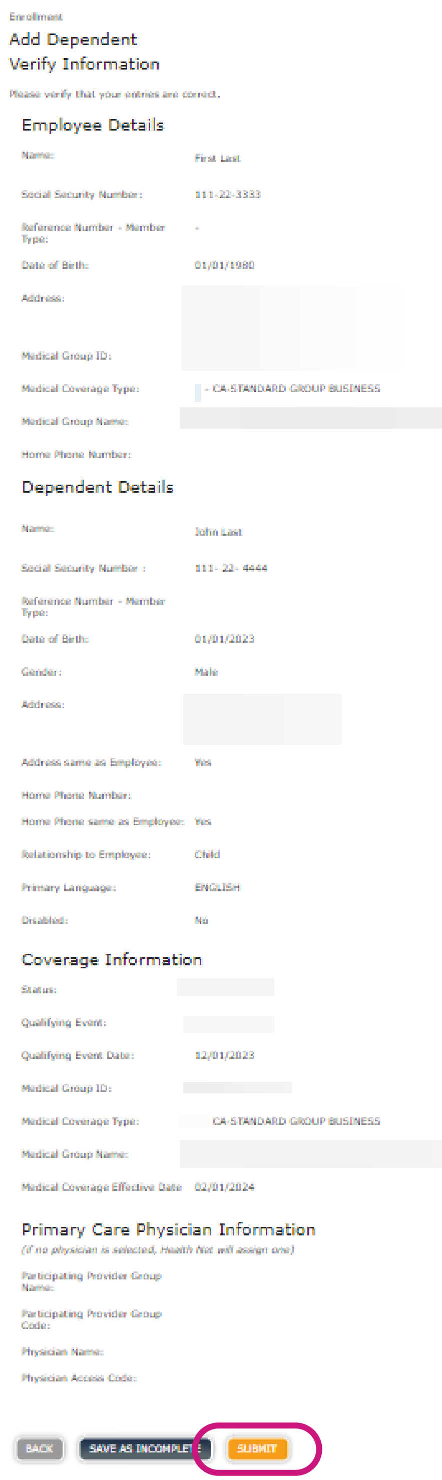
!
Use the Doctor Search link to get the requested codes. If this information is left blank, it could lead to a processing delays as auto assignments would need to be done.

!
The system allows the form to be saved as incomplete if there is missing information. Simply click on the Save as Incomplete button

Add Dependent (continued)

Home > Employers > Manage Enrollment Information > Enrollment > Add Dependent

- All entered information will appear for review
  - Verify that all information is correct
  - Click ‘Submit’ to complete dependent enrollment



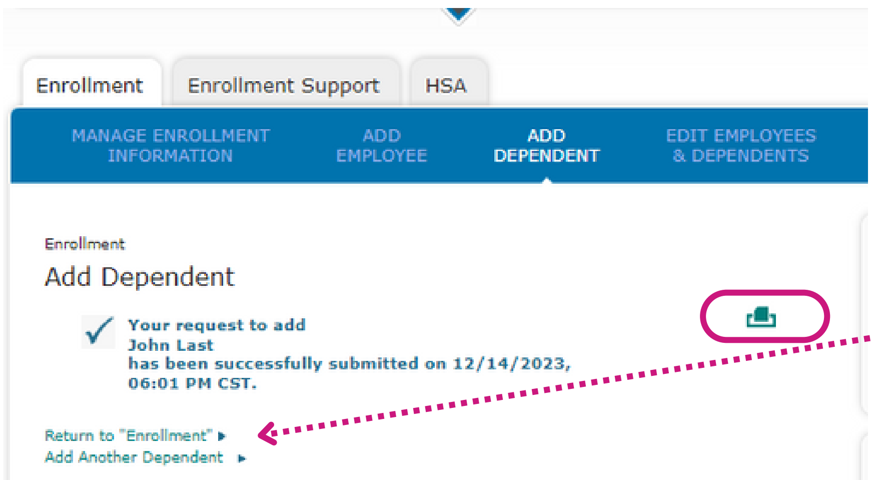
Dependent Information Required

- First Name
- Middle Initial (if applicable)
- Last Name
- Date of Birth
- Dependent’s Social Security Number
- Gender
- Address
- Phone Number
- Disabled Status
- Relationship to Employee
- Primary Language
- Coverage Information:
  - Qualifying Event
  - Qualifying Event Date
  - Coverage Election Indicator
- Other Coverage

Manage Enrollment
Enrollment

Add Dependent (continued)

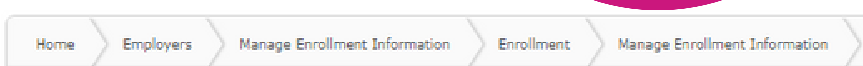
- Once submitted, the System will display a confirmation message.
- You may click on the ‘Print icon’ to obtain a hard-copy of this confirmation.



!

You may click to add another dependent to this employee (if applicable) or return to enrollment

Edit Employees & Dependents



To edit existing employee and/or dependent information:
You must first:

- ‘Search for Primary Subscriber Record’ (explained on page 31)

Once the employee record is identified, click the ‘EDIT’ button

- Select the field to be updated and enter the new information,
  - click ‘Next’.
- Verify the updated information.
  - Click ‘Submit’
- The system will display a confirmation message of success.

- You may click on the ‘print icon’ to obtain a hard-copy of this confirmation.

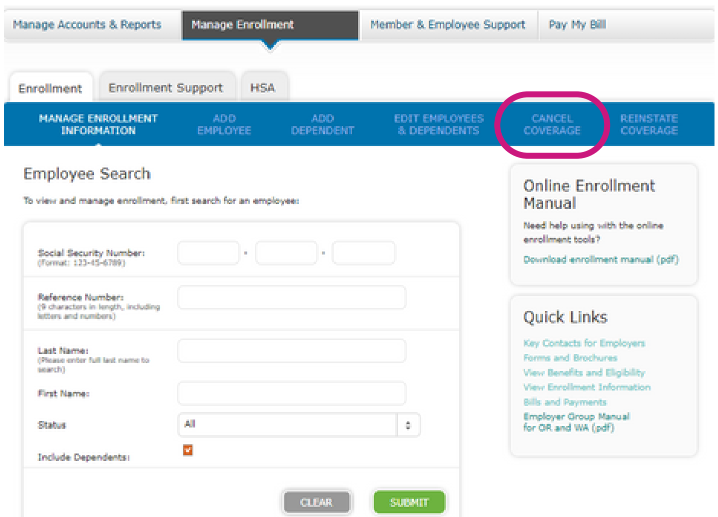
!

The Edit function allows users to change coverage, based on a qualifying event.

Manage Enrollment
Enrollment

Cancel Coverage

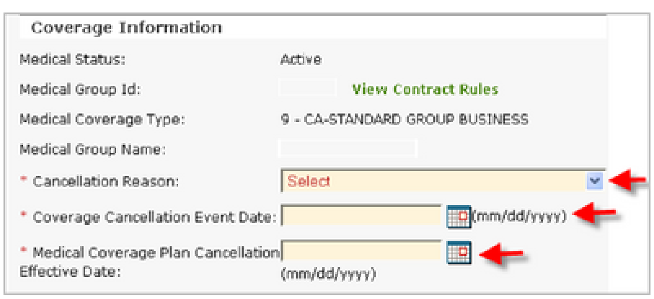
- When you click on the 'Cancel Coverage' tab, you will need to complete the Primary Subscriber Search function first.
- The details of performing the search are covered on page 31.



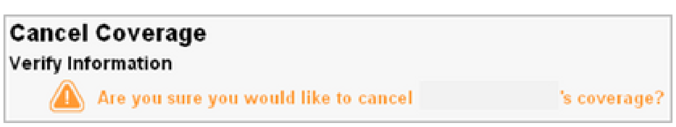
Cancelling the subscriber will also cancel any active dependents

Once the record to be cancelled is identified:

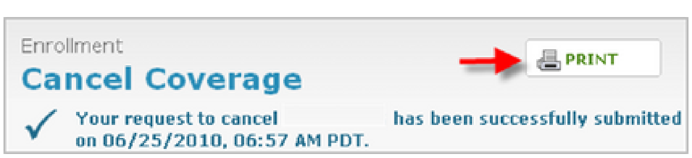
- Scroll down to the Coverage Information section.
- Select the Cancellation Reason & Coverage Cancellation Event Date.
  - The system will assign the cancellation effective date according to the contractual agreement.
  - Click 'Next'



- The following cancellation message will be displayed:



- Review & verify the details, click 'Submit' when finished.
- The following cancellation confirmation message is displayed:

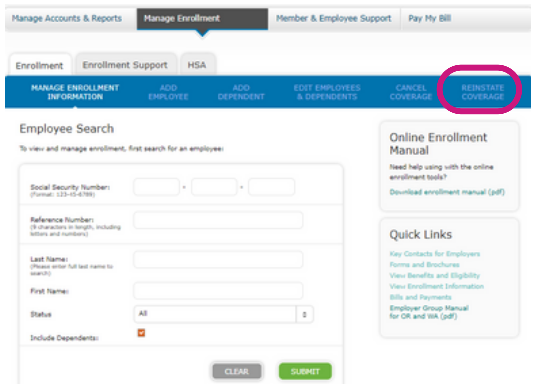


Click on the 'print icon' to get a hard copy of the cancelled coverage confirmation

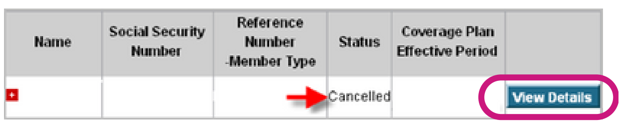
Manage Enrollment
Enrollment

Reinstate Coverage

- When you click on the 'Reinstate Coverage' tab, you will need to complete the Primary Subscriber Search function first.
- The details of performing the search are covered on page 31.

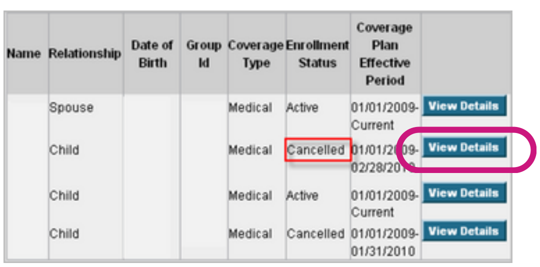


- The Employee/subscriber details screen will appear indicating the Status and Effective date.
- Click on 'View Details'



Name	Social Security Number	Reference Number -Member Type	Status	Coverage Plan Effective Period	
			Cancelled		View Details

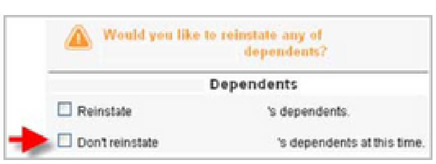
- If you want to reinstate a 'DEPENDENT ONLY'
- Select the desired dependent
- Click on 'View Details'

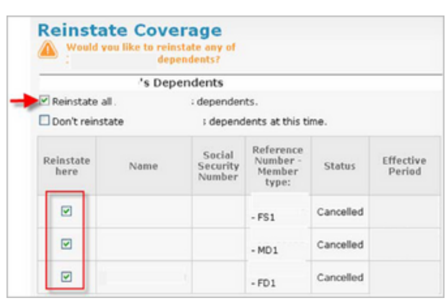


Name	Relationship	Date of Birth	Group Id	Coverage Type	Enrollment Status	Coverage Plan Effective Period	
	Spouse			Medical	Active	01/01/2009-Current	View Details
	Child			Medical	Cancelled	01/01/2009-02/28/20	View Details
	Child			Medical	Active	01/01/2009-Current	View Details
	Child			Medical	Cancelled	01/01/2009-01/31/2010	View Details

- Click on the 'Reinstate Coverage' Button
- The Arbitration Agreement will be displayed.
- Follow the steps to acknowledge the Arbitration agreement as shown on page 27.

- Select if you would like to reinstate the dependents or not:
- Click 'Next'

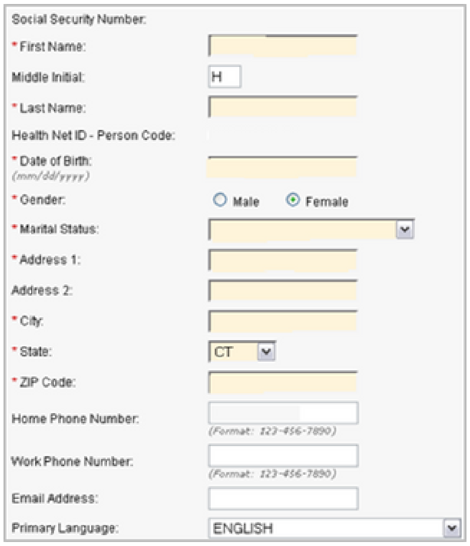




Manage Enrollment
Enrollment

Reinstate Coverage (continued)

- The Employee Details Screen will be displayed.
  - Review each field and update as needed.



Social Security Number:
* First Name:
Middle Initial: H
* Last Name:
Health Net ID - Person Code:
* Date of Birth: (mm/dd/yyyy)
* Gender: Male Female
* Marital Status:
* Address 1:
Address 2:
* City:
* State: CT
* ZIP Code:
Home Phone Number: (Format: 123-456-7890)
Work Phone Number: (Format: 123-456-7890)
Email Address:
Primary Language: ENGLISH

!

In most cases, the system will assign the Medical Coverage Plan Effective Date according to the contractual agreement

-
  - Confirm the Primary Care Physician information.
  - Indicate if member has other health coverage.
  - Click, 'Next'

Primary Care Physician Information

*(Use **Doctor Search** to select a physician or let Health Net assign one of our participating providers as your Primary Care Physician.)*

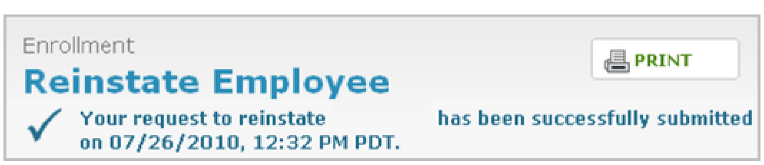
Participating Provider Group Name:
Participating Provider Group Code:
Physician Name: Ingrid H Scharpf
Physician Access Code: 015075
Medical Prior Patient Flag: Yes No

!

The system will populate the physician information on record. This can be changed later. Also, you can indicate if the member is a prior patient of this physician.

-
  - The system will trigger a confirmation on dependent information (i.e. medical prior coverage and verification on other coverage).
  - Review all the information entered and confirm accuracy.
  - Click 'Submit'

- The system will display the following confirmation message



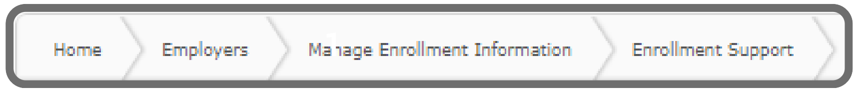
Enrollment
PRINT
Reinstate Employee
Your request to reinstate has been successfully submitted on 07/26/2010, 12:32 PM PDT.

Enrollment
Reinstate Employee
Your request to reinstate and 3 dependent(s) has been successfully submitted on 06/25/2010, 07:39 AM PDT.

!

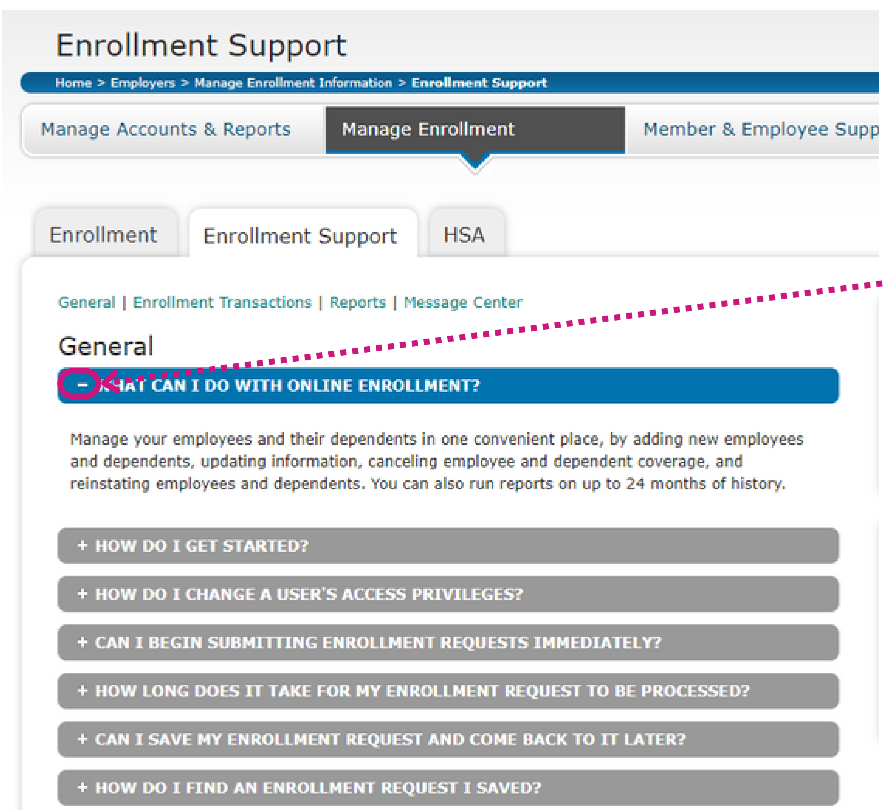
Click on the 'print icon' to get a hard copy of the Reinstated coverage confirmation

Manage Enrollment
Enrollment Support



Enrollment Support - Frequently Asked Questions (FAQs)

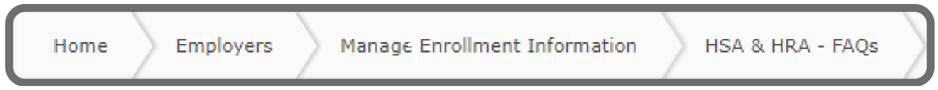
- The Enrollment Support page is a list of 'Frequently Asked Questions' or FAQ's.
  - This page has questions and answers that have been grouped into 4 categories:
    - General
    - Enrollment Transactions
    - Reports
    - Message Center
  - Find the question you have, and click on the '+' sign to expand the box and read the answer to the question.



!

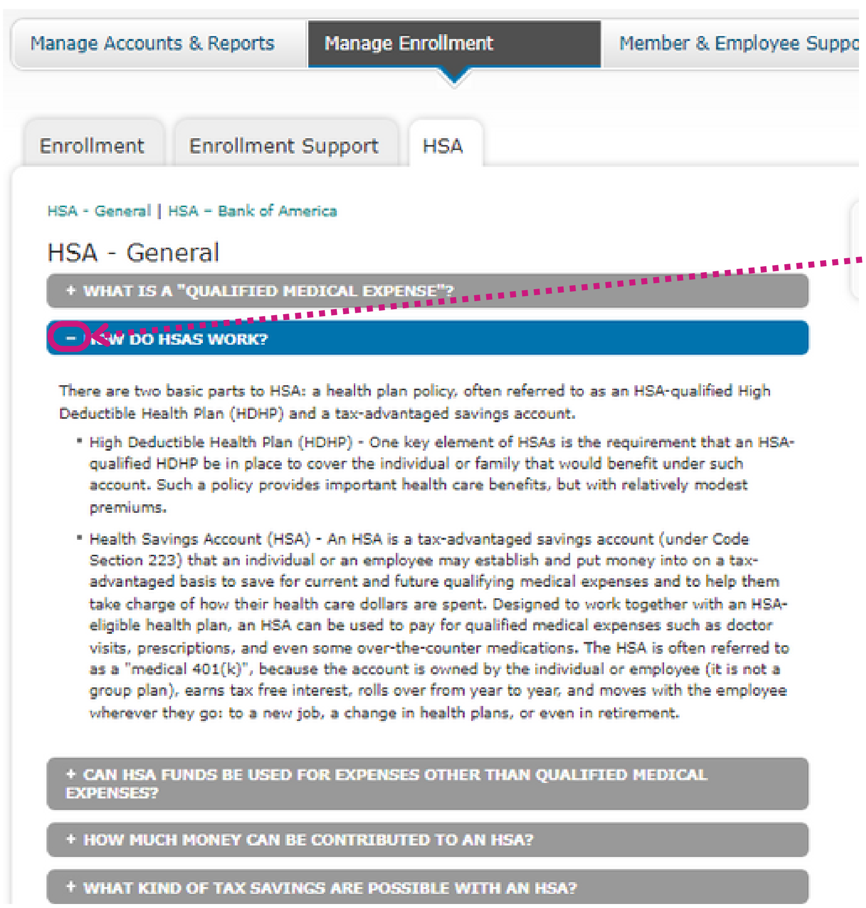
Simply click on the '+' sign to expand the text box for the answer to the frequently asked questions.

Manage Enrollment
HSA



HSA - Frequently Asked Questions (FAQs)

- The HSA page is a list of ‘Frequently Asked Questions’ or FAQ’s.
  - This page has questions and answers that have been grouped into 2 categories:
    - HSA - General
    - HSA - Bank of America
  - Find the question you have, and click on the ‘+’ sign to expand the box and read the answer to the question.



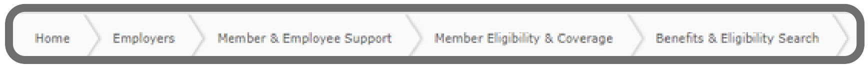
!

Simply click on the ‘+’ sign to expand the text box for the answer to the frequently asked questions.

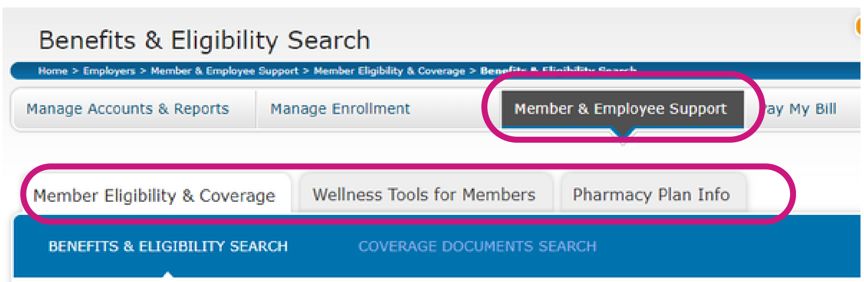
Member & Employee Support

Member Eligibility & Coverage

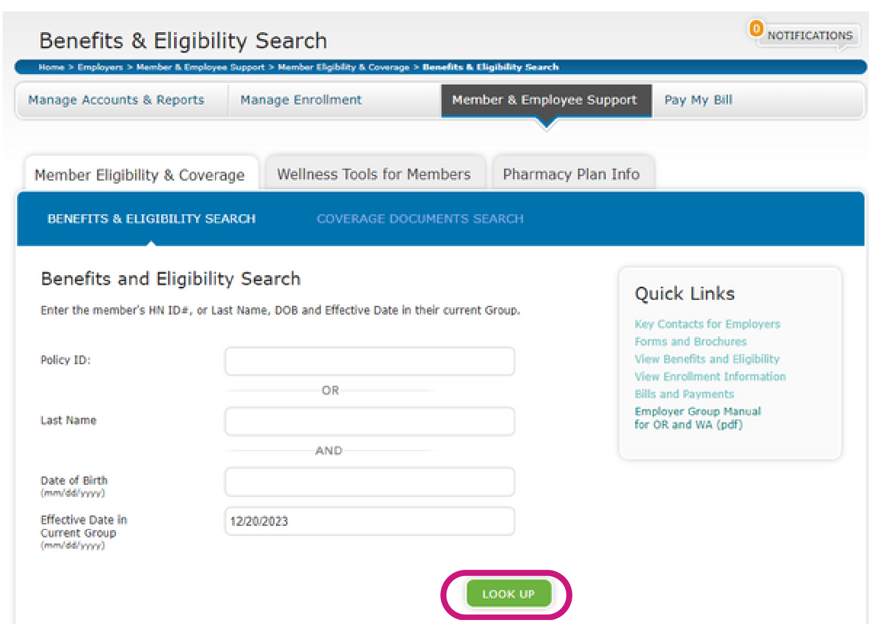
Benefits & Eligibility Coverage



- Under the ‘Member & Employee Support’ tab you will find 3 sub tabs:
  - Member Eligibility & Coverage
  - Wellness Tools for Members
  - Pharmacy Plan Info



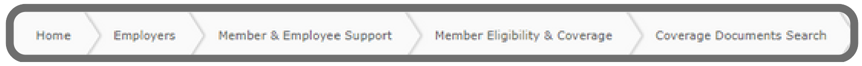
- When you select the ‘Member & Employee Support’ tab, it will automatically open to the ‘Member Eligibility & Coverage’ sub tab.
  - Enter the member’s HN ID#, or Last Name and Effective Date in their current group.
  - Either the Policy ID or both Last Name and Date of Birth is required
  - Click ‘Look up’ button



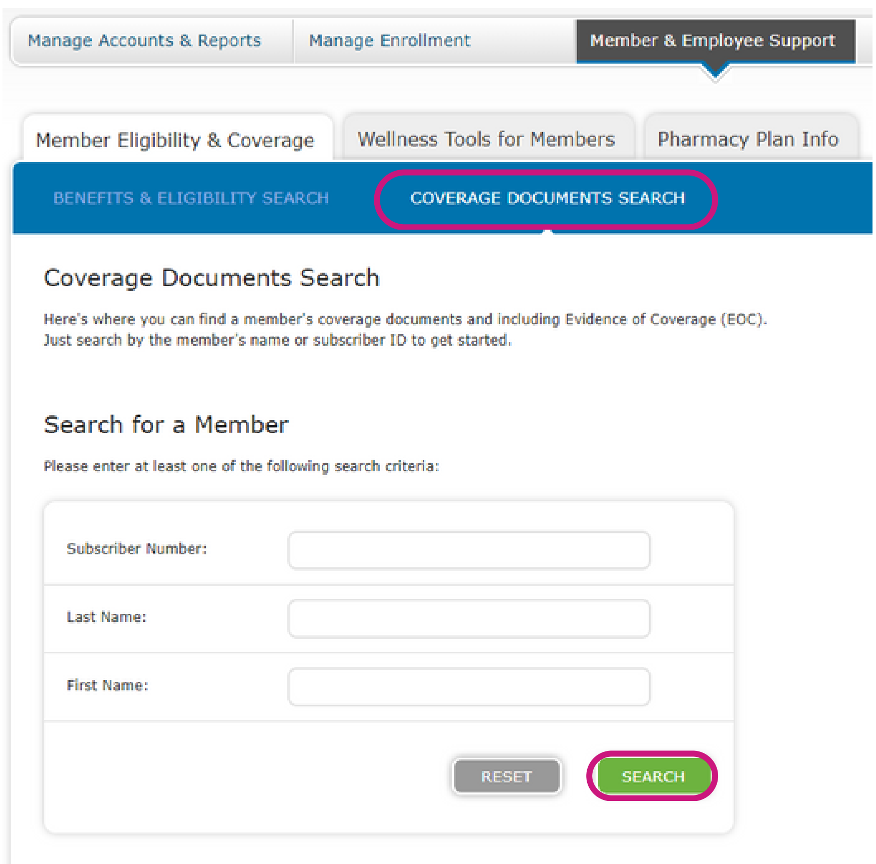
Member & Employee Support

Member Eligibility & Coverage

Coverage Documents Search

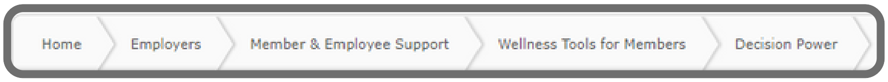


- To find a member’s coverage documents, including the Evidence of Coverage (EOC):
  - Click on the ‘Coverage Documents Search’ heading.
  - Search by the member’s name or subscriber ID
  - click ‘Search’

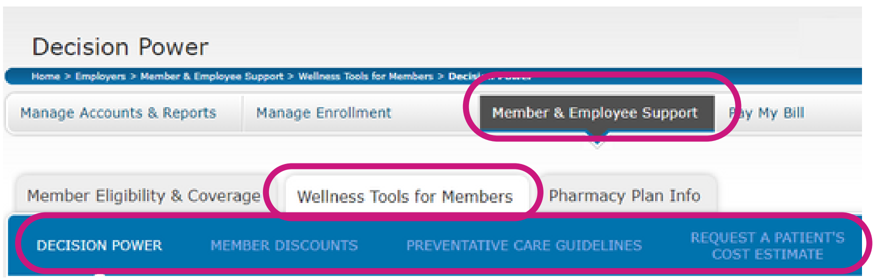


Member & Employee Support

Wellness Tools for Members

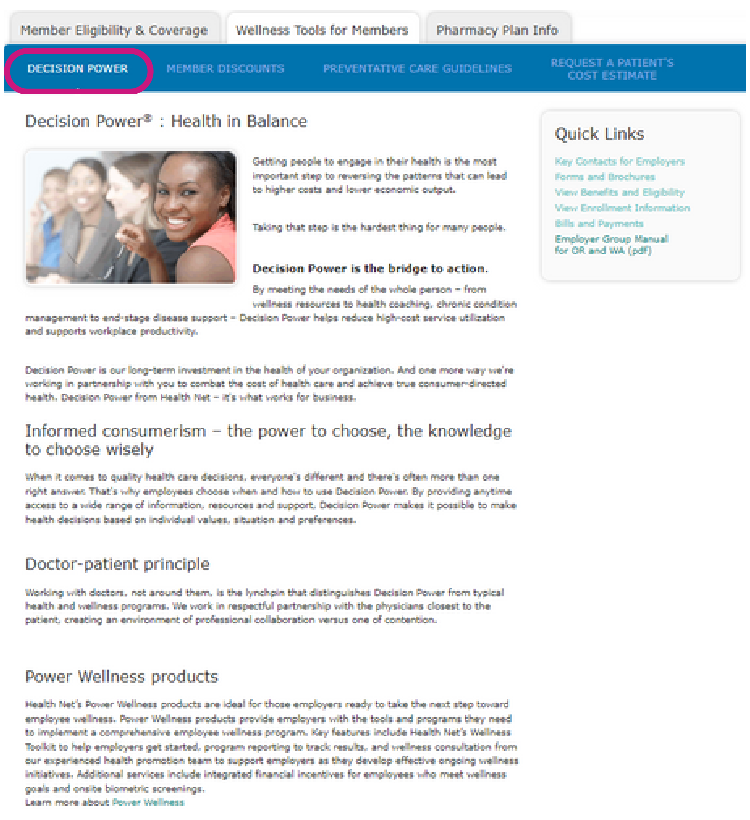


- When you click on the 'Wellness Tools for Members'
  This category has 4 sub headings:
  - Decision Power
  - Member Discounts
  - Preventative Care Guidelines
  - Request A Patient's Cost Estimate



Decision Power

- The system will automatically open to first sub heading or 'Decision Power' page.
  - Here you will find wellness resources and information for your members.

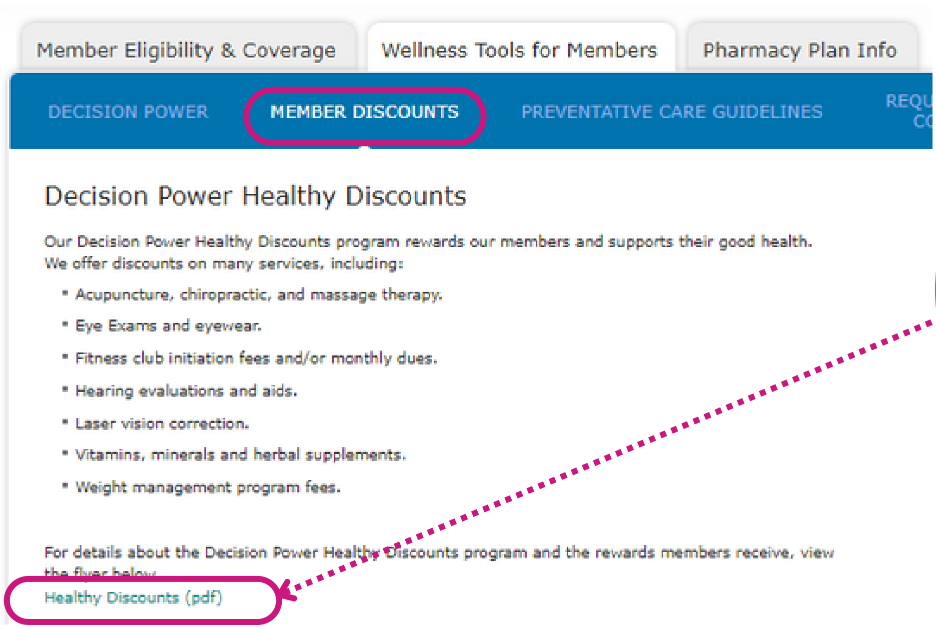


Member & Employee Support

Member Discounts

- Here you will find Decision Power Healthy Discounts program rewards for members and support their good health.
  - We offer discounts on many services, including:
    - Acupuncture, chiropractic, and massage therapy.
    - Eye Exams and eyewear.
    - Fitness club initiation fees and/or monthly dues.
    - Hearing evaluations and aids.
    - Laser vision correction.
    - Vitamins, minerals and herbal supplements.
    - Weight management program fees.

- For details about these programs and services, click on the 'Healthy Discounts' link on the bottom left to view the flyer.

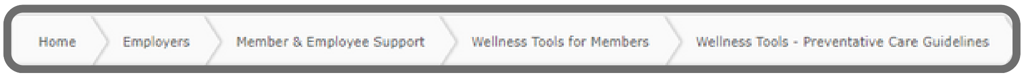


!

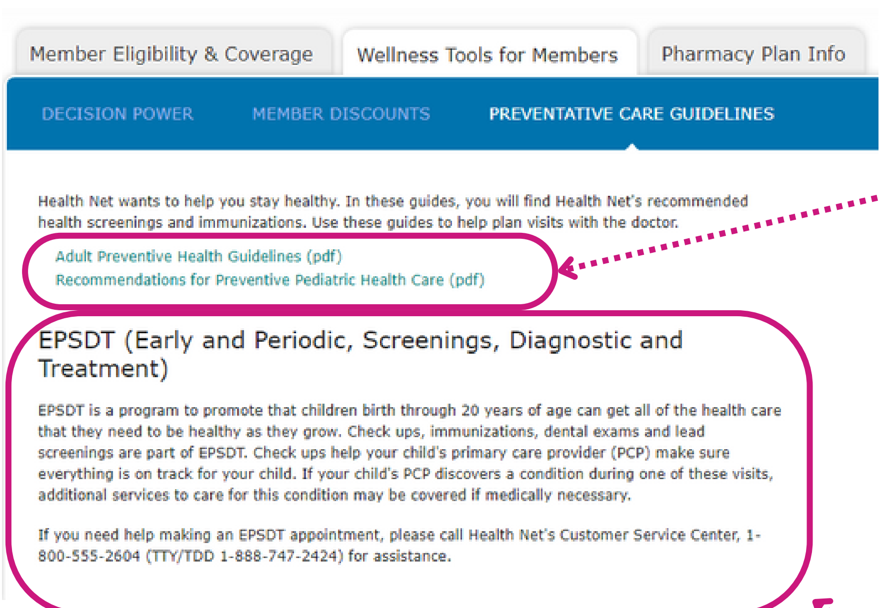
Simply click on the 'Healthy Discounts' link to view the programs and services available.

Member & Employee Support

Preventative Care Guidelines



- On this page, you will find Health Net's recommended health screening and immunizations. Use these documents to help plan visits with the doctor.
  - Adult Preventative Health Guidelines (pdf)
  - Recommendations for Preventative Pediatric Health Care (pdf)



!

Adult Preventative Health Guidelines (pdf)

Recommendations for Preventative Pediatric Health Care (pdf)

!

EPSTD (Early and Periodic, Screenings, Diagnostic and Treatment) Information

Member & Employee Support

Request A Patient’s Cost Estimate

Home > Employers > Member & Employee Support > Wellness Tools for Members > Request a Patient's Cost Estimate

- This tool may be used to obtain an estimate of patient costs prior to receiving certain medical procedures from In-Network or Out-of-Network physicians.
  - It will assist you by pre-populating information when possible and by ensuring all required information is gathered.
  - Obtaining an estimate is optional and not required by Health Net or by law.
  - If estimates are desired for more than one family member, please complete a separate form for each member.
-
  - To continue, click on the ‘I AGREE’ button

Member Eligibility & Coverage | Wellness Tools for Members | Pharmacy Plan Info

DECISION POWER | MEMBER DISCOUNTS | PREVENTATIVE CARE GUIDELINES | REQUEST A PATIENT'S COST ESTIMATE

Request a Patient's Cost Estimate

This tool may be used to obtain an estimate of patient costs prior to receiving certain medical procedures from In-Network or Out-of-Network physicians. It will assist you by pre-populating information when possible and by ensuring all required information is gathered. Obtaining an estimate is optional and not required by Health Net or by law. If estimates are desired for more than one family member, please complete a separate form for each member. For benefit information, eligibility, general questions or to obtain an estimate by telephone, please contact our Customer Service Center at 1-888-802-7001, Monday - Friday, 7:30 a.m. - 5:00 p.m. (Pacific Standard Time).

Please read the following and click "I AGREE" to request a Patient's Cost Estimate.

The estimate Health Net will provide you is not a guarantee. Actual coverage, member costs, benefits and payment will be determined upon receipt of the claim and subject to various elements including but not limited to eligibility, benefits, payment policies, coding methodologies, specific diagnosis, any prior authorization requirements, the amount billed by the physician, etc.

In addition, other services that are medically necessary and appropriate as part of the common procedures may be provided as part of the overall diagnostic and/or treatment plan of which you or Health Net may not be aware at the time of this inquiry and for which the patient may have additional financial responsibility. The patient may also be responsible for costs of procedures or services not covered by their plan.

As a result, it is likely that the amount estimated will differ from the actual member cost if / when the procedures or services are performed.

If you have questions at any time or would like assistance with the estimate by telephone, please do not hesitate to contact our Customer Service Center at 1-888-802-7001, Monday-Friday, 7:30 a.m.-5:00 p.m. (Pacific Standard Time).

For treatment estimates related to Behavioral Health, please refer to the Cost Estimator tool offered on members.mhn.com

For OR users only

The toll-free telephone number of the consumer advocacy unit of the Department of Consumer and Business Services and the address for the department's consumer information and complaints website are noted below.

Department of Consumer & Business Services
Oregon Insurance Division
350 Winter Street NE, Room 440-2
Salem, OR 97301

1-888-877-4894

dcbs.mail@state.or.us or online at www.cbs.state.or.us/external/ins

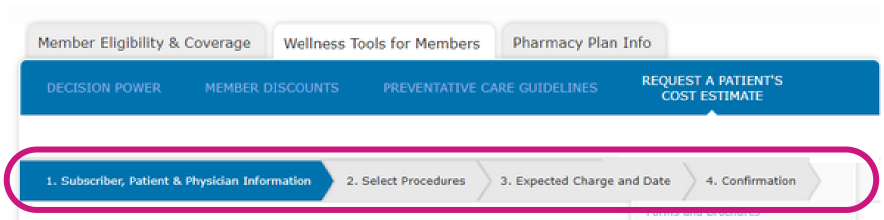
I have read the disclaimer and understand the information provided by Health Net is an estimate only.

I AGREE

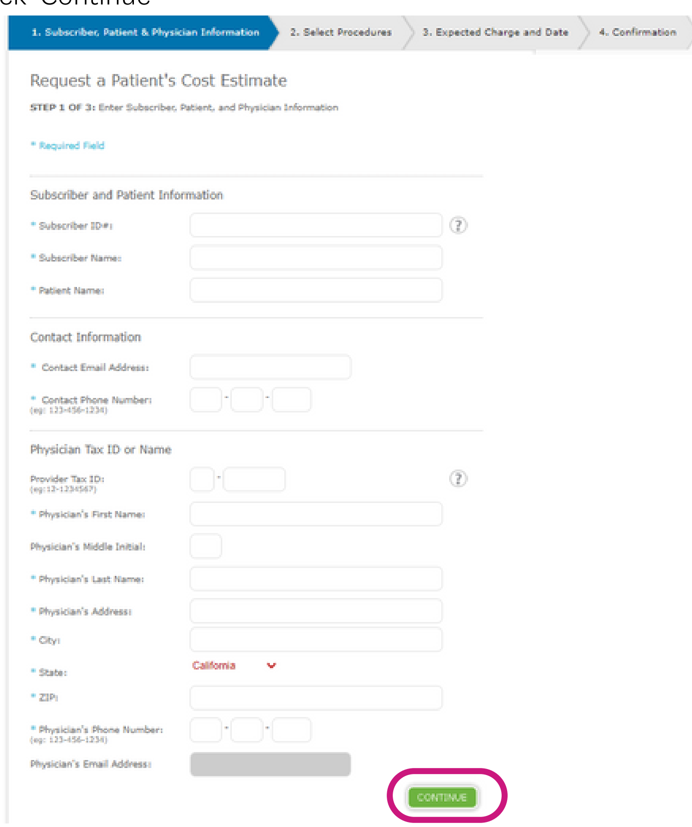
Member & Employee Support

Request A Patient's Cost Estimate (continued)

- A secondary screen will open, where you must complete the following 4 steps:
  1. Subscriber, Patient & Physician Information
  2. Select Procedures
  3. Expected Charge and Date
  4. Confirmation



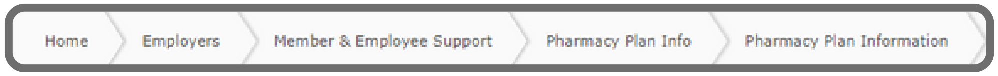
- 1.Complete the Subscriber, Patient & Physician Information
  - Click 'Continue'



  - Complete the subsequent information (2. Select Procedures, 3. Expected Charge and Date, 4. Confirmation) screens
  - Click 'Continue' after each section to continue.
  - Your estimated cost be given when completed.

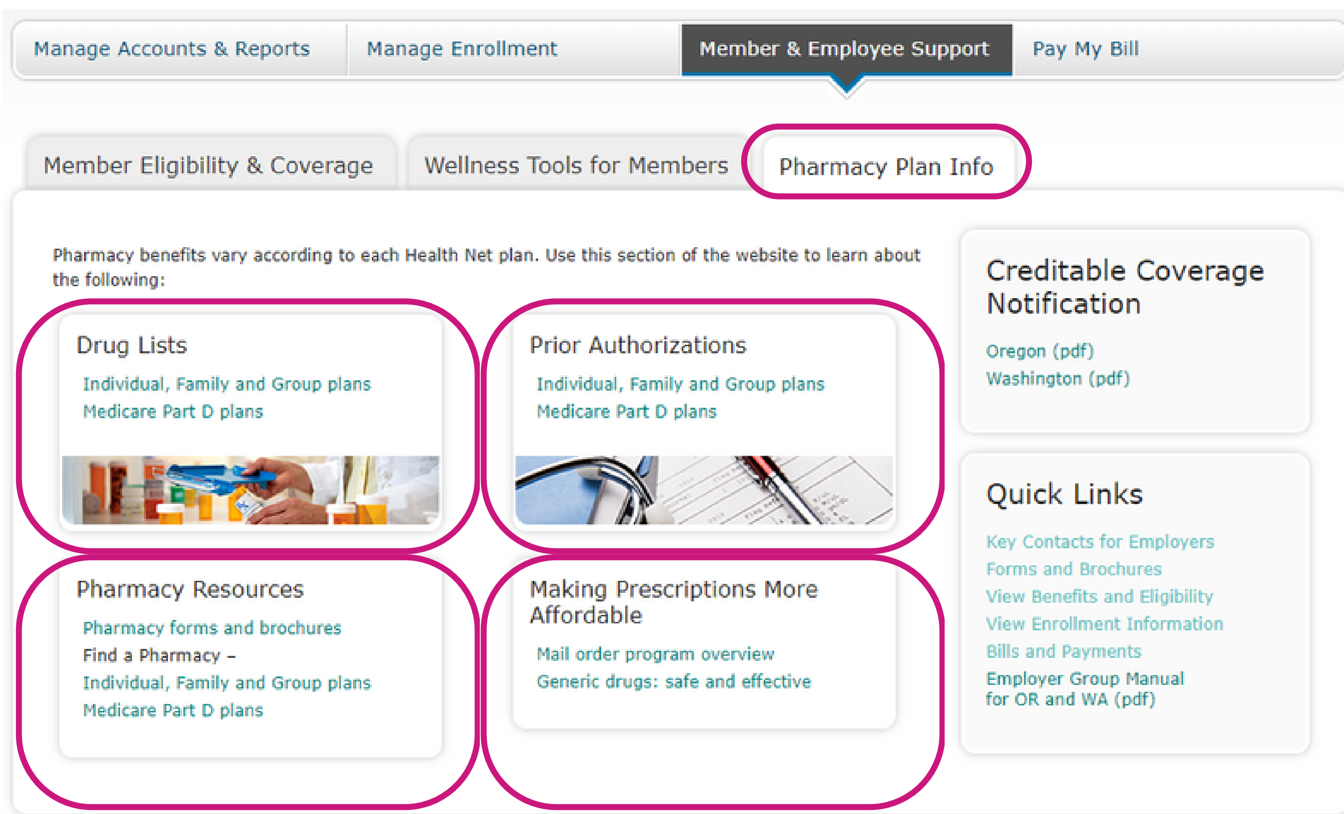
Member & Employee Support

Pharmacy Plan Info



- Pharmacy benefits vary according to each Health Net plan.
  - Click on the 'Pharmacy Plan Info' tab
  - This page has 4 interactive categories:
    - Drug Lists
    - Prior Authorizations
    - Pharmacy Resources
    - Making Prescriptions More Affordable

-
  - Click on the desired category and reference the information provided by clicking on the 'links' provided for each section.
  - These links will direct you to different screens, where you can find the desired information.

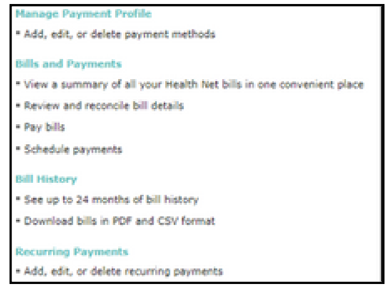


Pay My Bill

Online Billing

- The system will allow you to perform billing transactions from the Online Billing application. Some of these transactions are used to:

    - Manage Payment Profile and Accounts
    - View Bills and Payments
    - Set up Recurring Payments
    - View Billing History



Manage Payment Profile

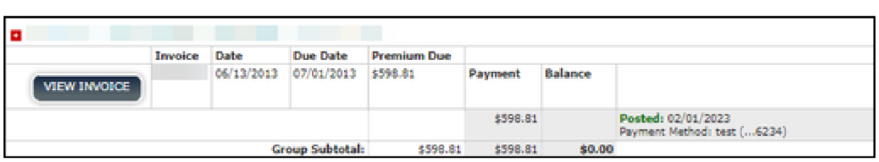
- **Add Payment Method**
    - Click Add Payment Method
    - Type in Account Nickname
    - Select the Type of Account
    - Select the Bank Account Type
    - Type in the Account Number
    - Type in the Routing Number
    - Type in Account Holder's Name
    - Click Continue

- **Editing an Account**
    - Click Edit
    - Type in the new Nickname
    - Type in the new Account Holder's name

- **Deleting an Account**
    - Click Delete
    - Confirm by clicking Delete again

Bills and Payments

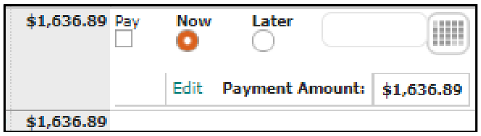
- The Bills and Payments screen displays the following:
    - Invoice Number
    - Date
    - Due Date
    - Premium Due
    - Payment Balance
    - Total Due



Pay My Bill

Bills and Payments (continued)

- Bills can be paid immediately or scheduled



- **Pay Bill Now**
  - Select the Now option button

- **Schedule Payment**
  - Select the Later option button
  - Enter a date or select date from the calendar icon

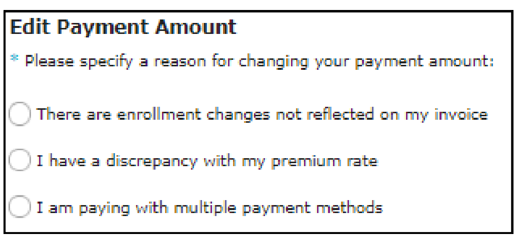
- **Change Payment Amount**
  - Select the Edit option button
  - You will be directed to the Edit Payment Amount Screen (Review Adjustment Payment Options)

!

For either option, please make sure that the box to the right of Pay is also checked. Also, no edits can be made within 48 hours of a scheduled payment.

Review Adjustment Payment Options

- **3 Adjusted Payment Options**
  - There are enrollment changes not reflected on the invoice
  - There is a discrepancy with the premium rate
  - You are paying with multiple payment methods



- **Enrollment Changes Not Reflected On The Invoice**
  - Select There are enrollment changed not reflected on my invoice on my invoice option
  - Click Continue
  - Select member
  - Type in a comment justifying the adjustment and enter the amount being adjusted
  - Indicate if the amount needs to be deducted or added (drop down list)
  - Result: The system will add or deduct the amounts selected and reflected on the line Item Adjustments Total field, which will be factored in the Payment Amount
  - Click the Save button

!

Payment amount adjustments do not effect premium due to balance until approved.

!

Contact your Account Representative for further information regarding billing adjustment policy and procedure.

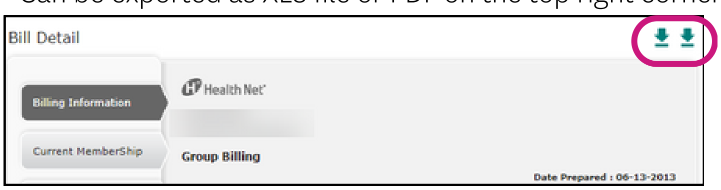
Pay My Bill

Review Adjustment Payment Options (continued)

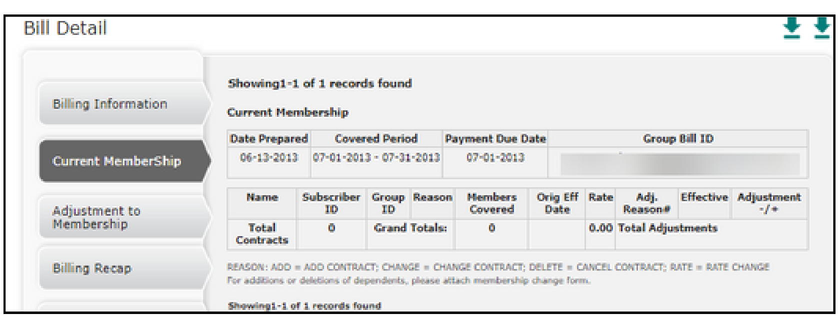
- **Discrepancy With Premium Rate**
  - Select the I have a discrepancy with my premium rate option
  - Click Continue
  - Enter the Adjusted Payment Amount (this is the total premium amount that you want to pay for the current invoice)
  - Type in the description of your adjustment in the Comments section (required)
  - Click Save
- **Paying with Multiple Payment Methods**
  - Select the I am paying with multiple payment methods option
  - Click Continue
  - Enter the Adjusted Payment Amount (this is the total premium amount that you want to pay for the current invoice)
  - Type in the description of your adjustment in the Comments section (required)
  - Click Save

Viewing the Invoice

- The left navigation tab allows for the following details to be viewed when viewing an invoice.
  - **Billing Information**
  - **Current Membership**
  - **Adjustment to Membership**
  - **Billing Recap**
  - **Membership Changes**
- **Billing Information**
  - Click View Invoice to preview the invoice
    - Can be exported as XLS file or PDF on the top right corner



- **Current Membership**
  - To view the Current Membership section, click on the tab located on the left of the screen.

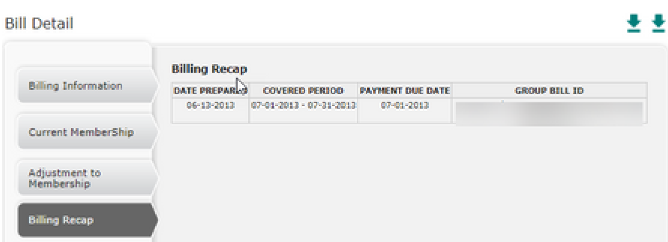


Pay My Bill

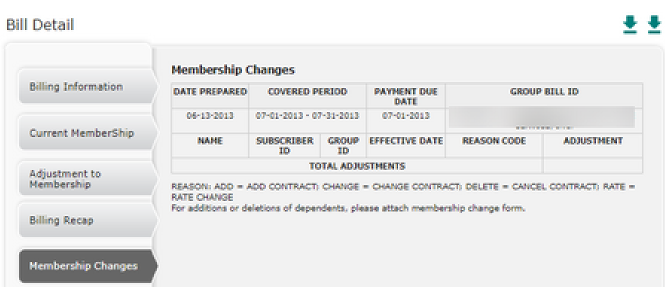
Viewing the Invoice (continued)

- **Adjustment to Membership**
  - To view the Adjustment to Membership section, click on the tab located on the left of the screen.

- **Billing Recap**
  - To view the Billing Recap section, click on the tab located on the left of the screen.



- **Membership Changes**
  - To view the Membership Changes section, click on the tab located on the left of the screen.



Set Up Recurring Payments

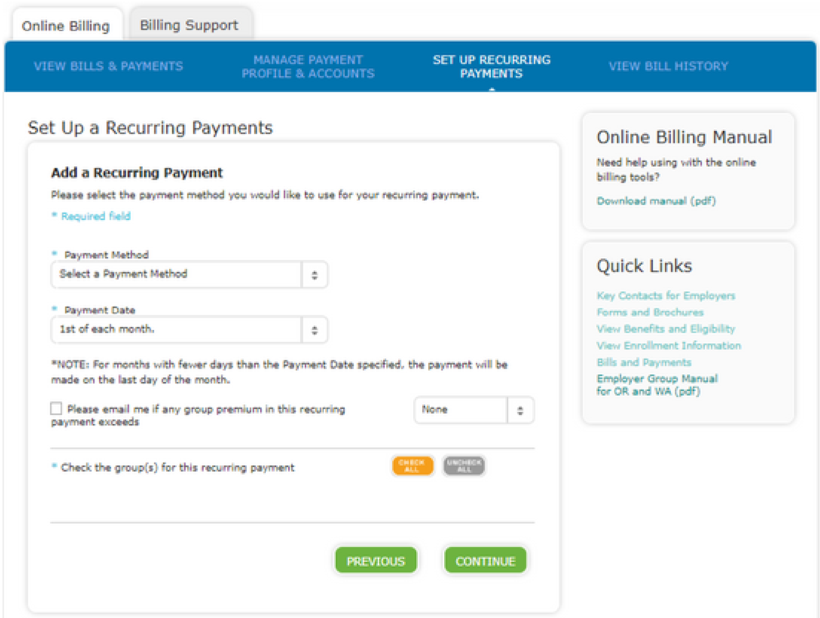
- To set up Recuring Payments, perform the following steps:
  - Select Recurring Payments
  - Click Add Recurring Payment
  - Select the Payment Method
  - Select the Payment Date
  - Indicate if you would like to be notified (via e-mail) if the premium exceeds a particular amount, then select the amount
  - Select the groups to apply recurring payment for
  - Click Continue
  - After verifying your information, click Submit
  - The system will display a confirmation message

!

Payments cannot be edited within 24 hours of scheduled draft date.

Pay My Bill

Set Up Recurring Payments (continued)



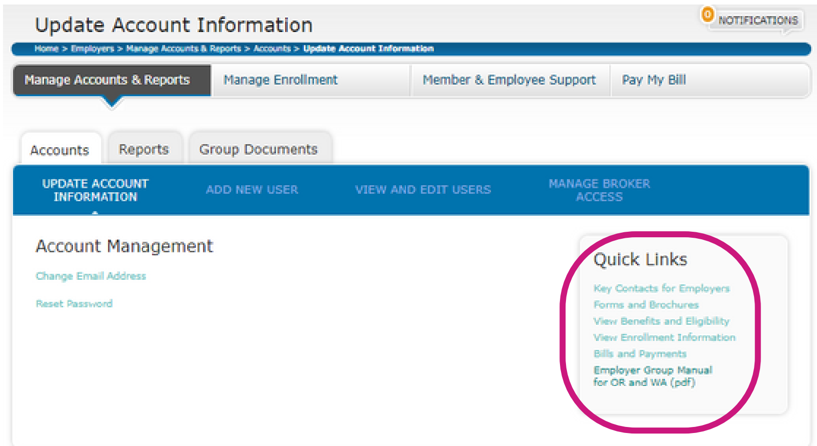
View Billing History

- Click on the Bill History option
- Select the range
- Select the group number(s)
- Click Continue
- Result: The system will display a listing of all the invoices within the date range you selected. The Group ID, Invoice Number, Due Date, Payment Amount, and Date Posted information will be displayed.
- Click the Invoice Number to retrieve the invoice

!

If N/A* is listed under the Date Posted column, this indicates that the payment was not made.

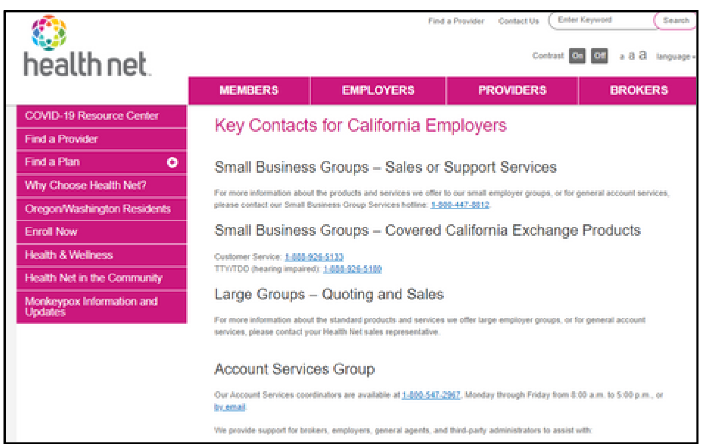
Quick Links



- The Quick Links widget on the right side of each page can be used to navigate to commonly visited items.

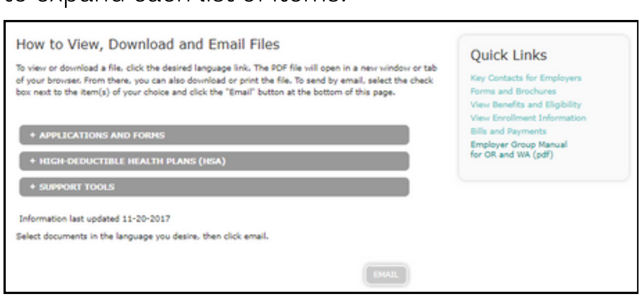
Key Contacts for Employers

Directs to Key Contacts for Caliornia Employers on Health Net Employer website



Forms and Brochures

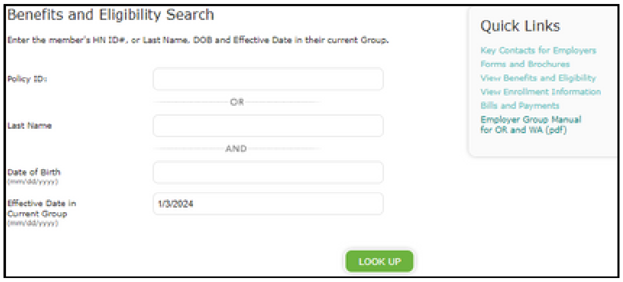
Variety of files, forms, and documents to download or email. Click the plus sign to expand each list of items.



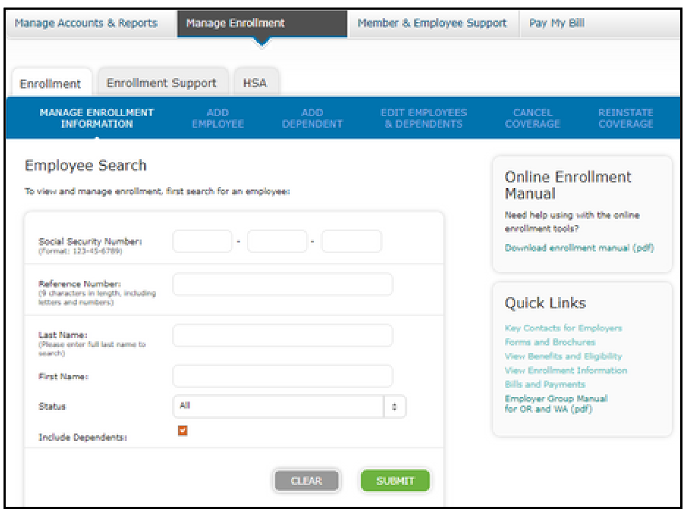
Quick Links (continued)

View Benefits and Elegibility

Tool to view benefits and eligibility by using Policy ID or member's name.



View Enrollment Information



Bills and Payments

Refer to page 50.