

yourbenportal

brought to you by **E.D.I.S.**

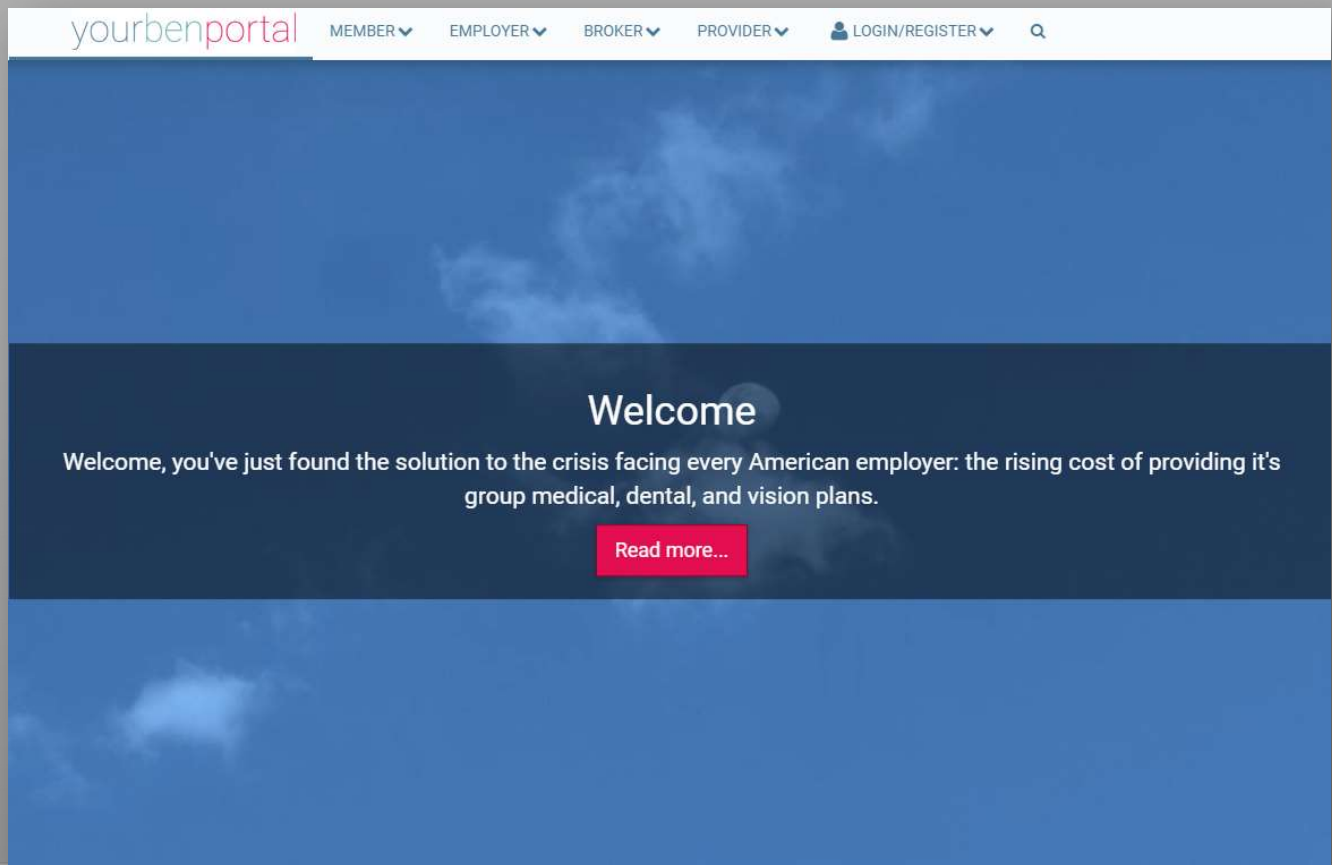
www.yourbenportal.com

MOBILE



COMPATIBLE

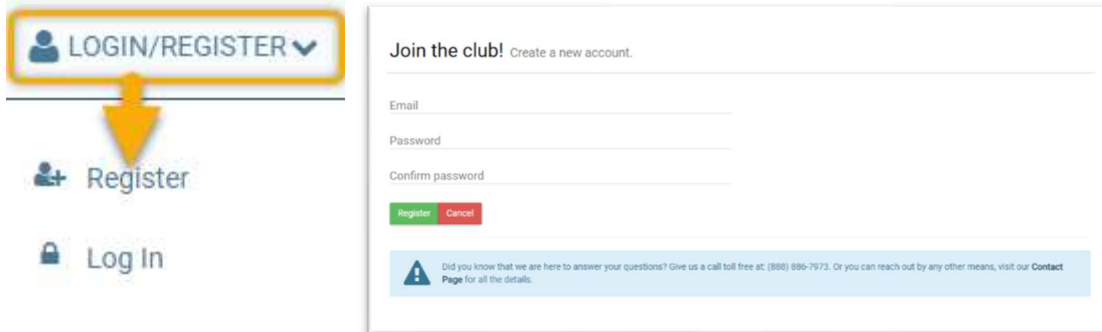
MEMBER USER GUIDE



Getting started: Type in www.yourbenportal.com in the URL, then hit enter.

STEP ONE – REGISTER

If you are logging in for the first time, **select the LOGIN/REGISTER button** and then Register. Complete the requested information and hit register.



Join the club! Create a new account.

Email

Password

Confirm password

[Register](#) [Cancel](#)

Did you know that we are here to answer your questions? Give us a call toll free at: (888) 886-7973. Or you can reach out by any other means, visit our [Contact Page](#) for all the details.

You will receive an email for your Account Confirmation. Confirm your account by clicking the link in your email to complete step one of your registration.

User validation email sent..

Please check your email and confirm your email address.

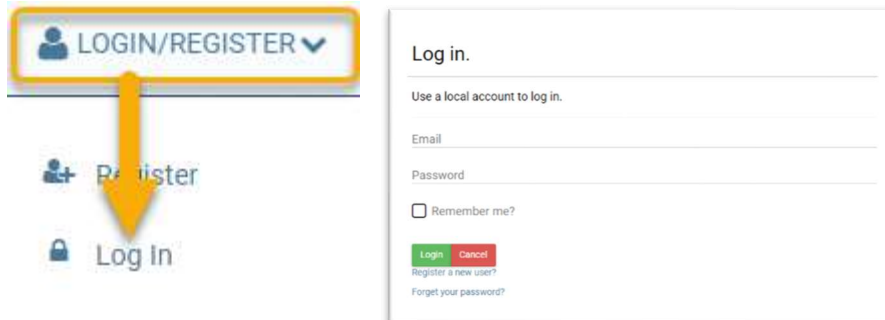
Please check your email for a confirmation from No_Reply@employerdriven.com.

We have sent a confirmation email to you for the purpose of ensuring authenticating the validity of people enrolling in our site. This email will contain a link, back to this site. Please click this link to authenticate you as a real person.

Thank you from the staff of yourbenportal.com.

STEP TWO - LOGIN

Now, **select the LOGIN/REGISTER button once more and Log In.**



Log in.

Use a local account to log in.

Email

Password

☐ Remember me?

[Login](#) [Cancel](#)

[Register a new user?](#)

[Forgot your password?](#)

STEP THREE - MANAGE

Click your email address (top right) and then **select Manage** to set up your individual access.



[Manage](#)

[Log off](#)

Under Your Access Information, it will outline the role(s) available within the portal. Under Member Linking select “Link Member.”

Manage your account

Your User Information



User Name:

[Change your password](#)

Phone Number: None [[Add](#)]

Additional login functionalities are on their way. Including Two Factor Authentication, and Social

Media logins.

Messages

Last 7 days

[View All](#)

Member Linking

For Employee and Family Use Only!

Member ID: None [Link Member](#)

Here you can link your user with your benefit information. You can check your claims, view your plan documents, update most of your relevant information, and much more.

BirthDate
[Accept/Link](#) [Cancel](#)

Employer Linking

For Employer Use Only!

Linked Groups:

[Link Employer](#)

Are you an Employer? Link your user to your group with employer access. Our administration team will then validate your identity. Then you will be able to view the billing, utilization, and much more for your group.

Broker Linking

For Benefit Broker Use Only!

Broker ID: None [Link Broker](#)

Do you have any clients with us? Are you an Insurance Broker? Link your user to your organization, then we will authenticate you and grant you access to your clients data. Got Data? We do!

Provider Linking

For Provider and Provider Staff Use Only!

Provider ID: None [Link Provider](#)

Do you have a member who has utilized one of our services? Register and link your provider information to get the latest information regarding your patients and status.

Enter E.D.I.S Member ID

Enter Birthdate

Click on Accept Link

You are now free to roam around the portal in the role assigned to you. Simply navigate through the top panel.

yourbenportal

MEMBER

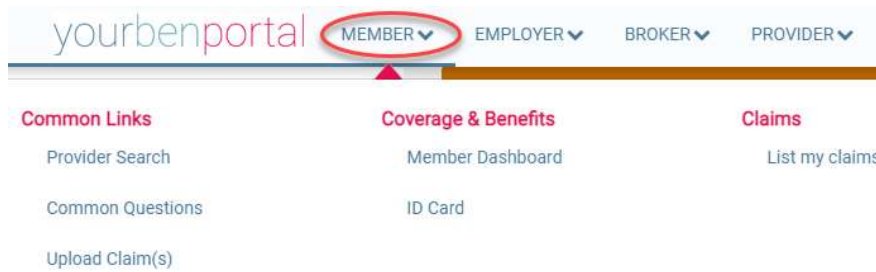
EMPLOYER

BROKER

PROVIDER

If at any time in the future you need to edit this information, just enter this screen and select the Remove button. You can then replace the current information.

Member Dashboard -



Common Links:

Provider Search:

- Select this link to look up the provider network for any of your appropriate networks. You can select by carrier and plan.

Common Questions:

- These are the most common questions that come into our Customer Service Team. We thought we might be able to save you a call by outlining them with the answer here.

Upload Claim(s):

- Upload any Explanation of Benefits (EOB) that you would like to submit to E.D.I.S. for processing.

Coverage & Benefits:

Member Dashboard:

- You will use this link to see your benefits, claims, plans, concierge information, active enrollments and member notifications.

ID Card:

- You can use this link to view or print a copy of an E.D.I.S. ID card.

Everything on your dashboard is driven by the date range entered in the top bar (shown below). This will drive the claims and concierge data that you are shown.

You can now be linked to multiple groups. Here you can now select which group you would like to view. All from the same Dashboard.

Selected Employer: 78 ~ Employer [v] *This will reload the content.

Date Range: Last Week

Start Date: 11/23/2022

End Date: 11/30/2022

Refresh

Your dashboard information will be shown in mobile friendly boxes which are outlined below:

Your **profile information**:

Please Note: When requesting an ID Card standard processing is 7-10 business days based on volume

Benefit Information for: [Group Name] [Edit]

Group Name: [Text Box]

Group ID: 78 [Text Box]

Here you can select a new ID card. By selecting to request an ID card, you will submit the request, and this card will be generated and reviewed within two business days.

Request ID Card

First Name: [Text Box]

Middle Name: [Text Box]

Last Name: [Text Box]

Date of Birth: [Text Box]

Sex: Female

Relation: Employee

Address: [Text Box]

Member ID: [Text Box]

Status: Active

Hired Date: [Text Box]

Enrolled Date: 6/1/2018

Termination Date: [Text Box]

Email: [Text Box]

Your dependent information:

Note: If you select the yellow button showing the dependent name, it will open a separate dashboard with that dependent information. You can view all that dependent's claims and eligibility.

Add Dependent

View Dependent Details for [Yellow Button]

Name

Birth Date

Relationship

Spouse

Gender

Male

Status

Active

Enrollment Date

Termination Date

Plan Information

Product	Carrier Name	Plan Name
Dental	Self Fund...	Self Fund... Benefits SPD

Claim Information

Export Data

Claim Number	Member Name	Status	Date of Service	
[filter]	[filter]	[filter]	[filter]	
		Ready T...	02/23/2...	Print
		Paid	09/24/2...	Print
		Paid	09/10/2...	Print
		Paid	07/30/2...	Print
		Paid	01/30/2...	Print

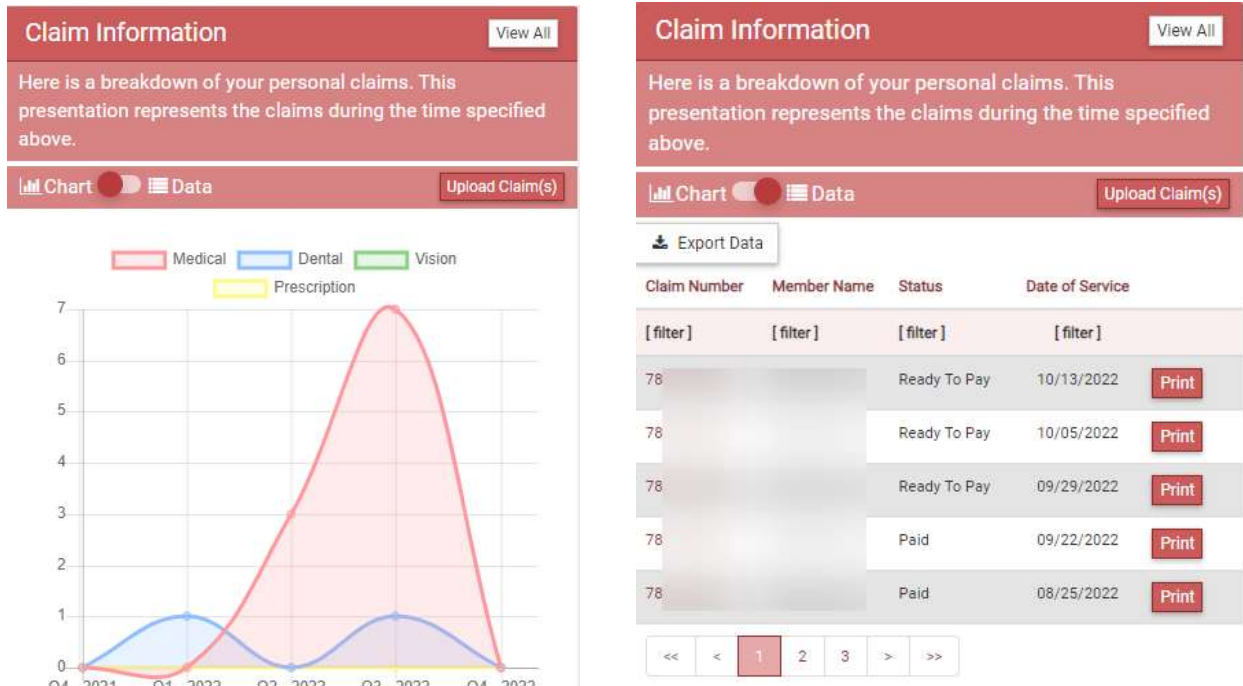
<< < 1 2 > >>

Add Dependent – Complete Dependents Enrollment Application – Choose the benefits for your dependent. Click create. This will then send the enrollment to your employer group representative for approval. Once approved it will be sent to E.D.I.S to complete enrollment.

Your Concierge Information - Chart and Data for clients on the HRA product not tied to a Stop Loss Plan



Your **Claim Information** – Chart and Data, or you can select View All to see all your claims. You can also upload claims from this screen.



By selecting the Upload Claim button, you have the capability of uploading an EOB or receipt which will go directly to our Claims Department for processing.

Upload Claim

*Uploaded files will be routed to our Claims processing team.

For

Message

[Upload](#) [Cancel](#)

Claims List:

Your **List my claims** section allows you to see all your claims. You can export the data into excel with the click of a button or you can search by any of the shown criteria through the user of the [filter] filed. To clear the filter, just select the [filter] field once more and select the x to clear the filter.

Claims Inventory

Here you can search through the claims for your entire history. [Upload Claims](#)

My Claims									
Claim Number	Status	Product	Provider	Date of Service	Date Received	Total Charge	Date Paid	Paid Amount	Patient Responsibility
[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]
78	Ready To Pay	Medical		10/13/2022	11/21/2022	\$3,530.00		\$597.87	\$0.00 Print
78	Ready To Pay	Medical		10/05/2022	11/11/2022	\$510.00		\$300.40	\$0.00 Print
78	Ready To Pay	Dental		09/29/2022	10/25/2022	\$174.00		\$174.00	\$0.00 Print

Your **Plan Information** – Active and historical. Broken out by Medical, Dental, Vision and Life

You can see your full schedule of benefits and Summary of Benefits and Coverage (SBC) by selecting the Benefits button and you can see your Summary Plan Description (SPD) by selecting the SPD button.

If you select the View All button, it will show you all your current and previous plans, active and inactive.

Plan Information View All				
This is a list of your currently active plans.				
Product	Carrier Name	Plan Name		
TeleMed (...)	TeleMed (...)	TeleMed	Benefits	SPD
Dental	Self Fund...	Self Fund...	Benefits	SPD
Life	Life Prod...	Individual ...	Benefits	SPD
Medical	Aetna	Aetna OA ...	Benefits	SPD

Member Notifications section is a place where system generated notifications will be placed for your reference. It will also contain system generated letters for you.

Member Notifications View All	
Here are the notications and/or letters that our staff has sent to you.	
Name	
Group Member ER...	View Download

Your **messaging** icon.



Have question?

Just hit the message icon and send it our way!

Type of inquiry?
Subject
What is your question?

Submit

A

Full Screen

A history of your messages will be saved in your manage screen.

Manage 4

Log off

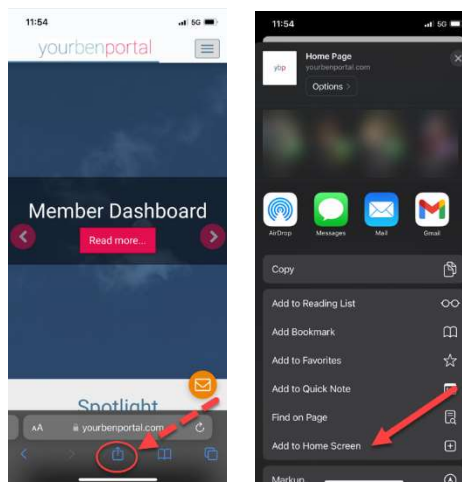
Message Listing						
List all the messages that you are associated with.						
Create New						
Message ID	Category	Status	Status Date	Priority	Subject	Assigned To
[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]
63	My Benefits	Closed	06/21/2019	Normal	Copy	
45	Web Feedback	Closed	06/20/2019	Normal		
2809	Claim Inquiry	Closed	05/02/2019	Normal		@employeriv...

Access yourbenportal on your **cell phone** by taking the following simple steps:

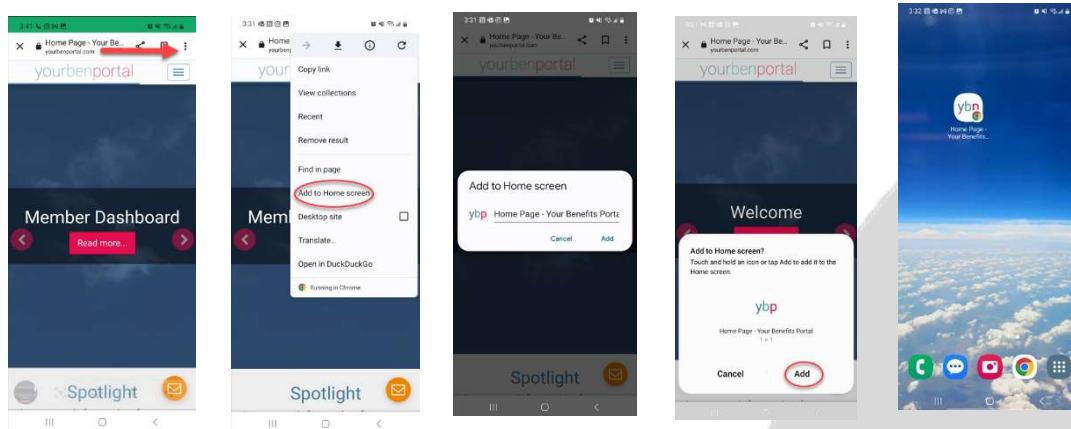
Type in the URL: www.yourbenportal.com



For an iPhone select upload button at the bottom of URL. Scroll down to “add to home screen.” Save to Home Screen



For an Android after entering URL select the three dots, select Add to Home Screen. Confirm your selection, choose add and then the icon will appear on your home screen.



You will now have constant, touch of a button access!

E.D.I.S. CONTACT LIST

Corporate Office:

Mailing PO Box 7809
Visalia, CA 93290
Physical 5429 Avenida de los Robles, Suite A
Visalia, CA 93291
Phone **(888) 886-7973**

Additional Office Locations:

Physical 3333 Troup Hwy
Tyler, TX 75701

7075 N. West Ave., Ste 103
Fresno, CA 93711

Customer Service:

Reach out to our Customer Care Team with questions regarding claims, benefits, eligibility, Cobra and other.

Fax (559) 733-2325
Email service@employerdriven.com

Submit claims to eob@employerdriven.com, or fax to (559) 733-2325

Administration:

Our Administration Team will help you with new hires, terminations, ID cards and Administration Kits.

Fax (559) 733-2325
Email administration@employerdriven.com

Client Account Services:

Account Services is ready to answer your questions regarding billing, invoices, payment or replenishment

Fax (559) 733-2325
Email accountservices@employerdriven.com

Inside Sales:

Our dedicated team of Sales Directors can walk you through quotes, sales and product questions.

Fax (559) 635-6527
Email marketing@employerdriven.com

Underwriting/Renewal:

Our underwriters and renewal coordinators have been cross trained in both departments so they are well equipped to tackle questions relating to the implementation of new business or the processing of renewal business.

Fax (559) 635-6527
Email underwriting@employerdriven.com
renewal@employerdriven.com

