



EmployerAccess

A step-by-step guide for managing
your health benefits online

[anthem.com](https://www.anthem.com)

Table of contents

Here's what EmployerAccess can do for you	3	Change life benefit values (only applies to Large Group).....	22
Getting started	4	Reinstate	23
EmployerAccess dashboard	5	View/edit member information	24
New enrollment	7	View/print ID cards	25
Tips for adding new employees	7	Employer-level capabilities	26
Employee information.....	8	View claims.....	26
Dependent information	9	Reports.....	26
Select coverage	10	Unfinished activities	26
Select coverage for life benefits.....	11	Manage admin users.....	27
Choose a provider.....	12	Add admin user	28
Review and complete enrollment	13	Billing and payments	29
Enrolling subscribers who had Anthem coverage with another employer.....	14	Billing activity	29
Correcting an ID (Social Security number)	15	Invoice details.....	31
Existing member maintenance	16	Payment activity.....	32
Find and manage an employee	16	Manage who receives billing notifications	33
Employee and dependent details	16	Manage bank accounts.....	34
Add or re-enroll dependents	17	Manage invoice delivery	34
Add coverage.....	18	One-time payment	35
Change coverage.....	19	Automatic monthly payment.....	35
Cancel coverage	20	Employer EasyPay.....	36
Re-enrollment.....	21		

Here's what EmployerAccess can do for you

EmployerAccess is the easiest way you can get fast access to the latest tools to help you better manage your plan.

- A one-stop solution to manage all your benefits, including adding, deleting or enrolling employees
- Smarter, faster and easier navigation
- Immediate notifications of any errors or missing information
- Online payment options

Other resources on the site include frequently asked questions and a demo on how to use your EmployerAccess tools and features.

Although you do not need to submit paper applications or change forms to Anthem, please keep copies to provide at a future date, if needed.

And be sure to keep this step-by-step manual handy to find answers anytime about managing your health benefits. You can also always reach out to your account representative if you have questions.

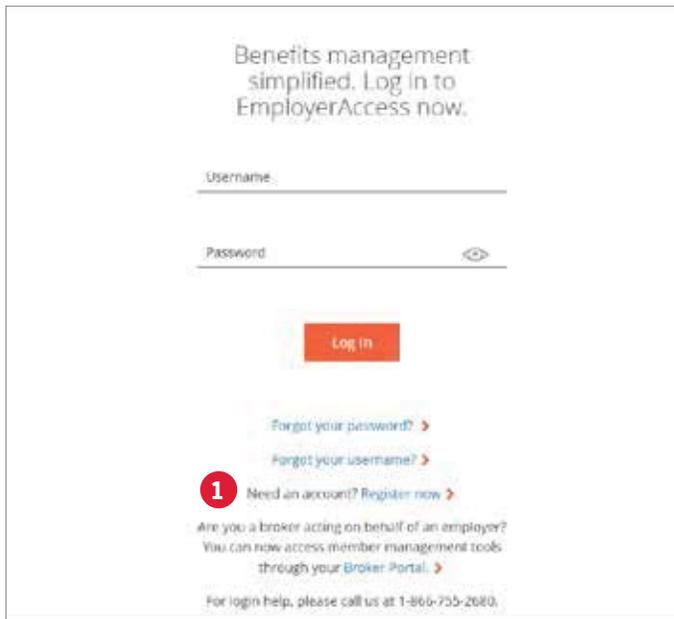
Save some ink and paper – and time! – with online bill pay

Fully insured groups can set up online bill pay

You can set up online bill pay at employer.anthem.com. It'll take just a few minutes. After that, you'll be able to pay your premiums quicker.



Getting started



1 Before you can use EmployerAccess, you may need to register at employer.anthem.com, where you'll create a user ID and password.

After you register, your request will be submitted for approval.

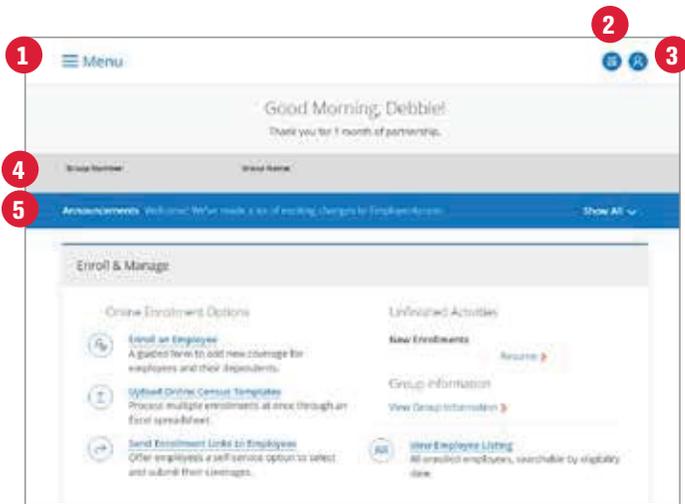
In some cases, an email will be sent to the main group administrator with a link to review and approve your request. If an email address is not on file for your group, an Anthem representative will review your request.

Once approved, you'll get an email with your temporary password.

Enter your user ID and case-sensitive temporary password.

After that, you'll be taken to the *Employer Portal*, where you can complete the usage agreement, enter your group information and choose what you want to do.

EmployerAccess dashboard



The EmployerAccess dashboard is where you can start the enrollment process, search for employees (subscribers) and check unfinished activities.

1 *Menu*

Choose the different links to navigate EmployerAccess.

The logo at the top of the page will bring you back to the dashboard from every page in EmployerAccess.

2 *Popular Tasks*

Select this item for a list of tasks you use frequently.

3 *Profile*

Use this icon to log out or update your user profile.

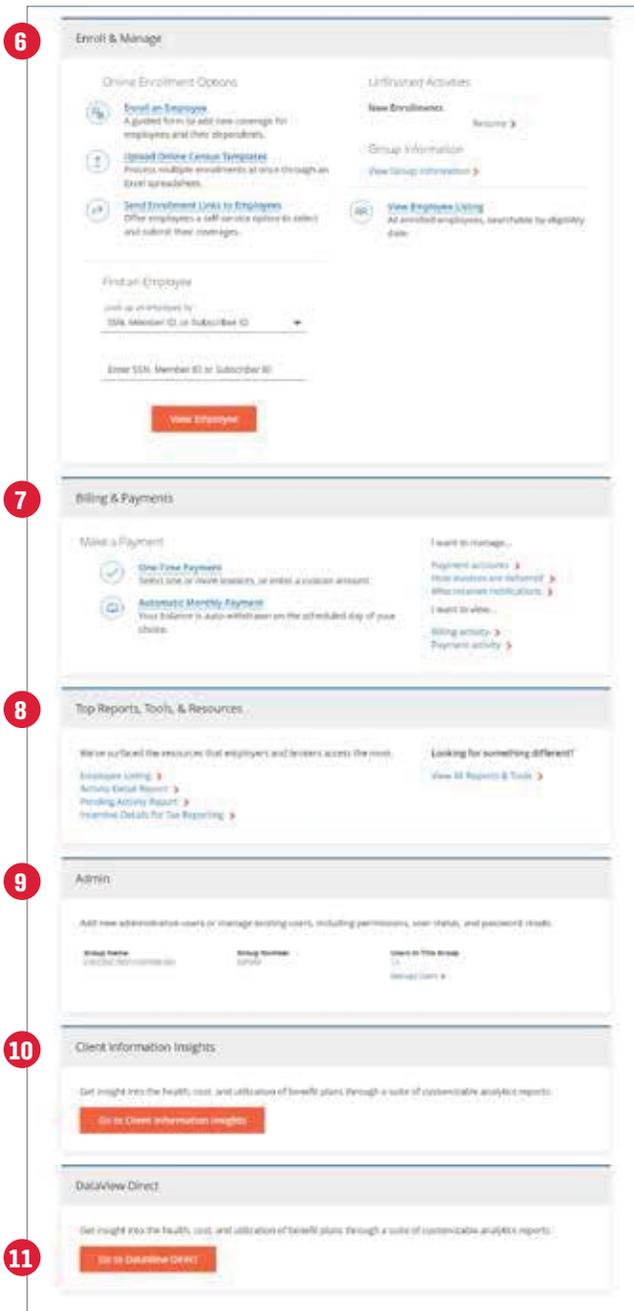
4 *Group information*

The group number and group name you selected will appear at the top of every page. If you have access to multiple groups, you can choose a different group by selecting the **Switch** hyperlink.

5 *Announcements*

Make sure you check this section often for important information like system updates, open enrollment details and helpful materials like frequently asked questions.

EmployerAccess dashboard, *continued*



6 **Enroll & Manage**

Here's where you can start the enrollment process, search for employees (subscribers), view important open enrollment dates, check for unfinished activities, view group information and benefits and access an employee listing showing all of your enrolled employees.

7 **Billing & Payments**

If you have billing access for a fully insured group, this is where you can make or schedule a payment, manage your account and view invoices and payment history.

8 **Top Reports & Resources**

This section provides easy access to the reports and resources you use most often.

9 **Admin**

As the site administrator for your group, you can use this section to access and manage the users for your group.

10 **Client Information Insights**

Only users who have access to these analytical reports will see this section. The reports include combined data about the health of your employee population and the costs associated with it.

11 **DataView Direct**

Only users who have access to these analytical reports will see this section.

Note: Transactions you save to complete later appear as *Unfinished Activities*. You also can access a report showing all unfinished activities from the *Top Reports & Resources* section.

Tips for adding new employees

General

- During your open enrollment period, an effective date will automatically be assigned if you select **Open Enrollment** as the enrollment reason.
- Although you don't need to submit paper applications or change forms to Anthem, please keep copies to provide at a future date if needed.
- An incorrect date of hire may create a wrong eligibility effective date. If that happens, you won't be able to correct the error through EmployerAccess. You'll need to contact your Enrollment and Billing representative to correct the date.
- After you submit the transaction, you'll get a message that it was successful. The processing date is the date when the information was successfully received.

Medical

- During open enrollment, you may make eligibility changes for:
 - **New enrollments**
 - **Add coverage**
 - **Add dependents**
 - **Change coverage**
 - **Enroll previously canceled employees**

Life products

- Life products are not available for selection during open enrollment.
- Select **Basic Life** when enrolling an employee only in one or more life products.
- There might be a reduction in benefit amount for employees who are 65 or older.
- Life products are at the subscriber level only and dependents are never listed as covered within EmployerAccess.

Retroactive additions and retroactive terminations are allowed for most states. Please see your *Group Administrative Manual* for specific time frames. Changes after the specified time frame must be submitted directly to Enrollment and Billing, and require appropriate approvals. These transactions would be outside the timely submission guidelines and cannot be done through EmployerAccess.

If you have a fully insured group in Colorado, retro terminations are not permitted. The termination date entered must be the day after the termination is being processed or the first of the following month.

The screenshot shows the 'Enrollment' page with a progress bar at the top. The first step, 'Enrollment Information', is highlighted with a red circle containing the number 1. Below the progress bar, there is a section titled 'Enroll an Employee' with a text input field for 'Social Security Number' and a red 'Continue' button.

As you move through the enrollment process, the steps will be highlighted and marked with a check mark, so you'll know where you are in the process. You'll need to complete all steps before you can submit an employee's application.

If at any time you choose **Save and Exit**, your work will be saved in *Unfinished Activities*. Once you've completed the steps, you'll see a message on the *Enrollment Confirmation* page to let you know you successfully completed the transaction.

Step 1. Employee information

This is the page where you'll start the enrollment process.

The screenshot shows the 'Employee Information' page. Step 1 is highlighted with a red circle containing the number 1, pointing to the 'Social Security Number' field. Step 2 is highlighted with a red circle containing the number 2, pointing to the 'Date Application Begins' field. Step 3 is highlighted with a red circle containing the number 3, pointing to the 'Existing Coverage' section. The page includes fields for 'First Name', 'Middle Initial', 'Last Name', 'Street Address', 'Address Line 2', 'ZIP Code', 'City', 'State', 'Phone Number', 'Email', 'Gender', 'Date of Birth', 'Social Security Number', 'Date Application Begins', 'Hire Date', 'Employment Reason', 'Waiting Period', 'Change Date', 'All Employees', 'Salary', 'Rate', 'Job Code', 'Job Description', 'Language-Related Preferences (Optional)', and 'Existing Coverage'.

- 1 To enroll an employee (subscriber), enter the Social Security number and the requested information in the Employee Information section of the form. You will be prompted to fill out required fields.
- 2 In the *Employment Details* section, enter the important dates, then select an enrollment reason and the appropriate waiting period. An effective date will be determined for you and displayed in a later step. During your open enrollment period, you will have the option to select **Open Enrollment** as your enrollment reason.

Some groups will have the ability to assign their own effective dates and will not be required to select waiting periods.

- 3 Complete the *Existing Coverage* and *Existing Medicare* sections if your employee has other coverage.
- 4 When finished, select **Continue**. You will be prompted to add a dependent in the next step.

New enrollment, *continued*

The screenshot shows the 'Membership' page with the 'Enrollment' section. The 'Dependents' tab is selected. Below the tabs, there is a 'Dependent information' section with an 'Add a Dependent' link. At the bottom, there is a message: 'If you need, you can return and add a dependent at a later time.' and two buttons: 'Back' and 'Continue without adding a dependent'.

The screenshot shows the 'Membership' page with the 'Enrollment' section. The 'Dependents' tab is selected. The form fields for dependent information are visible, including: First Name, Middle Initial, Last Name, Gender (Select One), Date of Birth, Social Security Number, Relationship (Select One), and Dependent Status (Select One). There are also checkboxes for 'Disabled', 'Full-Time Student', and 'IRS Dependent'. Below these are 'Language Preferences' questions: 'Would you like to state this individual's preferred language, if other than English?' and 'Does the dependent have existing coverage through other providers?'. There are 'Existing Coverage' and 'Existing Medicare' checkboxes. At the bottom, there is a message: 'If you need, you can return and add a dependent at a later time.' and two buttons: 'Back' and 'Continue to Select Coverage'.

Step 2. Dependent information

To add dependents to the employee's benefits, select the **Add a Dependent** link and fill out the fields for dependent information. Complete the information and choose **Add Another Dependent** for each dependent to enroll. When you're done, choose **Continue to select coverage**.

Note: Social Security numbers are required to add a spouse.

New enrollment, *continued*

Membership

Enrollment

What types of coverage will this employee (plus any dependents) need?

Select All

- Medical
- Dental
- Vision
- Basic/Dependent Life
- Accidental Death and Dismemberment

For tracking purposes, does the group assign Department/Employee numbers to coverage? Yes No

Department Number: _____ Employee Number: _____

Membership

Enrollment

Let's make sure everything looks right so far.

Please review the below coverage selections and make changes if needed. When you're ready, select Continue.

Effective Date: 02/01/2019

Medical Coverage
BLUE CROSS ABC - EFT0004001 - (Active)

This plan will require the selection of a Primary Care Provider.

This medical coverage will be assigned to the employee, along with the selected dependents. (Please deselect as needed.)

Dependent/Dependents - Child

Department Number: _____ Employee Number: _____

Dental Coverage
DENTAL NET 2000 00000 - EFT000000 - (Active)

This plan will require the selection of a Primary Care Provider.

This dental coverage will be assigned to the employee, along with the selected dependents. (Please deselect as needed.)

Membership

Enrollment

Available Medical Plans

Below you'll find Medical plans available for the employee and their family.

Effective Date: February 01, 2019

This employee is declining Medical coverage.

- Medical Coverage
 BLUE CROSS ABC - EFT0004001 - (Active)
- Medical Coverage
 BLUE CROSS ABC - EFT0004001 - (Active)
- Medical Coverage
 BLUE CROSS ABC - EFT0004001 - (Active)
- Medical Coverage
 POINT OF SERVICE - EFT0004001 - (Active)

Step 3. Select coverage

- 1 Select the type of coverage the employee and their dependents will need.
- 2 On the next page, you'll be presented with an effective date and the available plans based on the coverage types you selected. Select the button for the appropriate medical, dental, vision, life and/or disability coverage.
- 3 The coverage you've chosen will be assigned to the employee and the selected dependents. Remember to deselect if coverage isn't needed for a dependent.
- 4 You will be presented with a review page that will allow you to make changes to your plan selections. If you missed something or selected the wrong benefit plan, you can make changes by selecting **Back** or **Change Coverage**.

If everything looks right, select **Continue**.

New enrollment, *continued*

Membership

Enrollment

Available Spouse/Dependent Life Plans

Some great Spouse/Dependent Life plans available for the employees and their family.

Effective Date: March 01, 2019

This employee is selecting Spouse/Dependent Life coverage.

Spouse/Dependent Life Coverage

LIFE WITH DP - WITHALN - (ACTIVE) (Active)

This plan includes Accidental Death and Dismemberment

This Spouse/Dependent Life is provided to the employee along with any dependents. Please indicate the benefit amount to be elected for each.

Employee annual base: \$10,000.00

Employee benefit name	Spouse benefit base	Childing benefit base
Employee Annual Benefit Amount: \$10,000.00	Spouse Annual Benefit Amount: \$0.00	Childing Annual Benefit Amount: \$0.00
Employee Maximum Benefit Amount: \$500,000.00	Spouse Maximum Benefit Amount: 100%	Childing Maximum Benefit Amount: 100%
Employee Guaranteed Issue Amount: \$100,000.00 <small>The amount of insurance available without the employee having to answer questions of insurability (IQ).</small>	Spouse Guaranteed Issue Amount: \$10,000.00 <small>The amount of insurance available without the employee having to answer questions of insurability (IQ).</small>	Childing Guaranteed Issue Amount: \$5,000.00 <small>The amount of insurance available without the employee having to answer questions of insurability (IQ).</small>

Spouse/Dependent Life Coverage

LIFE WITH ALN - (ACTIVE) (Active)

This plan includes Accidental Death and Dismemberment

Spouse/Dependent Life Coverage

LIFE WITH ALN - (ACTIVE) (Active)

This plan includes Accidental Death and Dismemberment

Spouse/Dependent Life Coverage

LIFE WITH ALN - (ACTIVE) (Active)

This plan includes Accidental Death and Dismemberment

Spouse/Dependent Life Coverage

LIFE WITH ALN - (ACTIVE) (Active)

This plan includes Accidental Death and Dismemberment

Step 4. Select coverage for life benefits

If life coverage was chosen, you'll be directed to this step.

- 1 Enter salary information for each plan when prompted.

This screenshot shows the enrollment interface with a red circle and the number '1' highlighting a red 'Assign a Provider' button. A drop-down menu is open, showing options: 'Assign a Primary Care Provider', 'Enter a Provider's Code', and 'Auto-assign a Provider'.

Step 5. Choose a provider

- 1 Select an option from the drop-down menu labeled *Assign a Provider*.

You will be directed to the *Find a Doctor* website that allows you to search for a primary care provider. When you've selected a provider, enter his or her provider code. Or you can choose **Enter a Provider's Code** if you already know the code for the provider you'd like to enter.

- 2 You'll have the option to enter a different provider for each dependent, or you can select **Assign this Provider to Everyone**.

The *Auto-assign a Provider* option is available to some employers and allows the system to pick a primary medical group or independent physicians association as the primary care provider.

This screenshot shows the 'Membership' page with the 'Enrollment' section. A red circle and the number '2' highlight the 'Assign a Provider' buttons for each dependent. The page title is 'Choose a Primary Care Provider' and it includes instructions: 'Not sure which provider to assign right now? You can select the Auto Assign option and then update the preferred provider at a later time.' The 'Assign a Provider' buttons are visible for the Subscriber and Child.

Menu

Membership

Group Number: Group Name: ID Number: MEMBER ID

Enrollment

Employee Information | Appointments | Health Coverage | Change Provider | Summary

1 Review & Complete the Enrollment

Almost done! You can make additional changes below, or click Complete Enrollment to finish.

Effective Date: February 04, 2019

Medical Coverage
BLUE CROSS HBAD - EAT00H001 - (Active) **2** Change Coverage

This plan will require the selection of a Primary Care Provider:

WSP14180708-00010000 - Subscriber
Medical Provider: [Auto Assigned](#)

WSP14180708-00010000 - Child
Medical Provider: [Auto Assigned](#) **3** Remove from This Coverage Type

Dental Coverage
DENTAL NET 2000 3000 SERIES - EAT000001 - (Active) Change Coverage

This plan will require the selection of a Primary Care Provider:

WSP14180708-00010000 - Subscriber
Dental Provider: [Auto Assigned](#)

WSP14180708-00010000 - Child
Dental Provider: [Auto Assigned](#) Remove from This Coverage Type

Vision Coverage
BLUE VIEW - EAT000003 - (Active) Change Coverage

Employee Government Issue Amount

The amount of insurance available without the employee having to provide Evidence of Insurability (EOI)

\$15,000.00

*Any amount above the Guaranteed Issue Amount will require Evidence of Insurability in order for the employee to receive a benefit amount over Guaranteed Issue Amount, you'll need to submit an Evidence of Insurability (EOI) form. You can download this form below.

[Evidence of Insurability](#)

Back Complete Enrollment **4**

Step 6. Review and complete enrollment

This is the last screen in the new enrollment process.

- 1** Review benefit selections.
- 2** Make changes to coverage selected.
- 3** If you need to remove a dependent from coverage, select here.
- 4** If everything looks right, select **Complete the Enrollment**.

1

Membership

Enrollment

Enroll an Employee

Enter the Subscriber ID of the employee you'd like to add. This is typically the employee's Social Security Number.

Subscriber ID

Continue

2

It looks like this person has enrolled through us before.

Please provide a few verification details that we can compare with our records. This prevents duplicate entries/re-enrollment, and will allow us to import existing information to speed things up.

Subscriber ID

First Name

Last Name

Date of Birth

Cancel Continue

3

Membership

Enrollment

Employee Information

First, we'll collect some basic details.

Need to: Meet your work and come back later? No problem. After you've selected Save and Exit, your information will be stored for future access.

First Name: [REDACTED] Middle Initial: [REDACTED] Last Name: [REDACTED]

Street Address: [REDACTED] Address Line 2: [REDACTED]

ZIP Code: [REDACTED] City: [REDACTED] State: [REDACTED]

Phone Number: [REDACTED] Email: [REDACTED]

Gender: [REDACTED] Date of Birth: [REDACTED] Social Security Number: [REDACTED]

Employment Details

Date Application Signed: [REDACTED] Hire Date: [REDACTED]

Employment Reason: [REDACTED] Coverage Type: [REDACTED]

Life Cycle: [REDACTED]

Language-Related Preferences (Optional)

This information identifies government mandated translation/accommodation needs and is not used in any way to determine eligibility.

Would you like to state this individual's preferred language, if other than English? [REDACTED]

Existing Coverage

Existing Coverage: [REDACTED] Existing Medicare: [REDACTED]

*City and state matches will auto fill based on the US Postal ZIP Code.

**Enrollment due to Loss of Other Coverage is subject to audit at any time, to please make sure you keep documentation of the prior coverage!

Continue

Enrolling subscribers who had Anthem coverage with another employer

You can enroll a subscriber whose coverage has terminated with another employer. When possible, we'll compare the subscriber's information with our records and import existing data to speed things up.

- 1 Select **Enroll an Employee** and enter the subscriber's Social Security number. Then choose **Continue**.
- 2 Enter the verification details: subscriber ID, last name, first name and date of birth. Then choose **Continue**.
- 3 The *Employee Information* fields will be populated with the existing data.

The remaining steps are the same as those on page 9.

Membership

Group Number: Group Name:

Find an Employee

Find an employee by entering a name or an ID (either a Social Security Number, Member ID, or Subscriber ID).

Look up employees by:

SSN, Member ID, or Subscriber ID Enter SSN, Member ID or Subscriber ID **View Employee**

Find and manage an employee

To perform maintenance on a specific employee and/or dependent, first find an employee. There are two ways to do this:

- 1 Under *Find and manage an employee*, enter the employee's Social Security number, member ID or subscriber ID, or enter the employee's first name and last name.
- 2 Select **View Employee** and your search will bring up an *Employee/Dependent Details* page. There, you can view specific information about an employee and easily initiate member update transactions by selecting an action item from the drop-down box under *What would you like to do*.

Membership Information

Group Number: Group Name:

Look up employees by:

SSN, Member ID, or Subscriber ID Enter SSN, Member ID or Subscriber ID **View Employee**

Subscriber Name Subscriber ID Member ID What would you like to do?
Please select one.

Employee / Dependent Details

Member ID	Member Name	Gender	Birth Date	Relationship	Coverage	
TU	Member Name	Female	01/01/1988	Subscriber	Medical, Dental, Vision	+
CU	Member Name	Male	11/11/2011	Child	Medical, Dental, Vision	+

Employee/dependent details

The *Employee/Dependent Details* page displays a list of enrolled members and their benefits. Choose **Expand all** to see the detailed coverage information for each covered member. Or select the + sign next to a particular member's name to view information such as:

- Coverage
- Names
- Address
- Birth dates
- Relationship codes for dependents
- Effective/cancellation dates
- Provider information
- Past coverage information

Note: Although you don't need to submit paper applications or change forms to Anthem, please keep copies to provide at a future date, if needed.

The screenshot shows the 'Add a Dependent' form in the EmployerAccess system. The form is titled 'Add a Dependent' and includes the following fields and options:

- Event Type:** A dropdown menu with 'Newborn' selected. (1)
- Event Date:** A date picker field. (2)
- Dependent Information:** A section containing:
 - First Name:** Text input field.
 - Middle Initial:** Text input field.
 - Last Name:** Text input field with 'LINDSEY' entered.
 - Gender:** A dropdown menu with 'Select One'.
 - Date of Birth:** A date picker field.
 - Social Security Number:** A text input field.
- Relationship:** A dropdown menu with 'Spouse' selected. (3)
- Dependent Status:** A dropdown menu with 'Select One'.
- Checkboxes:** 'Disabled', 'Full-Time Student', and 'IRS-Dependent', each with 'Yes' and 'No' options.
- Language Preferences:** A section with a question 'Would you like to state this individual's preferred language, if other than English?' and a 'Yes/No' option. (4)
- Existing Coverage:** A section with a question 'Does the dependent have existing coverage through other providers?' and 'Existing Coverage' and 'Existing Medicare' checkboxes.
- Buttons:** 'Continue this Dependent', 'Add Another Dependent', 'Continue', and 'Go Back to My Plan'.

Add or re-enroll dependents

To access this screen, select **Add Dependent** from the *What would you like to do* drop-down box. You can add or re-enroll dependents to an enrolled employee's (subscriber's) coverage.

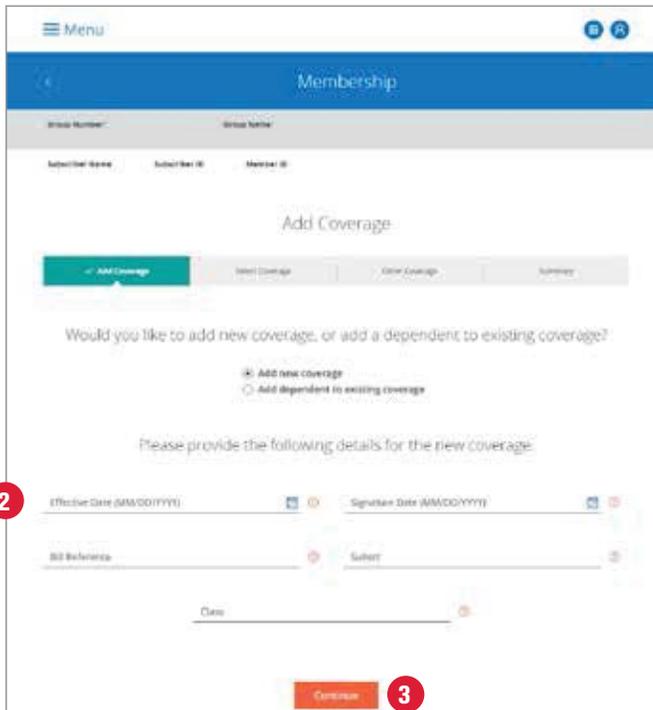
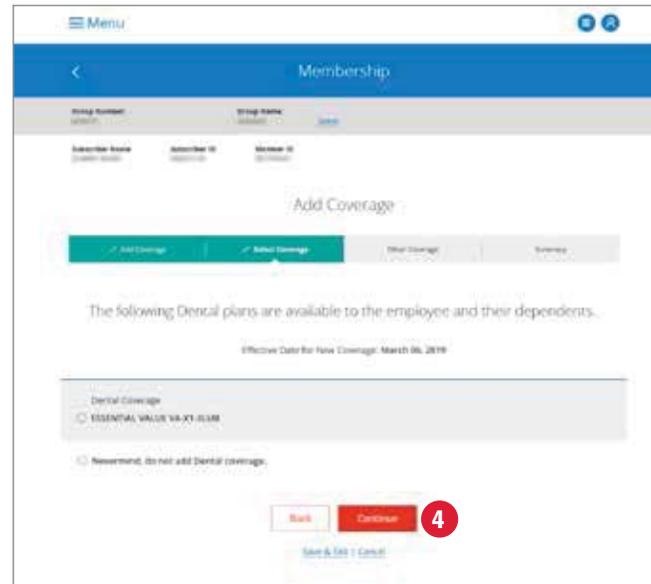
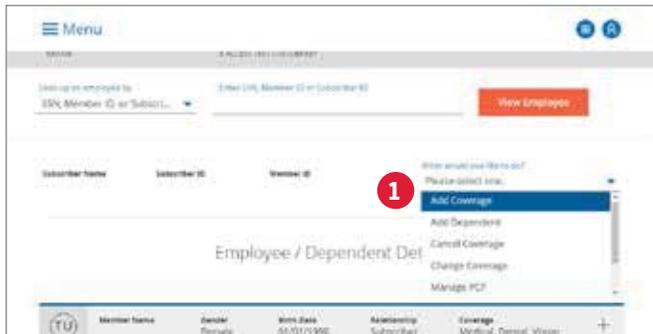
New spouses and newborn dependents may be added through EmployerAccess within 60 days of marriage or birth. A dependent spouse and/or children may only be added during the group's open enrollment period or a qualifying event.

- 1 Choose the event type.
- 2 Choose the event date.
- 3 Enter all dependent information.
- 4 Select the language preference.

The remaining steps are the same as the *Add Dependent* steps of the *New Enrollment* section on page 9.

Note: You can only re-enroll a dependent on this page if the dependent is not active in any other plan. If the dependent is active in another plan, use the *Add Coverage* option. A separate transaction is required when re-enrolling and adding new dependents.

Existing member maintenance, *continued*



Add coverage

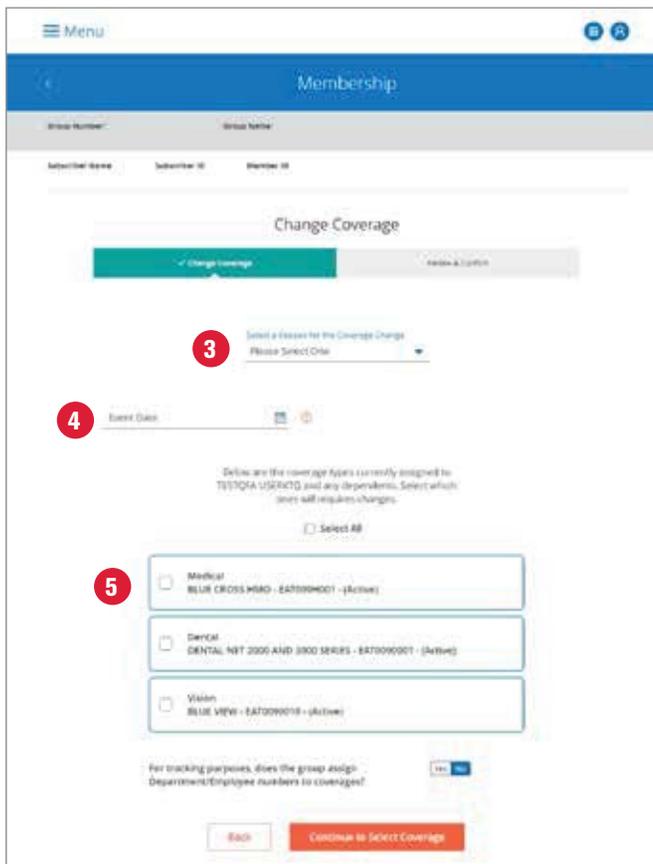
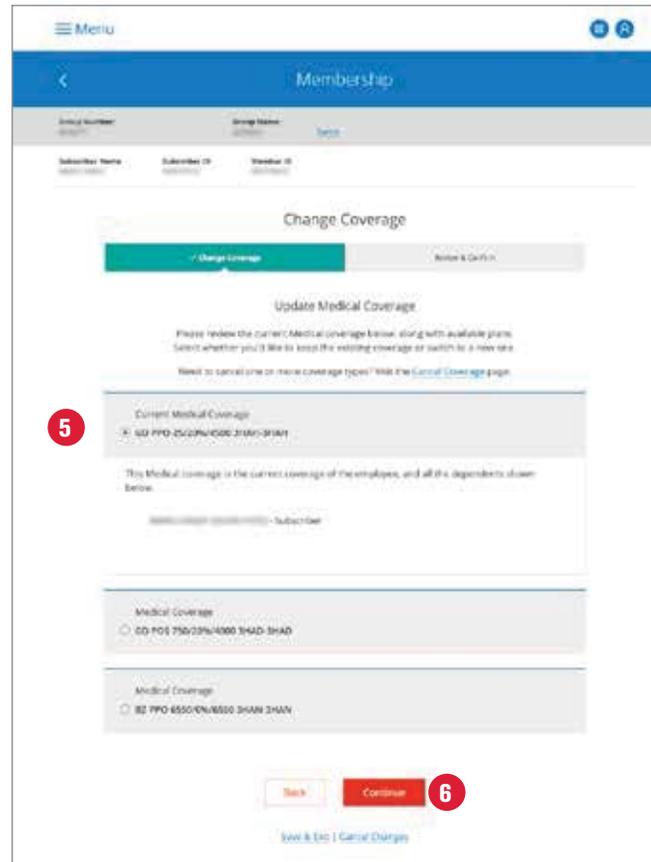
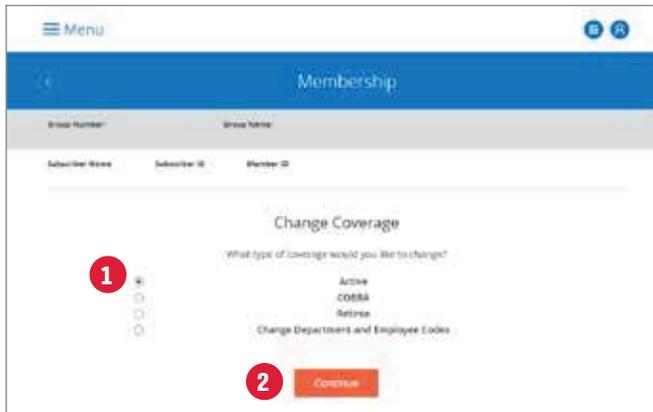
To add coverage to an employee's (subscriber's) benefits, select **Add Coverage** from the drop-down box on the *Employee/Dependent Details* page. Benefits can be added within 60 days of the current date shown in the system.

- 1 Select **Add New Coverage** or **Add Dependent** to existing coverage.
- 2 Enter the effective date and signature date, then select **Continue**. (The signature date is the date the member signed their enrollment form.)
- 3 Choose the type of coverage to be added from the drop-down menu and select **Continue**.
- 4 Choose the specific plan to be added and select **Continue**.

The remaining steps are the same as the *Select Coverage* steps in the *New Enrollment* section on page 10.

Note: Only available coverage will show.

Existing member maintenance, *continued*



Change coverage

To make changes to existing benefits coverage, select **Change Coverage** under *What would you like to do*. This process is the same as the new enrollment process.

- 1** Choose **Type of Change**.
- 2** Select **Continue**.
- 3** Select reason for coverage change.
- 4** Enter event date.
- 5** Select new coverage. Change provider if necessary.
- 6** Select **Continue**.

Existing member maintenance, *continued*

Membership

Group Number: Group Name:

Subscriber Name: Subscriber ID: Member ID:

Cancel Coverage

Select Cancellations

1 Cancellation Effective Date: 02/01/2019

2 Cancellation Reason: Select a reason

Below are the coverage types currently assigned to the employee and their dependents. Select which ones you'd like to cancel.

Cancel All Coverage

Medical

BLUE CROSS HMO (S470094001)
Product Underwritten by Western Blue Cross

Name	Relationship	Status	Effective Date	Cancel Coverage
1010294 (0408/12) (S) (S) (M)	Subscriber	Active	08/09/2018	<input type="checkbox"/> 3
0961292 (7 (0408/12) (S) (M) (S) (M)	Child	Active	08/09/2018	<input type="checkbox"/>

Dental

DENTAL NET 2000 AND 3000 SERIES (S47009001)
Product Underwritten by Western Blue Cross

Name	Relationship	Status	Effective Date	Cancel Coverage
1010294 (0408/12) (S) (S) (M)	Subscriber	Active	08/09/2018	<input type="checkbox"/>
0961292 (7 (0408/12) (S) (M) (S) (M)	Child	Active	08/09/2018	<input type="checkbox"/>

Vision

BLUE VISION (S48000010)
Product Underwritten by Western Blue Cross Life & Health Insurance Company

Name	Relationship	Status	Effective Date	Cancel Coverage
1010294 (0408/12) (S) (S) (M)	Subscriber	Active	08/09/2018	<input type="checkbox"/>
0961292 (7 (0408/12) (S) (M) (S) (M)	Child	Active	08/09/2018	<input type="checkbox"/>

4

Group Number: Group Name:

All done! You've successfully submitted coverage cancellation.

You've successfully canceled coverage.

Medical

BLUE CROSS HMO (S470094001)
Cancellation Effective Date: March 01, 2019

Cancel coverage

To cancel the subscriber and/or dependent coverage, select **Cancel Coverage** from the drop-down box under *What would you like to do*.

- 1** Enter the cancellation effective date.
 - WGS/NASCO: Enter the cancellation date based on your group's termination policy. If the employee should be covered through the billing period, enter the first of the month following their termination date. If the employee should be terminated immediately, enter the day after their termination date.
 - FACETS/ISG: Enter the date of termination and the cancellation effective date will be calculated. Be sure to validate that the correct cancellation date is displayed.

- 2** Choose a **Cancellation Reason** from the drop-down menu.
- 3** Be sure to check the box to select the member to cancel.
- 4** Select **Continue** to finish.

Note: If you're canceling a subscriber's life coverage, you may be prompted to download a life conversion form.

Existing member maintenance, *continued*

Membership

Group Number: 000001 Group Name: ABC COMPANY Switch Subscriber ID: 0000000000

Enrollment

Employee Information

First, we'll collect some basic details. Need to save your work and come back later? No problem. After you've selected Save and Exit, your information will be stored for future access.

First Name: [Text Field] Middle Initial: [Text Field] Last Name: [Text Field]

Street Address: [Text Field] Address Line 2: [Text Field]

ZIP Code: [Text Field] City*: [Text Field] State: [Text Field]

Phone Number: [Text Field] Email: [Text Field]

Gender: [Dropdown: Female] Date of Birth: [Text Field] Social Security Number: [Text Field]

Employment Details

Date Application Signed: [Text Field] Hire Date: [Text Field]

Employment Reason: [Dropdown: Select One] Coverage Type: [Dropdown: Select One]

Life Class: [Dropdown: Not Available]

Language-Related Preferences (Optional)

This information identifies government mandated translation/commodation needs and is not used in any way to determine eligibility.

Would you like to state this individual's preferred language, if other than English? [Yes] [No]

Existing Coverage

Existing Coverage: [Yes] [No] Existing Medicare: [Yes] [No]

*City and state names will auto-fill based on the US Postal ZIP Code.

*Continuance due to Loss of Other Coverage is subject to audit at any time, so please make sure you have documentation of the prior coverage.

Continue

Membership

Group Number: 000001 Group Name: ABC COMPANY Switch Subscriber ID: 0000000000

Enrollment

Dependent Information

Add a Dependent

If you need, you can return and add a dependent at a later time.

Back Continue without adding a dependent

Save & Exit | Cancel Enrollment

Re-enrollment

To re-enroll a member whose coverage has been canceled or lapsed, choose **Re-Enroll** from the *What would you like to do* drop-down box.

- 1 To re-enroll an employee (subscriber), update any necessary demographic information.
- 2 Enter employment details.
- 3 If the employee has dependents to re-enroll, select the **Add a Dependent** link.
- 4 If no dependents need to be enrolled, select **Continue**.

The remaining steps are the same as those on page 10.

Existing member maintenance, *continued*

Change Life Benefit Values

1 Select a Reason for the Change

2 Change Effective Date Signature Date

Make changes to the current Employee Annual Salary and Multiplier. Visit below to change the Life Benefit values.

Short Term Disability Coverage
SHORT TERM DISABILITY FULLPBDW091Active - Non-Contributory Plan

Product underwritten by Anthem Blue Cross Life & Health Insurance Company.

Effective Date: 03/01/2018

Employee Annual Salary
\$200,000.00

Employee Benefit Value
1

Employee Minimum Benefit Amount
\$0.00

Employee Maximum Benefit Amount
\$200,000.00

Employee Guaranteed Issue Amount
The amount of insurance available without the employee having to provide Evidence of Insurability (EOI)
\$200,000.00

4 Submit Cancel Changes

Change life benefit values (only applies to Large Group)

To update life benefits if a member has elected life coverage, select **Change Life Benefits Values** from the *What would you like to do* drop-down box.

- 1 Select a reason for the change.
- 2 Enter the change effective date and the signature date.
- 3 Enter the subscriber's new annual salary.
- 4 Select **Submit**.

Change Life Benefit Values

Basic Amount(Salary) Changed

Basic Amount(Salary) Changed

Change Effective Date: 02/01/2018

Member Life Benefit Value Changed

Employee Selected Value Changed

Make changes to the current Employee Annual Salary and Multiplier. Visit below to change the Life Benefit values.

Make changes to the current Employee Annual Salary and Multiplier. Visit below to change the Life Benefit values.

Basic Life Coverage
BASIC LIFE TERM (2018)SLPEActive - Non-Contributory Plan
Product underwritten by Anthem Blue Cross Life & Health Insurance Company.

Effective Date: 03/01/2018

3 Employee Annual Salary
\$250,000.00

Employee Benefit Value
1.5

Employee Minimum Benefit Amount
\$25,000.00

Employee Maximum Benefit Amount
\$150,000.00

Employee Guaranteed Issue Amount
The amount of insurance available without the employee having to provide Evidence of Insurability (EOI)
\$75,000.00

For salary-rated products, it is important to update an employee's salary as it changes to ensure their benefits are calculated correctly.

Note: Updates can also be made to the benefit value for other products that are not salary based. You will need to select from the **Member Life** or the **Employee Selected Benefit Value** options that are available from the *Reason for the Change* drop-down box.

Existing member maintenance, *continued*

1

Membership

Reinstate Coverage

Reinstate any the canceled coverages for 1010000 (000000) and any dependents. Select which ones you'd like to reinstate.

Reinstate All Coverages

Medical
BLUE CROSS PLAN (AETHENA)
Products underwritten by Western Blue Cross

Name	Relationship	Status	Effective Date	Canceled Date	Reinstate Coverage
TEGETHA, JENNIFER 01/01/1988	Subscriber	Terminated	08/06/2018	03/01/2019	<input type="checkbox"/>
CHALMERS, J 01/01/1988	Child	Terminated	08/06/2018	03/01/2019	<input type="checkbox"/>

Dental
DENTAL NET PLAN AND 2018 DENTAL (AETHENA)
Products underwritten by Western Blue Cross

Name	Relationship	Status	Effective Date	Canceled Date	Reinstate Coverage
TEGETHA, JENNIFER 01/01/1988	Subscriber	Terminated	08/06/2018	03/01/2019	<input type="checkbox"/>
CHALMERS, J 01/01/1988	Child	Terminated	08/06/2018	03/01/2019	<input type="checkbox"/>

Vision
BLUE VIEW (AETHENA)
Products underwritten by Western Blue Cross Life & Health Insurance Company

Name	Relationship	Status	Effective Date	Canceled Date	Reinstate Coverage
TEGETHA, JENNIFER 01/01/1988	Subscriber	Terminated	08/06/2018	03/01/2019	<input type="checkbox"/>
CHALMERS, J 01/01/1988	Child	Terminated	08/06/2018	03/01/2019	<input type="checkbox"/>

2 Reinstate Coverage

Reinstate

To reinstate a member with no lapse in coverage, choose **Reinstate** from the *What would you like to do* drop-down box.

- 1** To reinstate an employee and dependents, check the box marked **Reinstate Coverage**. Be sure to check all applicable reinstated members.
- 2** Verify the changes before you submit the new information, then select **Reinstate Coverage**.

Note: No dependents can be reinstated on canceled contracts unless the employee (subscriber) is reinstated. Benefits may be reinstated within 60 days of the cancellation date.

Existing member maintenance, *continued*

1

Membership

Group Number: Group Name:

Edit Member Information

Subscriber Name: Subscriber ID: Member ID:

Employee Information:

Personal Details

First Name: Middle Initial: Last Name:

Street Address: Address Line 2:

ZIP Code: City: State:

Phone Number: Email Address:

Gender: Date of Birth: Social Security Number:

Employment Details

W-2 Data:

Language-Related Preferences (Optional)

This information identifies government-mandated translation/communication needs and is not used in any way to determine eligibility.

Would you like to state this individual's preferred language, if other than English?

Native/Guaranteed Language: Preferred Home Language:

Race: Ethnicity:

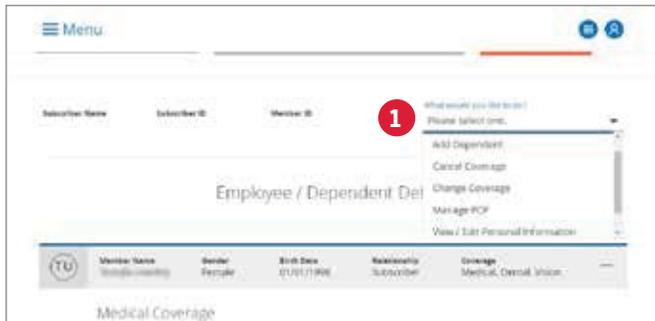
Submit Changes

View/edit member information

- 1 Select **View/Edit Member Information** from the *What would you like to do* drop-down box to access the option to change employee (subscriber) and dependent personal information, such as address, phone number, etc.

Note: You'll need to verify your changes on this screen before you choose **Continue**.

Existing member maintenance, *continued*



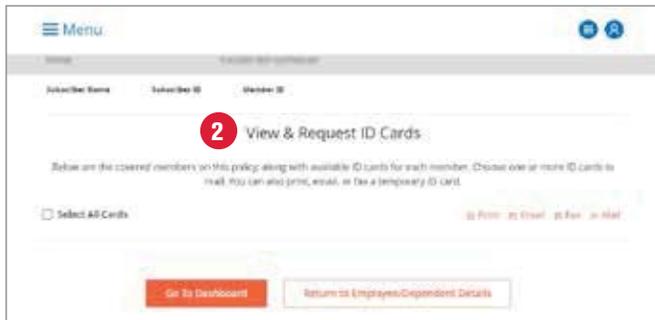
View/print ID cards

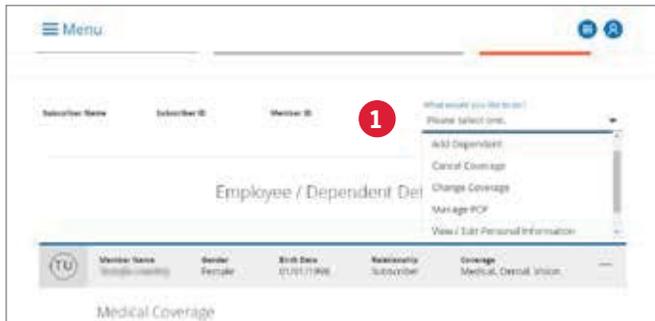
The *View/print ID cards* function is only available for members with active coverage. For any new enrollments or updates, you may need to wait up to two business days for the PDF to be available.

You'll have the option to view, print, email, fax or mail a copy of the ID card. This function is on the *What would you like to do* drop-down box.

- 1 Choose **View/Print ID Cards**. Use the drop-down menu to select a member.
- 2 Choose **View & Request ID Cards**. To see the temporary ID card, you'll need to turn off your computer's pop-up blocker because the ID card will open in a new window.

Note: If products are set up with a combined ID card for all products, you only need to select one product.



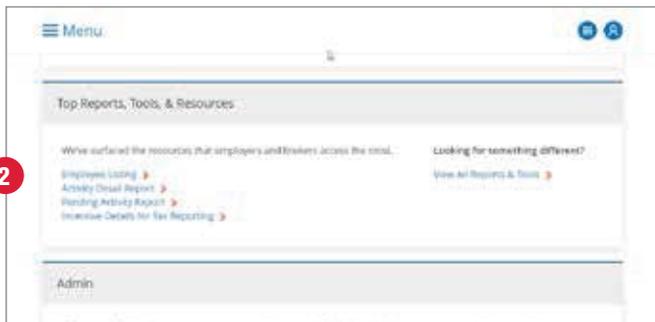


View claims

Groups with a funding arrangement for administrative services only and access to claims will be able to see the claims details for their employees and their dependents.

To do so, select **View Claims** from the drop-down box under *What would you like to do*.

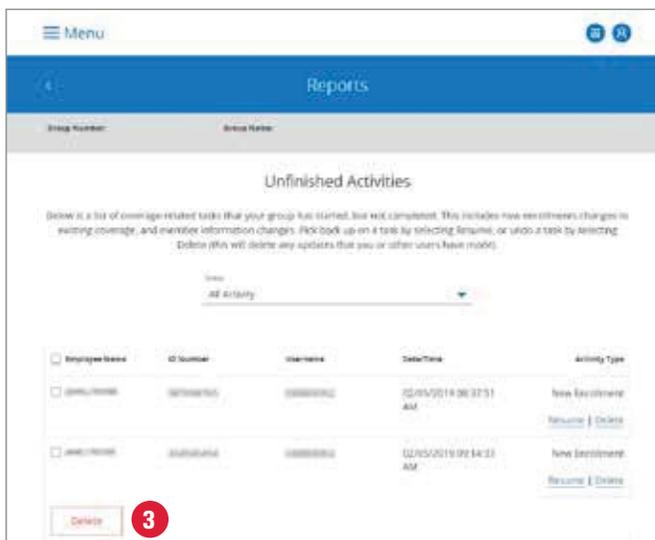
- 1 You can filter the results by selecting **View Results** and choosing one of the options from the drop-down: **Date Range**, **Member** or **Status**. Or you can enter the claim ID and select the search icon if you want to review a specific claim. To view additional claims details, select the **Claim ID** link.



Reports

- 2 Use this tab to generate reports, view the subscriber/dependent listing, see an employee roster and more.

Note: Other commonly used reports are available under **Looking for something different** and **View All Reports and Tools**.

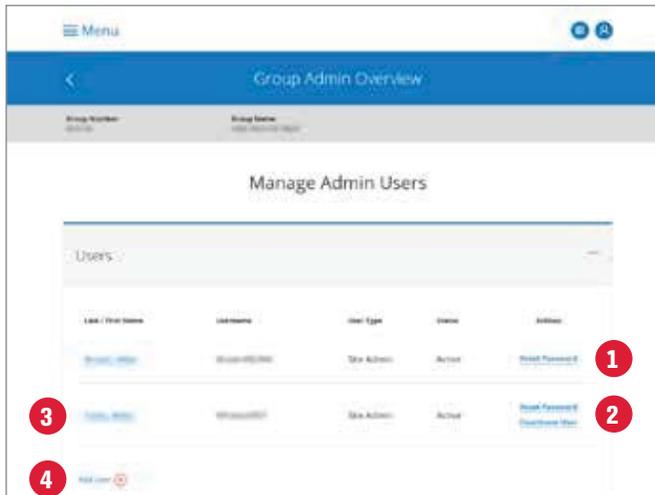


Unfinished activities

This example shows how your *Unfinished Activities* folder might look.

- 3 Selecting **Delete** on a transaction on this page lets you cancel the transaction that was in process and was saved. It does not cancel any existing coverage for the subscriber/dependent.

Note: To ensure full access to subscriber information and accurate records, you need to be aware of unfinished work and process or delete pending transactions. You're required to pay all invoices in a timely manner, according to the terms of your group contract.



Manage admin users

As the Site Administrator for your group, you can use this section to access and manage the users for your group. Select **Manage Admin Users**.

From this screen, you will have the ability to:

- 1** Reset Password
- 2** Deactivate User
- 3** Edit User
- 4** Add User

The screenshot shows the 'Add New User' form. It is divided into two main sections: user details and access levels.

Section 1: User Details

- 1** Site administrator: Yes No
- 2** How would you like your username to be generated? (dropdown menu)
- 3** First Name, Last Name, Email Address, Job Title, Phone Number, Extension (input fields)
- User Access: What does the user need to access for their role? Select all that apply.

Section 2: Access Levels

- 4** Membership: Enroll and manage members, Membership view only
- Billing: View and Pay Invoices
- Reports: Client information insights
- Bill Entity Access Level: Which Bill Entities will the user need to access?
 All Bill Entities (with a filter button)
 151835H001 151835H007 1518350001 1518350003 1518350015

Buttons: Add User, Cancel

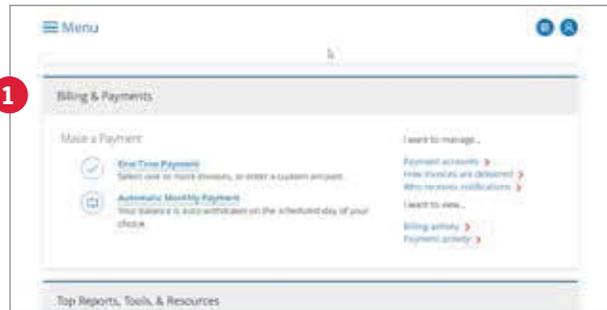
Add admin user

Once you have selected **Add User**, complete the user details.

- 1** Site administrator – **Yes** or **No**.
- 2** Determine how you would like the user name generated.
- 3** Provide the first and last name, email address, job title and phone number.
- 4** Set the access levels - enroll and manage or membership view only.

Note: Setting a user with access to enroll and manage will allow the user to enroll new subscribers and perform member maintenance transactions along with view eligibility and all other inquiry transactions. Membership view only will allow the user to view eligibility and perform inquiry-only functions.

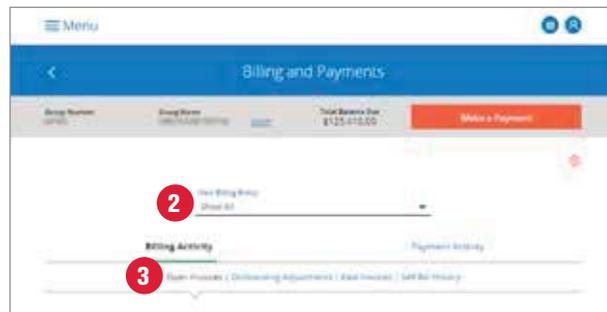
- View and pay invoices (fully insured groups only)
- View claim status (ASO groups only)
- Access to Client Information Insights (not available to all groups)
- Access to Data View Direct (not available to all groups)
- A user's access can also be restricted based on your group's structure. For example: billing entity, subgroup or section code.



Billing Activity | Payments Activity

Open Invoices | Outstanding Adjustments | Past Invoices | Self Bill History

Billing Entity Number	Billing Entity Name	Billing Period	Due Date	Status	Total Amount Due
0024702878	WELLS FARGO	September 2019	09/01/2019	Submitted	\$88,200.00
0024702888	WELLS FARGO	August 2019	08/01/2019	Submitted	\$24,100.00
0024702898	WELLS FARGO	July 2019	07/01/2019	In Progress	Review Self Bill
0024702908	WELLS FARGO	June 2019	06/01/2019	Not Submitted	Create Self Bill
0024702918	WELLS FARGO	May 2019	05/01/2019	Not Submitted	Create Self Bill



Invoice Summary | Download PDF Invoice

Invoice Status: OPEN

Group Contact: WELLS FARGO

Premium Specialist: WELLS FARGO | Work Location: 4150 | Phone Number: 616-250-0228

Invoice Number: 0047401098 | Billing Period: 03/01/2019 - 04/01/2019 | Date Billed: 03/19/2019

Payment Due Date: 03/01/2019 | Amount Due: \$47,400.96

Billing Entity Number	Billing Entity Name	Billing Period	Due Date	Total Amount Due
0024702928	MEDICAL PLANS	March 2019	03/01/2019	\$47,400.96
0024702938	MEDICAL PLANS	February 2019	02/01/2019	\$48,759.01
0024702948	MEDICAL PLANS	January 2019	01/01/2019	\$48,885.47
0024702958	MEDICAL PLANS	December 2018	12/01/2018	\$48,523.54
0024702968	MEDICAL PLANS	November 2018	11/01/2018	\$47,052.47
0024702978	MEDICAL PLANS	October 2018	10/01/2018	\$48,624.00

Total Amount Due: \$285,422.01

The *Billing & Payments* section is available to groups with a fully insured funding arrangement and for users that have requested billing access.

Billing activity

- 1 To start, under *I want to manage...* choose **Billing activity** from the *Billing & Payments* section.
- 2 Select which billing entity you would like to view from the *View Billing Entity* drop-down box at the top of the page.
- 3 Choose between **Open Invoices**, **Past Invoices**, **Outstanding Adjustments** and **Self Bill History**.
- 4 When you select **Open Invoices**, the invoice number, billing period, due date and amount due will be displayed.
- 5 If you are a self-billed group, you can upload a worksheet by selecting an **Open Invoice** and then choosing **Create Self Bill** or **Self Bill Worksheet**.
- 6 To see an open invoice, select the **Invoice** link and you will be presented with the invoice summary, where you can see: invoice status, group contact information, premium specialist and phone number, invoice numbers, billing period, date billed, payment due date and amount due.

You can view the invoice summary for a different invoice by using the *Billing Period/ Invoice* drop-down.

Billing and payments, *continued*

7

Billing Activity | Payment Activity

Open Invoices | **Outstanding Adjustments** | Past Invoices | Self Bill History

Billing Entry Number	Billing Entry Name	Total Outstanding Adjustment
400016001	ACC EMPLOYER ACCESS	\$0.00

Invoice ID	Employee Name	Cost Type	Date Range	Reason Code	Amount
83565826	AA, AA	B	02/01/2019 - 10/01/2019	TERM	\$0.00
83565826	AA, AA	B	02/01/2019 - 10/01/2019	TERM	\$0.00
83565826	AA, AA	B	02/01/2019 - 10/01/2019	TERM	\$0.00
83565826	AA, AA	B	02/01/2019 - 10/01/2019	TERM	\$0.00
83564654	ATTANT, GANGADH AR	A	01/16/2019 - 10/01/2019	TRNDP	\$0.00

Group Number: 400016001
No COVE: 1
Sequence Number: 0

7 To see any billed adjustments that may have occurred prior to your bill cycle, select **Outstanding Adjustments**.

8 Choose **6 Invoices**, **12 Invoices** or **All Invoices** to **View Past Invoices** from the drop-down selection. Then, select the invoice link and you will be presented with the invoice summary, where you can see: invoice status, group contact information, premium specialist and phone number, invoice numbers, billing period, date billed, payment due date and amount due.

9 You can access your **Self Bill History** to see an invoice number, submission date, type, period and amount. You will also have the ability to view or download a file.

8

Billing Activity | Payment Activity

Open Invoices | Outstanding Adjustments | **Past Invoices** | Self Bill History

Billing Entry Number: 400016001
Billing Entry Name: ACC EMPLOYER ACCESS

View: **6 Invoices**

Invoice	Billing Period	Amount
802417886	September 2019	\$0.00
802417879	August 2019	\$0.00
802417296	July 2019	\$0.00
802417295	June 2019	\$0.00
802417345	May 2019	\$0.00
802417329	April 2019	\$0.00

9

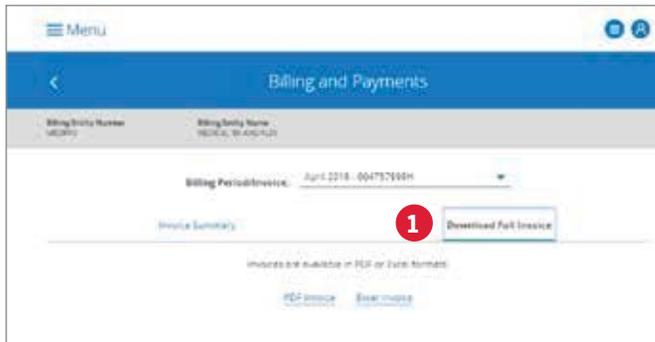
Billing Activity | Payment Activity

Open Invoices | Outstanding Adjustments | Past Invoices | **Self Bill History**

Some Self Bill worksheets may no longer be available. Either we didn't receive a worksheet when the Invoice was submitted, or the worksheet was submitted more than 90 days ago.

Billing Entry Number	Billing Entry Name	Billing Entry Type
817324001	MP/RT 267 9-13-19-CO-1	Self Bill

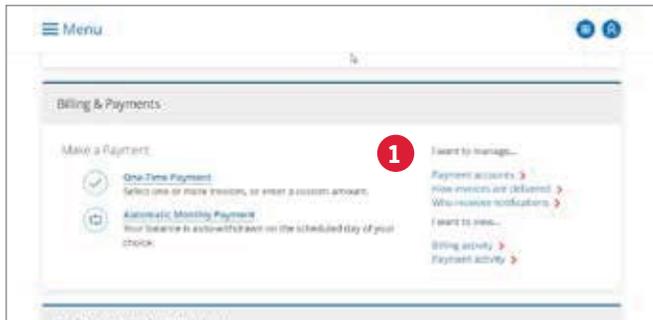
Invoice/Reference Number	Submission Date	Type	Period	Amount	Action
4702	02/11/2019 13:03 PM EST	File Upload	Mar 2019	\$455.00	View/Download
4554	01/09/2019 01:22 PM EST	File Upload	Feb 2019	\$22.00	View/Download



Invoice details

Invoice details can be downloaded and saved as a PDF or in Microsoft Excel (Excel) format.

- 1 Select **Download Full Invoice** to view invoice details. Choose the version you would like to receive: PDF or Excel. You'll get an email when your requested invoice is available for download. The PDF version will be an exact copy of the paper version of your invoice. The Excel version will give you the ability to sort the data in the invoice, such as by department number, subscriber ID or name.

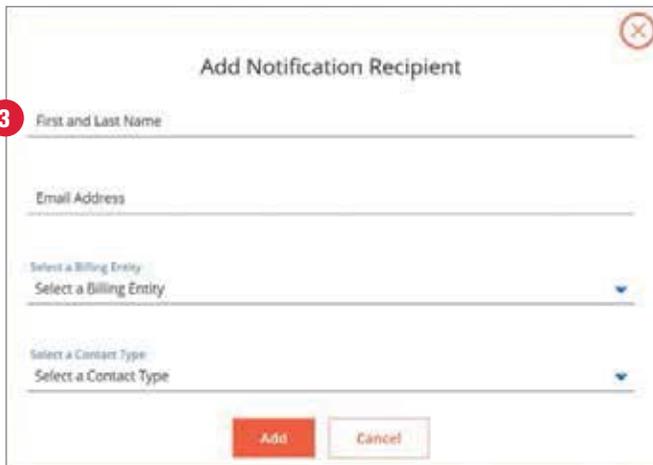
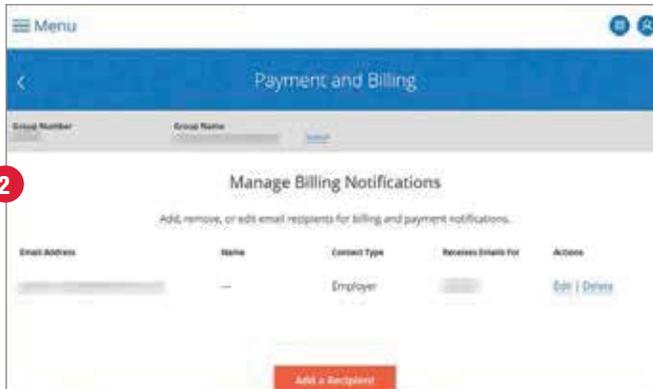


Manage who receives billing notifications

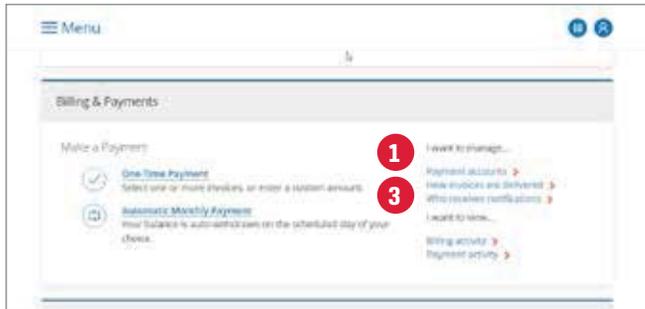
EmployerAccess allows you to add, remove or edit email recipients for billing and payment notifications.

- 1 Under *I want to manage...* choose **Who receives notification** from the *Billing & Payments* section.
- 2 Edit or delete existing email addresses, and select **Update** when finished.
- 3 Add a recipient and complete the appropriate fields.
 - Enter the first name and last name.
 - Provide the complete email address.
 - Select a billing entity.
 - Choose a contact type.
 - Select **Add** to finish.

Note: Any administrator with an email address in EmployerAccess, regardless of access, may get a notification that the bill is ready, as well as other emails.



The online bill pay option allows you to set up one or more bank accounts from which you can assign bill payment. Start by finding the email contact information for the authorized users assigned to get notifications, alerts and transaction confirmations related to online group billing activity.



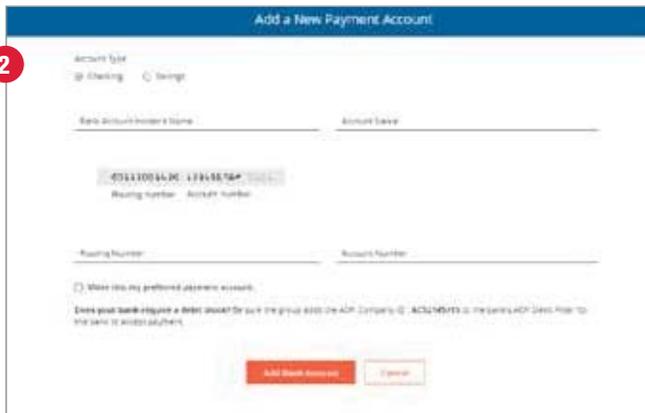
Manage bank accounts

EmployerAccess is a safe and secure site. Enter valid bank account information to complete the online bill pay set-up process and start making payments online.

- 1 Under *I want to manage...* choose **Payment accounts** from the *Billing & Payments* section.
- 2 Enter the financial information for the bank account, including:
 - Account type
 - Bank account holder's name
 - Routing number
 - Account number

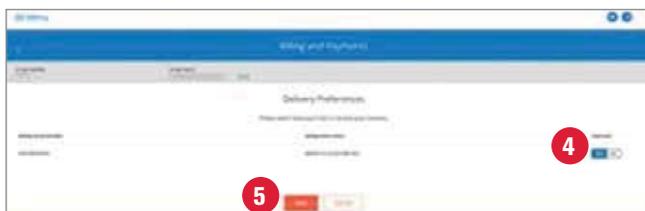
Choose **Add Bank Account** to finish.

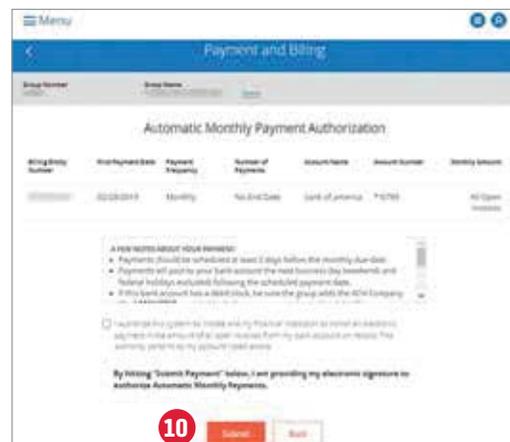
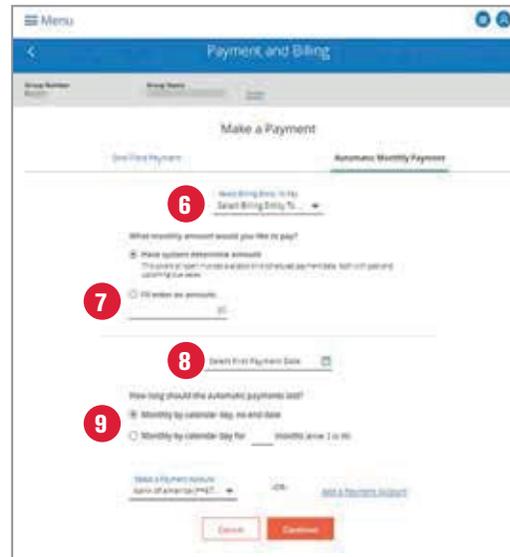
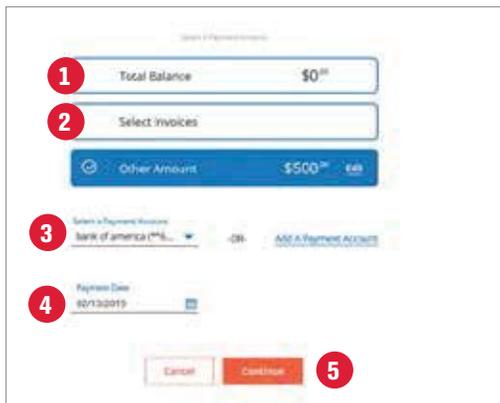
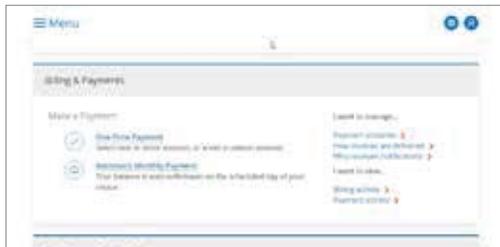
You may add multiple bank accounts as needed. Just go back to the *Manage Bank Account(s)* screen and choose **Add New Account**.



Manage invoice delivery

- 3 Under *I want to manage...* choose **How invoices are delivered** from the *Billing & Payments* section.
- 4 Select how you'd like to receive your invoices for each of your billing entity numbers. Paperless: Choose **Yes** or **No**.
- 5 Select **Save** to finish.





EmployerAccess offers the convenience and flexibility of paying your monthly bills online. From the *Billing & Payments* section, you can make a one-time payment or schedule an automatic monthly payment.

One-time payment

- 1 Review your total balance.
- 2 Select invoices to pay or enter other payment amount.
- 3 Select a payment account or add a payment account (see page 28 to add).
- 4 Enter your payment date.
- 5 Choose **Save**. You'll get an email saying payment has been received.

Automatic monthly payment

- 6 Select the billing entity to pay.
- 7 Set the monthly billing amount you'd like to pay.
- 8 Select first payment date.
- 9 Determine how long the automatic payments should last.
- 10 Select **Submit**.

You have the option to pay online from almost any screen in the *Billing & Payments* section. Look for the **Make a Payment** button.



Employer EasyPay

The Employer EasyPay interface at easypay.anthem.com allows unregistered EmployerAccess customers to make online payments as a guest user. This simple and responsive user interface leverages the online group billing payment process on EmployerAccess.

To make a payment as a guest user, you must provide your case or group number and your tax ID. Once verified, the application will prompt you through the rest of the steps.





Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.