



Employer Portal

User Guide
v3.0

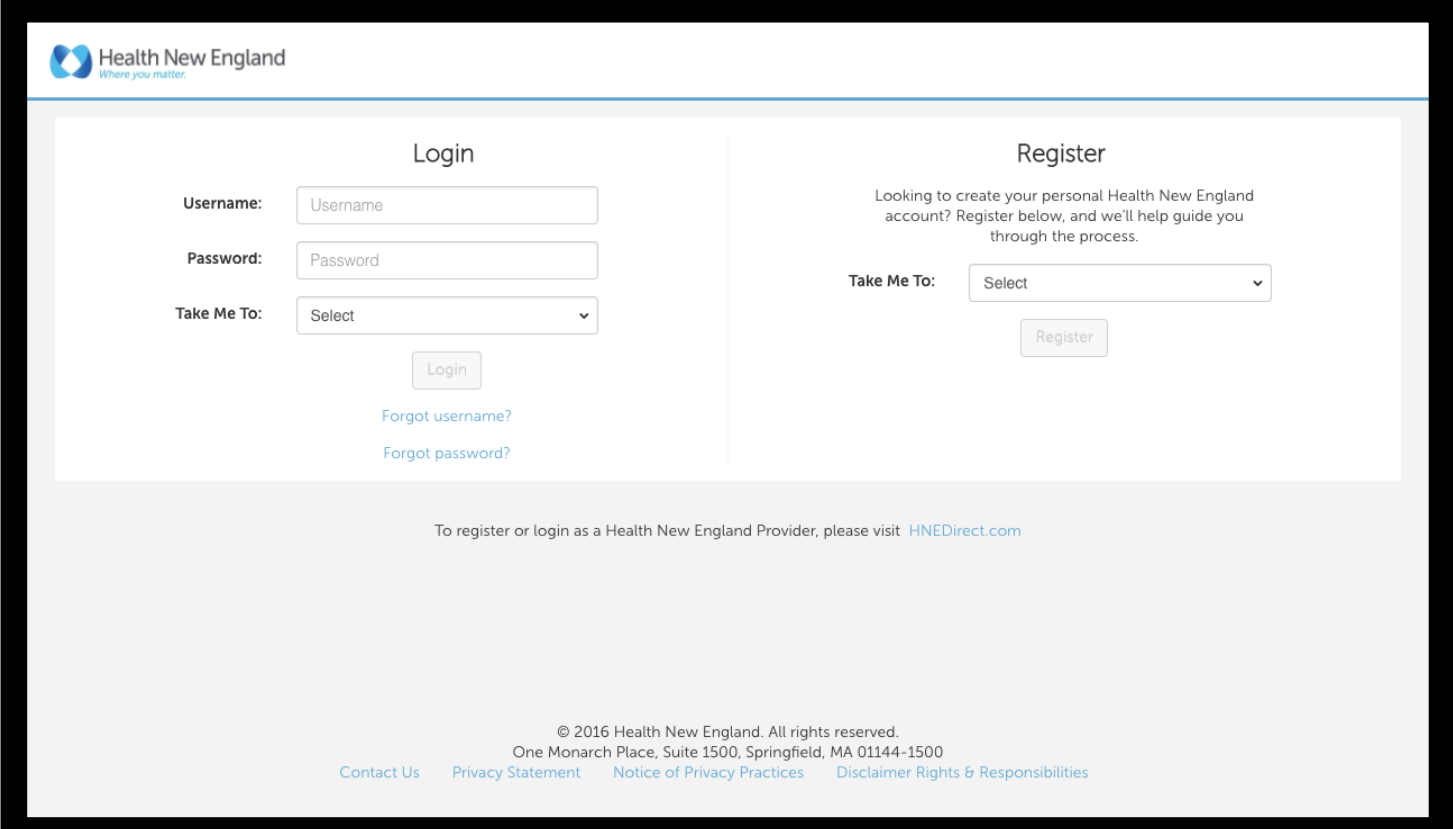
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Introduction

From this page, you will be able to login into the Broker, Employer and Member Portals.

<https://my.healthnewengland.org>



The screenshot shows the Health New England website's login and registration interface. The header features the Health New England logo with the tagline "Where you matter." Below the header, there are two main sections: "Login" and "Register".

Login Section:

- Username:** A text input field with the placeholder "Username".
- Password:** A text input field with the placeholder "Password".
- Take Me To:** A dropdown menu with "Select" as the current selection.
- Login:** A button to submit the login form.
- [Forgot username?](#)
- [Forgot password?](#)

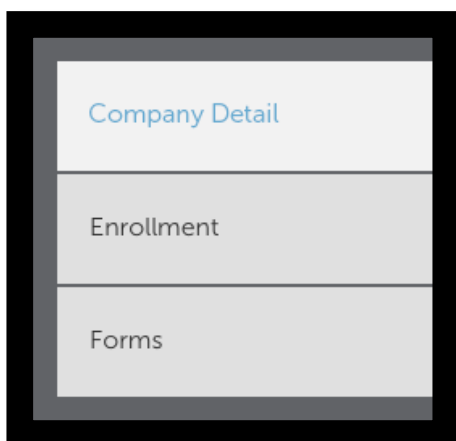
Register Section:

- Text:** "Looking to create your personal Health New England account? Register below, and we'll help guide you through the process."
- Take Me To:** A dropdown menu with "Select" as the current selection.
- Register:** A button to submit the registration form.

Footer:

- To register or login as a Health New England Provider, please visit HNEDirect.com
- © 2016 Health New England. All rights reserved.
One Monarch Place, Suite 1500, Springfield, MA 01144-1500
- [Contact Us](#) [Privacy Statement](#) [Notice of Privacy Practices](#) [Disclaimer Rights & Responsibilities](#)

Site Navigation:



- **Company Detail:** On this page, you can view the details of your group, review current invoices, and view active plans. The active plans section has links to the plan's Chart of Benefits, the current roster of active members for each plan, and a link to easily enroll new members in plans to which you have access.
- **Enrollment:** Search for members across your group, dive into the details of a member, and, with appropriate access, manage enrollment for a group.
- **Forms:** Access to frequently used forms and resources across the site.

Employer Portal: Company Detail

Home Page:

[Review of Active Plans:](#)

Logging in navigates to the Company Detail page.

From here, clicking on the Plan Name opens up the Chart of Benefits for your reference.

Company Detail

Company Information

Group Size:	SMALL	Health New England Contact:	VALERIE FRANCIS
Active Divisions:	1	Group Contact:	
Renewal Date:	02/01/2017 (14 days)	Group Contact Phone:	
Eligible Employees:	12	Billing Address:	
Total Employees:	31		
Total Members:	10		

Invoices

Select a Date

Active Plans

Division	Division Name	Plan Name	Product	Product Rate Tier	Renewal Date	Division Members	Actions
		HNE ESSENTIAL 2000-2	HMO	04	02/01/2017	10	

Clicking on the links below the *Division Members* field will take you directly to the *Enrollment* page (more about this in the *Employer Portal: Member Detail* section).

Employer Portal: Enrollment

Member Detail & Search:

Click on the *Enrollment* tab from the navigation menu. Choose the group, division and status from the drop-down menus.

You will see the results from your search in display below the column headers after clicking on Search.

Also on this page, you can click on the Download link and you will be able to access an MS Excel version of your results based on your selected filters and search criteria.

The screenshot shows the 'Enrollment' search interface. At the top, a text box explains the search feature. Below it are four input fields: 'Member ID / Last Name', 'All Groups' (a dropdown menu), 'All Divisions' (a dropdown menu), and 'Active Members' (a dropdown menu). To the right of these fields are 'Search' and 'Clear' buttons. Further right is a 'Download' link. Below the input fields is a table header with columns: 'Member ID', 'Name', 'Group', 'Division', 'Relationship', and 'Status'. At the bottom left of the table area are pagination controls: 'First', 'Previous', '1' (highlighted), 'Next', and 'Last'. Blue arrows point from the text in the first paragraph to the 'All Groups', 'All Divisions', and 'Active Members' dropdowns. Another blue arrow points from the text in the second paragraph to the 'Search' button. A final blue arrow points from the text in the third paragraph to the 'Download' link.

Change Enrollment Transactions (available based on role and authorization on file):

Within the Enrollment tab from the navigation menu, you can access several features:

- The Member search as described above
- *Enroll Employee*, which will take you to a wizard in which you can input information for a new employee for a given group/division.
- *Transaction Log*, which is an overview of pending and complete transactions across your organization. This can be reviewed by group and division.
- Modify an existing member – after completing a search, you can also manage enrollment for a group's members by clicking on the Name you wish to make changes to.

This screenshot shows the 'Enrollment' interface with additional buttons. At the top left, there are two buttons: 'Enroll Employee' and 'Transaction Log'. The rest of the interface, including the search fields, table headers, and pagination controls, is identical to the previous screenshot. Blue arrows point from the text in the first paragraph of the list to the 'Enroll Employee' and 'Transaction Log' buttons.

Member Detail Page:

All member and dependent changes are made from the following screen:

The screenshot shows the Member Detail Page with several annotations. Blue arrows point to the 'Request ID Card' and 'Terminate' buttons at the top. Another arrow points to the 'Change Member Info' button under the 'Member Details' section. A third arrow points to the 'Change Division' button under the 'Plan Details' section. A fourth arrow points to the 'Add Dependent' button at the bottom right of the 'Contract Members' table.

On this page you can review a member's detail, additional contract members, and member copayment information. You can initiate changes to the member information, request an ID card, terminate a member, or change PCP.

Member Details

Change Member Info Change Contact Info Change PCP

First Name: [Redacted]
Last Name: [Redacted]
DOB: 08/31/1960
Gender: Female
SS#: [Redacted]
Address: [Redacted]
Home Phone: [Redacted]
Work Phone: [Redacted]
Relationship: SUBSCRIBER
PCP: LANCE D REYNOLDS

Plan Details

Change Division

Group Name: [Redacted]
Division: [Redacted]
Plan Type: HMO
Plan: HNE FOCUS 1
Effective Date: 03/01/2014
End Date:

Member Copayments

Office Visit \$25
Emergency Room \$150
Pharmacy \$15/30/50
Chiropractic \$20
Mental Health \$25

Contract Members

Name	Member ID	Relationship	Date of Birth	Effective Date	End Date	PCP
[Redacted]	[Redacted]	SPOUSE	03/19/1957	03/01/2014		[Redacted]
[Redacted]	[Redacted]	DEPENDENT	08/09/1998	03/01/2014	08/31/2024	[Redacted]

Add Dependent

Within the Member Details page, with appropriate authorization, you can do the following tasks/changes:

- Request a new Member ID Card – either by mail or download and print a PDF version
- Terminate an Existing Member – you will need to enter an effective date and termination reason
- Change Member Info – you will be able to update the member's name, DOB, SSN and Gender, provide an effective date and a change reason
- Change Contact Info – you will be able to update a member's address or phone numbers, provide an effective date and a change reason
- Change Primary Care Provider (PCP) – you will be able to search for a PCP to select for the given member
- Change Division – you will be able to move a member between active divisions, provide an effective date and a change reason
- Add Dependent – similar to adding a new employee, you will be able to pick an effective date and change reason and walk through a simple wizard to enter the dependent information.

Note: If change is for a dependent, click on the dependent's name to make any necessary enrollment changes.

User Management:

On this page, you can manage the users who have access to information for your organization. You can designate a user as one of two roles: Super User or Standard User (Quote-Only is for brokers only). Hover over the “?” to read descriptions of each role. The Status menu indicates whether the member is not started, active or inactive.

You can modify roles, deactivate users or reset passwords using the prompts under the Actions menu. Or, click the “Add New User” button below to start a new user registration.

Add New User

On this page you can manage the users who have access to information for your organization. You can designate a user as one of three roles: super user, standard user or quote only (this option for brokers only). Hover over the “?” to read descriptions of each role. The Status menu indicates whether the member is not started, active, or inactive.

You can modify roles, deactivate users or reset passwords using the prompts under the Actions menu. Or, click the “Add New User” button below to start a new user registration.

* First Name:

First Name

* Last Name:

Last Name

* Email:

Email Address

* Confirm Email:

Email Address

* Role: ?

Standard User

Division Access

Division	Division Name	Contact Name	Access
Division	THE REPUBLICAN CO	Division User	☒
Division	THE REPUBLICAN CO	Division User	☒
Division	THE REPUBLICAN CO	Division User	☒

Cancel

Save