Health New England

*Employer Portal*

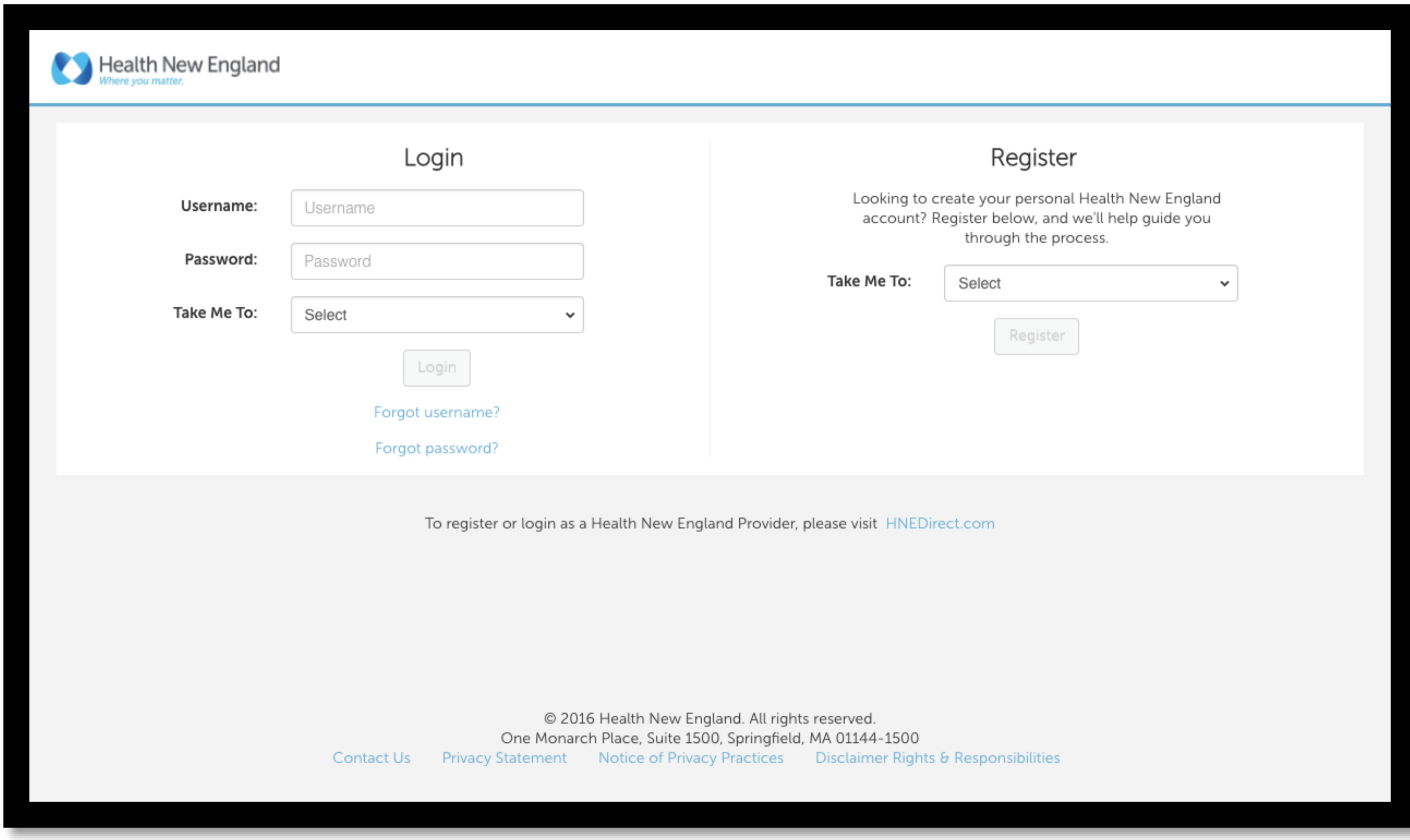
# *User Guide*
# *v3.0*

# Table of Contents

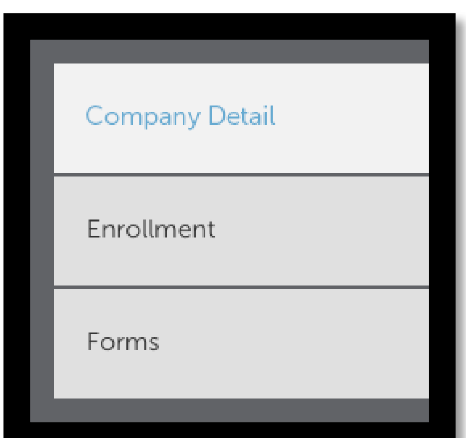
# Introduction

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

https://my.healthnewengland.org




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.

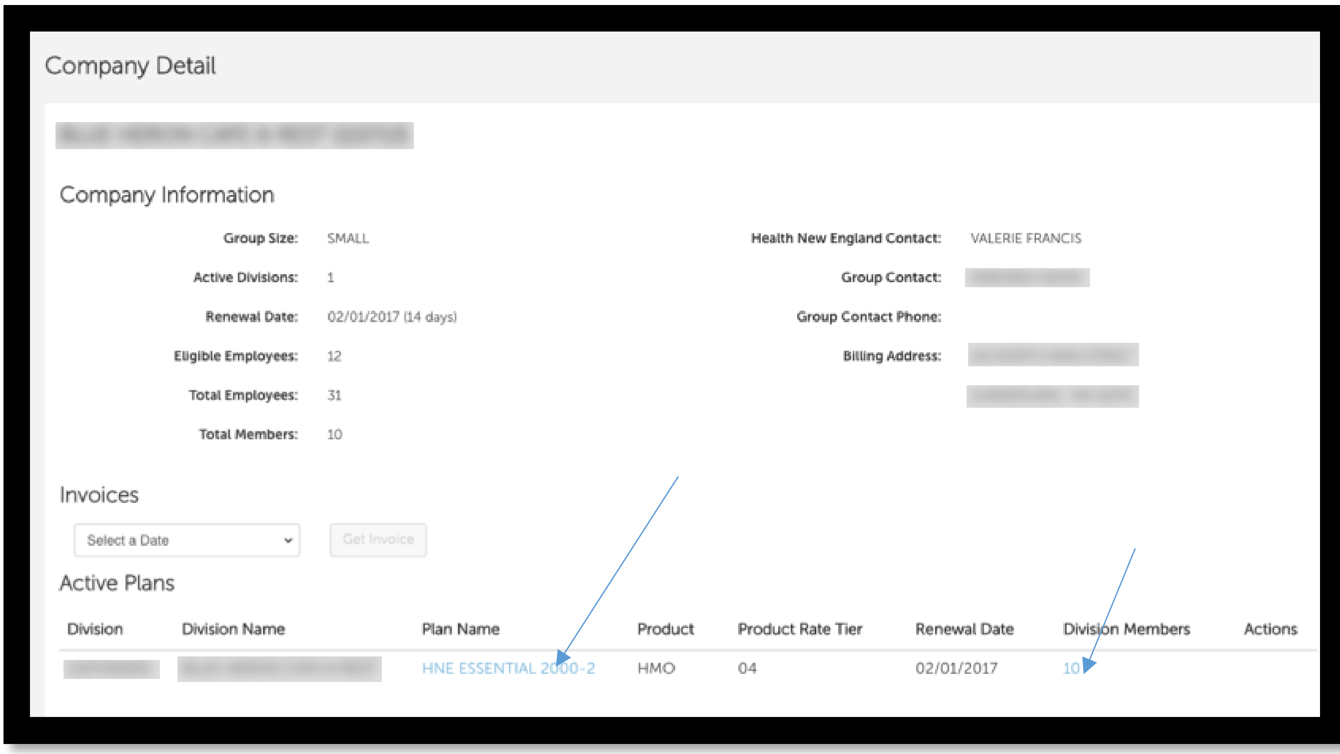
# Employer Portal: Company Detail

<u>Home Page:</u>

## 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.




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).

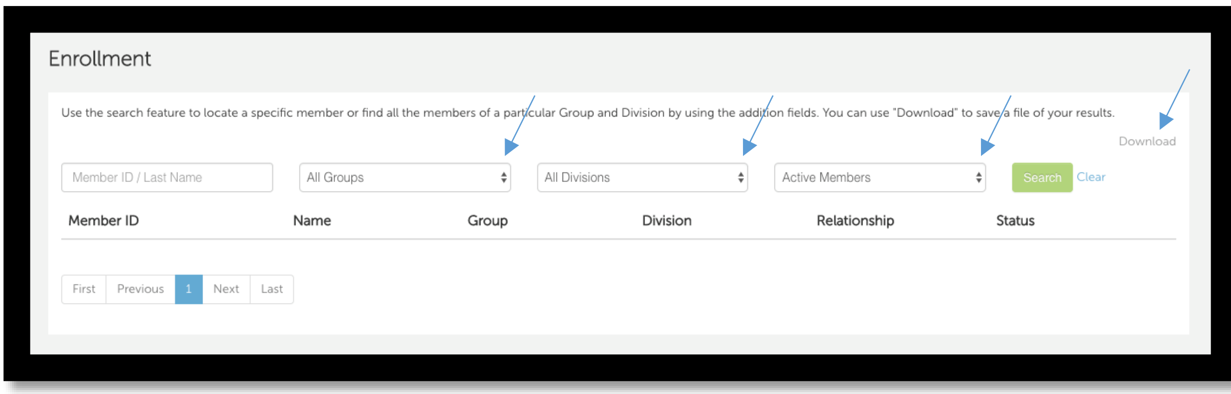
# Employer Portal: Enrollment

## 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.

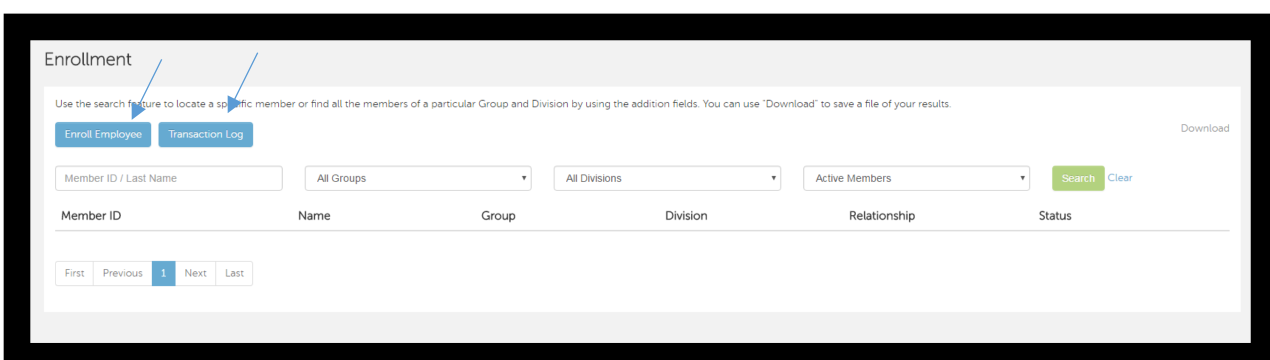
Also on this page, you can click on the Download link and you will be able to access an MS Excel version of your results based on your selected filters and search criteria.




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

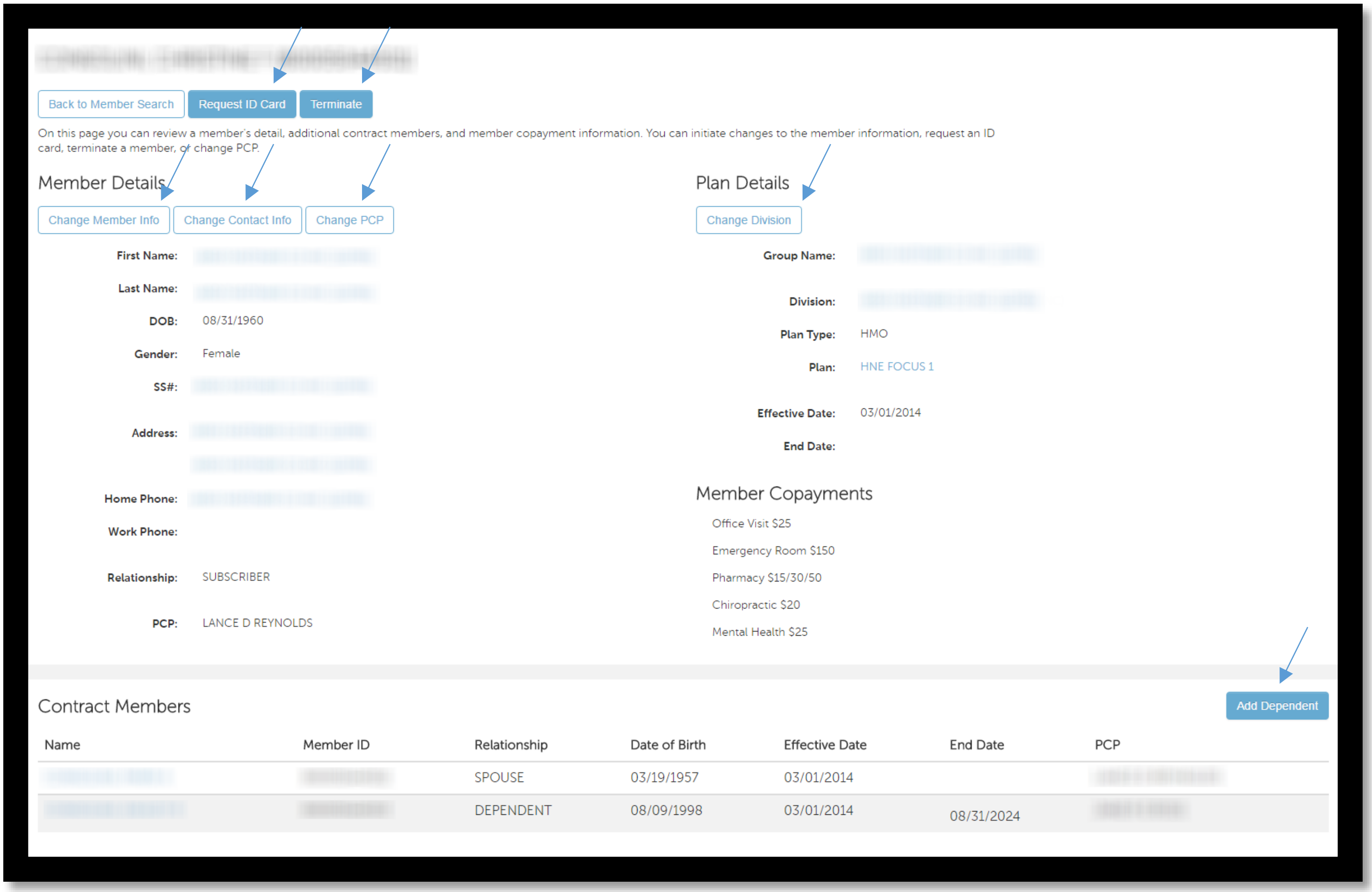
Within the Enrollment tab from the navigation menu, you can access several features:

- 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.



## Member Detail Page:

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




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.