



Employer Self-Service Portal Guide

Humana®

[Humana.com](https://www.humana.com)



Welcome to online benefits administration!

Online administration of your company's benefits will enable you to put the internet to work and allow you to manage changes more quickly and efficiently.

You're managing your benefits in real-time. If an employee leaves the company today, you can submit the termination online today.

If you hire someone and benefits go into effect immediately, you can add them as a new hire today and they will be enrolled in 24–48 hours.

Imagine the time you will save at the end of the month when you're reconciling your bill. You won't have to track odd credits and debits for several months.

One person will register as the primary access administrator for the employer portal and that person can assign rights to additional users for specific sections of the website. For example, if you want someone from Accounts Payable to have access to the Billing & Payments section, but not the Enrollment Maintenance, you can set it up that way. Online access is completely customizable!

And speaking of billing and payments—pay your bill online and have the option of entering several accounts that you can choose to pay the bill from.

Let's get started!

Have available:

- Group number
- Organization's ZIP code
- Organization's Tax ID number

Register your group online at **Humana.com**.

See more registration information on page 5.

If you need any assistance, please call Humana Business Web Support at **1-888-666-5733**, option 3.



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Contact us

		WHO CONTACTS	HOW WE CAN HELP
Humana Business Web Support	1-888-666-5733 8 a.m. – 7 p.m. Eastern time	Benefits administrator	-Help with registration -Online enrollment -Web functionality issues
Open enrollment hotline	1-888-393-6765	Employee	-Every group does not have hotline access
Humana Business Services	1-800-592-3005 SBMarketSupport@humana.com	Employer and agents	-All service inquiries for medical (under 100 membership), dental, vision and life
Single point of contact (SPOC)	Provided to employer and agents of 100+ medical groups	Employer and agents	-All service inquiries for 100+ medical groups
MyHumana questions	1-877-845-3480	Employee	-Reset passwords -Answer questions regarding the employee's benefits, deductibles, finding in-network physicians, etc. -Navigation through MyHumana



The secured employer's section of **Humana.com** is called the "Employer Self-Service Center." It makes administering your Humana plan easier. Once registered on our website, access is granted for the following resources:

What's new?	Find out about the latest enhancements to the Employer Self-Service Center
Communication center	Exchange private, secure email with Humana
Enrollment maintenance	Complete many of your daily enrollment maintenance tasks, including adding new employees, changing coverage and terminating an employee's benefits
Billing	View your monthly statement; make a premium payment
Administrative guides and tools	Explore features that can simplify plan administration such as links to eligibility information
Search tools	Use employer search tools and get answers to frequently asked questions
Reporting	Create, view and print a variety of online reports, including an employee roster and eligibility reports
Website security administration	Grant web access rights to qualified personnel and maintain web security information for individuals or for your entire organization
Additional savings	Find out about discounts like Humana's LifeStyle Discount Program Humana.com/insurance-through-employer-support/benefits/group-health-resources/lifestyle-discounts



Primary access administrator (PAA)

The PAA is the point of contact for web access for the organization. This person performs day-to-day functions and can assign access for others in the organization.

The PAA will sign in to the Employer Self-Service Center to register new users and perform administrative tasks. An unlimited number of users can be added.

Have this information available before you register at Humana.com.

- Group number
- Organization's ZIP code
- Organization's Tax ID number

If you have questions or need help, please call **1-888-666-5733**, option 3.

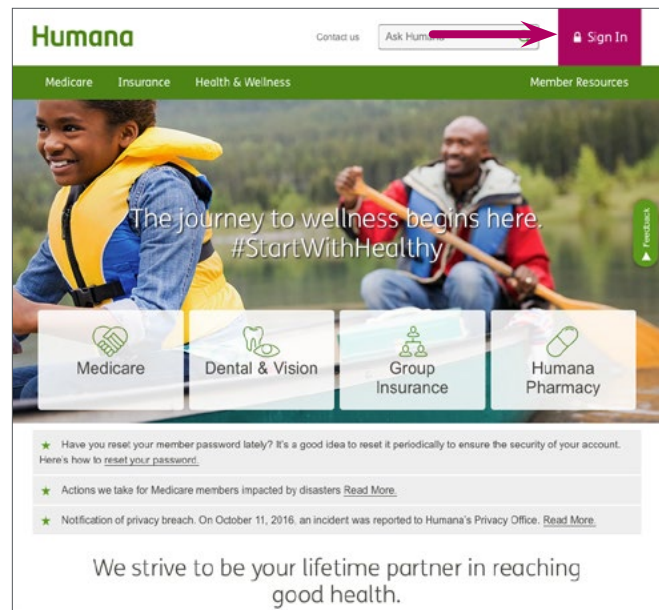


REGISTRATION

Register

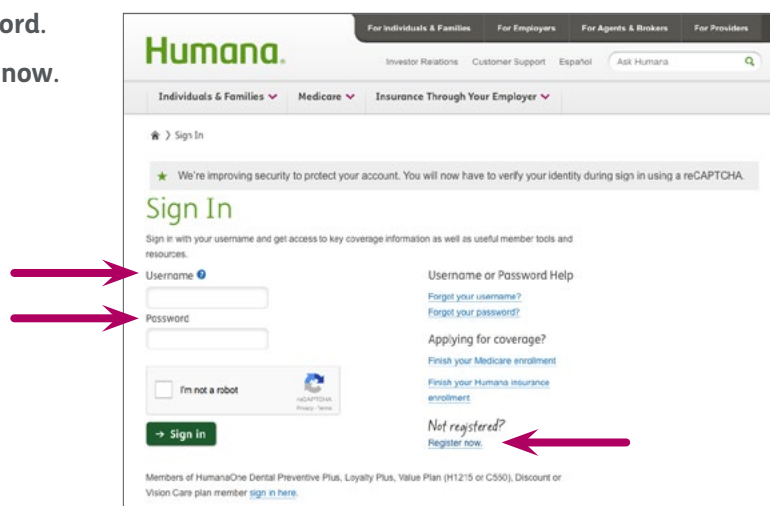
All users will register at **Humana.com**.

Begin by selecting the **Sign in** link in the top right corner.



You will enter your **username** and **password**.

If not already registered, select **Register now**.





REGISTRATION

Select registration type of **Employer** then select the green **Get Started**.

The screenshot shows the 'Registration' page. On the left, there is a list of registration types: Member, Provider, Dentist, Pharmacist, Employer, and Agent/broker or agency. A pink arrow points to the 'Employer' option. To the right of this list, under the heading 'It's Easy', there is a list of requirements and steps for registration. At the bottom right of the page, there is a green button labeled 'Get Started'. A second pink arrow points to this button.

Step 1: Validate group information.

This information can be obtained from the plan documents or your Humana licensed sales agent. Select **Next**.

The screenshot shows the 'Step 1: Validate Group Information' page. It has a progress bar at the top with four steps, where the first step is active. The main heading is 'Enter Group Information'. Below this, there are three required fields: 'Group Number', 'Zip Code', and 'Tax ID'. Each field has a text input box. Below the 'Tax ID' field, there is a note: 'No hyphens or spaces, ex: 123456789'. At the bottom left, there are two green buttons: 'Back' and 'Next'. A pink arrow points to the 'Next' button. At the bottom right, there is a 'Cancel' link.

Review and confirm group information. If this information is not correct, you can reach out to Humana Business Web Support at **1-888-666-5733**, option 3.

The screenshot shows the 'Step 1: Validate Group Information' page, specifically the 'Review and Confirm Group Information' section. It includes a warning message: 'If any of this information is incorrect or outdated, please call 1-888-666-5733.' Below this, there is a table with the following information: Employer Name: Demo Group, Address: 123 Easy St, Contact Name: Sarah Fehribach. Below the table, there is a checkbox labeled 'I certify I am the person listed above.' which is checked. At the bottom left, there are two green buttons: 'Back' and 'Next'. A pink arrow points to the 'Next' button. At the bottom right, there is a 'Cancel' link.



REGISTRATION

Step 2: Read and agree to the Online Services Agreement and Web Confidentiality Agreement.

The person in agreement must be legally authorized to sign contracts on behalf of the organization. You must scroll to the bottom and accept both agreements.

Each agreement includes a Print Agreement option which will open the printable version in a new tab. Close when finished and navigate back to the original tab to continue registration.

Step 3: Create username and password.

This will be the sign-in profile for the PAA only. The PAA will create secondary users and provide each with an individual username.

For more information on the formatting requirements for a field, you can select the **BLUE** question mark next to that field.

Step 2: Confirm Agreements

Please confirm your agreement with our online service and confidentiality privacy agreements.



By accepting these agreements, you are providing your legal signature. To proceed, you must be legally authorized to sign contracts on behalf of your organization.

Online services agreement

2.9 No Retroactive Upgrade

- Upgrades in benefits tied to a HumanaVitality Status are effective on the date of upgrade to that Status.
- A member's HumanaVitality Status cannot be retroactively upgraded.
- Benefits correspond to a member's HumanaVitality Status at the time of redemption, without any retrospective adjustment for subsequent HumanaVitality Status upgrade.

2.10 Tax Information

HumanaVitality does not provide tax reporting to the Internal Revenue Service, other agencies, or members. It is the responsibility of the member to determine tax responsibilities, if any, for rewards, rebates or other benefits received under HumanaVitality.

☒ I have read and accept the online services agreement

Print agreement

Web confidentiality agreement

Web confidentiality agreement

THIS CONFIDENTIALITY AGREEMENT is entered into by and between HUMANA INC. ("Humana") and you in your role as a healthplan member or as an administrator of your Organization ("Organization" means a Provider, Provider group, Employer, Employer Group, Agent, Broker, Agency and Brokerage firm or Business Associate.) Humana and You are sometimes hereinafter referred to individually as the "Party" or collectively as the "Parties".

WHEREAS, the Parties hereto desire to enter into a confidentiality arrangement whereby parties shall share information;

WHEREAS, the Parties acknowledge that any information or data, whether printed, written, oral or electronically stored or reproduced and whether provided in response to specific inquiry or voluntarily provided, including but not limited to the identity of Humana's customers, Humana's methods of doing business, and financial information, including Humana's customer contracts, both detailed information and the basic status of the

☐ I have read and accept the web confidentiality agreement.

Print agreement

Step 3: Create username and password

Please create a username and password to use when you sign in to Employer Self-Service

Required *

* Username

* Password

* Re-type password

* E-mail address

Required *

* Username



Close

Choosing a username

Also known as user ID. The username you select should be a combination of letters and numbers, between 6 and 15 characters long, and should not contain any special characters or spaces.



REGISTRATION

Once all fields are completed, select **Submit** to complete registration.

NOTE: The security answer must have at least four characters and contain no spaces.

Required *

* Username
sfhd2016DG

* Password

* Re-type password

* E-mail address
sfhdemo@demogrp.com

* Security question
What was the name of your first grade teacher?

* Answer to security question
Barbara

* Re-type answer to security question
Barbara

[← Back](#) [→ Submit](#) [Cancel](#)

Step 4: Registration confirmation.

Select **Go to dashboard** to enter the employer self-service portal. You also have the option to select **Add user** to grant additional users access.

Your registration is confirmed.

Congratulations! You have successfully created a sign-in for Employer Self-Service. Select from the items below to use Employer Self-Service.

[Go to my Employer Self-Service dashboard](#)

[Register another user to access this Employer Self-Service account](#)

[Add another group](#)

To register an additional group please call the following numbers for assistance:

- Small Business (2-99 employees)
1-800-559-4107
- Large Business (100+ employees)
1-888-666-5733



Employer self-service: Portal home

Rockford Public Schools Hello, Employer My Account Sign out

Humana Employer self-service Change Group

Billing Manage Employees Reports Support & Resources Benefits Center

Use the "View proof of coverage or order ID card" link to order cards online.

My Dashboard

Company plans & products Primary Access Administrator Agents

80160.D5000.OP6350.24HR
80160.D500.OP1000.OV15.10/30/5
80160.D1000.OP3000.OV25.10/30/5

80160.D500.OP2500.OV20.10/30/5
NV PED DEN INF'S CR PPO EMDH
View your company's plans

Search for an employee
Full SSN
Enter Full SSN Go
Search by name CF

Billing and payments

Select Profile:

Invoice summary
Coverage month: Mar 2017
Billing profile:

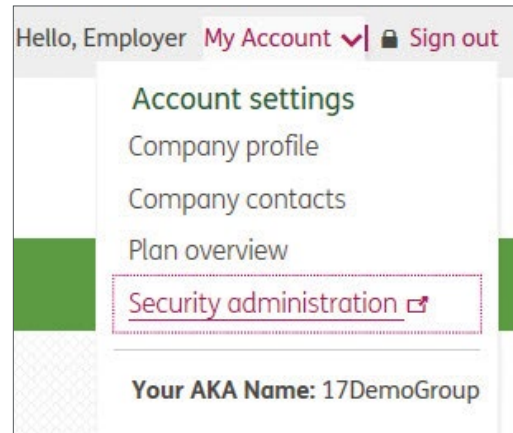
Total amount billed \$6,454.80
Balance as of today \$3,727.26

Go to Billing

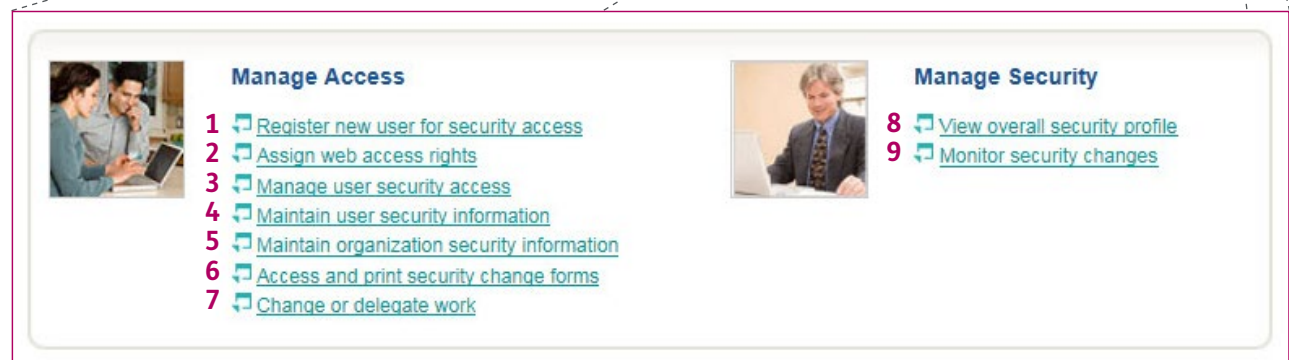


Employer self-service: Add additional users

If you select add a new user from the registration confirmation, you will be taken to the **Manage Account** menu. You can access from the portal by selecting on **My Account** in the top right and selecting **Security administration**.



The **Manage Account** menu is where you can add and manage user access.



- | | |
|---|--|
| (1) Adding new users | (5) Update group demographic information; this will update web only account |
| (2) Managing access to business functions | (6) PCA/PAA change forms |
| (3) Revoke or suspend user access and reset secondary password | (7) No longer used |
| (4) Update user demographic information
Username/Password cannot be changed by access administrator | (8) View all group info, identifiers assigned, users and what access they have |
| | (9) View security changes within date range |



Employer self-service: Add additional users

To add a new user, select
Register new user for security access:

- Create a **User ID** for the user and fill in their information
- The **AKA name** is a secondary identification for security purposes and needs to be different than the user ID
- For effective date, check the **Now** box, **End Date** can be left blank
- If the address is not populated by checking the copy address box, it will need to be typed in manually
- Once all fields are complete, select **Next**

The form is titled "Register New Users" and includes a note: "Register new users to perform business functions on behalf of your organization." and a red asterisk indicating "Marked fields are mandatory." The form contains the following fields: User ID (6 to 15 alphanumeric characters), AKA Name (8 to 15 alphanumeric characters), Effective Date (with a calendar picker for August 2018), End Date, First Name, Last Name, Work Title, Work Address, a checkbox for "Check here to copy organization address", Address, City, Zip, Telephone Number, Fax Number, Email Address, and Comments. There are "Now" and "Done" buttons in the date/time selection area. At the bottom right are "Cancel" and "Next" buttons.

Confirmed: User Added

- It is recommended to print this page, take a screenshot or write down the user ID and password to provide to the user.

The screen displays "Selected Organisation Information: A FINKL & SONS CO 2011 N SOUTHPORT AVE, CSRF, CHICAGO,IL 60614" and "Controlling authority: TOMqa HAMILTON". Below this is the "New User Information" section with the following details:

Userid :	President33	AKA Name :	harryTruman
Effective Date :	8/20/2018 12:56:00 PM	End Date :	
Name :	Harry Truman	Work Title :	president
Address :	2011 N SOUTHPORT AVE ,CSRF,CHICAGO ,IL 60614	Email :	hTruman33@Hum1.com
Telephone :	1234567894	Fax :	
Comments :			

Below the information is a grey box with the text: "Record the Password and communicate it to the new user, along with the User ID and AKA Name. YOU WILL NOT HAVE ACCESS TO THE Password AGAIN." At the bottom, it shows "Userid: President33", "AKA Name: harryTruman", and "Password: 80006494" with a red arrow pointing to the password field.

- **This is the ONLY time the temporary password is viewable;** the user will use the temporary password to sign in for the first time at **Humana.com**. They will immediately be prompted to change their password and set up a security question.
- Once user information is saved, select **Next**. An alert will pop up to ensure you have recorded the information. Select **Ok**.



Employer self-service: Assign web access rights

- Select the **Humana_Employer** folder with all of the business functions, or tools, the group has access to in the self-service portal. The **Primary Administrator** has access to all functions available to the group, so if the user should have the same access rights as the primary all boxes should be checked. This would make the user a **Secondary Administrator** with the ability to add and manage additional users. A secondary admin is not able to manage the access of the PAA or their own.
- The required functions for all users are **IDE Employer Portal** and **Commercial Group Default BF**. Access to each function can be further customized by expanding the box to assign only specific aspects. Checking the main box will assign all aspects for that function.
- Functions can be added or removed from a user at any time. If you have any questions about what functions are, or what a user might need, call **HB Web Support** for assistance.
- Once all business functions the user needs have been selected, select **Save**. An alert will pop up confirming changes, select **Ok** to confirm.

Assign Web Access Rights

Select the business functions you would like this person to access.

- ☒ Billing Test at Archdiocese of Louisville - 001 - 010(Employer)
 - ☒ Humana_Employer
 - ☒ A. Humana Employer Communications Center
 - ☒ Activity Report Vitality
 - ☒ B. Enrollment
 - ☒ C. Billing
 - ☒ Commercial Group Default BF
 - ☒ Contribution Manager Report Vitality
 - ☒ CoverageDetailDocsViewer
 - ☒ E. Plan Details
 - ☒ ePlanCompass
 - ☒ ePlanCompass - Other
 - ☒ F. Finders and Tools
 - ☒ G. Employee and Utilization Reports
 - ☒ Grp Medical Membership Snapshot
 - ☒ I. Wellness
 - ☒ IDE Employer Portal
 - ☒ J. Manage Account
 - ☒ View Dental Proof Of Coverage
 - ☒ View Member ID Card

Cancel **Back** **Save**

Assign Data to Business Functions:

- This final step is only for billing users
- Assign billing profiles, check the **Check/Uncheck** here box
- To assign only certain profiles, expand the box and check profiles the user will need access to

Assign Data to Business Functions

Select the business functions you would like this person to access.

- ☒ Mary S Smith at Rockford Public Schools(Employer)
 - ☒ C. Billing
 - ☒ Billing Access-REQUIRED FOR LINKS BELOW
 - ☒ Check/Uncheck here to select/unselect all Access Identifiers
 - ☒ (BP) 707254001 (Billing Profile)
 - ☒ (EM) 1000
 - ☒ (EM) 707254

Cancel **Save**

Once all profiles are selected, choose **Save**. An alert will pop up confirming changes, select **Ok**. The user has been added, and you can provide them their user ID and password.

Access Profile Changed

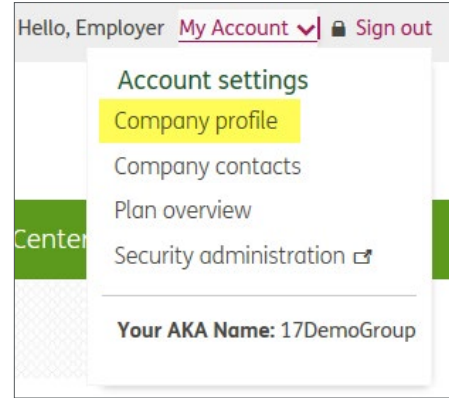
You have requested changes. Click OK to complete the changes or Cancel to cancel the changes.

OK **Cancel** **Close**



My account: Company profile

My Account, located in the top right corner of the employer portal, is where you can get plan information, view company contacts, manage web users and more.



[Home](#) [Billing](#) [Manage Employees](#) [Reports](#) [Support & Resources](#) [Email](#)

[Home](#) **Company profile**

Benefits Overview

Group name:	Group number: 995214
Plan Type	Effective Date

Agents

, Joseph ← Agent of Record

Medical, Vision, Health
Spending Accounts

Ft Lauderdale, FL
33308

Phone:
Fax:

Resources

Helpful Documents

- 1 [Create a plan summary](#)
- 2 [View certificate of coverage](#)

Benefits Administration

- 3 [Security administration](#)
- 4 [View detailed add on rates](#)
- 5 [Edit FSA/PCA/HSA contributions](#)

Wellness Resources

- 6 [Improve wellness with Go365™](#)
- 7 [View your Go365](#)

- (1) Create a plan summary PDF
- (2) Download PDF of policies and certificates
- (3) Manage web users

- (4) Add on rate calculator (small groups only)
- (5) Edit FSA/PCA/HSA contributions

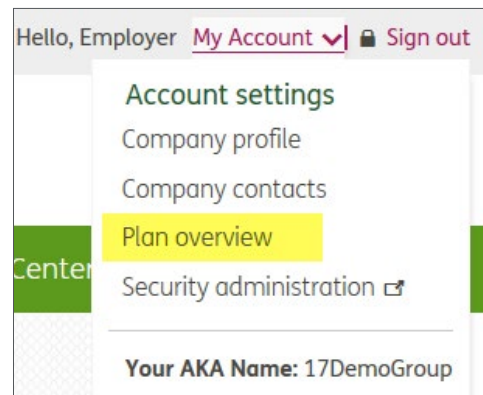
- (6) Information on Go365
- (7) Incentive credits for participation in Go365 (small groups only)



My account: Plan overview

In **Plan overview** you can download PDFs of plan summaries. Plan summaries are usually loaded within 60 days of the coverage effective date. If a summary is not yet available, you can create one using the link in the **Company profile** section.

Download PDF of plan summary by selecting the **Summary of benefits and coverage** link (see below).



My Medical plan(s)

Fechheimer NPOS PPO 80/50, D\$5

Members can visit any in-network provider for covered services and do not need to choose a primary care physician. They also have the option to seek care from out-of-network providers, but out-of-pocket costs will be higher.

[Summary of benefits and coverage](#)

Fechheimer NPOS 80/60, D1000,

Members can visit any in-network provider for covered services and do not need to choose a primary care physician. They also have the option to seek care from out-of-network providers, but out-of-pocket costs will be higher.

[Summary of benefits and coverage](#)

Fechheimer NPOS 80/60, D1000,

Members can visit any in-network provider for covered services and do not need to choose a primary care physician. They also have the option to seek care from out-of-network providers, but out-of-pocket costs will be higher.

[Summary of benefits and coverage](#)


Fechheimer CF 1000 80/50 D\$100

Members can visit any in-network provider for covered services and do not need to choose a primary care physician. They also have the option to seek care from out-of-network providers, but out-of-pocket costs will be higher.

[Summary of benefits and coverage](#)



My account: Plan overview



Welcome, Employer
February 16, 2017

Close Window

Adjust Text Size

View Summary of Benefits and Coverage(SBC)

Group Nbr: Find Coverage Clear


Address: ADVANCED MICROWAVE PRODUCT
PO BOX 1437
VERDI NV 89439

Group#	SBC Document	Coverages shown - click on View SBC link to view the document		
Group Nbr	Product	Product Type	Effective Date	
	PPO	NV CR HUMANA PPO EHDHP 16 DED/	2016-12-01	View SBC
	PPO	NV CR HUMANAPPO16-SEP ACC&CPY	2016-12-01	View SBC
	PPO	NV SG HUMANA PPO HDHP 14 DED/C	2015-12-01	View SBC
	PPO	NV SG HUMANA PPO HDHP 14 DED/C	2015-06-01	View SBC
	PPO	NV SG HUMANAPPO14-SEP ACC&CPY	2015-12-01	View SBC
	PPO	NV SG HUMANAPPO14-SEP ACC&CPY	2014-12-01	View SBC
	PPO	NV SG HUMANA PPO 11 SEP ACC&CP	2013-12-01	View SBC
	PPO	NV SG HUMANA PPO 11 SEP ACC&CP	2013-05-01	View SBC

HUMANA INSURANCE COMPANY: CR HUMANA PPO EHDHP 16 DED/COINS OV,IP,OP

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage Period: Beginning on or after 12/01/2016
Coverage For: Individual + Family | Plan Type: PPO-HDHP

 This is only a summary. If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at www.groupcertificate.humana.com or by calling 1-866-4ASSIST (427-7478).		
Important Questions	Answers	Why this Matters:
What is the overall deductible?	Network: \$5,000 Individual / \$10,000 Family Non-Network: \$10,000 Individual / \$20,000 Family Doesn't apply to network preventive services. Co-insurance and co-payments don't count toward the deductible	You must pay all the costs up to the <u>deductible</u> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <u>deductible</u> starts over (usually, but not always, January 1st). See the chart starting on page 2 for how much you pay for covered services after you meet the <u>deductible</u> .
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services, but see the chart starting on page 2 for other costs for services this plan covers.
Is there an <u>out-of-pocket limit</u> on my expenses	Yes. For Network providers \$6,350 individual / \$12,700 family For Non-Network providers \$12,700 individual / \$25,400 family	The <u>out-of-pocket limit</u> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, Balance-billing charges, Health care this plan doesn't cover, Penalties, Non-network transplant, non-network prescription drugs, non-network specialty drugs	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Is there an overall annual limit on what the plan pays?	No.	The chart starting on page 2 describes any limits on what the plan will pay for <u>specific</u> covered services, such as office visits.

Questions: Call 1-866-4ASSIST (427-7478) or visit us at www.humana.com.

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at www.dol.gov/ebsa/healthreform or call 1-866-4ASSIST (427-7478) to request a copy.



My account: Billing

Using Humana's online billing, groups can view and pay bill, download details, set up recurring payments, view payment history and more. Clearing cached files can improve performance of online billing, **Humana Business Web Support** can always be reached for assistance.

Humana

Employer self-service

Home

Billing ▾

Manage Employees ▾

Reports

Support & Resources

Benefits Center ▾

Go to Billing ↗

Make a Payment ↗

Company plans & products

Primary Access Administrator

Agents

80/60,D2000,OP2000,OV25/55,,10 ?

80/60,D3000,OP3000,OV25/55,,10 ?

GA 100/80/0 MF PREVENTIVE PLUS ?

GA 100/80/50 MF TRP PEB 09 ?

GA EMP Vision Care Plan EX\$10/ ?

View all company plans →

Search for an employee

Full SSN ▾

Enter Full SSN

Go

Search by name

Billing and payments

Invoice summary

Coverage month: Apr 2018

Billing profile: -001

Total amount billed\$17,412.84

Balance as of today-\$6,453.00

Make a Payment ↗

Set up Recurring Payment ↗

View Invoice (PDF) ↗

Go to Billing ↗



My account: Invoice

Selecting **Go to Billing** will open the Invoice section of **Billing** in a new tab. Users can navigate between the sections of Billing, making selections in the bar menu located at the top of each page.

Within the **Invoice** section, users can review member level details, download details as an Excel file, download a copy of the invoice PDF, and access the **Wellness Engagement Incentive** dashboard (small groups only).

Invoice

Payment

Recent Account Activity

Billing Preferences

Billing Support

Invoice Summary

Check your account balance, review a summary of your charges and find more detailed information on your transactions.

Coverage month

April 2018

Go →

Summary

Payment due date 04/01/2018

Amount due from last invoice	\$10,706.42
Total payments received	\$1,013.42
Amount past due	\$11,719.84
Premiums this period	\$5,673.00
Member adjustments	\$0.00
Fees and other adjustments	\$20.00
-Wellness engagement incentive *availability varies by state	\$0.00
-Other	\$20.00
Total amount due	\$17,412.84

Balance as of today ⓘ

-\$345.84

Effective 06/01/2018, your payment option is ACH.

Make a payment →

Show details →

Group/ benefit/ division/ class summary →

Excel details →

View billing invoice →

Wellness engagement incentive details →

Show Details (search):

Invoice Details

Welcome to the invoice details section of Billing. Here you can review your detailed member level transactions.

Details for April 2018

Payments, fees and other adjustments

☒ All ☐ Payments ☐ Fees and other adjustments

Hide info

Date	Description	Amount
03/25/2018	ADMINISTRATIVE FEE	\$20.00
11/25/2017	AUTO LOCK BOX	\$1,013.42

Charges and member adjustments

☒ All ☐ Charges ☐ Member adjustments

Hide info

Please show my charges and member adjustments based on following search criteria

Search by ☐ Last name ☐ Member ID

Product type

Select a value

Plan type

Select a value

Coverage type

Select a value

Group number

Select a value

Division / class

Select a value

Benefit ID

Select a value

Transaction description

Select a value

Search →

Reset search →



My account: Invoice

Show Details (list):

Total quantity : 69 Total amount : \$5,673.00

Term	Member Name	Member ID	Description	Coverage Period	Coverage Type	Plan	Amount	
							Medical	Dental
<input type="checkbox"/>	BAYNES,		PREMIUM	04/01/2018	EMP	LBE-50.0K	\$0.00	\$0.00
<input type="checkbox"/>	BAYNES,		PREMIUM	04/01/2018	EMP	ABE-50.0K	\$0.00	\$0.00
	BAYNES,		MEMBER TOTAL					
<input type="checkbox"/>	CARDA,		PREMIUM	04/01/2018	EMP	LBE-25.0K	\$0.00	\$0.00
<input type="checkbox"/>	CARDA,		PREMIUM	04/01/2018	EMP	ABE-25.0K	\$0.00	\$0.00
<input type="checkbox"/>	CARDA,		PREMIUM	04/01/2018	ESP	VIS	\$0.00	\$0.00
	CARDA,		MEMBER TOTAL					
<input type="checkbox"/>	COBDLE,		PREMIUM	04/01/2018	FAM	DTP	\$0.00	\$64.75
<input type="checkbox"/>	COBBLE,		PREMIUM	04/01/2018	EMP	LBE-50.0K	\$0.00	\$0.00
<input type="checkbox"/>			PREMIUM	04/01/2018	EMP	ABE-50.0K	\$0.00	\$0.00

Excel Details:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	MEMBER LAST NAME	MEMBER ID	SSN	DOB	COVER	PRODUCT	PLAN	GROUP NUMBER	BENEFIT	CLASS/DIVISION	TRANSACTION DESCRIPTION	COVERAGE PERIOD	COVERAGE END	AMOUNT
1	Smith	999999999	9999	10/21/1963	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
2	Smith	999999999	9999	10/21/1963	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
3	Smith	999999999	9999	07/09/1946	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	8.5
4	Smith	999999999	9999	07/09/1946	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	0.75
5	Smith	999999999	9999	07/09/1946	EMP	SPECIALTY	VIS	666666	GA6E0051	1	PREMIUM	04/01/2018	04/30/2018	13.53
6	Smith	999999999	9999	02/06/1973	FAM	DENTAL	DTP	666666	GA3E0465	1	PREMIUM	04/01/2018	04/30/2018	64.75
7	Smith	999999999	9999	02/06/1973	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
8	Smith	999999999	9999	02/06/1973	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
9	Smith	999999999	9999	02/06/1973	FAM	SPECIALTY	VIS	666666	GA6E0051	1	PREMIUM	04/01/2018	04/30/2018	20.19
10	Smith	999999999	9999	08/11/1971	EMP	MEDICAL	NPO	666666	GABN0689	1	PREMIUM	04/01/2018	04/30/2018	598.04
11	Smith	999999999	9999	08/11/1971	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
12	Smith	999999999	9999	08/11/1971	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
13	Smith	999999999	9999	05/17/1995	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
14	Smith	999999999	9999	05/17/1995	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
15	Smith	999999999	9999	11/11/1962	EMP	MEDICAL	NPO	666666	GABN0689	1	PREMIUM	04/01/2018	04/30/2018	598.04
16	Smith	999999999	9999	11/11/1962	EMP	DENTAL	DTP	666666	GA3E0472	1	PREMIUM	04/01/2018	04/30/2018	75.31
17	Smith	999999999	9999	11/11/1962	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
18	Smith	999999999	9999	11/11/1962	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
19	Smith	999999999	9999	11/11/1962	ESP	SPECIALTY	VIS	666666	GA6E0051	1	PREMIUM	04/01/2018	04/30/2018	13.53
20	Smith	999999999	9999	05/05/1977	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
21	Smith	999999999	9999	05/05/1977	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
22	Smith	999999999	9999	12/26/1960	EMP	MEDICAL	NPO	666666	GABN0689	1	PREMIUM	04/01/2018	04/30/2018	598.04
23	Smith	999999999	9999	12/26/1960	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
24	Smith	999999999	9999	12/26/1960	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
25	Smith	999999999	9999	09/11/1958	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
26	Smith	999999999	9999	09/11/1958	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
27	Smith	999999999	9999	06/14/1949	EMP	DENTAL	DTP	666666	GA3E0472	1	PREMIUM	04/01/2018	04/30/2018	33.4
28	Smith	999999999	9999	06/14/1949	EMP	SPECIALTY	VIS	666666	GA6E0051	1	PREMIUM	04/01/2018	04/30/2018	6.76
29	Smith	999999999	9999	06/14/1973	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
30	Smith	999999999	9999	06/14/1973	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5
31	Smith	999999999	9999	09/01/1948	EMP	DENTAL	DTP	666666	GA3E0472	1	PREMIUM	04/01/2018	04/30/2018	33.4
32	Smith	999999999	9999	09/01/1948	EMP	SPECIALTY	LBE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	17
33	Smith	999999999	9999	09/01/1948	EMP	SPECIALTY	ABE	666666	LFA1003	1	PREMIUM	04/01/2018	04/30/2018	1.5



My account: Wellness Engagement Incentive reports

Selecting **Wellness Engagement Incentive Details** from the Invoice Summary Page will open the **Wellness Engagement Incentive Dashboard** in a new tab. This report displays incentives earned by members participating in the Go365® program. Group level incentives as well as employee level reports are available. (Small Group only)

Reports



Monthly incentive details

Use this report to view monthly incentive details for your entire company.

[View incentive details by month →](#)



Incentive details by employee

Use this report to view your premium savings details by employee.

[View earned incentives by employee →](#)

Incentive Details by Employee

Track your company's monthly savings by employees' participation in Go365, achieving a Go365 Status™ of Silver or above.

Mar 2016-Oct 2015 ▼

[Download Full Report to Excel](#)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Employee: Last Name, First Name	03/31/2016	02/29/2016	01/31/2016	12/31/2015	11/30/2015	10/31/2015																				
(All Employees) Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00																				
ANDREN,	n/a	n/a	n/a	n/a	n/a	n/a																				
ELLSWORTH,	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00																				
ENDRES,	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00																				



My account: Payment

In the **Payment** section, users can manage bank accounts, set up payments, and review payment activity.

Payment Accounts

Humana BillingWelcome, GRP586402
April 04, 2018

Sign out →

JACK F WITCHER (Billing ID: 586402-001)

[Invoice](#) **[Payment](#)** [Recent Account Activity](#) [Billing Preferences](#) [Billing Support](#)

Payment

Enroll an account to be used for payment, view any past online payments you've made, or make changes to your scheduled payments.

[Payment Accounts](#) [Make a Payment](#) [Online Payment Activity](#) [Payment Activity](#)

Bank accounts [Add new bank account](#)

	Bank Name	Account Holder Name	Routing Number Last 4 Digits	Account Number Last 4 Digits	Account Type	Recurring Setup /Debit Day	Future One-time Payment
<input type="radio"/>	BOA	PBS	6780	****	Checking	No	Yes
<input type="radio"/>	Test Bank	Tasking	6780	9652	Checking	No	No
<input type="radio"/>	Yes	Test	0137	6789	Checking	Yes / 7th	No

[Schedule one-time payment](#) [Cancel recurring monthly payment](#) [Edit](#) [Delete](#)

Make a Payment

Schedule a one-time payment or manage recurring payments.

[Payment Accounts](#) **[Make a Payment](#)** [Online Payment Activity](#) [Payment Activity](#)

Make a payment

[One-time Payment](#) **[Recurring Payment](#)**

Existing recurring schedule

Selected account
ACH - Yes-6789

Selected withdrawal day of the month
7th

[Cancel recurring payment setup](#)



My account: Payment

Online Payment Activity displays the history of online payments, including payments made by phone. Future recurring payments will also display.

Payment Accounts

Make a Payment

Online Payment Activity

Payment Activity

Scheduled payments

Payment Date	Payment Type	Payment Amount	Payment Account	Account Type	Payment User	Payment Confirmation Number	Payment Status	
07/07/2018	Recurring	ADJD BALANCE	Yes - 6789	Checking	SYSTEM	ACH-005	SCHEDULED	Cancel →
06/25/2018	One-time	\$17,412.84	BOA - ****	Checking	GRP GRP	ACH-005	SCHEDULED	Cancel →

Processed payments

Payment Date	Payment Type	Payment Amount	Payment Account	Account Type	Payment User	Payment Confirmation Number	Payment Status	
07/04/2018	Recurring	\$0.00	BOA - ****	Checking	SYSTEM	ACH-005	CANCELLED	
06/25/2018	One-time	\$17,412.84	Yes - 6789	Checking	GRP GRP	ACH-005	PROCESSED	
06/03/2018	Recurring	\$0.00	TEST BANK - 6789	Checking	SYSTEM	ACH-005	CANCELLED	
06/03/2018	Recurring	\$0.00	Test Bank - 2359	Checking	SYSTEM	ACH-005	CANCELLED	
06/02/2018	Recurring	\$0.00	Test Bank - 2359	Savings	SYSTEM	ACH-005	CANCELLED	
06/02/2018	Recurring	\$0.00	Test Bank - 6536	Checking	SYSTEM	ACH-005	CANCELLED	
06/02/2018	Recurring	\$0.00	TEST BANK - 6789	Checking	SYSTEM	ACH-005	CANCELLED	
06/02/2018	Recurring	\$0.00	Test Bank1 - 2698	Checking	SYSTEM	ACH-005	CANCELLED	
06/02/2018	Recurring	\$0.00	Test Bank - 3256	Checking	SYSTEM	ACH-005	CANCELLED	
05/31/2018	One-time	\$2.00	Test Bank - 6536	Checking	GRP GRP	ACH-005	PROCESSED	

Payment Activity will show any payments received by paper check.

Payment Accounts

Make a Payment

Online Payment Activity

Payment Activity

Scheduled payments

Payment Date	Payment Type	Payment Amount	Payment Account	Account Type	Payment User	Payment Confirmation Number	Payment Status	
07/07/2018	Recurring	ADJD BALANCE	Yes - 6789	Checking	SYSTEM - Humana CSR	ACH-005	SCHEDULED	Cancel →
06/25/2018	One-time	\$17,412.84	BOA - 7845	Checking	GRP GRP	ACH-005	SCHEDULED	Cancel →

Processed transactions

The total amount column reflects the total received. Part of the payment may be allocated to other accounts.

02/13/2018	One-time	\$5,013.42	\$4,000.00		Check #101746			PROCESSED	
12/23/2017	One-time	\$5,013.42	\$5,013.42		Check #101967			PROCESSED	
10/27/2017	One-time	\$5,078.48	\$5,078.48		Check #101535			PROCESSED	
09/24/2017	One-time	\$4,990.61	\$4,990.61		Check #101257			PROCESSED	



My account: Payment

In the **Recent Account Activity**, users can review payments or changes that impact billing balance:

[Invoice](#) [Payment](#) [Recent Account Activity](#) [Billing Preferences](#) [Billing Support](#)

Recent Account Activity

View any account activity that impacts your Billing balance, such as payments or charges.

Payments, fees and other adjustments ☒ All ☐ Payments ☐ Fees and other adjustments [Hide info](#)

Transaction Date	Description	Amount
06/25/2018	ACH WITHDRAWAL	-\$17,412.84
05/31/2018	ACH WITHDRAWAL	-\$2.00

Member adjustments

There are no transactions to display

In the **Billing Preferences** section, users can set up to four email addresses per billing profile for billing notifications. NOTE: Communications regarding billing are notifications only. In order to view invoices or make payments, users will need a secure logon to the **Employer Portal**.

[Invoice](#) [Payment](#) [Recent Account Activity](#) [Billing Preferences](#) [Billing Support](#)

Billing Preferences

Manage your email contact information for Billing, and personalize how you want to be notified about Billing communications.

Manage your Billing email address

Email Address		
Test@humana.com	Edit	Delete

[Add email address →](#)

Billing email notification preferences

Notification Type	Test@humana.com
New invoice available	<input checked="" type="checkbox"/>
Scheduled payment reminder	<input checked="" type="checkbox"/>
Payment received	<input checked="" type="checkbox"/>
Returned payment	<input checked="" type="checkbox"/>
Past due premium	<input checked="" type="checkbox"/>

[Save Billing preferences →](#)



My account: Payment

In the **Billing Support** section, users will find contact information and FAQs:

[Invoice](#) [Payment](#) [Recent Account Activity](#) [Billing Preferences](#) [Billing Support](#)

Billing Support

Find answers to commonly asked Billing questions, and find information on how to contact Billing support staff.

[Contact Billing Support](#) [Questions & Answers](#)

Phone numbers

Customer service number
1-800-232-2006

Hearing impaired number
1-800-833-3301

Send payment and payment coupon to:

HUMANA EMP HLTH PLN GA
P.O. BOX 3291
MILWAUKEE, WI, 53201-3291



My account: Questions and answers

[Contact Billing Support](#) [Questions & Answers](#)

- + [How secure is my information?](#)
- + [Why can't I submit a payment?](#)
- + [Why can't I submit a termination or modification?](#)
- + [What can I see on the Recent Account Activity page?](#)
- + [Why doesn't the Recent Account Activity page display an adjustment amount for my online enrollment transaction?](#)
- [What are the different invoice options available to me?](#)

Following are the options available:
 - Detail paper bill
 - Summary paper bill
 - Online only
- [How soon are online payments reflected in my account balance?](#)

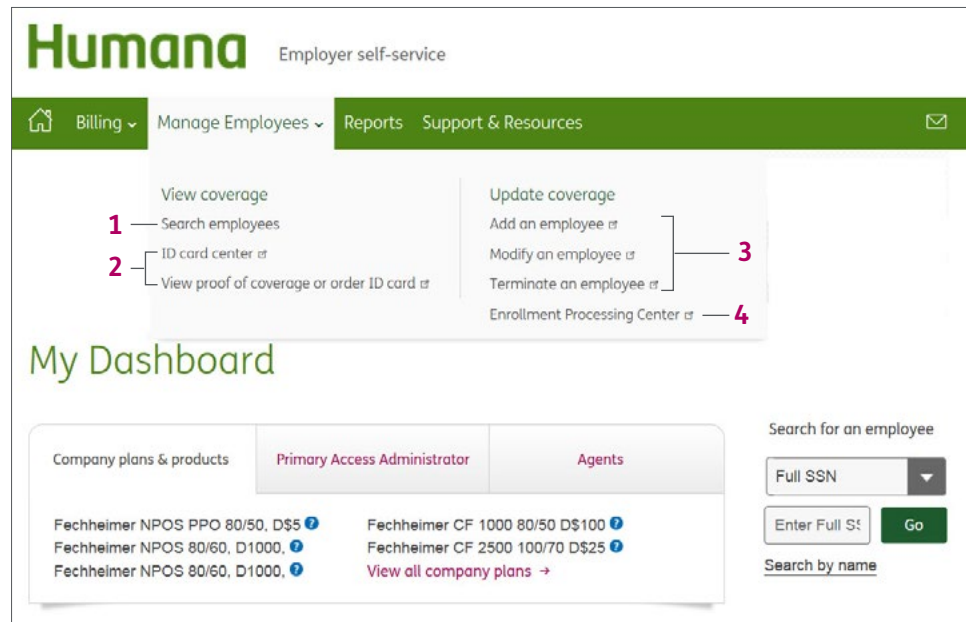
Payments submitted before 7:00 p.m. Eastern time will be credited to your account the same day. Payments submitted after 7:00 p.m. Eastern time will be credited to your account the next day.
- + [Why am I limited to how far in advance a one-time payment can be scheduled?](#)
- + [Why is my account information stored?](#)
- + [Why can't I select a recurring payment date outside of the dates listed?](#)
- + [Why aren't all of my payments displayed on the Online Payment Activity page?](#)
- + [Where can I view my payment history?](#)
- + [How much will be deducted if I select a recurring payment?](#)
- + [What happens if I stop the recurring payment?](#)
- + [What happens if I delete a payment account?](#)
- + [Is there a way to eliminate the monthly administrative fee?](#)
- + [When will my terminations be processed?](#)



Manage Employees

The **Manage Employees** tab has all the tools needed to manage your membership.

- (1) Can search by employee full or last four of SSN. Selecting employee name will open subscriber summary in Enrollment Center
- (2) Print or email member ID cards and Proof of Coverage
- (3) Add, modify or terminate employee will open the Enrollment Center in a new tab

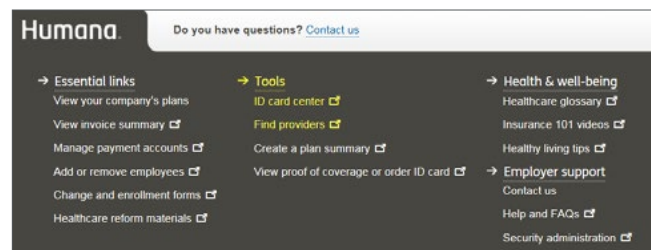
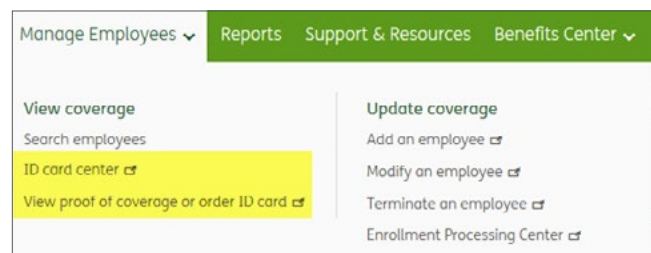


- (4) For groups that submit enrollments via file feed



Manage Employees: Humana member ID cards

- Tools for accessing Humana member ID cards are located under the **Manage Employees** tab, and also in the **Tools** section at the bottom of the home page.
- **ID Card Center** can be used to view, print and email Humana member ID cards.
- **View proof of coverage or order ID card** can be used to print letters of coverage and order new cards mailed to a member's address.
- Proof of Coverage (POC) should be available within 2–3 business days of coverage being active, ID card images within 5 business days. Physical cards should arrive within 7–10 business days.





Manage Employees: ID card center

- If multiple policies are available in the portal, first choose the policy the member is enrolled in. This includes members enrolled in a medical health maintenance organization (HMO), as those products have their own group numbers.
- You can search for ID cards by member ID or Social Security number.
- Look up the ID cards for other members enrolled in benefits by choosing dependent name from the associated members drop-down menu.
- Selecting **Print ID Card** will open a PDF of the letter that is mailed with the card to the member. The full PDF includes some coverage details and Humana contact information.

Humana.

Group selector

The page you requested provides content for a specific group. Please select the group you wish to view.

ADVANCED MICROWAVE PRODUCT EM612273

BEXAR APPRAISAL DISTRICT EM707254

[→ Continue](#) [Cancel](#)

Humana.

Access member ID cards

To view and print or email a member ID card, enter a Humana member ID number or Social Security number (SSN) in the box below. Please note that if a member ID card is unavailable, proof of coverage can be viewed and printed.

Member ID ⓘ

or

Social Security number ⓘ

[→ Go](#)

SARAH

[→ Find another member](#)

Associated members

SARAH

AMELIA

JACOB

View all

[→ Go](#)

Humana.

HumanaDental AdvantagePlus 1S

Subscriber: **SAMPLE Q MEMBER** Coverage Type: **EMP**
Group Name: **GROUP NAME, LLC** Group ID: **123456**

Member ID: 000007170 01	Member Name: SAMPLE Q MEMBER
000007170 03	SAMPLE3 MEMBER
000007170 04	SAMPLE4 N MEMBER
000007170 05	SAMPLE5 MEMBER

General Dentist Co-pay: \$200/\$250 Specialty Dentist Co-pay: \$500

Benefit: Dental

Humana.com

Member Service: 1-800-233-4013
Dental Provider Service: 1-800-833-2223

Humana Dental Claims Office
P.O. Box 14611
Lexington, KY 40512-4611

CompBenefits Company

Card Issued: 02/13/2019



Manage Employees: ID card center

- You can also email the PDF to the member or a provider.

The screenshot shows a web form titled "Email an ID card" under the Humana logo. It includes a brief instruction: "A secure link to a member's ID card can be emailed to you or someone else (for example, a doctor). Please enter the recipient's email address below." There are two input fields: "Enter the email address" and "Confirm the recipient's email address". At the bottom, there are two buttons: a green "Submit" button with a right arrow and a grey "Cancel" button.



Manage Employees: Proof of coverage and order ID cards

Medical

- Proof of coverage** includes the policy information and effective dates.
- Print or order cards** using the buttons below.

The screenshot shows a web page titled "Proof of Coverage - Print/Order ID Card". It contains the following information:

Humana. NPOS
To receive full PAR benefits, services must be provided by your Primary Care Physician or in-network provider.

Insured Name: SANDRA
Date of Birth: 10/04/
Insured Number: 106
Relationship to Subscriber: EMPLOYEE

Group: ORTHOPAEDIC & SPINE INSTI
Coverage: EMPLOYEE AND CHILDREN
Group #: 766
Plan: Medical
Effective Date: 03/01/2016

Primary Care Physician:

Certificate of Coverage: For important information on how to use your medical plan, refer to your [Certificate or Summary Plan Document](#)

Benefit Information:
Co-Payment Professional (Physician) Visit - Office LEVEL 1 \$35.00 In plan network
Co-Payment Professional (Physician) Visit - Office LEVEL 2 \$60.00 In plan network
Co-Payment Emergency Services FACILITY \$400.00 In plan network

MEMBER: For Eligibility, Benefits, Provider Verification, and Claims, please go to: www.humana.com or call Humana Customer Service.

You are required to notify us of any inpatient admission, non-emergency surgeries.

Doctors and Hospitals are required to call for pre-admission review and/or admission notification.

HMO/POS Members: For any health care need, PLEASE call your Humana Plan Primary Care Physician. Your Humana Primary Care Physician must provide or arrange for any services in order to receive benefits (HMO) or full PAR Benefits (POS). Should an emergency require that you seek care, or be hospitalized without calling first, you must contact your Primary Care Physician within 48 hours.

At the bottom, there are three buttons: "Print Temporary Proof of Coverage", "Order Replacement ID Card", and "Print and Order ID Card".



Manage Employees: Proof of coverage and order ID cards

Dental

- Dental and Vision POC may take a few moments to load.
- Dental POC includes full coverage details.
- Order ID card option is at the bottom of the page.
- Humana Dental cards are digital, so dental providers do not need to see a physical card to verify coverage. Members also have access to view and print dental cards by registering for **MyHumana**, the member portal at **Humana.com**.

HUMANA
Guidance when you need it most

Proof of Coverage

If an employee or covered dependent does not have a member ID card and needs immediate care, print this plan information and use the page as temporary proof of coverage. Order a replacement ID card below.

Subscriber information

Member name	SANDRA
Member ID	106
Date of birth	10/04/
Relationship to subscriber	EMPLOYEE
Subscriber name	SANDRA
Subscriber ID	106

Download and Print

Coverage Details
For coverage details, download this printable document, which is in Portable Document Format (PDF).

[Download PDF](#)

[Get Adobe Reader](#)

Plan information

Group name	ORTHOPAEDIC & SPINE INSTI	Group ID	766
Coverage type	EMPLOYEE AND CHILDREN	Plan description	DENTAL PPO
Plan effective date	03/01/2016	Plan end date	NONE
Network	HUMANADENTAL PPO/TRADITIONAL PREFERRED		

Order a Replacement ID Card
Order your card here and we'll mail it to you.
[Order ID Card](#)

Order link is located at very bottom of Coverage page.

Vision

- Vision cards are available on the vision website; it may take a few moments to load.
- Select **View Your Benefits**, then **Print ID Card**. The vision policy will come up. Select **Print Card**.

MyHumana | Vision Care Plan

Welcome SANDRA | [Close](#)

[Home](#) [View Your Benefits](#) [Locate a Provider](#) [Vision Wellness](#) [Help and Resources](#)

Vision Benefits That Fit Your Lifestyle

We provide the tools and education to support your vision wellness needs while complementing your overall health care objectives. Get convenient access to quality providers with affordable costs.

- Thousands of private practitioners
- Access to the nation's top optical chains
- Evening and weekend hours available
- Save up to 40% off eye exams and eyewear
- Savings on replacement contact lenses by mail
- Laser vision correction discount



Manage Employees: Proof of coverage and order ID cards

MyHumana | Vision Care Plan

Welcome SANDRA | Close

Home View Your Benefits Locate a Provider Vision Wellness Help and Resources

View Your Benefits

- > Benefit Details
- > Understanding Your Benefits
- > Laser Vision Discount
- > Claim Status
- > **Print ID Card**
- > Locate a Provider

Home » View Your Benefits » Print ID Card

Print Replacement ID Card

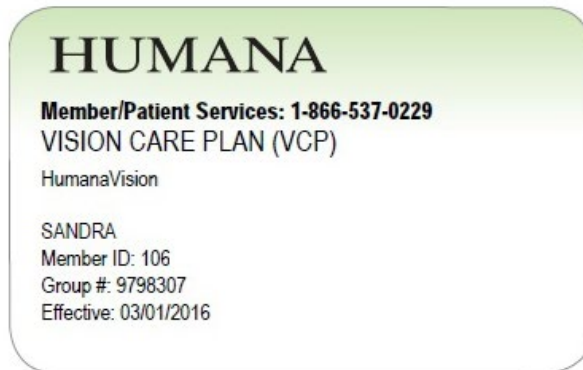
You may have received an ID card after signing up for your vision care plan. Misplaced your card? You can print an additional card by clicking the Print Card button below.

Some documents on this page require Adobe® Acrobat® Reader. If you do not have Acrobat Reader, you can [download](#) it for free.

Plan
HumanaVision ()

Print Card

- Instead of a vision proof of coverage, a copy of the vision ID card can be printed.
- This is the same as the card the member receives in the mail.
- Vision cards cannot be ordered online, only printed.



IMPORTANT: Personalized cards are printed with the subscriber's name only; eligible dependents can use one of the cards above for identification purposes. Detach your member cards immediately. Carry the card with you at all times and protect it as you would any important piece of identification. Please verify the provider accepts your plan when scheduling your appointment.

Humana network Doctors / Providers:

Log Into www.HumanaVisionCare.com to receive plan information and authorization online or call 1-866-537-0229





Manage Employees: Benefits

Common issues and how to resolve them

- Once an employee's benefits are terminated, their information remains in the system for up to 18 months.
- Members can see their own information, deductibles and usage by signing in to MyHumana. When entering their member ID, members do not need to add the suffix. For example, if the ID is 100000023-05, the -05 isn't necessary to sign in.
- Only one enrollment event can be submitted per member per 24-hour period.
- Enrollment sign date must be within 30 days of requested effective date and cannot be submitted more than 30 days prior to, or 60 days past, requested effective date.

Enrollment terms

Subscriber: Member or participant directly eligible for employer benefits due to employment

Dependent: Family or domestic partner eligible for employer benefits

Enrollment event: Enrollment change request submitted in Online Enrollment Center (HRBA)

HRBA: Human Resource Benefit Administration

Waive: To opt out of a specific benefit

Effective date: Date coverage changes go into effect



Manage Employees: Search employees

Search employees will allow a search for active members by full or partial Social Security number.

The screenshot shows a navigation menu with a green header bar containing 'Manage Employees', 'Reports', 'Support & Resources', and 'Benefits Center'. Below the header, there are two columns of links. The left column includes 'View coverage', 'Search employees' (highlighted in yellow), 'ID card center', and 'View proof of coverage or order ID card'. The right column includes 'Update coverage', 'Add an employee', 'Modify an employee', 'Terminate an employee', and 'Enrollment Processing Center'.

The screenshot shows the 'Manage employees' search page. It has a title 'Manage employees' and a subtitle 'Employee search'. Below the subtitle, there is a search instruction: 'Search by full or last 4 digits of Social Security Number to view employee information, or [search by name or eligibility group](#)'. There is a search input field with the placeholder 'Search for an employee', a dropdown menu for 'Last four of SSN' with '2222' selected, and a green 'Go' button. Below the search field, there is a note: 'An employee's name may not be included in search results if the member: 1. has not been enrolled in a plan. Or 2. was enrolled within the past 72 hours.' There is also a note: 'Search results for "2603". All search results will open in a new window when clicked.' Below this, there is a green button labeled 'Add an employee'. At the bottom, there is a table with two columns: 'Name' and 'Social Security Number'. The table has one row with the name 'KURT' and the Social Security Number 'XXX-XX 2222'. To the right of the table, there are links for 'ID card center', 'View proof of coverage or order ID card', and 'ID card'.



Manage Employees: Search employees

Select the employee's name to open the subscriber summary page in the enrollment center.

The screenshot shows the Humana Employer Group's Subscriber Summary page. At the top, there's a navigation bar with links like Home, Add Subscriber, Terminate Subscriber, and Modify Info/Coverage. The main section is titled 'Subscriber Summary' and includes a 'Print Page' button. Below this, there's a search bar for 'To view held elections by a specific date, enter date: 8/31/2016' with a 'Reload' button. The subscriber information for Kurt J. Endres is displayed, including Date of birth (Apr 19), Gender (Male), Mailing Address (5 E Patriot Blvd, Reno, NV), Hire date (6/12/2010), Work phone, Eligibility Group (Advanced Microwave Product), Basic life class (Full Time Employee), Subscriber status, Occupation, and Work Location. There are also sections for 'Dependent(s)', 'Open Events', and 'Current Coverage as on 8/31/2016'. The coverage table shows two entries: Kurt Endres and Nathan Endres, both with Plan PPO Humana, ChoiceCare and Corpheath NVD0018, Network Humana, ChoiceCare and Corpheath, Coverage level Employee + Child(ren), and Pre-Tax: No.

Once enrollment center is open, navigate within the center to complete member changes.



Manage Employees: Web enrollment (HRBA)

Under **Update coverage**, you can add, terminate and modify employees. Each link will open the enrollment center (HRBA) in a new tab.

The screenshot shows a dropdown menu for 'Manage Employees'. The menu is divided into two columns. The left column contains links for 'View coverage', 'Search employees', 'ID card center', and 'View proof of coverage or order ID card'. The right column contains links for 'Update coverage', 'Add an employee', 'Modify an employee', 'Terminate an employee', and 'Enrollment Processing Center'. The 'Update coverage' section is highlighted in yellow.

The Human Resource Benefit Administration (HRBA) will require first-time users to register with their own Social Security number. This will tie the enrollment center access to the secure sign-in for the employer portal, so that any enrollments submitted will show under that name.

If you do not have, or do not wish, to use your own Social Security number, contact Humana Business Web Support and a dummy can be requested.



Enrollment Center (HRBA): Home

Return to Agent | Employer Home | Manage Account | Log out

HUMANA
Employer Portal

Welcome, Sarah
April 7, 2016

Adjust Text Size

Employers » Billing & Enrollment Reports Tools & Education Contact Us

Employer Home » Billing & Enrollment » View enrollment status

You are not registered with the Web Enrollment system.
For verification, Please Enter your SSN with no dashes.

Enter your SSN:

Reenter your SSN:

OK

Home Subscriber Maintenance Reports

welcome, Employer Group3

Subscriber Maintenance
[View Subscriber Summary](#)
View a subscriber's personal information, dependents, coverage and open events.

Add a Subscriber

- Add a new subscriber
- Create an event
- Add coverage for the subscriber

Terminate a Subscriber

- Terminate a subscriber
- Remove coverage
- Create a Cobra or State Continuation event

Modify Subscriber/Dependent Info and/or Coverage

- Edit subscriber demographic information
- Edit eligibility group and employment information
- Add or edit their coverage
- Add, edit or terminate dependent(s)

Web Enrollment Updates

[Change Social Security Number](#)
Change subscriber Social Security Number

Reports
[Reporting](#)
View the reports you currently have or create new reports.

[Audit Report](#)
Track subscribers use of the online enrollment application.

[Enrollment E-mail Address Audit Report](#)
Track e-mail address changes

Whichever link is selected under **Manage Employees** opens the Enrollment Center Home tab at the top of page to the enrollment menu. Now choose the action needed or search for another member.



Enrollment Center (HRBA): Add a subscriber

- To get started, select **Add a Subscriber**
- This same page will open if the **Add Employee** from the **Manage Employees** tab on the employer portal home page is chosen.

Add a Subscriber

- Add a new subscriber
- Create an event
- Add coverage for the subscriber



Enrollment Center (HRBA): Add a subscriber

- Enter the employee's Social Security number twice and select **Next**.

Enter the subscriber's Personal Information

- Hire Date is an important field because that is what is going to determine eligibility based on the waiting period. If a part-time employee became full-time, then the full-time date of hire will be used to determine eligibility. To confirm what waiting periods may apply, you can call Humana Business Web, Customer Service or reach out to your Humana representative.
- The Eligibility Group is simply the class or division the employee belongs in.
- Once you have all of the employee's personal information filled out, select **Next**.



Enrollment Center (HRBA): Add a subscriber

Add a Subscriber - Select an Event

Name: Bob Smith
SSN: 666-11-2221

You must select a reason for adding coverage to this subscriber. For example, if the subscriber is a new employee, select "new hire" and enter the effective date.

Existing Events	Reason for Coverage Change	Event Type	Start Date	End Date	Date coverage is effective*:
<input checked="" type="radio"/>	New Hire		Enter effective Date*: Date form is signed/ submitted online*:		06/01/2016 05/20/2016 x

[<<Previous](#) [Select & Continue](#)

* Actual effective date should match the provisions of your contract and may be reviewed by Humans for accuracy.

Enrollment reason and effective date

- For this example, we are using **New Hire**.
- **Effective date** for new hires is calculated based on the **Hire Date** after any waiting periods have been applied. For example: A Hire Date of April 13, and a 30-day waiting period with first of month provision would be eligible for an effective date of June 1. It is important to note that should waiting period end on the first of a month, the employee is eligible on that date; they do not have to wait until the next first of the month.
- Other **Qualifying Events** may have different effective dates. The effective date should be the date you need the benefits changes to be in place.
- The **sign date** should match the employee's enrollment form or the date you are submitting online. Keep in mind the sign date needs to be within 30 days of your requested effective date. Choose **Select & Continue**.



Enrollment Center (HRBA): Dependents

- This is only adding a dependent's personal information under the subscriber; coverage is added in the next step.
- Select **Add Dependent** and enter the information for that dependent record. A Social Security number is not required for dependents, but is recommended. Dependent Social Security numbers can be added later.
- Once the dependent's information is entered, select **Submit**. The dependent record is saved under the subscriber.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Reason for coverage change: New Hire Effective: 6/1/2016 Comments: [Edit](#)

Personal info Dependents Coverage Review and Finish

Dependents:

No dependents exist for this subscriber. You will need to add any dependents that will be covered under benefits.

[<<Previous](#) [Next>>](#) [Add Dependent](#)

Add/Modify Dependent

☒ First Name: Mary
Middle Initial:
Last Name: Smith
Suffix:
Social security number: 666-11-2222
Date of birth: 08/26/1992
Gender: Female
Relationship: Spouse
E-mail:
Disability:
Is the dependent a full-time student over the age of 18? ☐
Address same as employee ☒
Address line 1: 123 Easy St
Address line 2:
City: Louisville
Home phone:

[<<Previous](#) [Submit](#)



Enrollment Center (HRBA): Dependents

- To add another dependent, select **Add dependent** again. Select the **Modify (1)** button to edit dependent's personal information. **Submit** to save changes.

Dependents:

The following dependents exist for this subscriber:
You will need to add any dependents that will be covered under benefits.

SSN:	Relationship:	Date of Birth:	Gender:	Spouse:	Disability:	Full-time student:
*****				Spouse	Disability:	Full-time student:
		8/26/1992	Female			

Buttons: <<Previous, Next>>, Add Dependent, Modify (1), Delete (2)

- Delete (2)** dependents by selecting Delete on the dependent record and select an appropriate reason. Deleting dependents will permanently remove them from all benefits. If there is a chance they will need to reinstate coverage during renewal or with a qualifying event, leave the dependent record active and remove them from the benefits coverage.
- Once you have completed adding dependent records, select **Next**.

If you delete this dependent, they will be removed from all benefits.

Select the reason for deleting Billy Smith

Please select

- Continuation Terminated
- Deceased
- Divorced
- Medicare as Primary
- Member Request
- Moved out of Coverage Area
- No longer a dependent
- No longer a student
- Other
- Retirement

Buttons: Submit, Version=



Enrollment Center (HRBA): Coverage

- All benefits offered by the group will be listed. For each benefit offered, there will be a drop-down menu. Select the benefit the member has elected. If they do not want to be enrolled in the benefit, select **Waive**.
- If a benefit has been waived, it will not be processed without selecting a waive reason, which is required. Waive reasons will display as a pop-up (3), so if you are not prompted to select a waive reason make sure your pop-up blocker is disabled.
- Dependents are enrolled in the benefits by checking their name under each benefit. To remove a dependent from coverage, uncheck the name.
- Once you have finished your coverage elections, select **Next**.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Reason for coverage change: New Hire
Effective: 6/1/2016

Progress bar: Personal Info, Dependents, Coverage, Review and Finish

Coverage

Medical Benefits

Select plan: [Select plan dropdown menu]

Coverage start date:

From the family members listed below, select the ones you want to cover with this medical plan.

☒ Marilyn Smith
Add Dependent

Spouse

Has this subscriber or any of their dependents had other medical insurance in the past 10 months?
Will this subscriber or any of their dependents have other medical coverage at the time the plan is effective?
Are you or any of your covered dependents enrolled in Medicare at the time this plan will be effective?

3 Please select the subscriber's reason for waiving VISION

- ☐ Coverage through spouse
- ☐ Individual coverage
- ☐ Coverage through another carrier
- ☐ Coverage through Medicare
- ☐ Other reasons

Submit



- You can confirm demographic information, dependent information and coverage elections. Once you have confirmed selections, choose **Submit**.
- You should then see a confirmation page. If you do not see a confirmation page, you have not yet submitted your enrollment.
- A subscriber only has to be added to a group once; any future changes will be submitted as a **Modify** event. A member that was terminated and has returned does not need to be added again, but **Rehire** chosen as the reason for the **Modify** event.

Modify Information/Coverage		Sarah G Fehrbach Updated: 5/20/2016	
You have completed the enrollment for Bob Smith. Please allow 24 to 48 hours for the changes to become effective in all our systems.			
Print Page			
Bob Smith Date of birth: Gender: Mailing Address:	(666-11-2221) 4/3/1985 Male 123 Easy St Louisville, KY 40214-		
Home: Work: E-mail: Occupation: Hours worked weekly:	 40		

Plan				
Plan:	PPO Humana, ChoiceCare and Corhealth NVDI0010	Network:	Humana, ChoiceCare and Corhealth	6/1/2016 - Pre-Tax: No
Network of doctors/hospitals:				
Coverage level	Employee + One Adult			
Covered members as of 6/1/2016				
Covered Members	Primary Care Physician(PCP)	PCP ID	Current Patient	OBI/GYN Name OBI/GYN Current Patient
Bob Smith				No
Marilyn Smith (Spouse)				No
HMO - Offered by Humana Health Plan, Inc PPO - Insured by Humana Health Plan, Inc HMO PLUS - Offered by Humana Health Plan, Inc.				
The above listed offering company(ies), severally or collectively as the context may require, are referred to in the Employee Application/Enrollment/Change Form as "Humana".				
Eligible for Medicare: No				

[Print Page](#) [Modify](#)



Enrollment Center (HRBA): Modify info and/or coverage

- To make a change to an existing subscriber, select **Modify Subscriber/Dependent Info and/or Coverage**. This same page will open if **Modify Employee** from the **Manage Employees** tab on the employer portal home page was chosen.

Modify Subscriber/Dependent Info and/or Coverage

- Edit subscriber demographic information
- Edit eligibility group and employment information
- Add or edit their coverage
- Add, edit or terminate dependent(s)

- Search for member by full Social Security number or full/partial name. Select the subscriber's name to open the record.

Modify Information/Coverage
To find a subscriber to create/edit an event, enter a full or partial name and/or social security number.

Last name:
And/Or
First name:
Or
Social security number:

Click on the name of the subscriber you want to select:

Name	SSN	Date of Birth	Eligibility Group
Smith, Bob	666-11-2221	04/03/1989	Advanced Microwave Product

1 found 1..1

- Open events will show any enrollment event from the last 30 days. The start date and end date are referring to the time frame in which a change can be submitted. Anytime an enrollment event is opened there are 30 days to submit. The coverage date is the effective date of the benefit change. The example shown on this new hire event that the status is complete means it has been successfully submitted to Humana. This does not indicate the enrollment request has been completed; enrollment changes are completed within 24–48 hours of submission.
- To open a new event, select a reason from the **Reason for Coverage Change** drop-down menu. For assistance with choosing the appropriate reason, call Humana Business Web customer service or reach out to your Humana representative. For this example, select **Gain/Loss of other coverage** with an effective date of July 1, 2016, and a loss date of June 30, 2016. Choose **Select and Continue**.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Select the reason for the coverage change:

Open Events

Reason for Coverage Change

New Hire

Select a new reason:

- Open Enrollment
- New Hire
- Rehire (Full Enrollment)
- Gain/Loss of Other Coverage
- Late Enrollee
- Terminate Dependent
- Change in Eligibility Group
- Update Personal Info
- Birth
- Marriage
- Divorce/Legal Separation
- Child Newly Eligible - Student
- Adoption/Guardianship
- Court Ordered Coverage
- Child Eligible - Disabled
- Moved out of Svc Area
- Change Prior/Other Coverage
- Reinstate Dependent
- Rehire (Pre-Enrollment)

your contract and may be reviewed by Humana

Event Type	Start Date	End Date	Date coverage is effective*	Status
Individual	05/20/2016	06/20/2016	06/01/2016	Complete

Enter effective Date*:
date form is signed/submitted online*:

Edit | Close event



Enrollment Center (HRBA): Modify info and/or coverage

The first step of any enrollment event is **Personal Information**.

- The opportunity to update subscriber demographic information is available anytime an enrollment is submitted. If there are no personal information updates to make, select **Next**.

The second step is **Dependents**.

- Make demographic updates, add or delete dependent records. Once dependent changes have been completed, select **Next**.



Enrollment Center (HRBA): Modify info and/or coverage

The third step is Coverage.

- To enroll additional dependents, check the dependent name. Once coverage elections have been completed, select **Next**.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Reason for coverage change: Gain/Loss of Other Coverage Effective: 7/1/2016 Comments: [Edit](#)

Personal info Dependent **Coverage** Review and Finish

Coverage

Medical Benefits

Select plan: PPO Humana, ChoiceCare and Corphealth NVDI0018

Coverage start date: 6/1/2016 Coverage end date:

Select pretax or after-tax deductions: ☐ Pretax ☒ After-tax
From the family members listed below, select the ones you want to cover with this medical plan.

Dependent	Relationship	Date of Birth
<input checked="" type="checkbox"/> Marilyn Smith	Spouse	8/26/1992
<input checked="" type="checkbox"/> Billy Smith	Child	11/18/2012

[Add Dependent](#)

Has this subscriber or any of their dependents had other medical insurance in the past 18 months? ☐ Yes ☒ No
Will this subscriber or any of their dependents have other medical coverage at the time the plan is effective? ☐ Yes ☒ No
Are you or any of your covered dependents enrolled in Medicare at the time this plan will be effective? ☐ Yes ☒ No

[<<Previous](#) [Next>>](#)

The fourth and final step is Review and Finish.

- Confirm demographic information, dependent information and coverage elections. Once selections are confirmed, select **Submit**.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Sarah G Fehrbach
Updated: 5/20/2016

Reason for coverage change: Gain/Loss of Other Coverage Effective: 7/1/2016 Comments: [Edit](#)

Personal info Dependent Coverage **Review and Finish**

Review and Finish - Confirm selections

Personal Information

Date of birth: 4/3/1989
Gender: Male
Mailing Address: 123 Easy St
Louisville, KY 40214-
Home:
E-mail:
Disability: No
Hours worked weekly: 40

Hire date: 4/13/2016
Work phone:
Eligibility Group: Advanced Microwave Product
Subscriber status: Full-Time Employee
Occupation:
Work Location:

[Modify](#)

Dependent(s)

Marilyn Smith	SSN: *****	Relationship: Spouse	Billy Smith	SSN: *****	Relationship: Child
123 Easy St	Date of birth: 8/26/1992	Gender: Female	123 Easy St	Date of birth: 11/18/2012	Gender: Male
Louisville, KY 40214-	Disability: No		Louisville, KY 40214-	Disability: No	

[Modify](#)

Coverage

NOTE: Please review the coverage termination dates. The system has made any necessary adjustments to the coverage termination dates in accordance with your contract provisions.

Plan PPO Humana, ChoiceCare and Corphealth NVDI0015	Network Humana, ChoiceCare and Corphealth Primary Care Physician(PCP)	Coverage level Employee + Family PCP ID	7/1/2016 -	Pre-Tax: No
Covered Members Bob Smith Marilyn Smith (Spouse)		Current Patient No	OBGYN Name	OBGYN Current Patient No



Enrollment Center (HRBA): Exiting and resuming

- Should there be a need to exit an enrollment, close it and save changes.



To resume, select **Modify Subscriber/Dependent Info and/or Coverage** from the main menu, search the subscriber and select the name to open the record.

- By the example, see that in addition to the new hire event, there is now showing a Gain/Loss event with the status of “In Process.” This indicates the event is in the process of being submitted, and has not yet been received by Humana.

Modify Information/Coverage

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

Select the reason for the coverage change:

Open Events

Reason for Coverage Change	Event Type	Start Date	End Date	Date coverage is effective*	Status	
<input checked="" type="radio"/> Gain/Loss of Other Coverage	Individual	05/20/2016	06/20/2016	07/01/2016	InProcess	Edit Close event
<input type="radio"/> New Hire					Complete	Edit Close event

☐ Select a new reason ▼

Enter effective Date*:

date form is signed/submitted online*:

<<Previous **Select & Continue**

* Actual effective date should match the provisions of your contract and may be reviewed by Humana for accuracy.

- To resume an in-process event, select the event from open events, choose **Select & Continue**.
Disregard the Edit option.

The event will resume on the last page saved. Confirm selections, and submit the event. When you see the confirmation message, you know Humana has received the enrollment request.



Enrollment Center (HRBA): Terminate coverage

Termination is a permanent end of any and all lines of coverage for the member and any enrolled dependents. **Please submit a Modify event with the appropriate reason selected if a member is opting out of only a single line of coverage, or removing a dependent from coverage.**

Benefits will end at 11:59 p.m. on the **Coverage Termination Date**. This date may be end of month or immediate. To confirm group setup, please reach out to Humana customer service.

The **Loss of Eligibility** date is the last date the member is eligible for coverage. For example, the reason of Termination of Employment; this date equals the employee's last date of employment.

Select **Yes** if COBRA/State Continuation is managed online and has been requested by the member. If a third-party administrator, such as WageWorks, is used select **No** and notify the third-party administrator of any member terminations.

To get started, select **Terminate Subscriber**. This same page will open if **Terminate an Employee** from the **Manage Employees** tab on the Employer Portal home page was chosen.

Terminate a Subscriber

- Terminate a subscriber
- Remove coverage
- Create a Cobra or State Continuation event

- Search for the member, and select their name to open the record.
- Select appropriate reason from the Termination Reason drop-down menu.

Terminate a Subscriber

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

To terminate this subscriber, fill out the following information:

Reason for termination of coverage:

Coverage termination date:
(ex: mm/dd/yyyy)

Loss of eligibility date:

Do you want to enroll the employee in Cobra or State Continuation? If utilizing Conexus or a services, do not enroll the member on Humana's website. Contact your Third Party Adminis

☒ No ☐ Yes

<<Previous

Next>>

ersion=1.16.4.136

Select a reason

Benefit Change
Continuation Termed
Coverage/Contract Type Changed
Deceased
Discharged/Cause (Misconduct)
Divorced
Effective Date Change
Eligibility Group Change
Laid Off
Mass Transfer
Medicare as Primary
Member Request
Moved out of Coverage Area
Other
Retirement
Subscriber Loss of Eligibility
Termination of Employment - Involuntary
Termination of Employment - Voluntary
Waive Coverage



Enrollment Center (HRBA): Terminate subscriber

- The **Coverage Termination Date** is the last date the subscriber will be covered; coverage will end at midnight on coverage termination date. Depending on how the group is set, it may terminate at the end of the month, or immediately. Dependent coverage may end on the date eligibility ends, such as date of divorce and not end of month. To confirm termination provision, call Humana Business Web Customer Service or reach out to your Humana representative.
- The **Loss of Eligibility** date is the last date the member was eligible; typically last date of employment.
- If the member wishes to enroll in **COBRA or State Continuation**, only select yes if you manage the group's COBRA enrollments and are prepared to complete the COBRA enrollment at the time the termination is being submitted.
- If a third-party administrator is used for Cobra, such as WageWorks, select **No** and notify the TPA of any member terminations.
- If you do manage your own COBRA, but are unsure if the subscriber is interested, select **No**. The COBRA event can be submitted at a later date should the member wish to enroll. Select **Next**.

Terminate a Subscriber

Subscriber name: Bob Smith
Subscriber SSN: 666-11-2221

To terminate this subscriber, fill out the following information:

Reason for termination of coverage: Subscriber Loss of Eligibility

Coverage termination date: (ex: mm/dd/yyyy) 06/30/2016

Loss of eligibility date: 06/11/2016

Do you want to enroll the employee in Cobra or State Continuation? If utilizing Conexis or another Third Party Administrator for COBRA services, do not enroll the member on Humana's website. Contact your Third Party Administrator.

The final step is **Review and Confirm**.

Review and Finish - Confirm selections

Personal Information

Date of birth: 4/3/1989
Gender: Male
Mailing Address: 123 Easy St
Louisville, KY 40214
Home:
E-mail:
Disability: No
Hours worked weekly: 40

Hire date: 4/13/2016
Work phone:
Eligibility Group: Advanced Microwave Product
Subscriber status: Full Time Employee
Occupation:
Work Location:

Dependent(s)

Marilyn Smith SSN: *****
Relationship: Spouse
Date of birth: 3/26/1992
Gender: Female
Disability: No

Dilly Smith SSN: *****
Relationship: Child
Date of birth: 11/18/2012
Gender: Male
Disability: No

Termination Information

Reason for Termination: Subscriber Loss of Eligibility
Effective date: 6/30/2016
Loss of eligibility date: 6/11/2016
Enroll in Cobra/continuation: No

Coverage

NOTE: Please review the coverage termination dates. The system has made any necessary adjustments to the coverage termination dates in accordance with your contract provisions.

Plan: PPO Humana, ChoiceCare and Corphhealth NVD0018
Network: Humana, ChoiceCare and Corphhealth
Coverage level: Employee + One Adult
PCP ID: 6/1/2016 - 6/30/2016
Pre-Tax: No
Covered Members: Bob Smith
Marilyn Smith (Spouse)
Primary Care Physician(PCP):
Current Patient: No
OB/GYN Name: No
OB/GYN Current Patient: No

<<Previous Submit

Once selections have been confirmed, select **Submit**, making sure the confirmation that Humana has received the request has been received.

Terminate Subscriber

You have terminated coverage for Bob Smith (666-11-2221)
Please allow 24 to 48 hours for the changes to become effective in all our systems.



Reports: Employee and utilization reports

Depending on the benefits your organization offers, the following reports may be available under the **Reports** tab on the home page:

- Enrollment and benefit reporting through HRBA reports
- Census files
- View claims information—**only available for ASO groups**

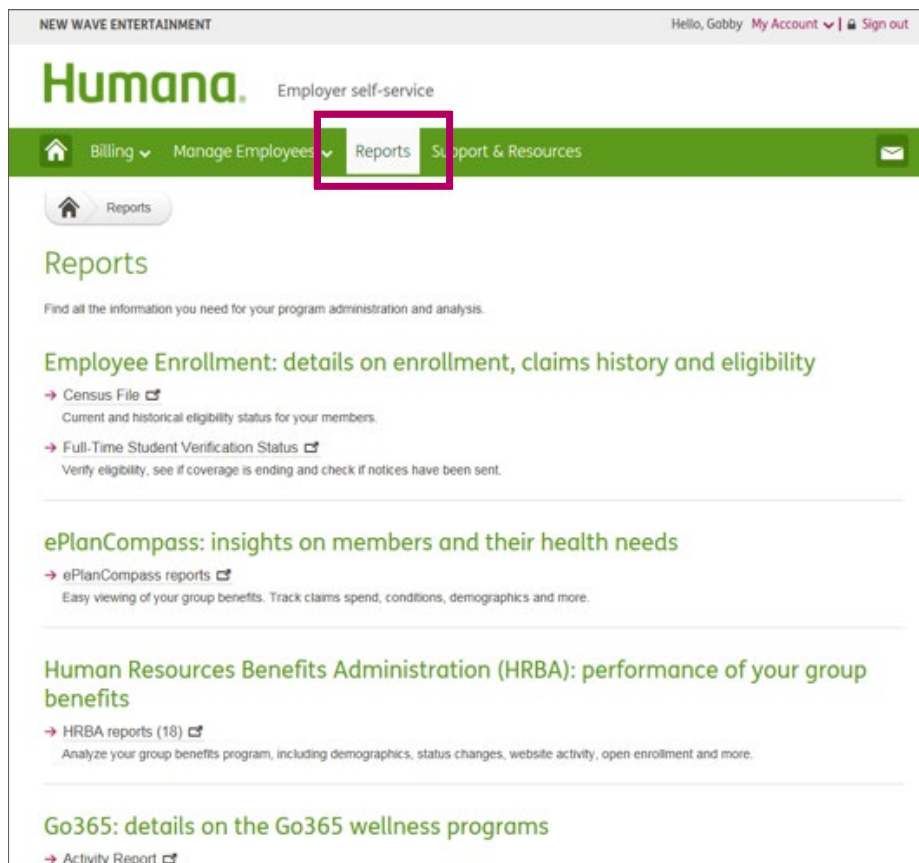


Reports: Additional benefits reports

Depending upon the benefits offered in your organization, you can access additional reporting separate from the utilization reports.

These reports may include:

- Flexible spending account reports
- Health savings account reports
- Personal care account reports
- Full-time student verification status reports
- ePlanCompass reports (note that ePlanCompass reports are not available to all groups)





Reports: Additional benefits reports

- Go365 reports are not available by default and must be requested after registration is complete. Once requested, the Go365 reporting section will be available within 48 hours. Requests can be submitted to Humana Business Web Support or your SPOC (Single Point of Contact).
- Once added, there will be a new section under the **Reports** tab for Go365.

Go365: details on the Go365 wellness programs

→ Activity Report

See your group's participation in Go365, including member activity, status and other information key to your wellness strategy.

→ Member Engagement Reports

Get details about your members' level of interaction with Go365.

→ Wellness and Health Promotions (WHP) report

See how your Go365 program is performing against industry standards.

Example Member Engagement

EXAMPLE MemberEngagementReport.csv - Microsoft Excel

FileHomeInsertPage LayoutFormulasDataReviewView

<

Human Resource Benefit Administration (HRBA) reports are also available in HRBA.

- Note:** Groups that send enrollment changes via a file feed (EDI) may not see enrollment changes reflected in HRBA reporting. The best source for up-to-date benefits information for EDI is the file itself.
- To access web enrollment reports, select **Reports** tab, then select the **Reporting** link.

Reports

[Reporting](#)

View the reports you currently have or create new reports.



Reports

- Select the **Create Report** tab. Here you will see a listing and description of all available reports. Select the report you would like to run.

Create Report - Select Report - Internet Explorer

Welcome: Sarah Fehribach

HUMANA. Guidance when you need it most

ADVANCED MICROWAVE PRODUCT

View Reports | **Create Report** | Customize Report List | Customize Report | Schedule Report | View/Modify Schedule

Reporting: Create Report

Date: 05/23/16

Please choose the report that you would like to run:

NOTE:
Older Versions of Microsoft Excel may not display all rows in the report due to size limitations. If this occurs, please Customize your report to display only the needed fields.

<input checked="" type="radio"/> Beneficiary Changes Report	Lists changes to beneficiaries between 2 given dates
<input type="radio"/> Employee Benefits Report	Lists benefit information for all eligible employees as of a specified date that are enrolled in at least one active benefit.
<input type="radio"/> Employee Status Changes Report	List eligible employees whose benefits have changed between 2 dates.
<input type="radio"/> Extended Family Registration Report	This report lists registration information about extended family members.
<input type="radio"/> Login Report	Lists employee logins to the web enrollment system
<input type="radio"/> Member Benefits Report	Lists benefit information for all eligible members as of a specified date that are enrolled in at least one active benefit.
<input type="radio"/> Member Status Changes Report	Lists those employee and dependent records that have benefit change(s) between two dates.
<input type="radio"/> OE Enrolled List Report	Lists eligible employees whose open enrollment elections were enrolled on the web.
<input type="radio"/> OE Enrolled Products Report	Lists the number of employees enrolled in each benefit plan & coverage level using a web Open Enrollment event.
<input type="radio"/> OE Non-Enrolled List Report	List employees who are eligible for Open Enrollment but have not enrolled.
<input type="radio"/> OE Summary Report	List the number employees enrolled in each product using a web Open Enrollment event.
<input type="radio"/> Waive Reason Report	Lists reasons for waiving benefits
<input type="radio"/> Web Changes	List the subscribers who have made elections on the web during a specific period.

- Enter the date that you want the report run by and select **Submit report request**.

Create Report - Enter Criteria - Internet Explorer

Welcome: Sarah Fehribach

HUMANA. Guidance when you need it most

ADVANCED MICROWAVE PRODUCT

View Reports | **Create Report** | Customize Report List | Customize Report | Schedule Report | View/Modify Schedule

Reporting: Create Report

Date: 05/23/16

Report Name: Member Benefits Report

Choose Output Format: CSV


Choose Sort Preference: SSN

Input Parameters:

As of Date: 04/30/2016 (mm/dd/yyyy)

Previous | **Submit Report Request**



- 

Guidance when you need it most

Welcome: **Sarah Fehribach**

Help | Close

ADVANCED MICROWAVE PRODUCT

[View Reports](#)
[Create Report](#)
[Customize Report List](#)
[Customize Report](#)
[Schedule Report](#)
[View/Modify Schedule](#)

Reporting: View Reports

Date: 05/23/16

Report(s) 1-10 of 19 [Next](#)

Delete	Report	Format	User	Submit Date	Purge Date	Status	File Size
	Member Benefits Report	CSV	SF	05/23/16 11:11 AM		Submitted	
<input type="checkbox"/>	Member Benefits Report	CSV	EG	05/17/16 11:45 AM	07/16/16	Available	18.7 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	05/11/16 03:49 PM	07/10/16	Available	18.7 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	05/11/16 02:53 PM	07/10/16	Available	18.7 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	04/27/16 03:42 PM	06/26/16	Available	18.7 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	04/27/16 02:42 PM	06/26/16	Available	18.7 K
<input type="checkbox"/>	Employee Benefits Report	CSV	EG	04/18/16 11:11 AM	06/17/16	Available	9.3 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	04/13/16 03:52 PM	06/12/16	Available	18.7 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	04/13/16 02:50 PM	06/12/16	Available	18.7 K
<input type="checkbox"/>	Member Benefits Report	CSV	EG	04/12/16 02:42 PM	06/11/16	Available	18.7 K

Delete Report

Refresh

[illegible]



Support and Resources: Employers

- Humana contact information
- Employer health guide/FAQs
- Order marketing materials
- Application and enrollment forms
- Go365 information for employers
- Wellness launch kit
- Industry insights
- Tutorials

Rockford Public Schools Hello, Employer My Account Sign out

Humana Employer self-service EMI Change Group

Home Billing Manage Employees Reports Support & Resources Benefits Center

Support & Resources

Support and Resources

For you For your employees

Resources and support for plan administrators.

Ways to contact us

We're here to help.

- [Email us](#)
- [View secure email](#)
- [Update secure email](#)
- [Employer support contact information](#)

Managing your plans

Get the most out of your plans and all of Humana's offerings.

- [Employer health plan guide](#)
- [FAQs for employers](#)
- [Humana's products and services](#)
- [Order marketing materials](#)
- [Application and enrollment forms](#)

Health & well-being support

Help your employees get and stay healthier with wellness programs.

- [Go365™ information for employers](#)
- [Wellness launch kit](#)
- [Employee assistance program](#)
- [Health & wellness programs](#)

Most popular

Voted "Most popular" by our employers and administrators

- [Sales office locations](#)
- [Healthcare reform timeline](#)
- [Healthcare reform education](#)
- [Go365](#)
- [Wellness launch kit](#)



Support and Resources: Employees

- Member contact information
- Provider and pharmacy finders
- Cost comparison tool
- Go365 information for members
- Prescription tools and information
- Glossary of healthcare terms

Rockford Public Schools Hello, Employer My Account Sign out

Humana Employer self-service EMI Change Group

Home Billing Manage Employees Reports **Support & Resources** Benefits Center

Support & Resources

Support and Resources

For you For your employees

Humana provides resources and support for your member employees.

Ways for members to contact us

We're ready to support your employees.

- [Member contact information](#)

Managing health insurance

Employees can help themselves with these self-service tools.

- [Find a doctor tool](#)
- [Find a pharmacy tool](#)
- [Drug list search & printable drug lists](#)
- [Humana's products & services](#)
- [Virtual guidance tool](#)
- [Cost Comparison Tools](#)

Health & well-being

These links help your employees access wellness programs and other features included with their health plan.

- [Go365™ information for members](#)
- [Healthy living tips](#)
- [Health & wellness programs](#)
- [MyHumana condition centers](#)
- [Wellness discounts](#)

Most popular

Voted "Most popular" by our employers and administrators

- [Sales office locations](#)
- [Healthcare reform timeline](#)
- [Healthcare reform education](#)
- [Go365](#)
- [Wellness launch kit](#)



Support and Resources

The screenshot shows the Humana website's registration page. At the top, there are navigation tabs for "For Individuals & Families", "For Employers", "For Agents & Brokers", and "For Providers". Below these are links for "Investor Relations", "Customer Support", and "Español", along with a search bar labeled "Ask Humana". A secondary navigation bar includes "Individuals & Families", "Medicare", and "Insurance Through Your Employer". The main heading is "Registration" with the subtext "Start here to register for access." and "Select your registration type". On the right, there are links for "Already registered? Sign in", "Not a member?", and "New Go365™ by Humana member? Sign in to Go365". A sidebar on the left lists registration types: "Member", "Provider", "Dentist", "Pharmacist", "Employer", and "Agent/broker or agency". The "Member" option is selected. The main content area is titled "Why use MyHumana?" and lists benefits: choosing how to receive information, viewing coverage details, checking claim status, finding in-network providers, and updating contact information. It also mentions specific HumanaOne plans and a "register here" link. A green "Get Started" button is at the bottom.

Members can register for **MyHumana** access at **Humana.com**, or by downloading the MyHumana Mobile app.



MEMBER SUPPORT

Call Member Support at **1-800-448-6262**





Benefits Center: Small groups only

- Rates and pricing
- Current plan information
- Renewals

Rockford Public Schools

Hello, Employer [My Account](#) | [Sign out](#)

Humana Employer self-service

EMI | [Change Group](#)

[Home](#) [Billing](#) [Manage Employees](#) [Reports](#) [Support & Resources](#) **Benefits Center**

Welcome [My Plans](#)

Welcome to the Employer Benefits Center

At the Employer Benefits Center, Humana makes finding the right solutions for your employees a little easier. You can select benefit coverage that fits your needs. You can also find sensible ways to manage your healthcare costs. Our goal is to help you build a healthier company – one employee at a time. Here you can:

- Review your current plans and print plan summaries or benefit information for your employees
- Learn about ways to help keep your employees healthy
- At renewal time, you can review your current plans, review plans we suggest for you, or browse for plans on your own
- View benefit premium information online 24/7

Your benefit information is protected by Humana and is available to both you and your agent. To get the help you need when you renew your benefits, remember to give your agent access to the Employer Benefit



Go365 Engagement Source website

Sign up for the Go365 Engagement Source website

Go365 Engagement Source is an exclusive website for program administrators that offers support with the planning, promotion and administration of the Go365 wellness program. Available free of charge, this valuable resource includes:

- Wellness administration tools, including an admin dashboard (see visual)
- Employer-sponsored events platform so you can tailor Go365 to your organization's worksite events
- Challenge platform to administer your own company challenges
- Access to monthly educational webinars
- Strategic planning tools, including the Healthy Company Questionnaire and annual wellness calendar
- Toolkits and guides on various wellness program components
- Shareable Go365 materials and health content
- Initiative ideas with supplemental materials
- Wellness insight and expertise, and more

Administrator dashboard on Go365 Engagement Source

Engagement Source is open to all employees who help administer your company's wellness program, however, you may want to limit which features they have access to. Through our dashboard feature, you, as the administrator, can:

- Control what other users from your company see when they sign in to the Go365 Engagement Source website.
- Easily add, change and remove users from the system

The screenshot shows the 'Associate Dashboard' of the Go365 Engagement Source website. At the top, there's a navigation bar with links: ADMIN DASHBOARD, Go365 PLANNING, SHARE & CONNECT, and EMPLOYER TOOLS. Below this, the page title is 'The Engagement Source'. A search bar is present. The main section is titled 'Associate Dashboard' and includes a brief description: 'Here, you can update a user's role and information, as well as delete a user from the system if they no longer work at your company. Questions? Email Us'. There are two search filters: 'Search by group ID:' and 'Search by employee name:', each with a text input and a 'Search' button. Below these is a table with columns: First Name, Last Name, Role, Actions, and Remove User. The table has one row with a 'Details' link and a checkbox. At the bottom, there are buttons for 'Add new employee' and 'Delete users', and a pagination bar showing 'Page 1 of 1'.

The screenshot shows the 'Employee Profile' form in the Go365 Engagement Source website. The title is 'Employee Profile' and the subtitle is 'Employee Information'. Below the title, it says 'Click Edit below to make changes to this employee's profile.' The form has several input fields: First Name*, Last Name*, Email*, Role* (a dropdown menu), and Phone. To the right of these fields, there are labels for 'Username', 'Last Login', 'Account Status', 'Employer ID', and 'Employer Name'. At the bottom of the form, there are two buttons: 'Edit' and 'Save'. A red arrow points to the 'Edit' button with the text 'Select Edit to change a user's role.' There is also a 'Remove user' button at the bottom right.



Watch this short video to see how it works <https://vimeo.com/246986018>



Get signed up for Go365 Engagement Source <https://engagementsource.go365.com>



Additional Resources: Explanation of terms

Adoption/Legal Guardianship: Add a child due to adoption or the child has been placed with the subscriber under legal guardianship. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Birth: Add newborn coverage. Upon delivery, the employee can call **1-800-872-7207** to ensure coverage. Additions must take place within 30 days of birth. The BA can also add the newborn, or specific details on the infant via HRBA. If details are not updated within 30 days of the birth, please call for assistance.

Change in Eligibility Group: Move the subscriber from one eligibility group to another.

Change prior/other coverage: Update subscriber's/member's coverage information.

Child Eligible Disable: Add a dependent that has been declared disabled.

Child Newly Eligible Student: Current dependent newly enrolled as a full-time student.

Court Ordered Coverage: Add dependent due to court order. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Coverage Termination: The Coverage Termination date is the last date the employee is covered. This will depend on the group's provisions; it could be the last day of the month, or the date of termination.

Divorce/Legal separation: Remove a spouse from subscriber's plan due to divorce or legal separation. Coverage ends on date of divorce or legal separation. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Gain/Loss other Coverage: Multiple reasons. Examples: The subscriber's spouse has coverage through her employer, and that coverage ends. The spouse would now be eligible for coverage under the subscriber's policy. Going from part-time to full-time or vice versa would also be considered a gain/loss event.

HSA Start/Change Contribution: Change to employee's HSA contribution.

Late Enrollee: The subscriber is enrolling outside of the Open Enrollment Period.

Loss of Eligibility: Loss of Eligibility relates to the date when an individual member is no longer eligible for benefits. This date can occur any day of the month—such as a birthday or wedding day—but the member's termination is actually effective on the Coverage Termination date.

Marriage: Add a new spouse to the existing subscribers' coverage. If submitting an online enrollment for this reason, fax legal documentation to our enrollment department at **1-866-584-9140**.

Move out of Service Area: A subscriber or member has moved out of service area.

New Hire: Add a person newly hired at the company.

Open Enrollment: The period of time when the employees choose benefits for the new plan year.

Rehire Pre-Enrollment: Add rehired subscribers demographic/coverage election. Once this is complete, the member would be allowed to complete their own enrollment in **MyHumana**.

ONLY AVAILABLE FOR SOME GROUPS



Additional Resources: Eligibility waiting periods

New-hire enrollments may be subject to waiting periods and eligibility. Depending on group setup, new hires may be eligible immediately upon meeting the waiting period, or on the first day of the next month. (If a waiting period is met on the first of a month, the new hire is eligible on that date.)

If hire date is June 24 and waiting period is:

Waiting period	Immediate	First of month
None	June 24	July 1
30 days	July 24	August 1
60 days	August 23	September 1
90 days	September 22	October 1



Additional Resources: Relationship codes

0 = Subscriber

1 = Children

3 = Spouse



Additional Resources: Frequent events and materials needed

Any corrections due to system functionality require a call to the Employer Web Team

Social Security number correction

- The BA will send in a copy of the change form with the correct Social Security number or a copy of the subscriber Social Security card
- The correction will be made in the platform first; the web specialist will send enrollment a ticket to have the incorrect Social Security number corrected

Effective date correction

- Call the web team and they will assist the group in submitting another event, or by correcting the dates with enrollment if this can't be corrected during the call

Date of hire correction

- Provide web team with the correct date of hire. They will send a request to enrollment to correct the date of hire, and then correct online

Duplicated subscriber or dependent

- A web specialist will send an IT request to get a duplicate person removed

Changing the eligibility group

Possible reasons a BA would call in regarding the group eligibility:

- If a member is terminated and the group is going through OE and the eligibility group changes, then the BA would change the eligibility group first before the subscriber can be enrolled on the correct plan
- If the BA does not see the correct benefit listed under the coverage level drop-down menu, then the BA will change the eligibility group to get the correct benefit that is tied to it



Additional Resources: Frequent events and materials needed

PRIMARY CARE PHYSICIAN (PCP)

Change/updates

- If the BA enrolls the subscriber online for coverage and puts a dummy PCP (9999 number due to the subscriber not having listed a PCP), then the BA can go back and correct/change the PCP within the event (that was created) to enroll the subscriber

How to correct a PCP within the open event:

1. The BA will select **Modify Subscriber/Dependent info**
2. Check the box next to the open event, hit **Select** and **Continue**
3. Keep hitting **Next** until you get to the PCP screen
4. Check the box and enter new PCP number, continue to **Review and Finish**

Newborns

- The BA will check View Subscriber Summary
- View dependent history to see if the newborn has been added for first 30 days or more of coverage

If the newborn is showing coverage:

1. **Modify Subscriber/Dependent Info**
2. Create the event **Gain/Loss of Other Coverage** and make the effective date the day after the termination date listed on the **Dependent History** screen
3. Only make a change to the dependent demographic screen if the newborn name is listed as boy/girl, or if there is an end date for coverage on the **Dependent History** screen
4. Select coverage for the newborn on the **Coverage** screen
5. Continue to **Review and Finish** screen and **Submit**

-
1. From **Humana.com**, select the link **Forgot your password?** Then choose **Select a user type** under **Other Registered User**. Select **Employer**, follow the prompts to reset your password.
 2. If further assistance is needed, call the Employer Web Team at **1-888-666-5733**.
-

Retro termination date correction

IMPORTANT: The BA will need to call a web specialist to correct a retro termination date online, because the group billing invoice will be affected.

- Retro termination requests are allowed up to 60 days
- The billing representative then makes the retro termination in the system and that termination date should roll back to the web

COBRA

- If the BA already submitted the termination event for the employee, go to **Modify Employee** and the option to add COBRA will be available
- If the BA has not terminated coverage, then the BA will select **Terminate subscriber**
- Enter the effective date and select **Continue**
- Select **Launch COBRA/Continuation Event** for the subscriber after termination
- Then, the BA will follow through with the Cobra enrollment



Additional Resources: Password help

NOTE: Employers cannot retrieve usernames from **Humana.com**. Please call Humana Business Web Support at **1-888-666-5733**, option 3, to confirm usernames.

From **Humana.com**, select **Forgot Password** link.

The image shows the Humana.com homepage. At the top, there's a navigation bar with 'Contact us' and 'Ask Humana' search bar. Below it, a green banner contains 'Medicare Insurance Health & Wellness'. The main content area features a large photo of a smiling woman in a yellow life vest with the text 'The journey to wellness begins here #StartWithHealthy'. On the right side, there's a login panel with fields for username and password, a 'Sign in' button, and links for 'Forgot username?' and 'Forgot password?'. A red arrow points to the 'Forgot password?' link. Below these links is a 'New user? Register now.' link.

Choose **Select a User Type** and select **Employer**, then **Continue**.

The image shows the 'Password help' screen. It asks 'What type of user are you?' and 'Choose the user type that best describes you.' There are two main options: 'Member' and 'Other registered user'. The 'Member' option has a description 'If you have Humana insurance, Medicare or Medicaid.' and a 'Continue' button with a red arrow pointing to it. The 'Other registered user' option has a description 'If you are a doctor, dentist, pharmacist, hospital, employer (plan sponsor or benefit administrator), Humana Pharmacy customer, Humana associate, or have another business relationship with Humana.' and a 'Select a user type' link. Below this link are three radio button options: 'Agent or broker', 'Healthcare provider', and 'Employer'. The 'Employer' option is selected with a red arrow pointing to it. The 'Employer' description is 'If you are a plan sponsor or benefit administrator.'

Enter username to confirm and **Continue**.

The image shows the 'Forgot your password?' screen. It asks 'Enter your username below or select the "Forgot your username?" link and we'll provide password assistance.' There's a text input field for 'Username' with the value 'SarahG43' and a red arrow pointing to it. To the right of the input field is a link 'Are you a Humana associate?'. Below the input field is a link 'Forgot your username?'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.



Additional Resources: Password help

You will be prompted to answer your security question.

Now, enter a new password.

If assistance is needed with the security question or entering a new password, please call **HB Web Support**.



Additional Resources: Browsers and encryption

To protect the privacy of our customers and members, Humana uses the most current, top-level technology. Browser security is closely linked to encryption code. For that reason, users can only access the secure sections of Humana's site using a browser equipped with 128-bit encryption or higher—which means your web activity is encrypted before it's transmitted over the internet using 128-bit secure socket layer (SSL) encryption technology. This technology works in tandem with the built-in security features of internet browsers such as Microsoft Internet Explorer. This technology is the most secure form of encryption widely used on the internet today.