Providence e-Enroll and e-Bill
Quick Start Guide

Thank You For Choosing Providence Health Plan

The following Quick Start Guide provides an overview of Providence e-Enroll and e-Bill, Providence Health Plan's (PHP) latest online enrollment and billing resource designed to make managing your company's health plan easy and convenient. Review the sections below to help navigate these online resources.

Before You Get Started

Take the following steps before you begin using Providence e-Enroll and e-Bill.

1. Review this *Quick Start Guide* and the *Providence e-Enroll and e-Bill Tips* sheet.
2. Confirm that your computer has a Web browser, such as Microsoft Internet Explorer, Mozilla, Netscape or Safari. For optimal functionality, Macintosh users should use Mozilla Firefox. Additional software programs, such as Java and Adobe Acrobat, may also be helpful but are not required.
3. Register for Providence e-Enroll and e-Bill by visiting http://www.providence.org/healthplans/employers, Select *Register* in the Employers Toolkit located on the right side of your screen. The Employer Group Registration page will appear. Provide group information, including company name, group ID, username and title, email address and any additional users who should have administrative access to Providence e-Enroll and e-Bill.
4. Registration forms will be processed within 24 hours (or one business day) of receipt in the Sales department. This will allow the user to gain access within two business days. Two emails will be generated from PHP: The first contains a unique username and the second a secure password. Save the username and password in a secure place. After successfully logging in the first time, users may change their password.

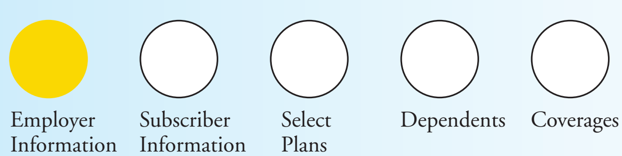
Please note: Users must log on at least once with their assigned username and password sent via email. Using the *Forgot Password* option will not allow users to receive a new password for their first login attempt. If a user misplaces the login information sent via email, they must contact PHP to have the password manually reset.

Getting Started with Providence e-Enroll and e-Bill

To begin, simply follow these steps:

1. After registering and receiving your login information, go to the Employer page of the PHP Web site (www.providence.org/healthplans/employers) select *Login* in the Employers Toolkit, located on the right side of the page.
2. Enter the username and password on the group Login page. To eliminate keying errors, copy the login information from the emails and paste them into the appropriate field on the Login page. Once successfully logged in, users will automatically be taken to their company's Group Home page.
3. From the Group Home page, access new enrollment and billing tools as well as open enrollment functions. Open enrollment links and functions are only active during the open enrollment period established.

Providence e-Enroll and e-Bill allows users to navigate through transactions by following the diagram below. The yellow shaded circle indicates where users are in the enrollment transaction process.



Making the Most of Providence e-Enroll and e-Bill

Using the Enrollment Tools

Access Enrollment functions by selecting them from the middle of the Group Home page or from the left navigation bar.

New Enrollment. *New Enrollment* allows users to manage all of the company's new enrollment needs. Some new enrollment tasks include:

- **Add a subscriber** including name, date of birth, gender, marital status, and contact information.
- **View and select medical plan options** from pre-populated medical plan choices. Only the medical plans available for that subscriber will be active. Select the medical plan to view the Plan's Summary of Benefits.
- **Enter dependent information** including name, date of birth, relationship to subscriber and other personal information. For each new dependent enrollment, select *Add New Dependent.*
- **Elect dependent coverage** for each dependent, if needed. If users do not enroll the dependent for coverage, indicate whether the dependent has other medical coverage.
- **View and review the summary** of enrollment choices to confirm selections.
- **Confirm enrollment choices** and record the unique confirmation number. Use this number to maximize the Track Requests feature, which allows users to follow transactions in process.

Open Enrollment. *Open Enrollment* allows users to see the Subscriber Search screen. From this screen, manage all of your company's open enrollment needs. Begin by finding a specific subscriber (either by subscriber ID or a subscriber's last name). Select the subscriber to be updated and choose one of the following open enrollment options that meets the subscriber's health benefit needs for the upcoming year:

1. **Begin Enrollment,** which will take users to the New Enrollment page. Follow prompts to enroll the subscriber.
2. **Keep Existing Coverage,** which will automatically take users to the Summary page to review existing coverage elections. If the elections are correct, *Confirm* the elections. If the elections are not correct, select *Cancel* and return to the Group Home page to select another open enrollment option.
3. **Decline Coverage,** which will automatically display the Decline Confirmation page. Next to the appropriate reason for declining coverage, highlight the circle then enter the alternate health plan name in the corresponding field, if applicable. At the bottom of the screen, select *Confirm* to complete the enrollment or *Back* to move to the previous page to change the open enrollment selection.

After completing any of the above transactions, users will receive a unique confirmation number. Save this number for your records.

Please Note: If a Subscriber's status or coverage is not changing for the upcoming year, users do not need to do anything during open enrollment. The subscriber's current coverage automatically carries over to the upcoming year. If a subscriber's coverage is terminating, users will need to select the Decline Coverage option and follow the prompts to complete the transaction.

***The open enrollment link will be active on your group open enrollment start date and will end 30 calendar days after the renewal effective date.*

Additional Enrollment Features. From either the New Enrollment or Open Enrollment screens, users can also:

- Update personal subscriber information, such as address, dependents and provider information.
- Update coverage information, such as terminate and reinstate subscribers.
- Order ID cards.

Using the Billing and Reconciliation Tools

Access Billing and Reconciliation functions by selecting *Billing* from the left navigation bar or *Invoice Presentment and Payment* located in the middle section of the Group Home page. Some billing functions include:

- **View your subscriber roster** by group, subgroup or prospective subscribers.
- **View a current invoice** by invoice number to see invoice details. You can also make invoice adjustments if subscriber or dependent coverage changes. Select *Make Adjustments* on the bottom of the Invoice Screen to update coverage information and reconcile your bill.
- **Make payments** either online or by mail. Select your desired payment method by choosing either *Pay Online* or *Pay by Mail* and follow the prompts to make a payment.
- **Search all invoices** either by date and subgroup or perform a Quick Search if you know the invoice number.
- **Request a re-bill** after making adjustments to subscriber or dependent coverages.
- **Sign up** for billing activity alerts.

These billing functions are integrated with the enrollment functions. Some changes made to subscriber and dependent coverage and enrollment are reflected immediately on the group roster and allow real-time billing reconciliation.

Contact Information

For questions, call your group Membership Accounting representative; this information is listed on your Group Billing page. If you aren't logged in or haven't registered yet, call 503-5791 or 1-888-816-1300 to speak to a Membership Accounting team member.