

General

- Tip:** Bookmark the Web address <https://phphw1.providence.org/employers/EmployerLogin.aspx> to easily access Providence e-Enroll and e-Bill.
- Tip:** To change your password, go to the My Profile link located in the left navigation bar on the Group Home page.
- Tip:** Providence e-Enroll and e-Bill has short cut functions to help move through the system. For example, rather than keying in dates in a specific format, select the calendar icon and click on a specific date. The data auto-populates in the appropriate field and format.
- Tip:** Select *Back*, *Search* or *Continue* to move between screens. The *Enter* key will not perform this function.
- Tip:** Use proper case, such as *Providence* rather than *PROVIDENCE* or *providence*, when entering data to eliminate translation errors.

Enrollment

- Tip:** If a user logs out before completing or saving tasks, pending activity can be found on the Your Work Queue page.
- Tip:** If a user selects *Go Back*, the system will automatically save the data entered, allowing the user to modify previous data at a later time without losing information or repeating steps. If a user exits the system before finishing data input, the system automatically opens to the pending activity once logged back into the system.
- Tip:** On some screens there may be “gray” wording and/or fields; this indicates the option is not available for electronic adjustments. Contact the Providence Membership Accounting representative to assist you with these changes.
- Tip:** Selecting the binocular icon allows a user to choose from available options to eliminate keying errors.
- Tip:** Do not re-enter information after submitting a transaction. This will result in duplicate records, which will appear on the group invoice. If a user is unsure if a transaction went through, call the Providence Membership Accounting representative.

Billing

- Tip:** From the Prospective Subscriber Roster screen, the date selected must be equal or greater than the current date.
- Tip:** Benefit changes that impact current invoices should be re-billed to reflect the correct balance due. Re-bills can be requested only at the end of a subscriber adjustment transaction when using e-Bill functions.
- Tip:** For a snap shot of your itemized invoice, from the first page of the Invoice screen select *List All* located at the top and bottom of the roster. Users can also create a hard copy of the itemized premiums for that billing cycle by selecting *Print This Page* on the upper right corner of the screen.
- Tip:** To export data from an invoice into an Excel format, select *Download Now* located on the upper right side of the current invoice. Choose where to store the invoice data by selecting *Browse* or entering a specific file path in the field provided.
- Tip:** For protection of your financial data, account information will not be saved and will need to be entered each time a group makes an online payment. Credit card payments are not accepted.
- Tip:** When performing an invoice search, results can be sorted by clicking the appropriate column header.