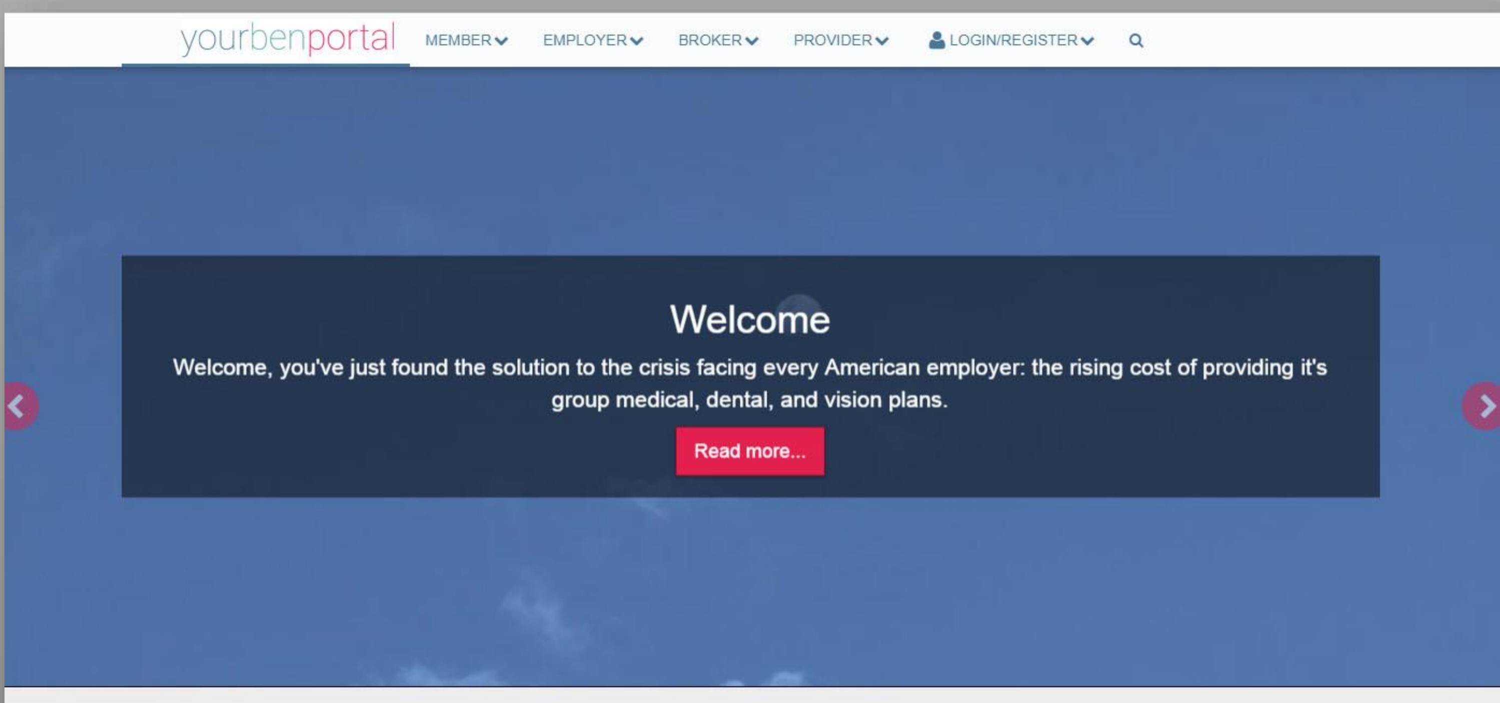
yourbenportal

www.yourbenportal.com

MOBILE COMPATIBLE

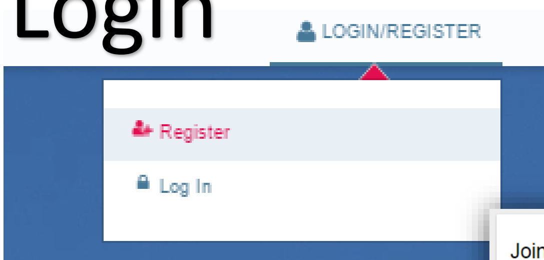
USER GUIDE



Getting started…

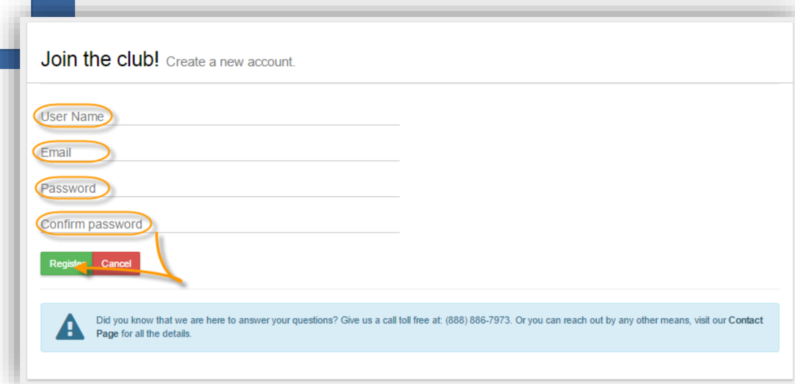
Type in www.yourbenportal.com in the url, then hit enter.

Login



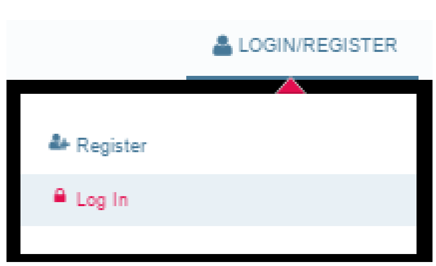
If you are logging in for the first time, **select the LOGIN/REGISTER button** and then Register.

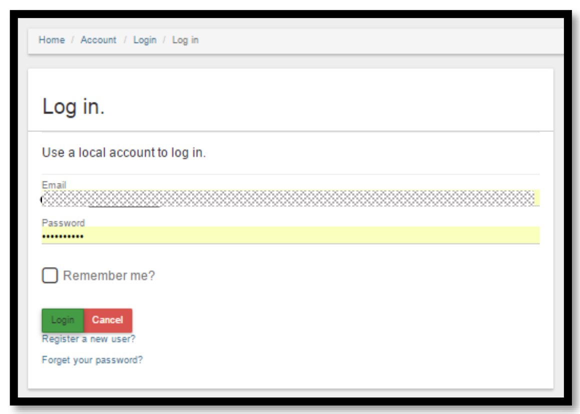
Complete the requested information, and hit register.



Register

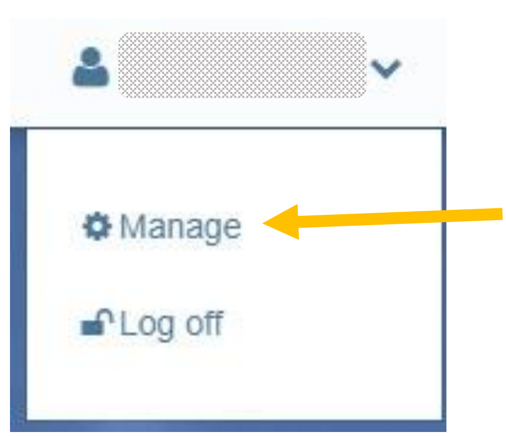
Now, **select the LOGIN/REGISTER button once more and Log In**.



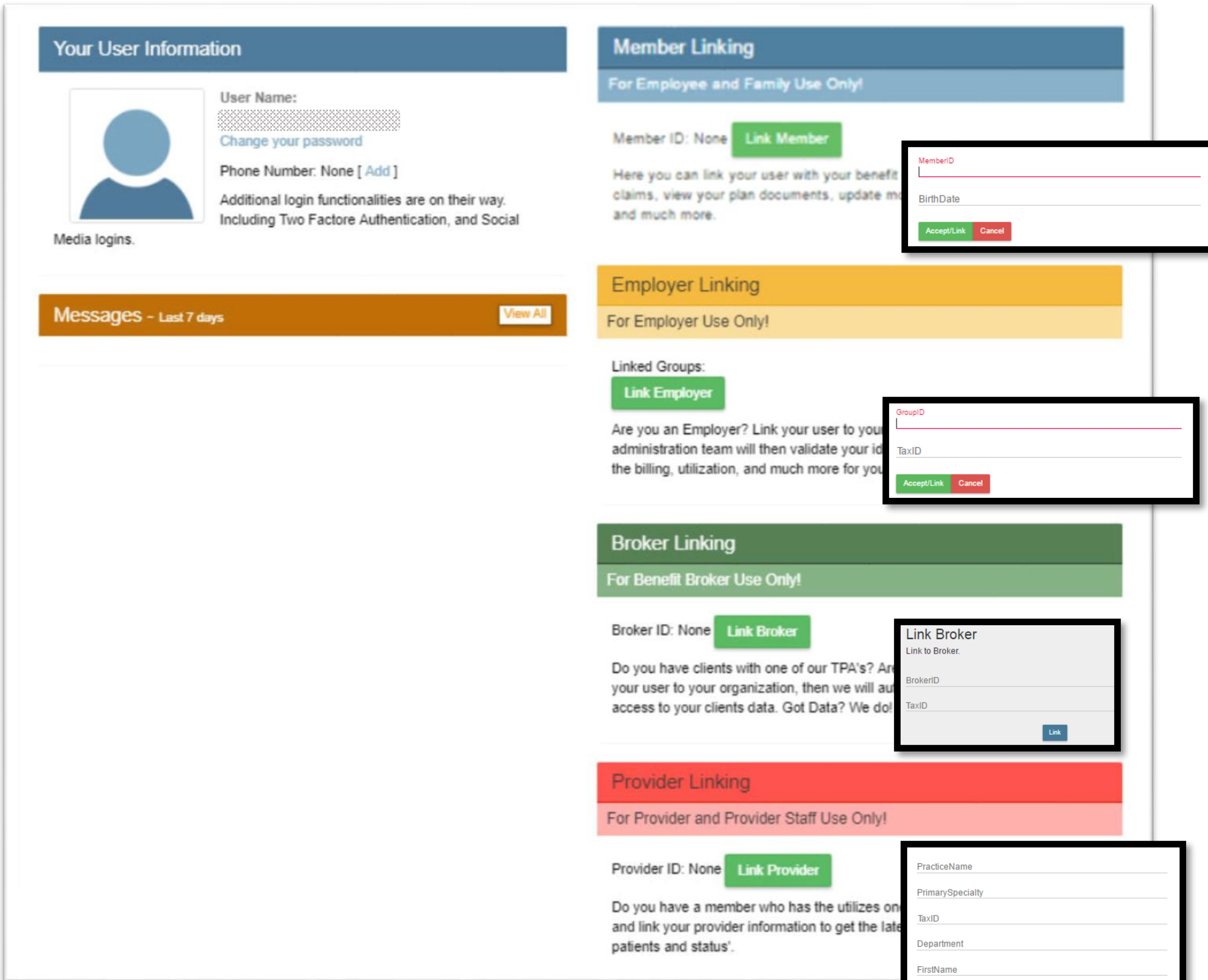


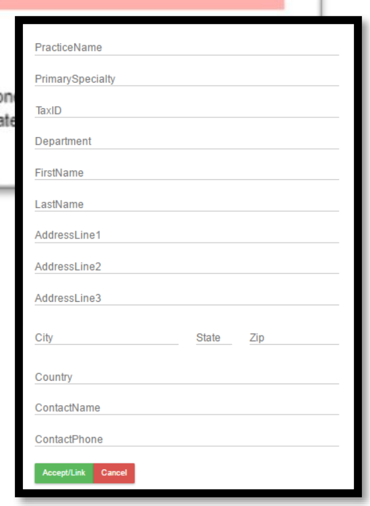
Manage

Highlight your email address (top right) and then **select Manage** to set up your individual access.



Under Your Access Information, it will outline the role(s) available within the portal. Find the role that applies to you and select the Link button.





If at any time in the future you need to edit this information, just enter this screen and select the Remove button. You can then replace the current information.

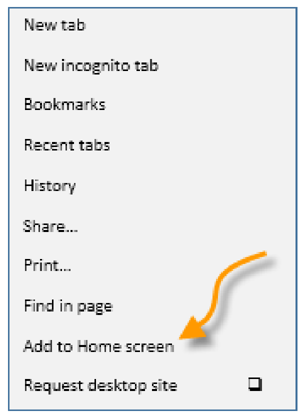
You are now free to roam around the portal in the role assigned to you. Simply navigate through the top panel.

MOBILE

Access yourbenportal on your **cell phone** by taking the following simple steps:

1. Type in the URL: www.yourbenportal.com

2. Select settings, Save to Home Screen



3. Click Add

You will now have constant, touch of a button access!

MEMBER DASHBOARD-

Common Links

Provider Search:

- Select this link to look up the provider network for any of your appropriate networks. You can select by carrier and plan.

Common Questions:

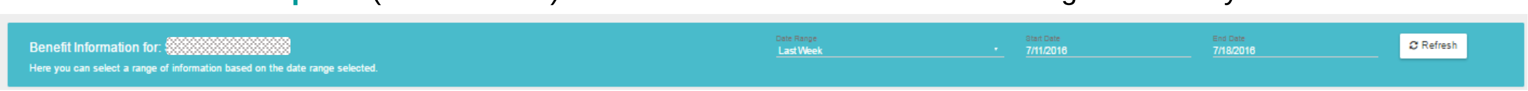
- These are the most common questions that come into our Customer Service Team. We thought we might be able to save you a call by outlining them with the answer here.

Coverage & Benefits

Check your benefits:

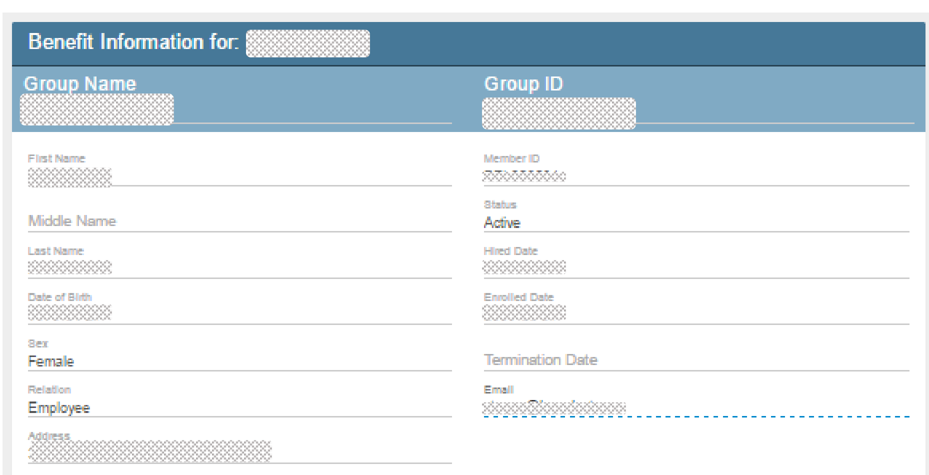
- You will use this link to see your claims, plan information, plan documents, check your benefits and see your dependent information.

  IMPORTANT: Everything on your dashboard is driven by the date range entered in the top bar (shown below). This will drive the claims and concierge data that you are shown.



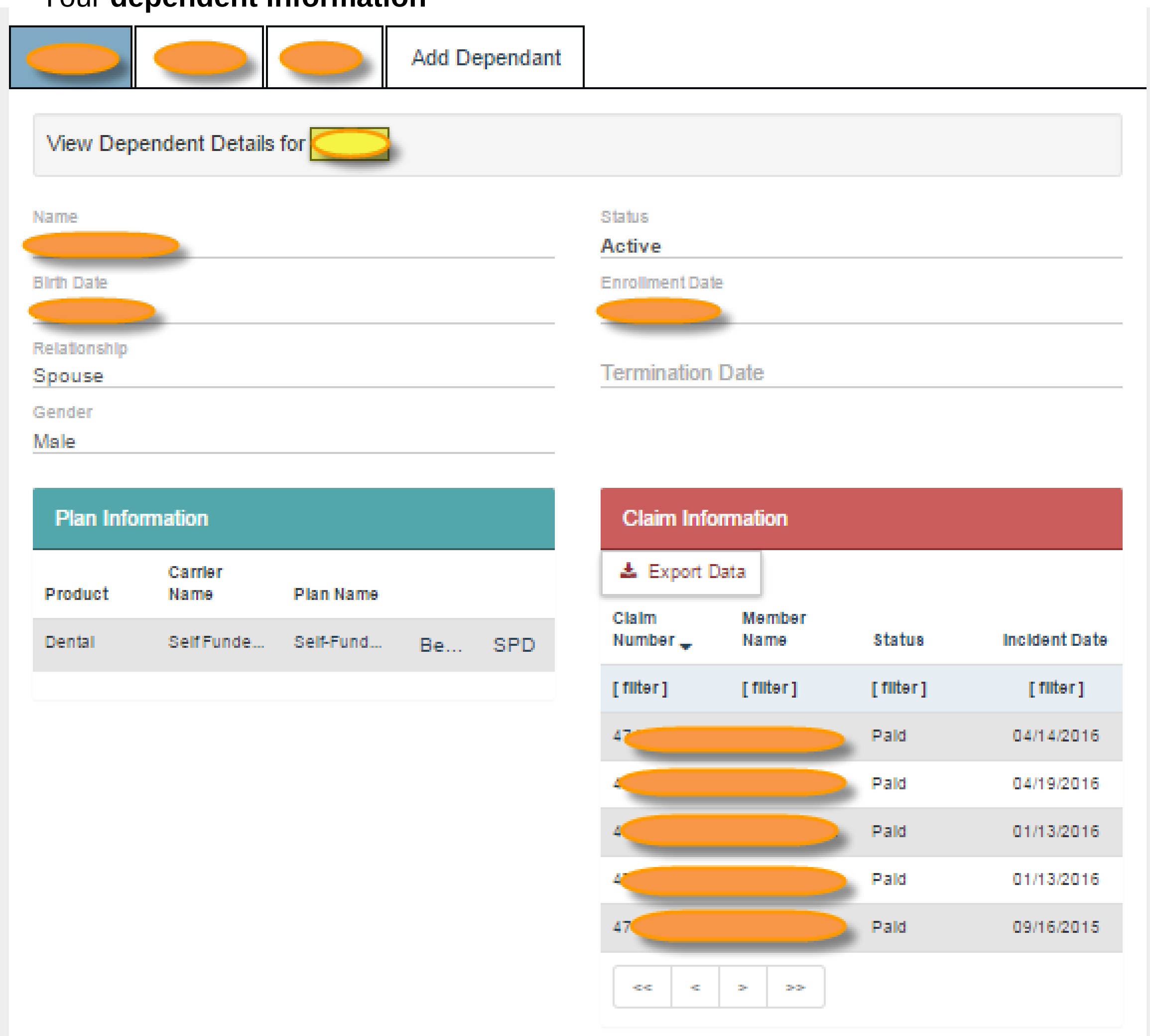
Your information will be shown in mobile friendly boxes which are outlined below:

Your **profile information**:



MEMBER

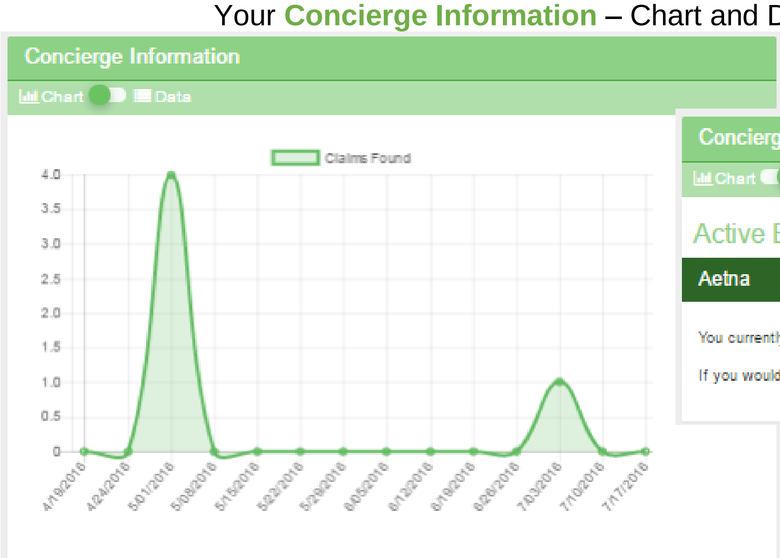
Your **dependent information**

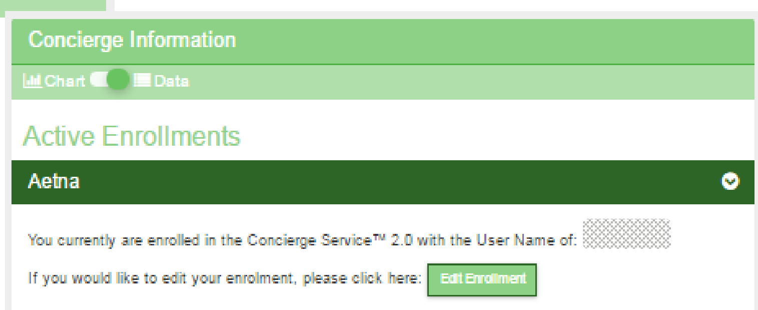


NOTE: If you select the yellow button showing the dependent name, it will open a separate dashboard with that dependent information. You can view all that particular dependents claims and eligibility.

Add Dependant – this feature is being fine-tuned and will be available shortly

Your **Concierge Information** – Chart and Data for clients on the HRA product not tied to a Stop Loss Plan.

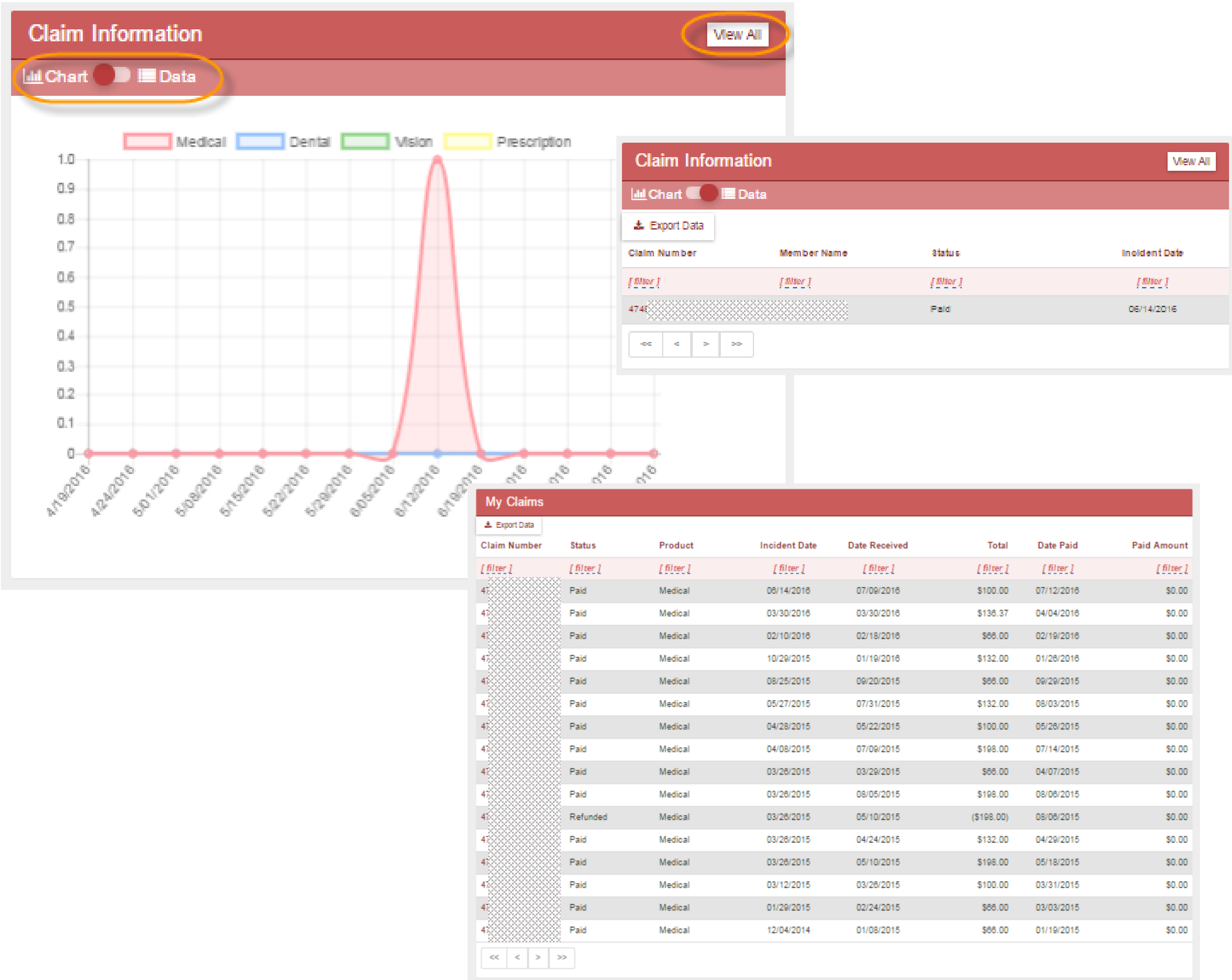




If you are not enrolled in our concierge service, this is where you can easily enroll.

MEMBER

Your **Claim Information** – Chart and Data, or you can select the View All button to see all your claims

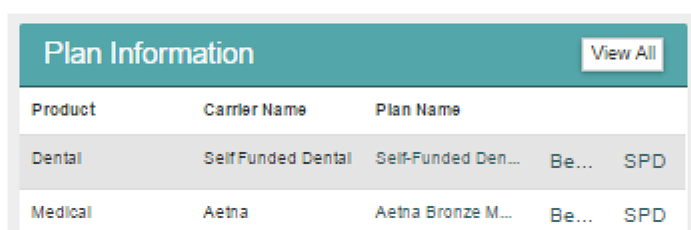


Claim Number	Status	Product	Incident Date	Date Received	Total	Date Paid	Paid Amount
[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]
47	Paid	Medical	06/14/2016	07/09/2016	$100.00	07/12/2016	$0.00
47	Paid	Medical	03/30/2016	03/30/2016	$136.37	04/04/2016	$0.00
47	Paid	Medical	02/10/2016	02/18/2016	$66.00	02/19/2016	$0.00
47	Paid	Medical	10/29/2015	01/19/2016	$132.00	01/26/2016	$0.00
47	Paid	Medical	08/25/2015	09/20/2015	$66.00	09/29/2015	$0.00
47	Paid	Medical	05/27/2015	07/31/2015	$132.00	08/03/2015	$0.00
47	Paid	Medical	04/28/2015	05/22/2015	$100.00	05/26/2015	$0.00
47	Paid	Medical	04/08/2015	07/09/2015	$198.00	07/14/2015	$0.00
47	Paid	Medical	03/26/2015	03/29/2015	$66.00	04/07/2015	$0.00
47	Paid	Medical	03/26/2015	08/05/2015	$198.00	08/06/2015	$0.00
47	Refunded	Medical	03/26/2015	05/10/2015	($198.00)	08/06/2015	$0.00
47	Paid	Medical	03/26/2015	04/24/2015	$132.00	04/29/2015	$0.00
47	Paid	Medical	03/26/2015	05/10/2015	$198.00	05/18/2015	$0.00
47	Paid	Medical	03/12/2015	03/26/2015	$100.00	03/31/2015	$0.00
47	Paid	Medical	01/29/2015	02/24/2015	$66.00	03/03/2015	$0.00
47	Paid	Medical	12/04/2014	01/08/2015	$66.00	01/19/2015	$0.00

Your **Plan Information** – Broken out by Medical (MM), Dental (DE), Vision (VI) and Life (LI or DL).

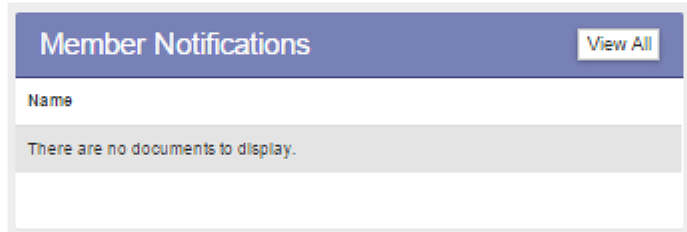
You can see your full schedule of benefits and Summary of Benefits and Coverage (SBC) by selecting the Benefits button and you can see your Summary Plan Description (SPD) by selecting the SPD button.

If you select the View All button, it will show you all of your current and previous plans, active and inactive.



Product	Carrier Name	Plan Name		
Dental	Self Funded Dental	Self-Funded Den...	Be...	SPD
Medical	Aetna	Aetna Bronze M...	Be...	SPD

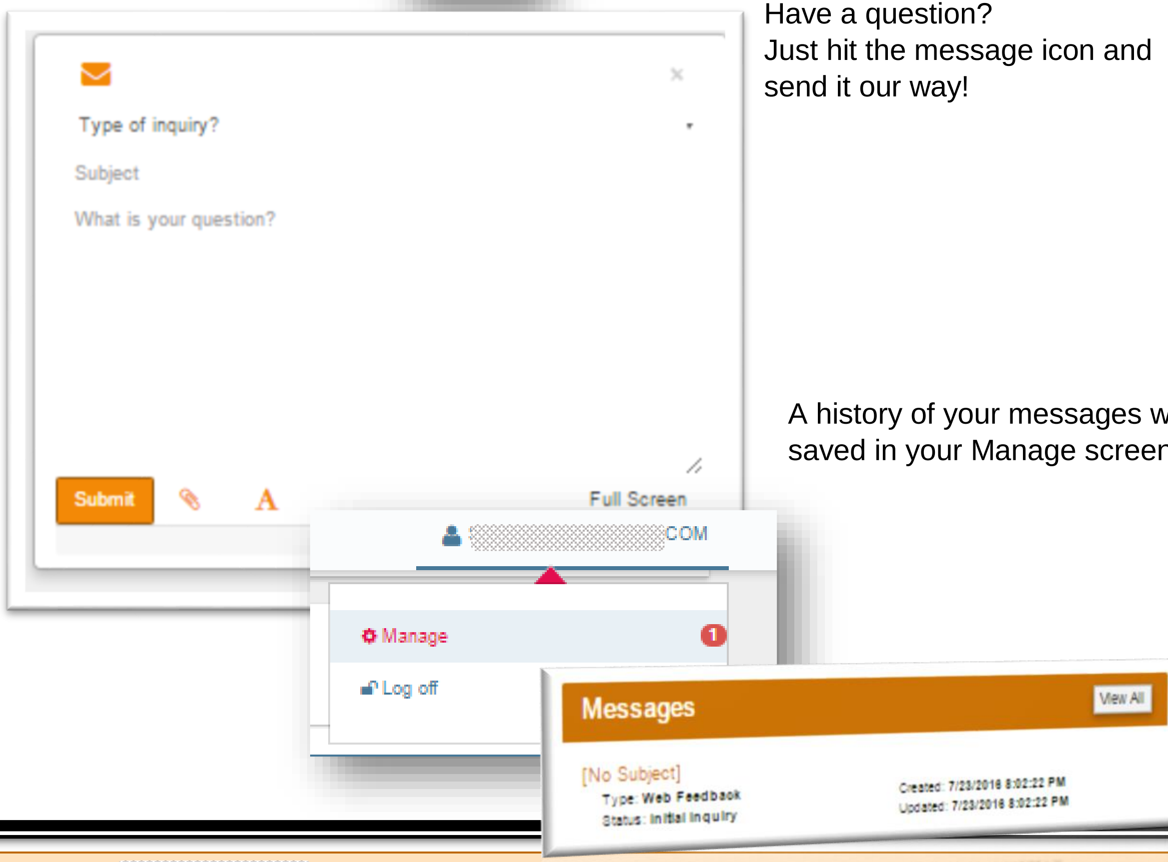
The **Member Notifications** section is a place where system generated notifications will be placed for your reference. It will also contain system generated letters for you such as the Phase Two letter.

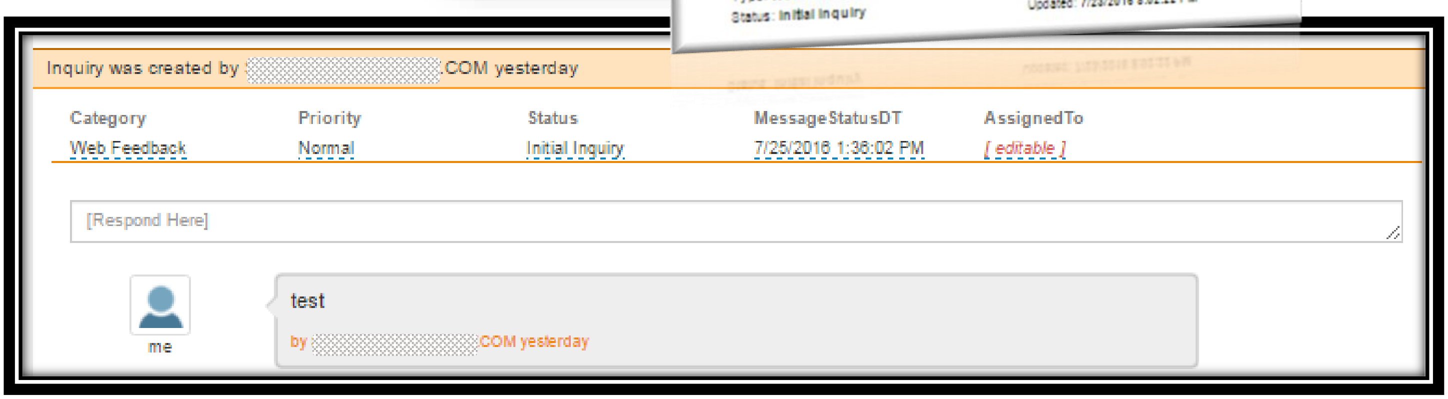


Your **messaging** icon.

Have a question?
Just hit the message icon and send it our way!

A history of your messages will be saved in your Manage screen





Claims

Your **List my claims** section allows you to see all of your claims. You can export the data into excel with the click of a button or you can search by any of the shown criteria through the user of the [filter] field. To clear the filter, just select the [filter] field once more and select the x to clear the filter.

My Claims

Export Data

Claim Number	Status	Product	Incident Date	Date Received	Total	Date Paid	Paid Amount
[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]	[filter]
474E						07/12/2016	$0.00
474E						04/04/2016	$0.00
474E						02/19/2016	$0.00
474E						01/26/2016	$0.00
474E						09/29/2015	$0.00
474E						08/03/2015	$0.00
474E						05/26/2015	$0.00
474E						07/14/2015	$0.00
474E						04/07/2015	$0.00
474E						08/06/2015	$0.00
474E						08/06/2015	$0.00
474E						04/29/2015	$0.00
474E						05/18/2015	$0.00
474E						03/31/2015	$0.00
474E						03/03/2015	$0.00
474E						01/19/2015	$0.00

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CONTACT US –

Our role is to help you. We are here to answer any questions you may have so feel free to reach out to us!

Corporate Office:	**(888) 886-7973** Mailing: PO Box 7809 Visalia, CA 93290 Physical: 5429 Avenida de los Robles, Ste A Visalia, CA 93291
Customer Service: *Call our Customer Service team with questions in regards to claims, benefits and eligibility.*	**(888) 886-7973** Fax: (559) 733-1314 Email: service@employerdriven.com
Administration: *Our Administration Team will help you with new hires, terminations, ID cards and Administration Kits*	**(888) 886-7973** Fax: (559) 733-2325 Email: administration@employerdriven.com
Client Accounting: *The Accounting Team is ready to answer your questions in regards to billing or invoices.*	**(888) 886-7973** Fax: (559) 733-2325 Email: accountservices@employerdriven.com
Inside Sales: *Our dedicated team of Sales Directors can walk you through quotes, sales and product questions.*	**(888) 886-7973** Fax: (559) 635-6527 Email: marketing@employerdriven.com
Underwriting/Renewal: *Our underwriters and renewal coordinators have been cross-trained in both areas so they are well equipped to tackle questions in either realm.*	**(888) 886-7973** Fax: (559) 635-6527 Email: underwriting@employerdriven.com renewal@employerdriven.com