

MyBenefits



Scott & White
HEALTH PLAN
part of Baylor Scott & White Health

A Guide to Online Administration for
Employer Groups

Table of Contents

Topic	Page
Getting Started	3
Employer Home Page	4
Home Page Links in Left Column	5
Find an Employee	9
Add an Employee to your roster	10
Enroll an Employee	12
Add a Dependent	14
Terminate Employee Coverage	16
Terminate Dependent only	18
Change Benefit Selection	19
Reinstate an Employee	20
Change an Employee's Information	21
Pay an Invoice	22
Update User Information	23
Request List	24
Order an ID Card	25
Helpful Information	27

Getting Started

Begin by logging in to *MyBenefits*

1. Obtain a User Name and Password from your Account Manager.
2. Open Internet Explorer and enter swhp.org.
3. Click on "Log in to *MyBenefits*" in the teal colored box to the right of the page.



4. The Login window will display the User Entry Screen.
5. Enter User Name.
6. Enter User Password.
7. Click Login.

Internet Explorer provided by Scott & White

sh.swhp.org/

Tools Help

ortal - Health Insura... Free Hotmail Suggested Sites Web Slice Gallery

MyBenefits
SCOTT & WHITE
HEALTH PLAN
The one 'Texans trust.

User Name

Password

Login

Passwords are case-sensitive

[Forgot Password?](#)

[Forgot UserName?](#)

To register as a Member click [here](#).

To register as a Provider click [here](#).

Our website is fully compliant with privacy standards and all information is fully secure. *MyBenefits* is available any time of day to assist you with maintaining your health benefits.

PDF files are documents in special format, which requires the Adobe Acrobat Reader program to be viewed. Visit adobe.com and download the free Adobe Reader.

Employer Home Page

Navigation bar allows access to the following items anywhere in the application:

- Home – Click on Home to return to the Home Page.
- FAQ's – Click FAQ's to view Frequently Asked Questions about the application.
- Sign Out – Click Sign Out when you wish to log off the application.

We also have a new eligibility calculator. You can access it in the My Health Tools/Resources section and use it to calculate effective dates for new and late enrollees.

Message Center (located at the bottom of the home page)– if you have any secure messages from the Health Plan, they will appear here.

Message Center		(Inbox)
From	Subject	Received
Scott & White Health Plan	RE: Test only	09/10/2012 08:03:26 AM

Employer Home Page

Links on the left

Employer Administration – allows you to access the following:

- Employer List – Displays all divisions associated with your group.
- User List – Lists all the administrative users of your site.
- User Information – Allows you to change your internet user profile such as your password, security question or e-mail address.

The screenshot shows a web browser window with the following content:

- Browser:** Windows Internet Explorer, address bar: <https://swhp-ust.alderaplatform.com/Router.jsp>
- Page Title:** Abovehealth - Employer
- Navigation Menu (Left):**
 - Employer Administration (highlighted in red)
 - Employer List
 - User List
 - User Information
 - Employer Services
 - Enroll/Disenroll
 - Message Center
 - Contact The Health Plan
- Main Content:**
 - Welcome:** MyBenefits helps you manage your healthcare benefits with easy, convenient access 24 hours per day. This site is best viewed with a screen resolution of 768 x 1024 or greater.
 - NEW!** For your convenience, Scott & White Health Plan has added a calculator that will help determine effective dates for enrollees and late enrollees*. The calculator is based on your employer group new hire guidelines. If you are unsure what these guidelines are please contact your Account Representative. Access the calculator below in the "My Health Tools/Resources" section.
 - *Late Enrollee:** means an employee or dependent, eligible for enrollment in Health Plan, who requests enrollment in Health Plan after the expiration of the initial enrollment period established under the terms of the first Health Benefit Plan for which that employee or dependent is eligible through the Employer or after the expiration of an Open Enrollment Period.
 - Health News:** SWHP News
 - My Health Tools / Resources:**
 - Pay my premium
 - Eligibility Calculator
 - SWHP Home Page
 - VitalCare Wellness Programs Provided by HealthMedia, Inc.
 - Contact:** To contact the Health Plan, please call 254-298-3000 or toll free 1-800-321-7947. You may also e-mail us at swhpques@sw.org. TTY 1-800-735-2989. Interpreters are available.
- Right Side:** Image of two healthcare professionals, with links for Event Calendar and Related Documents.

Employer Home Page

Links on the left

Employer Services – allows you to access the following:

- VitalCare Wellness Programs – Introduces you to our VitalCare programs offered at no charge to you or your employees.
- SWHP Home Page– Takes you to the home page of swhp.org without logging out.
- Pay My Premium- Allows you to pay your bill online.

Abovehealth - Employer - Windows Internet Explorer
https://swhp-ust.alderaplatform.com/Router.jsp
Certificate Error
Bing

File Edit View Favorites Tools Help

QHP epay Old PPO and SC epay Employer e-pay Web Slice Gallery

Abovehealth - Employer Scott & White Health Plan

MyBenefits
SCOTT & WHITE HEALTH PLAN
The one Texans trust.

Welcome Sam

Employer Administration
Employer Services
Health Tools
VitalCare Wellness Programs
SWHP Home Page
Pay My Premium

Employer

Home | FAQ | Sign

Welcome

MyBenefits helps you manage your healthcare benefits with easy, convenient access 24 hours per day.

This site is best viewed with a screen resolution of 768 x 1024 or greater.

NEW! For your convenience, Scott & White Health Plan has added a calculator that will help determine effective dates for enrollees and late enrollees*. The calculator is based on your employer group new hire guidelines. If you are unsure what these guidelines are please contact your Account Representative. Access the calculator below in the "My Health Tools/Resources" section.

*Late Enrollee means an employee or dependent, eligible for enrollment in Health Plan, who requests enrollment in Health Plan after the expiration of the initial enrollment period established under the terms of the first Health Benefit Plan for which that employee or dependent is eligible through the Employer or after the expiration of an Open Enrollment Period.

Health News

» [SWHP News](#)

My Health Tools / Resources

[Pay my premium](#)

[Eligibility Calculator](#)

[SWHP Home Page](#)

[VitalCare Wellness Programs Provided by HealthMedia, Inc.](#)

Contact

To contact the Health Plan, please call 254-298-3000 or toll free 1-800-321-7947. You may also e-mail us at swhpques@sw.org.

TTY 1-800-735-2989

Interpreters are available.

» [Event Calendar](#)

» [Related Documents](#)

Employer Home Page

Enroll/Disenroll– allows you to enroll, terminate, or change information on employees:

- Employee List– Lets you find, add or change employee information. *Employees do not need to be a member of the Health Plan to be included in the database.*
- Member Eligibility Search – allows you to search for a member to check on eligibility.
- Request List – Allows you to look at the status of your requests.
- Upload documents – Allows you to upload any documents you want to send to the health plan.

Links on the left

The screenshot shows the Scott & White Health Plan Employer Home Page. The left navigation menu is highlighted with a red box, showing the following links: [Enroll/Disenroll](#), [Employee List](#), [Member Eligibility Search](#), [Request List](#), and [Upload Documents](#). The main content area includes a 'Welcome' message, a 'NEW!' announcement about a calculator, 'Health News', 'My Health Tools / Resources', and 'Contact' information. A photo of two healthcare professionals is visible on the right side of the page.

Employer Home Page

Links on the left

Message Center

- Inbox – shows you any messages sent to you by SWHP.

The screenshot shows a web browser window displaying the Scott & White Health Plan Employer Home Page. The browser's address bar shows the URL: <https://swhp-uat.alderaplatform.com/Router.jsp?source=Inbox&component=MessageCenter&code=INBOX&targetLink=true>. The page features a navigation menu on the left with the following items: [Employer Administration](#), [Employer Services](#), [Enroll/Disenroll](#), [Message Center](#) (highlighted with a red box), [Inbox](#), and [Contact The Health Plan](#). The main content area is titled "Inbox" and includes a search section with fields for "Subject" and "Date Range" (mm/dd/yyyy), and a "Search" button. Below the search section is a "Results" table with columns for "Entry User" and "Subject", and a "New Message" link. The table currently displays "No Results Found". The footer of the page contains the text: "Metrix - Tools - Start Recording - View Recording", "© 2015 Copyright - Healthation.com - All Rights Reserved. X03_90_07_C9_P_00_P_11", and "Source: Inbox Component Mess".

Employer Home Page

Links on the left

Contact the Health Plan

Allows you to send a secure message to SWHP.

You can also use this function to upload documents necessary for enrollment, such as a Medical Support Order.

The screenshot shows a web browser window with the URL <https://swhpah.swhp.org/Router.jsp?component=WorkflowClient&source=DetailRedirect&action=Enter&dum>. The page header includes the "MyBenefits" logo and "SCOTT & WHITE HEALTH PLAN" with the tagline "The one Texans trust." The main navigation bar contains "Welcome" and "Home | FAQ | C". A left sidebar menu lists "Employer Administration", "Employer Services", "Enroll/Disenroll", "Message Center", and "Contact The Health Plan" (highlighted with a red box). The main content area is titled "Contact The Health Plan" and includes the following text: "This page enables you to send secure messages to the health plan. Select the type of inquiry from the dropdown menu and type your question, comment or the comments text box." Below this, it says "desired, add an attachment, claim or member record to your message. Clicking submit sends the message." and "We will respond to your request within 2 business days." The "Message" form contains fields for "Your Name", "Message Type" (a dropdown menu), "Attachment" (with "Upload", "View", and "Clear" buttons), "Member No" (with a "Clear Member" button), and a "Description" text area. At the bottom of the form are "Submit" and "Cancel" buttons. The footer includes "Metrix - Tools - Start Recording - View Recording", "© 2013 Copyright - Healthation.com - All Rights Reserved. X03_90_07_C9_P_00_P_04", and "Source: Detail Component: \".

Employer Functions

Find an Employee

To find an employee:

- Select Enroll/Disenroll and click on Employee List.

To search for an employee, enter the first few letters of the last name and click Search or enter the last name and click Search or click the right arrow at the bottom of the screen to display the next list of names.

Note: If your group has more than one division, you may check the box to look in employer subgroups.

The screenshot displays the 'Employee List' interface. On the left, a sidebar menu is visible with 'Enroll/Disenroll' and 'Employee List' highlighted. The main content area features a search form with the following fields: DOB (format: mm/dd/yyyy), Social Security No. (format: 123-12-1234), First Name, Last Name, and Employee Eligibility (dropdown menu). Below these fields are two checkboxes: 'Look in employer subgroups' (checked) and 'Include Inactive Subgroups'. A 'Search' button and a 'Done' button are located at the bottom of the search form. The 'Results' section below the search form shows a table with the following data:

Employee Name	Employee No	DOB	Social Security No.	Group/Division Name/Number	Group/Division No	Employee Eligibility	Open Request
						None	N Enroll
						None	N Enroll
						None	N Enroll

At the bottom of the page, there is a footer with the following text: '© 2015 Copyright - Healthation.com - All Rights Reserved. X03_00_07_C09_P_00_P_11' and 'Source: ListComponent_EmployeeMaster'.

Employer Functions

Add an Employee to your roster

To add an employee:

- Select Enroll/Disenroll and click on Employee List.
- Click Add New Employee.

The screenshot shows the MyBenefits Scott & White Health Plan Employer interface. The left sidebar contains a menu with 'Enroll/Disenroll' highlighted in red. The main content area is titled 'Employee List' and includes a search form with fields for DOB, Social Security No., First Name, Last Name, and Employee Eligibility. Below the search form is a 'Results' table with columns for Employee Name, Employee No, DOB, Social Security No., Group/Division Name/Number, Group/Division No, Employee Eligibility, and Open Request. The 'Add New Employee' button is highlighted in red.

Employee Name	Employee No	DOB	Social Security No.	Group/Division Name/Number	Group/Division No	Employee Eligibility	Open Request
						None	N Enroll
						None	N Enroll
						None	N Enroll

Employer Functions

Add an Employee to your roster

Complete the form then at the bottom of the page click one of the following:

- Submit to submit the information.
- Submit & New to keep adding additional employees.
- Submit & Enroll to go ahead and enroll the employee in SWHP.

Note: "Add an Employee" adds the employee to your roster in the database only. To enroll the employee in your health care plan, you must complete the enrollment process by clicking the button labeled Submit and Enroll. This button directs you to the Member Benefit Maintenance screen where you must enroll the employee in member benefits.

MyBenefits
SCOTT & WHITE
HEALTH PLAN
The one Texas trust.

Welcome Sam

Home > Employee List

Add Employer Employee

This page allows you to add employees to your employee list. Enter the required information and click submit to save the information.

General Information

*First Name
Middle Name
*Last Name
Suffix
*Social Security No. (123-12-1234)
*DOB (mm/dd/yyyy)
*Gender
Marital Status Code
Language Code

Address & Contact Information

*Address
Address 2
*City
*State Texas
*Zip Code
Country UNITED STATES
Work Phone
Home Phone
Fax
Email

Employment Information

*Group/Division Name/Number
Employee No.
Employee Ref Number
*Hire Date
Job Title
*Employment Status Code
Cobra Ind

*Required Field

Submit Submit & New Submit & Enroll Cancel

Metrix - Tools - Start Recording - View Recording

© 2015 Copyright - Healthnet.com - All Rights Reserved.
X03_90_07_C9_P_00_P_11

Source: Add Component: EmployeeAdd

Done

Internet | Protected Mode: Off

100%

Employer Functions

Enroll an Employee

Employees must be added to the database before they can be enrolled. See "Add an Employee."

To enroll an employee either select Submit and Enroll and complete the enrollment form after adding the employee

OR if the employee has been added to the roster but not enrolled yet

- Select Enroll/Disenroll from the left-hand menu.
- Find the employee.
- Select the Enroll link in the far right column.

Home

Employee List

This page allows you to view a list of your employees. To search for a specific employee, enter the employee's last name and click search. To view employee details, click an employee's name link. To add an employee, select "Add New Employee". To enroll an employee, click the employee's name link then click the "Enrollment" link under Member heading.

Search

DOB (mm/dd/yyyy)

Social Security No. (123-12-1234)

First Name

Last Name

Employee Eligibility

Look in employer subgroups

Include Inactive Subgroups

Results

Employee Name	Employee No	DOB	Social Security No.	Group/Division Name	Group/Division No	Employee Eligibility	Open Request
						None	N Enroll
						Not Active	N
						Active	N
						Active	N

Employer Functions

Enroll an Employee

- Fill out any blank fields. Required fields are marked with a red asterisk (*)
- Scroll down to the Maintenance Reason Code and make your selection from the drop down menu
- Under Available Group Names, select the policy benefit in which the employee is enrolling
- Enter the benefit begin date
- Click Review or Add Dependent
- Complete form and click Review or Add Another Dependent
- When finished adding dependents, click Review
- Review Information then click Submit
- Be sure you receive a "Success" page and make note of the request ID number.

Scott & White Health Plan x Abovehealth - Employer x

swhpah.swhp.org/Router.jsp?source=List&component=EmployeeMaster&action=enroll&rowNumber=3

Home > Employee List

Member Benefit Maintenance

Please select the function you would like to perform - Update Address, Edit Member Information, etc.

Employer Name

Family Subscriber Information

Member Name	Relationship	Member No.	DOB	Gender	Apply to
-------------	--------------	------------	-----	--------	----------

Enrollment

First Name*

Middle Name

Last Name*

DOB*

SSN*

Hire Date*

Gender Code*

Marital Status Code

Relationship Code*

Employment Status Code

Handicap Ind

Contact Information

Residential Address

Address*

Address 2

City*

State*

Zip Code*

Mailing Address

Maintenance Reason Code*

Available Group Names

Group Name	Policy Benefit No	Benefit Plan	Group Name Dates	Select	Begin Date*
------------	-------------------	--------------	------------------	--------	-------------

Employer Functions

Add a Dependent

To add a dependent:

- Find the employee from the Employee List (see Find an employee)
- Click on the employee's name
- Select View Member Detail
- Select Benefit Maintenance

The screenshot shows a Windows Internet Explorer browser window displaying the 'Member Detail' page for an employee. The browser's address bar shows 'ih.swhp.org/Router.jsp'. The page content includes a search bar with 'Eligible as of Date' set to '02/05/2013' and a 'Search' button. Below the search bar, there is a section for 'Family' with a table containing one entry for 'Self'. A 'Benefit Maintenance' button is highlighted with a red box. The page also includes a 'Subscriber Information' section with fields for Subscriber Name, Subscriber No, DOB, Gender, Marital Status Code, Address, Home Phone, Work Phone, and Fax.

Employer Functions

Add a Dependent

- Select Add Dependent
- Select the Maintenance Reason Code from the drop down box and enter the requested information in the blanks.
- If there is more than one dependent, select Add Another Dependent to continue adding dependents
- When done, click Review
- Review the information then click Submit

The screenshot shows the 'MyBenefits' website for Scott & White Health Plan. The main heading is 'Member Benefit Maintenance'. Below this, there are navigation links for 'Update Address', 'Edit Member Information', 'Add Dependent', and 'Request ID Card'. The 'Add Dependent' section is highlighted with a red box and contains a 'Maintenance Reason Code' dropdown menu. Below this is a table for 'Added Dependents' with columns for Member Name, Relationship, DOB, and Gender. The 'Personal Info' section is also highlighted with a red box and contains fields for First Name, Middle Name, Last Name, DOB, SSN, Gender Code, Marital Status Code, Relationship Code, Student Status Code, and a checkbox for Handicap Ind. At the bottom, there is a table for 'Available Group Names' with columns for Group Name, Policy Benefit No, Benefit Plan, Group Name Dates, Select, and Begin Date.

Employer Functions

Terminate an Employee's or Dependent's Coverage

To terminate coverage:

- Find the member and click on their name.
- Click View Member Detail.
- Select Benefit Maintenance
- Select Terminate Coverage

The screenshot shows the Scott & White Health Plan Employer portal. The page title is "Member Benefit Maintenance". The breadcrumb trail is "Home > Employee List > Employer Employee Detail > Member Detail". The page contains a navigation menu on the left with options like "Employer Administration", "Enroll/Disenroll", and "Message Center". The main content area has a "Family" section with a table of members. The "Terminate Coverage" link is highlighted with a red box. Below the table, there is a "View Member" section with fields for Member Name, Member No., DOB, SSN, Gender, Address, Home Phone, Work Phone, and Email. The footer contains copyright information and a source link.

Member Benefit Maintenance

Please select the function you would like to perform - Update Address, Edit Member Information, etc. Please note: if you are covered through your employer, you must have your employer update your information.

Eligible as of Date of Birth: [Redacted]
Employer Name: [Redacted]

Family

Member Name	Relationship	Member No.	DOB	Gender	Apply to
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	<input checked="" type="checkbox"/>

View Member

Member Name: [Redacted]
Member No.: [Redacted]
DOB: [Redacted]
SSN: [Redacted]
Gender: [Redacted]

Address: [Redacted]
Home Phone: [Redacted]
Work Phone: [Redacted]
Email: [Redacted]

Marital Status Code: [Redacted]
Relationship: [Redacted]
Employment Status Code: [Redacted]
Handicap Indicator: [Redacted]

Terminate Coverage

© 2015 Copyright - Healthation.com - All Rights Reserved.
X03_00_07_C09_F_00_F_11

Source: MemberBenefitMaint Component: MemberBenefitMaint

Employer Functions

Terminate an Employee's Coverage

- Select who you want to terminate by checking the "Apply To" boxes
- Enter Maintenance Reason Code from the drop down box
- Select the plan and enter the disenroll date
- Select Review
- Review the changes and select submit

MyBenefits
SCOTT & WHITE
HEALTH PLAN
The one Texas trust.

Welcome Jennifer

Home > Employee List > Employer Employee Detail > Member Detail

Member Benefit Maintenance

Please select the function you would like to perform - Update Address, Edit Member Information, etc. Please note: if you are covered through your employer, you must have your employer update your information.

Eligible as of Date
Employer Name

Family	Update Address	Edit Member Information	Request ID Card	Terminate Coverage	
Member Name	Relationship	Member No.	DOB	Gender	Apply to
					<input checked="" type="checkbox"/>

Terminate Coverage

Maintenance Reason Code*

Current Group Names

Group Name	Policy Benefit No	Benefit Plan	Group Name Dates	Select	Disenroll Date*
			07/01/2014 -	<input type="checkbox"/>	

© 2015 Copyright - Healthation.com - All Rights Reserved.
X03_90_07_C9_P_00_P_11

Source: MemberBenefitMaint Component: MemberBenefitMaint

Employer Functions

Terminate Dependent Only Coverage

Remove the check from the box Apply To

- Select the dependent(s) you need to terminate
- Enter Maintenance Reason Code from the drop down box
- Select the plan and enter the disenroll date
- Select Review
- Review the changes and select submit

Please note: Only select the dependent(s) you wish to terminate. **DO NOT** select the employee.

Family

Member Name	Relationship	Member No.	DOB	Gender	Apply to
				MALE	<input type="checkbox"/>
				FEMALE	<input checked="" type="checkbox"/>

Terminate Coverage

Maintenance Reason Code*

Current Group Names

Group Name	Policy Benefit No.	Benefit Plan	Group Name Dates	Select	Disenroll Date*
				<input type="checkbox"/>	

Cancel Request Review

Employer Functions

Change Benefit Selection

Find the employee from the Employee List (see *Find an employee*)

- Click on employee name
- Select View Member Detail
- Select Benefit Maintenance
- Select Change Benefit Selection
- Select members changing benefits
- Select Maintenance Reason Code from the drop down menu
- Uncheck the box next to the current plan but do not change the already populated date
- Check the box in the second column titled terminate and enter the day before the new plan will be effective
- Select the box for the new plan and enter effective date
- Select review
- Click Review
- Review the information then click Submit

Member Benefit Maintenance

Please select the function you would like to perform - Update Address, Edit Member Information, etc. Please note: if you are covered through your employer, you must have your employer update your information.

Eligible as of Date 01/14/2015

Change Benefit Selection

Maintenance Reason Code

Plan 1 – new plan	<input checked="" type="checkbox"/>	12/01/2014	<input type="checkbox"/>	
Plan 2	<input type="checkbox"/>		<input type="checkbox"/>	
Plan 3	<input type="checkbox"/>		<input type="checkbox"/>	
Plan 4 – current plan	<input type="checkbox"/>	01/01/2014	<input checked="" type="checkbox"/>	11/30/2014
Plan 5	<input type="checkbox"/>		<input type="checkbox"/>	

Employer Functions

Change an Employee's Information

To change information:

- Find the member/employee.
- Select the member/employee by clicking on their name.
- Select View Member Detail.
- Select Benefit Maintenance.
- Select either Update Address or Edit Member Information depending on what you need to change.

The screenshot shows the 'Abovehealth - Employer' portal in Internet Explorer. The page title is 'Member Benefit Maintenance'. The breadcrumb trail is 'Home > Employee List > Employer Employee Detail > Member Detail'. The page content includes a navigation menu on the left with options like 'Employer Administration', 'Employer Services', and 'Enroll/Disenroll'. The main content area has a 'Family' section with a table of members. The 'Update Address' and 'Edit Member Information' buttons are highlighted with a red box. Below the table is a 'View Member Information' section with fields for Member Name, Member No., DOB, SSN, Gender, Marital Status Code, Relationship, Employment Status Code, and Handicap Indicator.

Member Name	Relationship	Member No.	DOB	Gender	Apply to
					<input type="checkbox"/>

View Member Information

Member Name	Marital Status Code	Self
Member No.	Relationship	
DOB	Employment Status Code	
SSN	Handicap Indicator	N
Gender		
Address		
Home Phone		
Work Phone		
Email		

Employer Functions

Pay an Invoice Online

Select Pay My Premium from the home page or from the menu under Employer Services and follow the instructions on the page.

The screenshot shows a web browser window with three tabs: Google, Scott & White Health Plan, and Abovehealth - Employer. The address bar shows the URL: https://swhpah.swhp.org/Router.jsp?component=Portal&source=PortalEntry&code=172_app_link&action=Data. The page header includes the Scott & White Health Plan logo and navigation links like Home, FAQ, and Ghost Sign. A left sidebar menu lists various services, with 'Pay My Premium' highlighted in a red box. The main content area features a 'Make Payments' section with instructions on how to pay bills electronically, including options for e-Pay and the Automatic Payment System. A contact information box on the right provides a 24/7 phone number (1-800-321-7947) and other contact details. The footer contains copyright information and a source reference.

Employer Functions

Update User Information

- Select Employer Administration and click on User Information.
- On the User Information screen, enter any information you need to change and click Submit.

The screenshot shows a web browser window with the URL <https://swpah.swhp.org/Router.jsp?source=Profile&component=Menu&code=PROFILE&targetLink=true>. The page is titled "MyBenefits" and "SCOTT & WHITE HEALTH PLAN". The navigation menu on the left includes "Employer Administration", "Employer List", "User List", "User Information" (highlighted with a red box), "Employer Services", "Enroll/Disenroll", "Message Center", and "Contact The Health Plan". The main content area is titled "User Profile" and contains the following sections:

- Personal Information:** Fields for Last Name, First Name, and Middle Name, each with a required field asterisk and a help icon.
- Change Password:** Fields for Old Password, Password, and Confirm Password, with a note: "If no text is entered in this section, your password will remain unchanged."
- Email Address:** Fields for Email and Confirm Email, each with a required field asterisk and a help icon.
- Security Question:** Fields for Password Question 1 (with a dropdown menu) and Password Answer 1, each with a required field asterisk.
- Preferences:** A table with columns for Preference and Selected. The "Accept notification emails" preference is unchecked, and the "Allow health plan to login to the portal as yourself, to better assist and support you." preference is checked.

At the bottom of the form, there are "Submit" and "Cancel" buttons, and a note: "*Required Fields".

Employer Functions

Request List

This allows you to check the status of any requests you've made.

- Select Request List from the Enroll/Disenroll menu
- Enter search criteria if desired.
- Check the results below for information on the status of your requests.
- If the request status is Pending – Employer Group Admin, we need something from the group in order to continue processing.
- Selecting the request allows the user to view what we need
- If the request status is Denied, the user can also open the request to see why it was denied

The screenshot displays the 'Request List' page in a web browser. The browser's address bar shows 'Abovehealth - Employer'. The page header includes the 'My Benefits' logo and 'SCOTT & WHITE HEALTH PLAN'. A navigation sidebar on the left lists various options, with 'Request List' highlighted in a red box. The main content area features a search form with the following fields: Request ID, Request Status (dropdown), Current Reviewer (dropdown), Submit Date From (calendar), and Requesting User (text input). There are 'Clear' buttons for the date and user fields. Below the search form is a 'Member Information' section with fields for Member No. (with a search icon and '(123456)'), Member First Name, and Member Last Name. A 'Search' button is located at the bottom of this section. Below the search form is a table titled 'Results' with the following columns: Request ID, Request Status, Enrollment Request Type, Member Name, Subscriber Name, Current Reviewer, Date Submitted, and Date Last Updated. The table contains 11 rows of data, all with a status of 'Approved'.

Request ID	Request Status	Enrollment Request Type	Member Name	Subscriber Name	Current Reviewer	Date Submitted	Date Last Updated
-----	Approved	Change Demographics			Health Plan	12/05/2014 01:30:46 PM	12/05/2014 01:47:11 PM
	Approved	Change Demographics			Health Plan	11/18/2014 02:37:49 PM	11/21/2014 09:29:21 AM
	Approved	Request ID Card			Health Plan	10/15/2014 11:53:57 AM	10/15/2014 11:53:57 AM
	Approved	Request ID Card			Health Plan	10/08/2014 10:53:51 PM	10/08/2014 10:53:51 PM
	Approved	Change Demographics			Health Plan	10/06/2014 06:57:32 PM	10/07/2014 03:27:19 PM
	Approved	Request ID Card			Health Plan	10/03/2014 12:24:13 PM	10/03/2014 12:24:13 PM
	Approved	Request ID Card			Health Plan	02/14/2011 09:45:03 PM	02/14/2011 09:45:03 PM
	Approved	Request ID Card			Health Plan	02/14/2011 09:43:48 PM	02/14/2011 09:43:49 PM
	Approved	Request ID Card			Health Plan	12/02/2010 07:32:37 AM	12/02/2010 07:32:38 AM

Please note: Do not submit multiple requests as this will cause errors and delays in processing. If a request was submitted in error, please select "Contact the Health Plan" to have the original request denied prior to resubmitting the correct request.

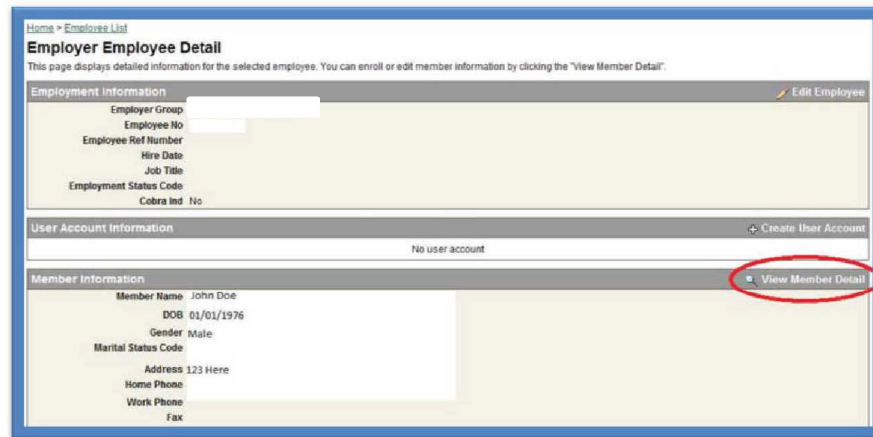
Employer Functions

Order an ID Card

You may order an ID card for your employee.

- From the Employer Employee Detail screen, select View Member Detail from the right side of the screen.
- Select Benefit Maintenance from the right side of the Member Detail screen.

1. From the Employer Employee Detail screen, select View Member Detail from the right side of the screen.



Home > Employee List

Employer Employee Detail

This page displays detailed information for the selected employee. You can enroll or edit member information by clicking the "View Member Detail".

[Edit Employee](#)

Employment Information

Employer Group
Employee No
Employee Ref Number
Hire Date
Job Title
Employment Status Code
Cobra Ind No

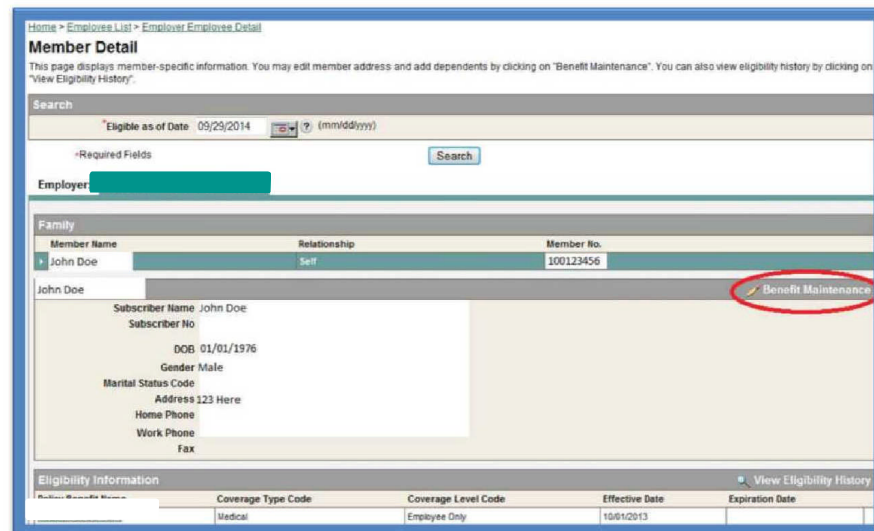
User Account Information [Create User Account](#)

No user account

Member Information [View Member Detail](#)

Member Name: John Doe
DOB: 01/01/1976
Gender: Male
Marital Status Code
Address: 123 Here
Home Phone
Work Phone
Fax

2. Select Benefit Maintenance from the right side of the Member Detail screen.



Home > Employee List > Employer Employee Detail

Member Detail

This page displays member-specific information. You may edit member address and add dependents by clicking on "Benefit Maintenance". You can also view eligibility history by clicking on "View Eligibility History".

Search

Eligible as of Date: 09/23/2014 (mm/dd/yyyy)

-Required Fields [Search](#)

Employer

Family

Member Name	Relationship	Member No.
John Doe	Self	100123456

John Doe

Subscriber Name: John Doe
Subscriber No
DOB: 01/01/1976
Gender: Male
Marital Status Code
Address: 123 Here
Home Phone
Work Phone
Fax

[Benefit Maintenance](#)

Eligibility Information [View Eligibility History](#)

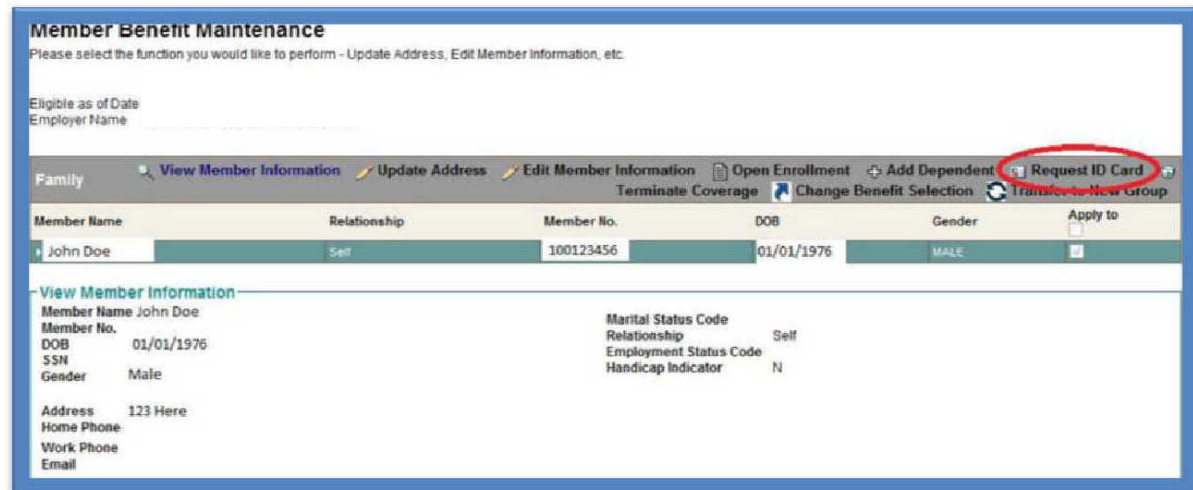
Coverage Type Code	Coverage Level Code	Effective Date	Expiration Date
Medical	Employee Only	10/01/2013	

Employer Functions

Order an ID Card (cont.)

- Select Request ID Card from the right side of the Member Benefit Maintenance screen.
- The next screen allows the user to Preview the ID card as well as request a copy to be mailed.

3. Select Request ID Card from the right side of the Member Benefit Maintenance screen.



Member Benefit Maintenance
Please select the function you would like to perform - Update Address, Edit Member Information, etc.

Eligible as of Date
Employer Name

Family [View Member Information](#) [Update Address](#) [Edit Member Information](#) [Open Enrollment](#) [Add Dependent](#) [Request ID Card](#) [Terminate Coverage](#) [Change Benefit Selection](#) [Transfer to New Group](#)

Member Name	Relationship	Member No.	DOB	Gender	Apply to
John Doe	Self	100123456	01/01/1976	MALE	<input type="checkbox"/>

View Member Information

Member Name John Doe
Member No. 100123456
DOB 01/01/1976
SSN
Gender Male
Address 123 Here
Home Phone
Work Phone
Email

Marital Status Code
Relationship Self
Employment Status Code
Handicap Indicator N

4. The next screen allows the user to **Preview** the ID card as well as request a copy to be mailed.



Request ID Card

Policy Benefit Name	Policy Benefit No	Group Name Dates	Eligibility Benefit Dates	Id Card Count*
		01/01/2014 -	01/01/2014 -	1 <input type="button" value="Preview"/>

Helpful Information

Processing times may vary. Please allow up to three business days for changes to reflect online. For immediate or emergency requests, please email swhpgroupenrollment@sw.org

- We may pend transaction requests in order to obtain substantiating documentation in accordance with your contract. We require proof of a qualifying event, such as loss of other coverage and/or adding dependents due to marriage.
- If you upload documents, please do so in PDF format.
- We encourage you to review your Request List daily (see page 24). If your requested transaction does not appear in the Request List, it will not be sent to SWHP for processing. Please resubmit your request. If you experience technical problems or need assistance, please contact your account representative.
- Please let us know how the portal is working for you. Send any comments/questions to swhpgroupenrollment@sw.org