

# EMPLOYER USER GUIDE

Maestro Health My Benefits<sup>™</sup> Web Portal

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## LET'S GET Started.

Visit **mybenefits.shpg.com** to log into your dashboard and access admin functionalities for your company's site including:

- Documents
- Member coverage
- Search capabilities
- Enrollment forms
- And more





### MEMBER SEARCH.

#### From the dashboard, you can search for an employee the following ways:

- Member ID (with no dashes)
- Group number

• First name

• Employee number

• Last name

Once the results are displayed, you can select an employee to be directed to the Member Profile page.

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SECURE HEALTH					Messages	Have Feedback	k?   EN▼	Hello, Employer Demo 🕶
DASHBOARD	Documents Options +	Links						
Options								
Search Members	by Member ID, Group Info	ormation, N	ame or Claim	Number				Clear Search
Search By Member Info	,					Search By Clain	n Number	
Member ID		Group	Number			Claim Numbe	r	
First Name	Last Name Reinard	Emplo	yee Number					
Birthdate					SEARCH			SEARCH
Search Results								
Member	Member ID •	Group	Employee	Dependent	Birthdate	Relation	From Date	To Date
XCARET REINARD	064000016200	6400	162	0	02/28/1971	Employee	01/01/2019	12/31/2999
BREKON REINARD	064000016201	6400	162	1	03/08/2002	Child	01/01/2019	12/31/2999
LATAVEA REINARD	064000016202	6400	162	2	06/11/1975	Spouse	01/01/2019	12/31/2999



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### MEMBER Profile.

#### Once a member is selected in the Member Search, you will be directed to the Member Profile.

Here you can access all data points about an employee's plan, dependents, benefit limits, coverages and claims.

The Member Profile also contains information to validate the employee's identity in case he or she calls into the call center. This information includes full name, date of birth, dependents and current address on file.

THEALTH	i	Messages	Have Feedback?   EN▼ Hello, Employer Demo▼
DASHBOARD	Documents Options - Links		
< Back Member Profile	e - Xcaret Reinard (064000016200)		VIEW CLAIMS Actions 👻
Member Profil	e		Group Pagano; Philip G Esq (6400)
Date Of Birth	02/28/1971	Hire Date	02/05/2010
Name	Xcaret D Reinard	Employee Number	162
Date Of Birth	02/28/1971	Hire Date	02/05/2010
Gender	Male	Enrollment Date	01/01/2019
Address	1272 Mosby Drive Southwest LUTZ, FL, 10001	COBRA	NO
SSN	***.**.2051	Coordination of Benefits	NO
		Special Remarks	Lorem%20ipsum%20dolor%20sit
Plans			Aquas (4247)
Aquas (4247) Plan i	s active 01/01/2019 through 12/31/2999		
	Total	lload Bomoining	



#### **MEMBER CLAIMS**.

Click on 'View Claims' from the Member Profile page to pull up all claims associated with the employee.

From here, you can view the five most recent claims or search for historical claims.





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## MEMBER Actions.

#### Here you can access or complete the following actions:

- Member plans
- Member termination
- Member ID card request
- Certificates of coverage
- Precertification form
- Update contact information
- Location change

BOARD     Documents     Options +     Links       mber Profile Xcaret Reinard (064000016200)     VEN/CLAMS     Actions       mber Profile     Group Page     Member Plans       mber Profile     Employee Information     Member Plans       mber Profile     Employee Information     Member Plans       Xcaret Reinard     Employee Information     Member Termination       Xcaret D Reinard     Employee Number     162       Wate     Envolment Date     02/05/2010       Inth     02/28/1971     Hire Date     01/01/2019       1272 Mosby Drive Southwest     COBRA     NO	DASHBOARD     Documents     Options -     Links       ask Member Profile - Xcaret Reinard (064000016200)     Vest CLAMS     Actions -       Member Profile     Group Paga     Member Plans     Member Plans       Member Profile     Broup Paga     Member Plans     Member Plans       Personal Information     Employee Information     Member Ocard Request     Certificate of Coverage       ame     Xcaret D Reinard     Employee Number     162     Certification Form       ate of Birth     02/28/1971     Enrollment Date     01/01/2019     Enrollment Date       ender     Male     01/01/2019     COBRA     N0       SN     ****** 2051     Coordination of Benefits     N0       SN     ****** 2051     Special Remarks     Lorem%20 psum%20dolor%20sit	DASHBOARD         Documents         Options -         Links           c         Back         Member Profile – Xcaret Reinard (064000016200)         VIEW eLAMIS         Action	
Actives     Actives       Interview of the standing (biologoof (b2x0)     Member Presentation       Interview of the standing (biologoof (b2x0)       Interview of	Member Profile     Group Paga       Member Profile     Group Paga       Member Profile     Group Paga       Amember Profile     Member ID Card Request Certificate of Coverage Pre Certification Form Update Contact information Location Change       ame     Xcaret D Reinard       ate Of Birth     02/28/1971       ender     Male       iLUTZ, FL, 10001     Enrollment Date       SN     ******.2051       Plans     Member Termination       Special Remarks     Lorern%20ipsum%20dolor%20sit	Back Method Prolife - Adate Reinard (00400015200)	
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***.**-2051 Coordination of Benefits NO Special Remarks Lorem%;20ipsum%;20dolor%;20sit	Plans Aquas (4247)	SSN ***.2051 Coordination of Benefits NO Special Remarks Lorem%20/psum%20/dolor%20sit	
Aquas (4247)		Plans Aquas (4247)	
	guas (4247) Plan is active 01/01/2019 through 12/31/2999	Aquas (4247) Plan is active 01/01/2019 through 12/31/2999 👂 Live Chat	



## MESSAGE Center

From the dashboard, you can select the teal "Messages" link to:

- Send and receive messages securely (e.g., for assistance)
- Access your ten most recent conversations

SECURE HEALTH		Messages   Have Feedback?	EN• He	lo, Employer Demo <del>-</del>
DASHBOARD Documents Opt	ions 🖌 Links			
MESSAGE CENTER				
My Messages				COMPOSE MESSAGE
Search / Type Ahead		۹		
From	Subject	Tracking Code	Status	Date
Employer Demo	Location Change Request	kTS1L8kY	Read	Mar 27
Employer Demo	Update Contact Info	-Tos2FbE	Read	Mar 27
C X 1 3 3				
	©2019 Maestro Health, All rights re	served.		_



### **COMPOSE MESSAGE**.

To compose a message, select the orange "Compose Message" button, craft your message and hit "Send."

All messages are sent through a HIPAA-compliant secure messaging center.

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			Q		
	From	Subject	Tracking Code	Status	Date Mor 27
	Employer Demo	Update Contact Info	-Tos2FbE	Read	Mar 27
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		©2019 Maestro Health, All rights reserv	20.		



#### DOCUMENT Repository.

The document repository allows you to view, upload, download or delete documents for employee use. —

Documents can include W-9s, 1099s, company forms, etc.

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DASHBO,	ARD Documents Options - Links	All Categories		lears T
Documenta		All Galegories		ears .
Category	Document Name	Group	Uploaded	
General				
	Welcome Document.docx	All	03/21/2019	0
Medical Pla	n Documents			
	Sample Plan Document.docx	170	03/21/2019	۵
	Sample Plan Document.docx	6400	03/21/2019	۵
Online Form	IS			
	Child Inquiry Form	170	03/21/2019	Ĉ
	Annual Other Insurance Form	6400	03/21/2019	Ĉ
	Child Inquiry Form	6400	03/21/2019	Ĉ



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### GOT QUESTIONS?

#### We've got answers.

Contact us through the "Message Center" feature at **mybenefits.shpg.com.** 



