



EMPLOYER USER GUIDE

Maestro Health My Benefits™ 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

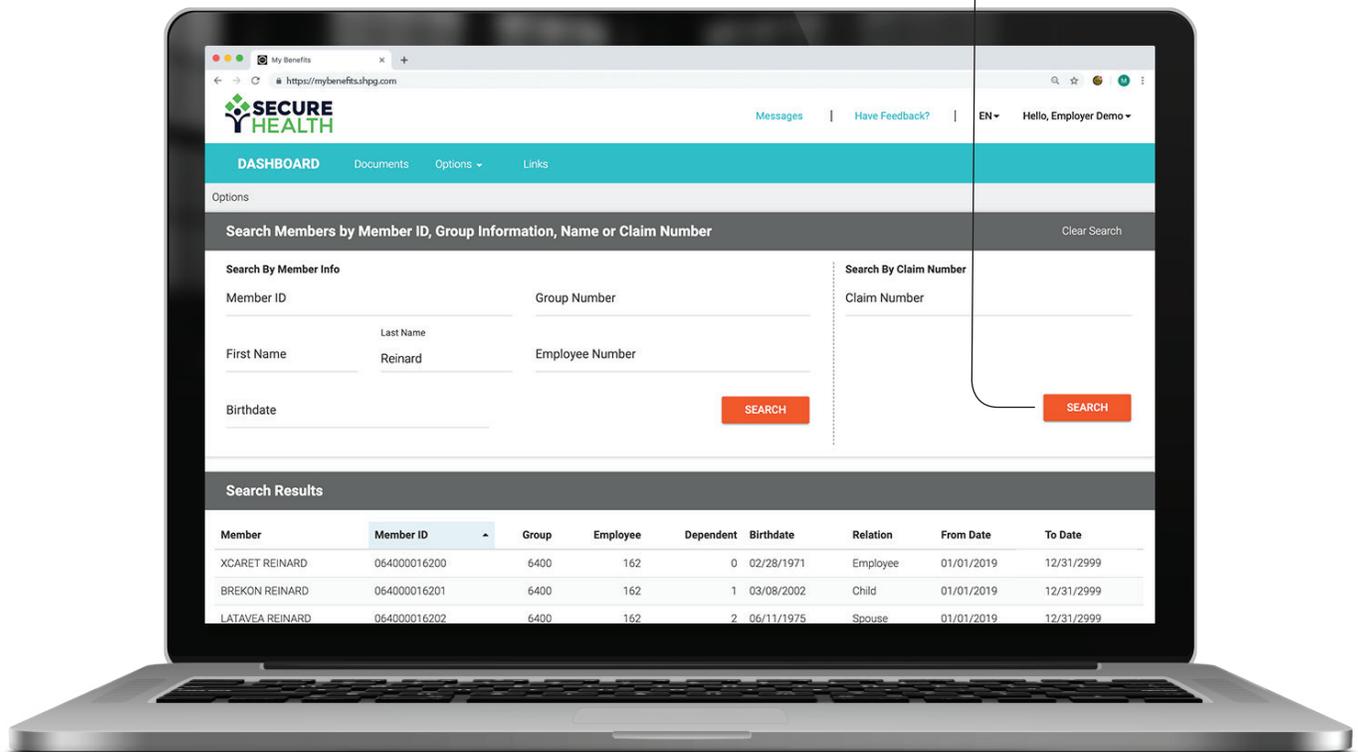


MEMBER SEARCH.

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

- Member ID (with no dashes)
- First name
- Last name
- Group number
- Employee number

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

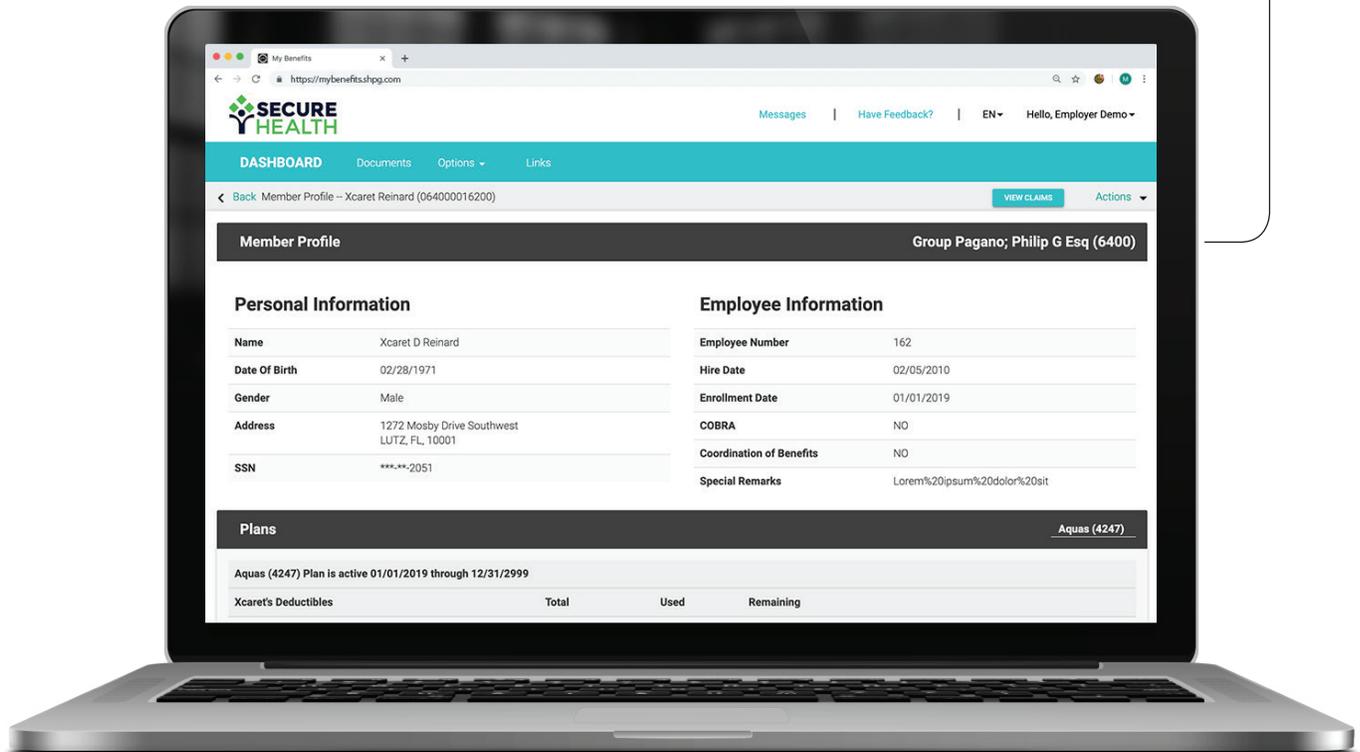


MEMBER PROFILE.

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.

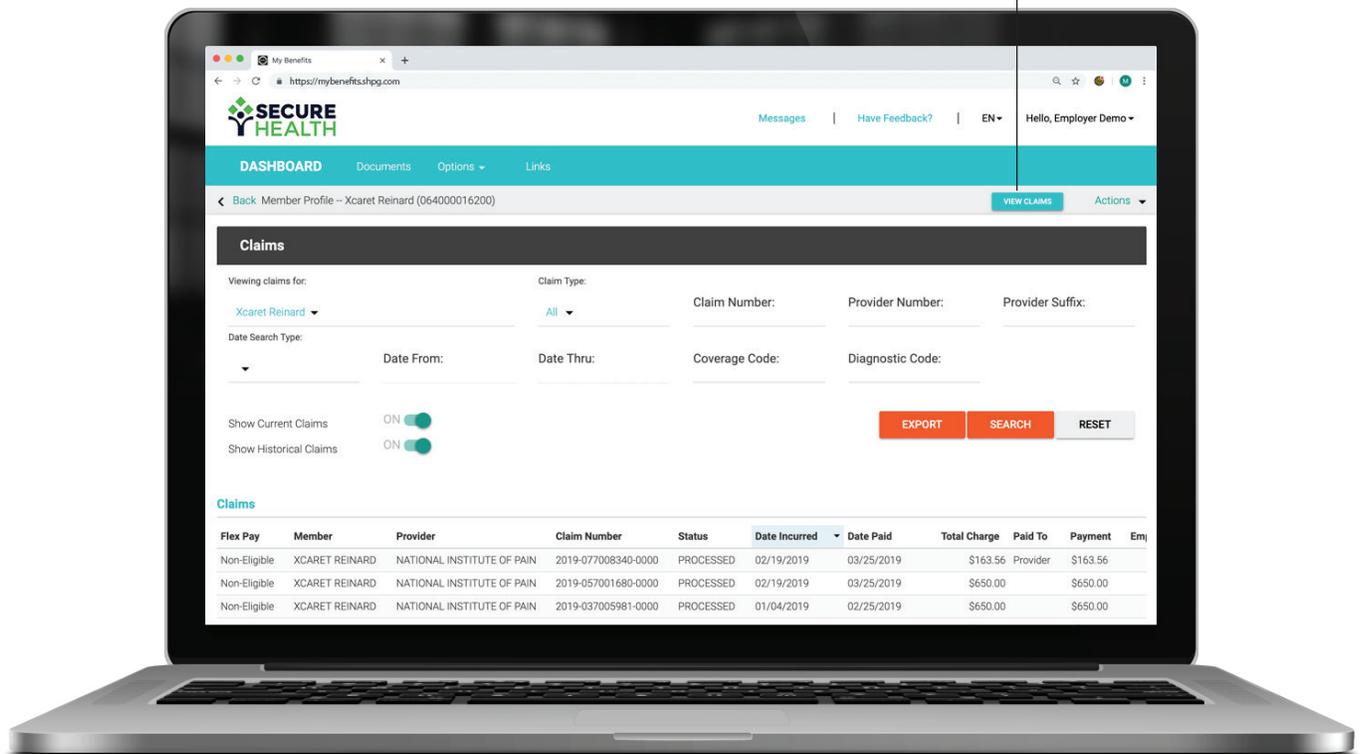
The Member Profile also contains information to validate the employee's identity in case he or she calls into the call center. This information includes full name, date of birth, dependents and current address on file.



MEMBER CLAIMS.

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

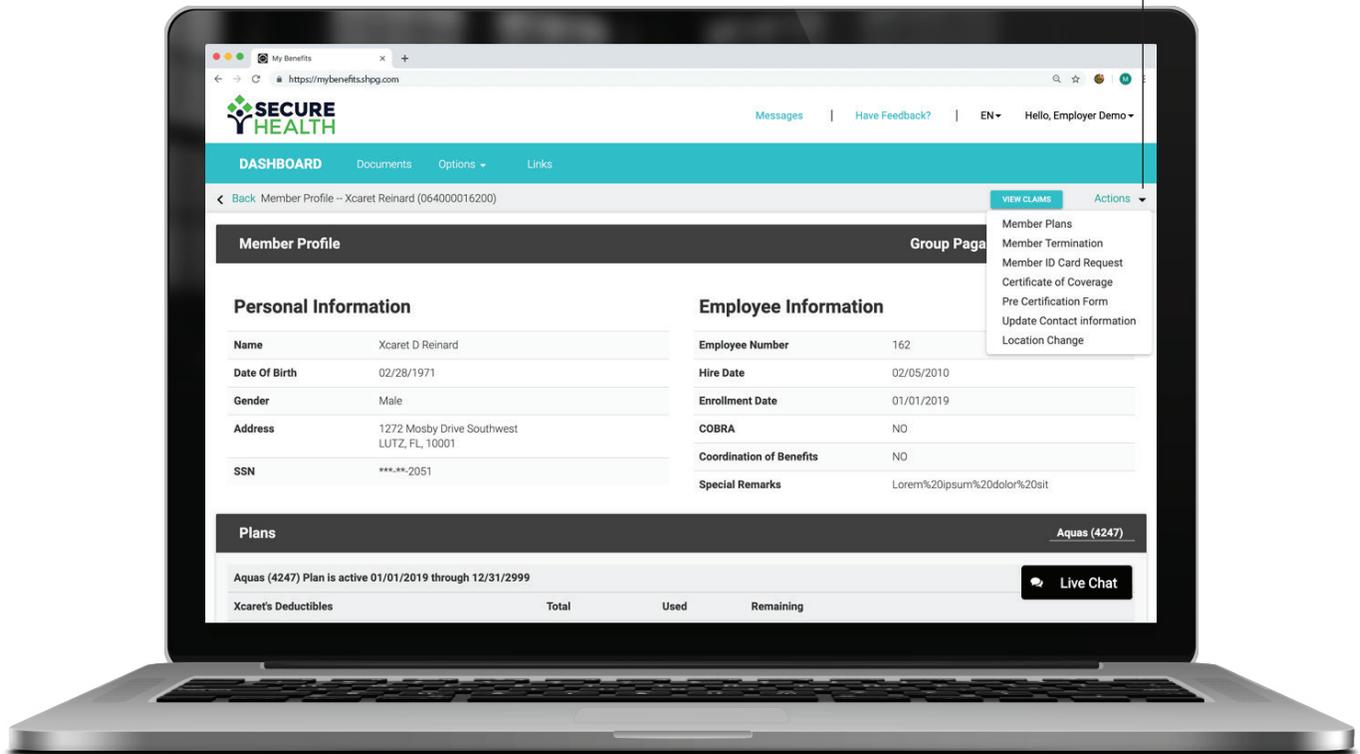
From here, you can view the five most recent claims or search for historical claims.



MEMBER ACTIONS.

Here you can access or complete the following actions:

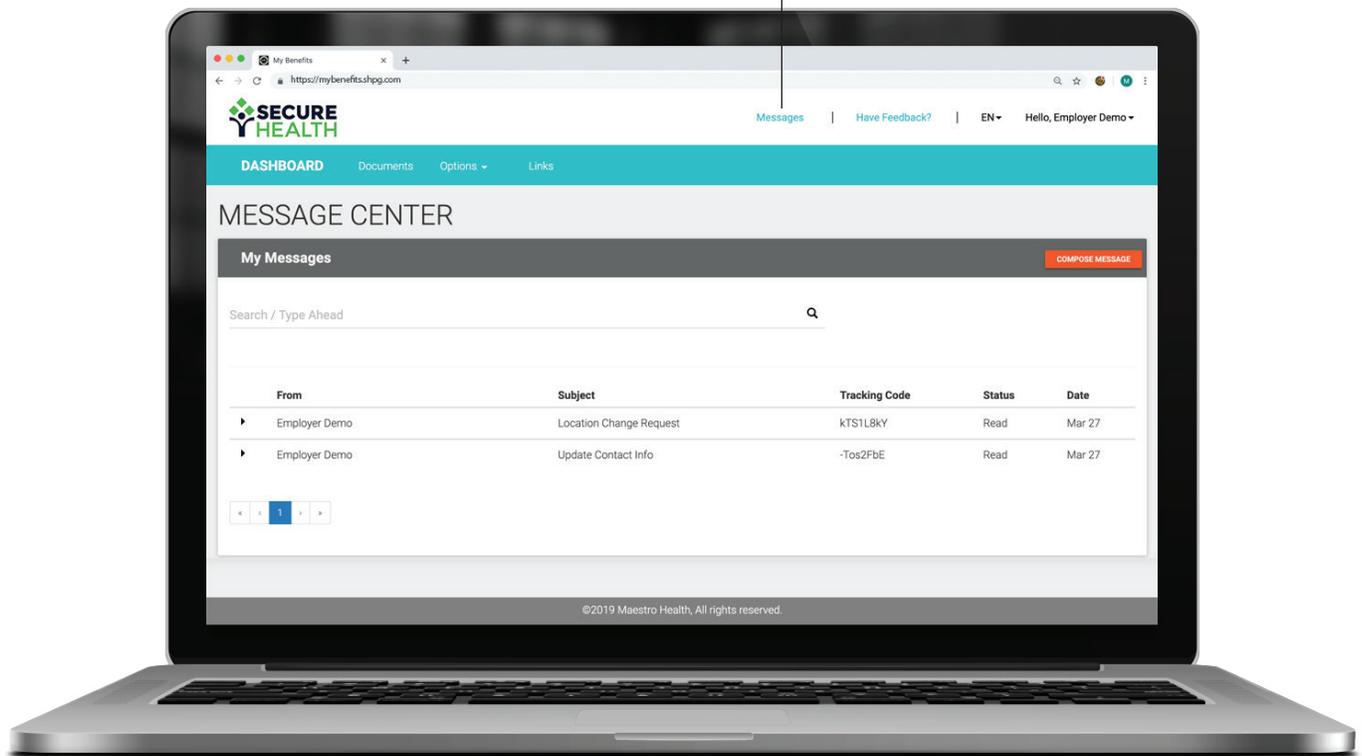
- Member plans
- Member termination
- Member ID card request
- Certificates of coverage
- Precertification form
- Update contact information
- Location change



MESSAGE CENTER

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

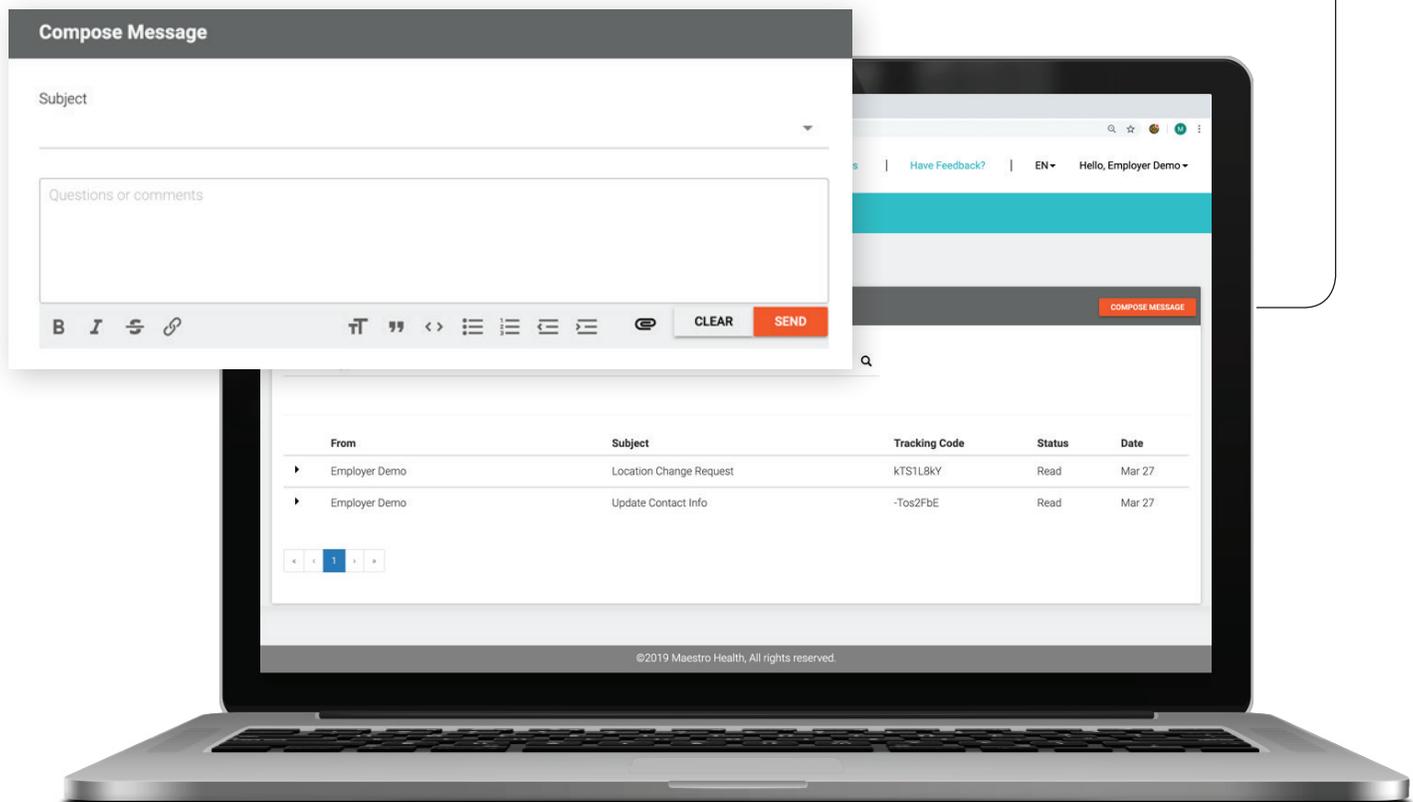
- Send and receive messages securely (e.g., for assistance)
- Access your ten most recent conversations



COMPOSE MESSAGE.

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

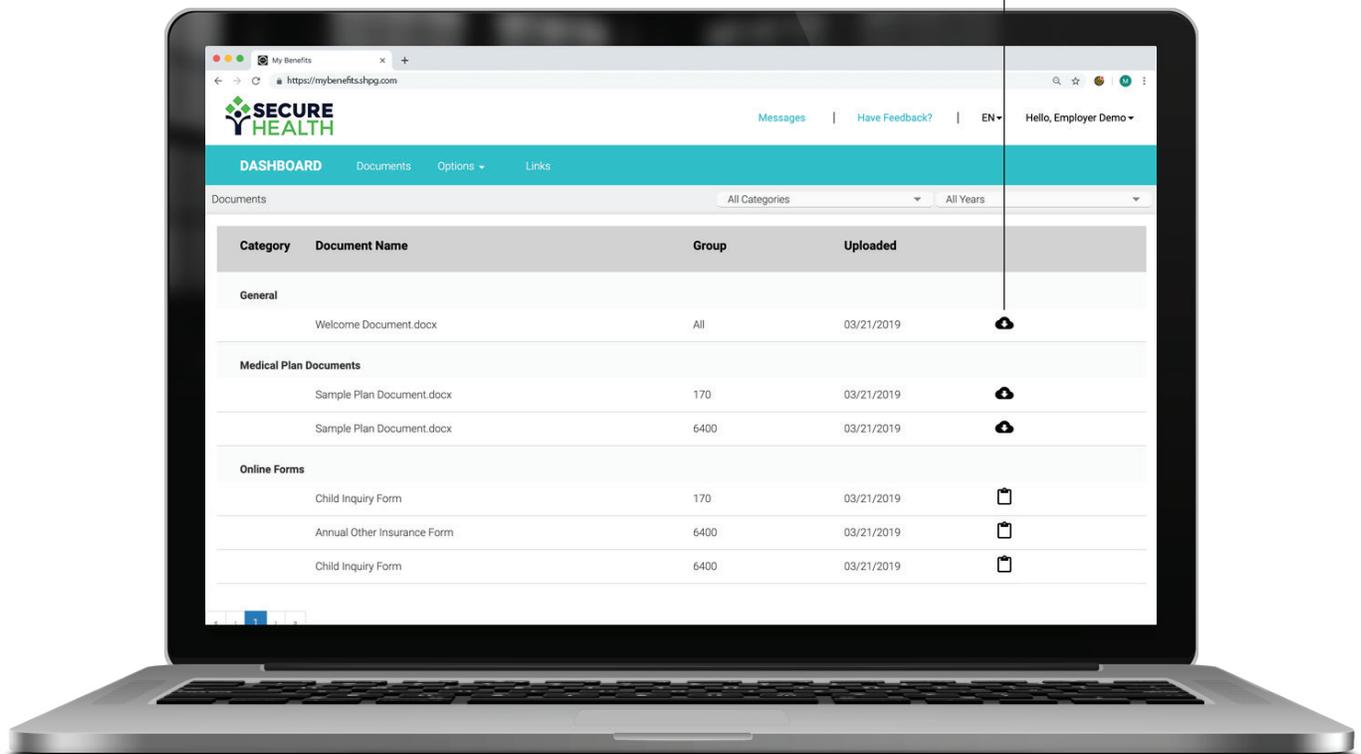
All messages are sent through a HIPAA-compliant secure messaging center.



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.



GOT QUESTIONS?

We've got answers.

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

