SECURE HEALTH

USER GUIDE

Maestro Health My Benefits™ Web Portal

Maestro Health mBENEFITS™ Mobile App

Access your health coverage all year long. Anytime. Anywhere.

TABLE OF CONTENTS.

SECURE HEALTH

WEB PORTAL

mybenefits.shpg.com

LET'S GET STARTED.

Visit **mybenefits.shpg.com** to log into your dashboard and view all of your health benefits including:

- Medical expenses
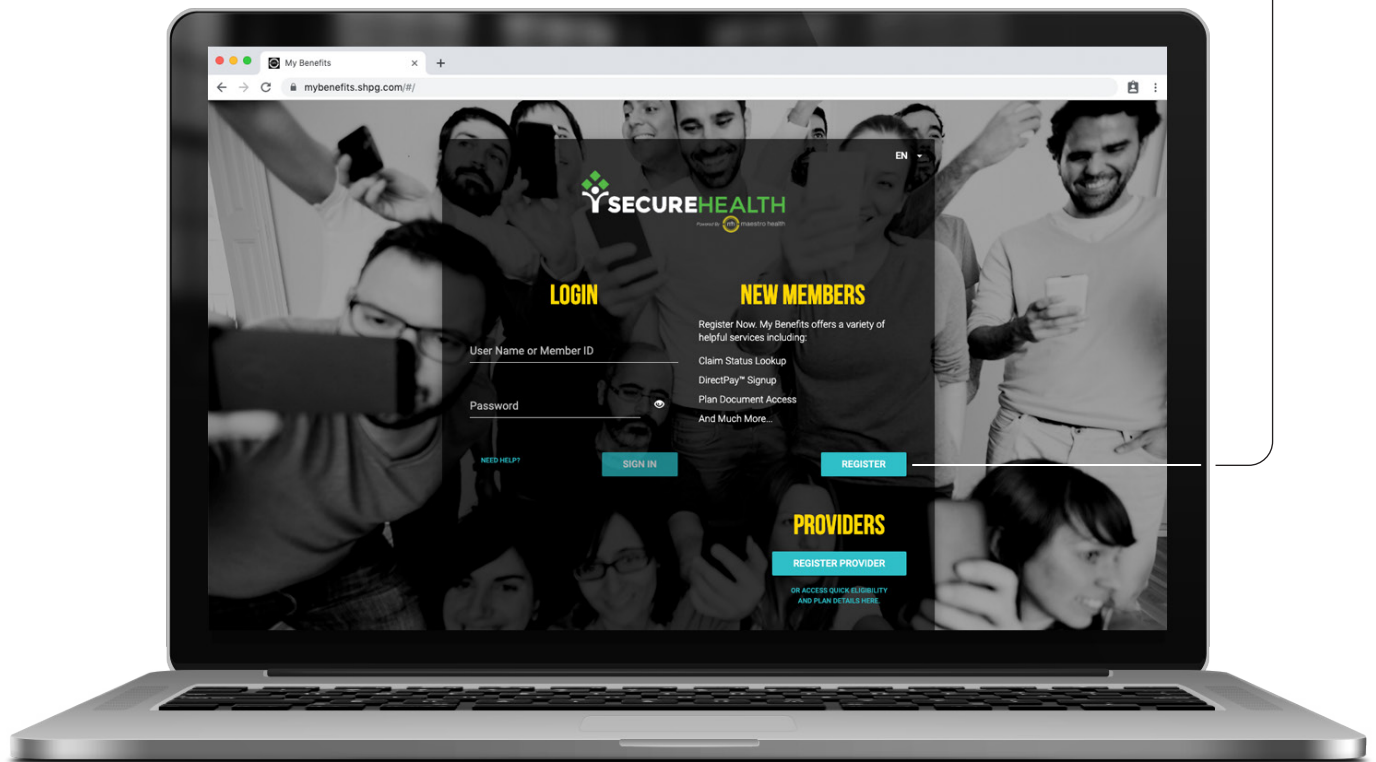- Deductibles
- Eligibility information
- Claims details
- FAQs
- And more

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LOGIN PORTAL.

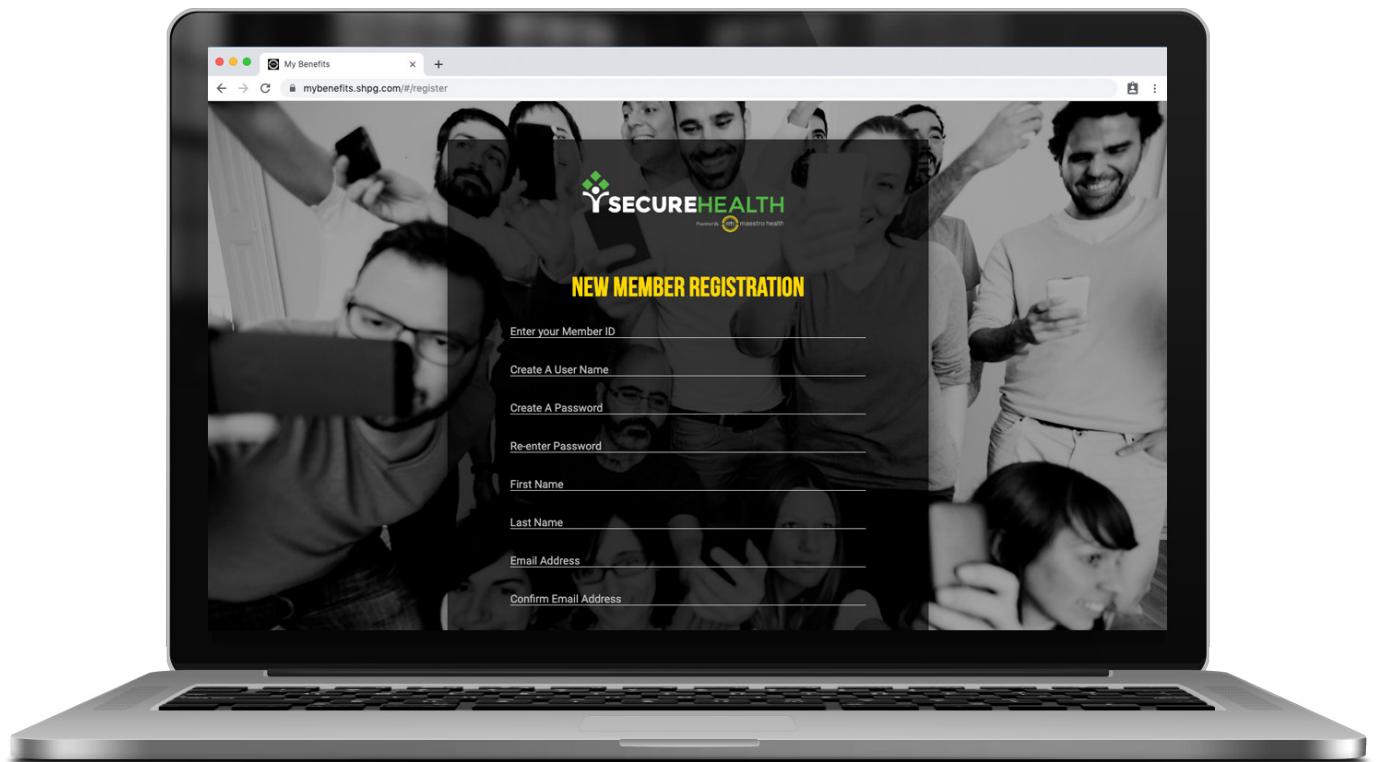**Here you can log in to your account with your user name or Member ID.**

If you don't have an account, click on the teal "Register" button to sign up.

REGISTRATION FORM.

To register, enter all the requested information.

You will need your Maestro Health Member ID, found on your ID card.

EMPLOYEE DASHBOARD.

Once logged in, you will be taken to the Employee Dashboard.

Here you will find graphs, summaries and details about your benefits in easy-to-read formats.

Under the Medical Expenses YTD, you can view your year-to-date medical numbers.

- **Plan Discount** – This is the adjusted amount of the billed charge.
- **Your Plan Paid** – This is the amount that was paid by the plan (aka, your employer).
- **You're Responsible For** – This is the amount you may owe.
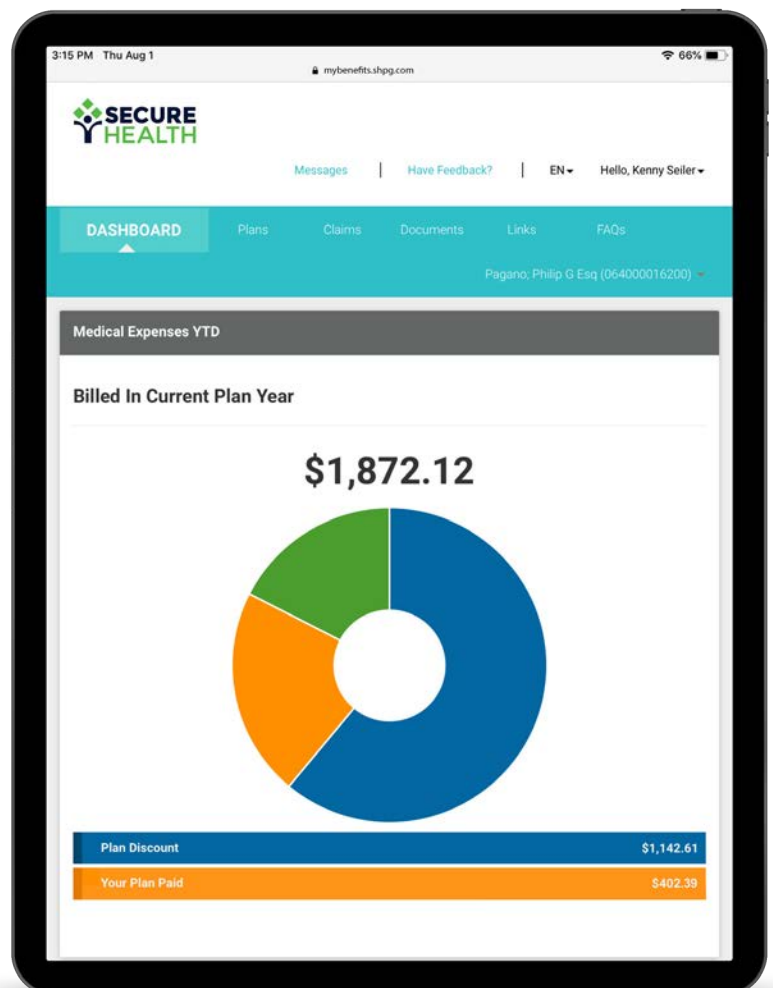
FINANCIALS WIDGET.

View all your financials at-a-glance.

Your total out-of-pocket cost accumulators include the amount you have paid for out-of-pocket expenses like deductibles, coinsurance, copayments, etc.

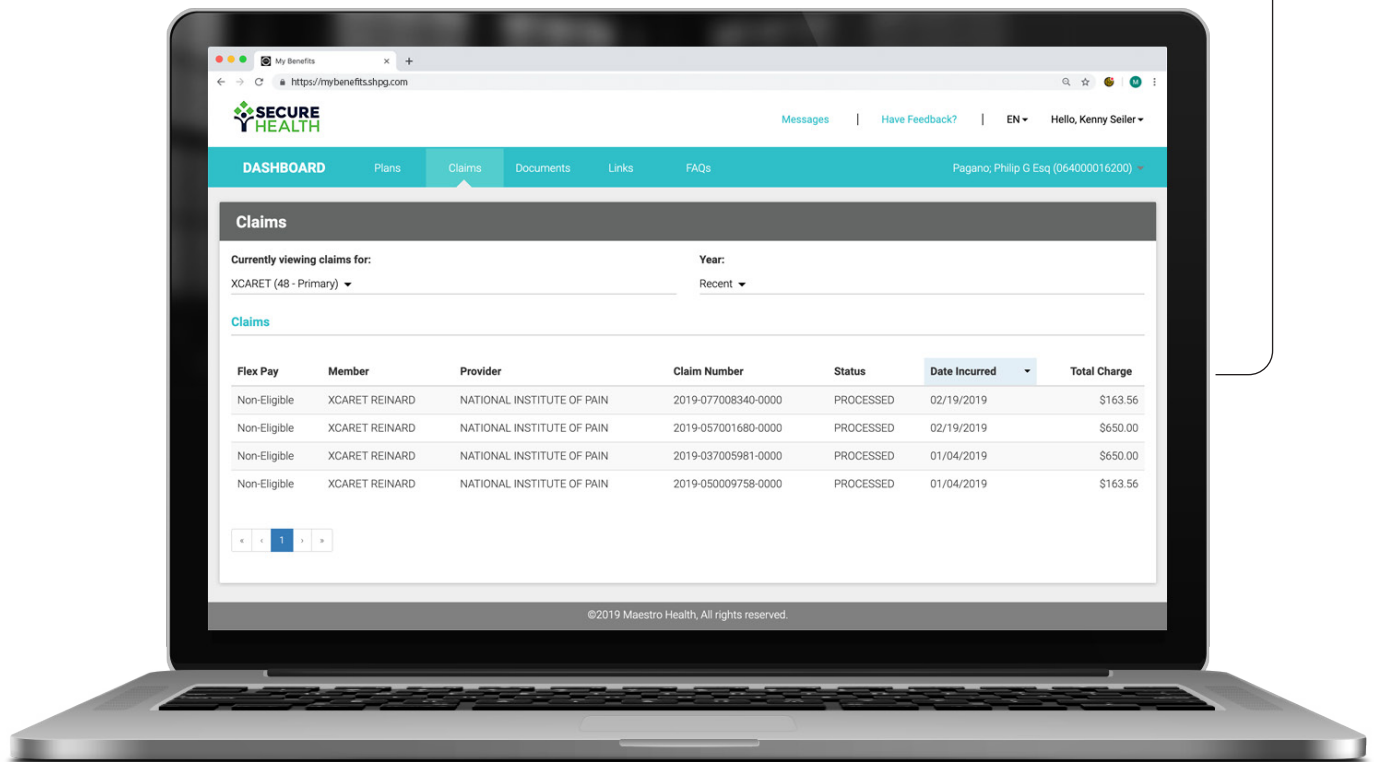If your health plan has a network, you will be able to view both in- and out-of-network deductibles and maximums.
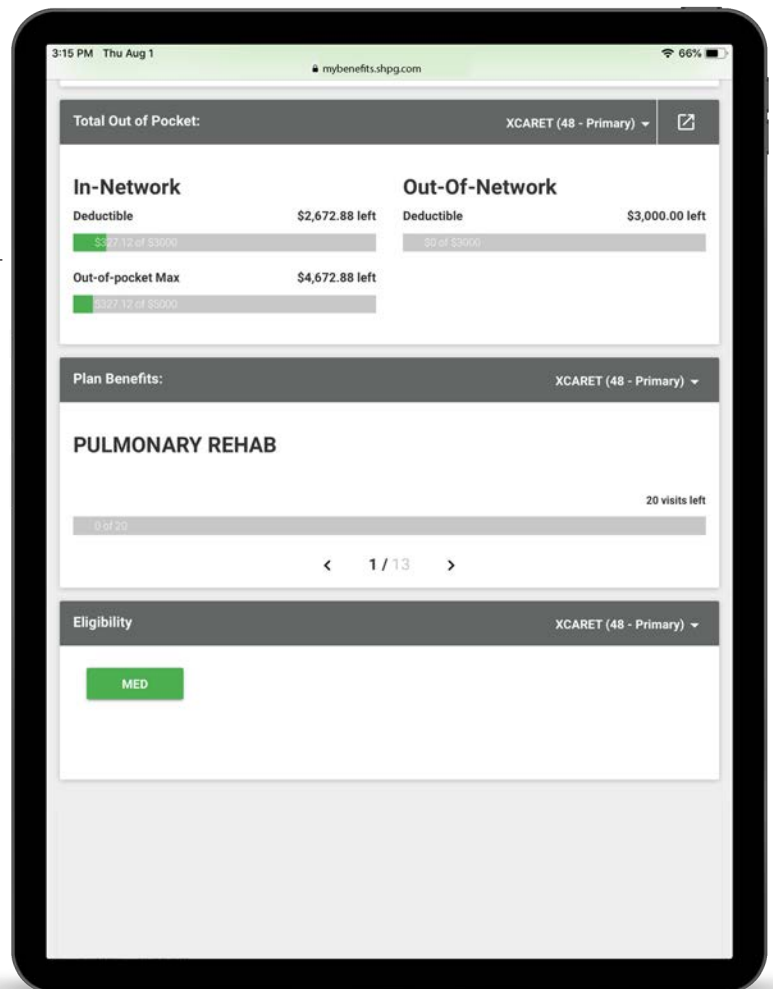
ACCOUNT DETAILS.

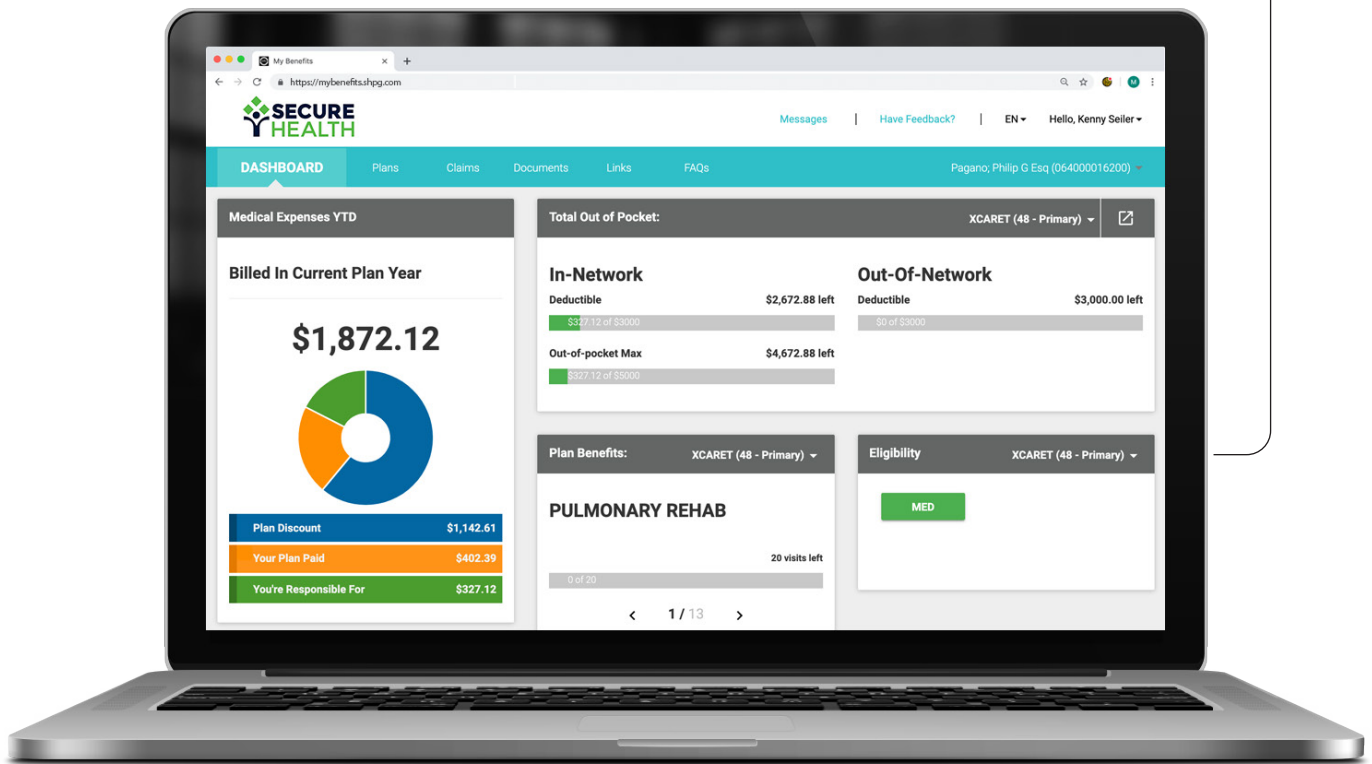**View your five most recent claims. Details include:**

- Eligibility
- Provider
- Claim Number
- Status
- Date Incurred
- Total Charge

ELIGIBILITY WIDGET.

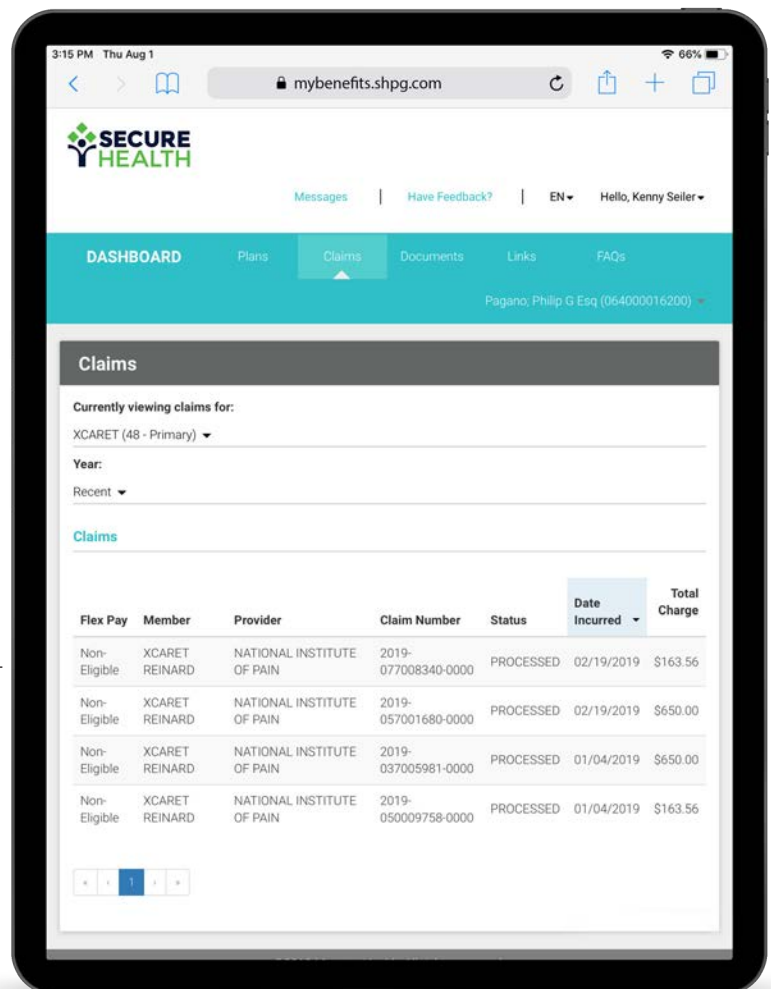**View your current coverage at-a-glance.**

If you, your spouse or your dependents are covered for that plan (e.g., medical, dental, short-term disability, etc.), it will show up here.

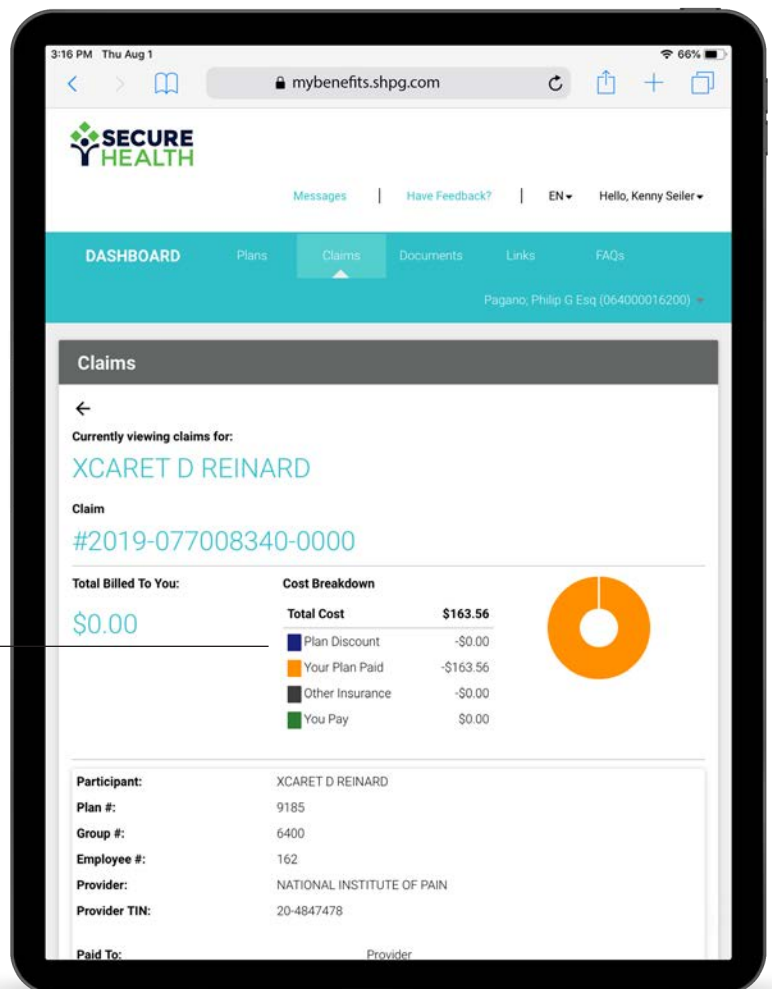# CLAIMS SUMMARY.

View all your claims at-a-glance.

You can filter by year or the individual on the plan. If you want to view more details on a certain claim, simply select it.

CLAIMS DETAILS.

Here's what it looks like when you select a claim to see more details.

You can see the cost breakdown, including your plan discount, what your plan (aka, your employer) paid and what you paid.
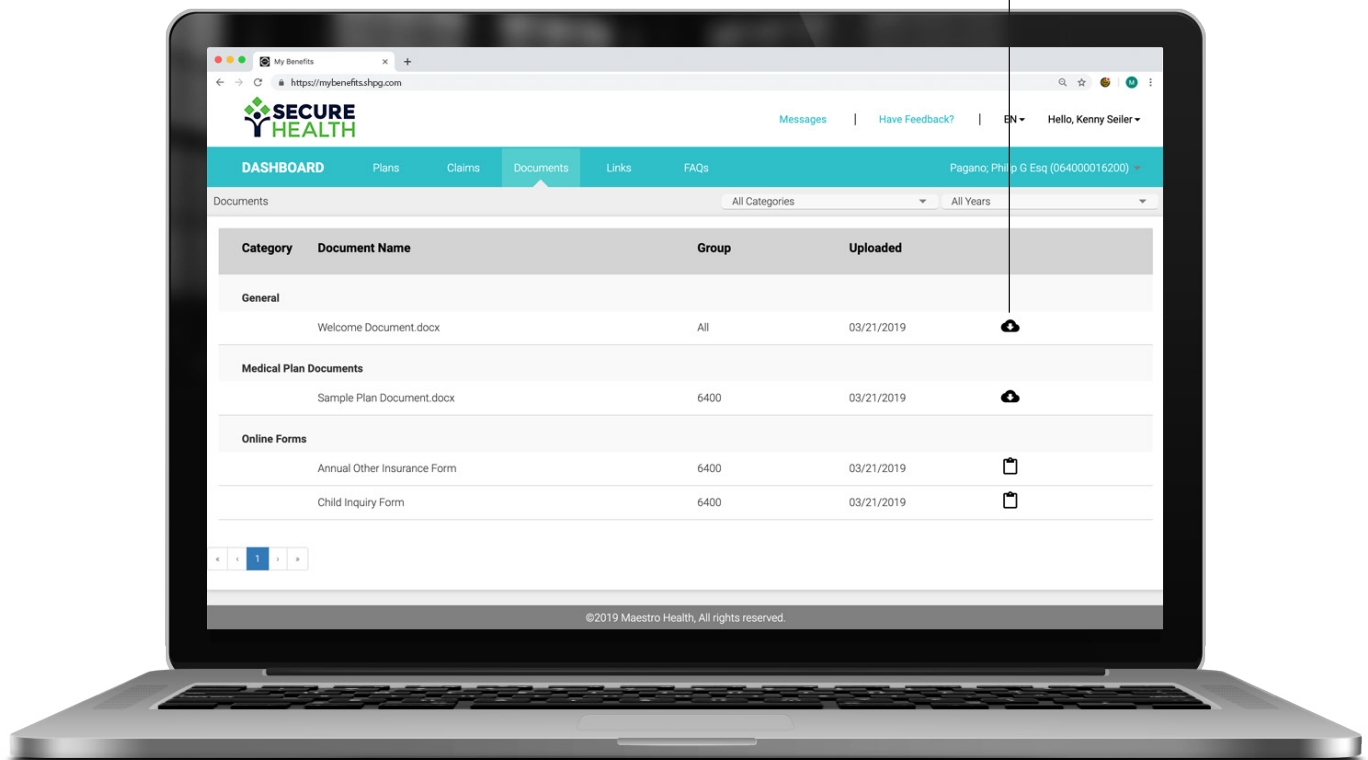
PLAN DOCUMENTS.

Here you can view or download any of your plan documents.

Click on the cloud/arrow icon to download. You can even print documents for your records.

Click on the clipboard icon to access and fill out forms online.

Category	Document Name	Group	Uploaded	
General				
	Welcome Document.docx	All	03/21/2019	☁
Medical Plan Documents				
	Sample Plan Document.docx	6400	03/21/2019	☁
Online Forms				
	Annual Other Insurance Form	6400	03/21/2019	📋
	Child Inquiry Form	6400	03/21/2019	📋

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MESSAGE CENTER.

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

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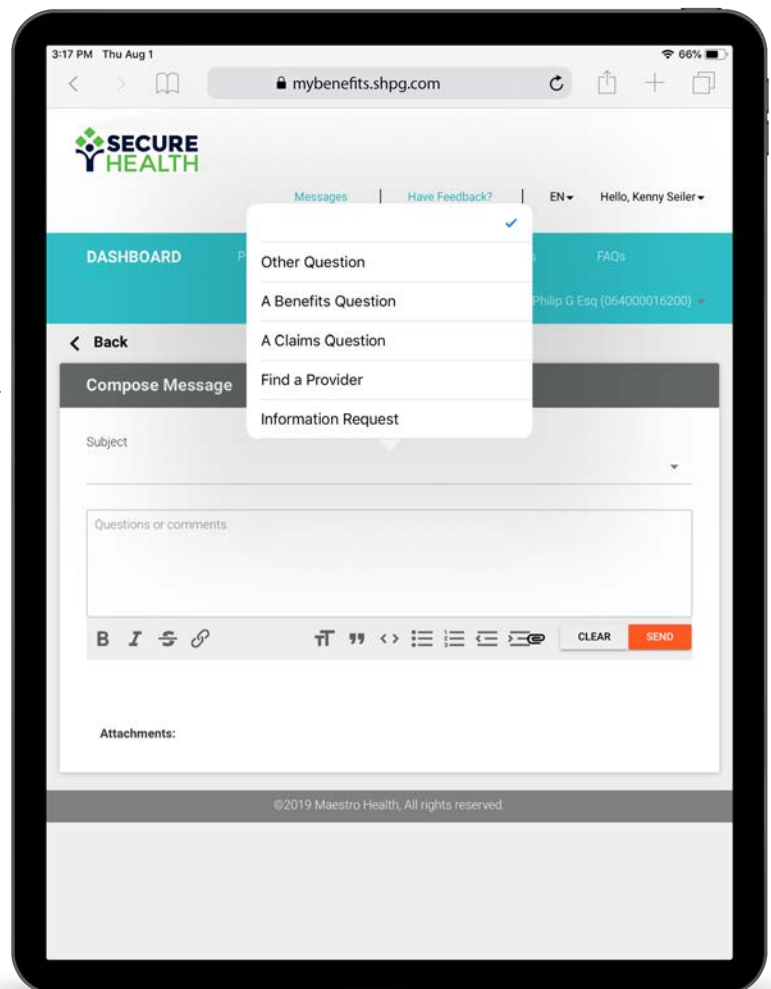- Access your ten most recent conversations
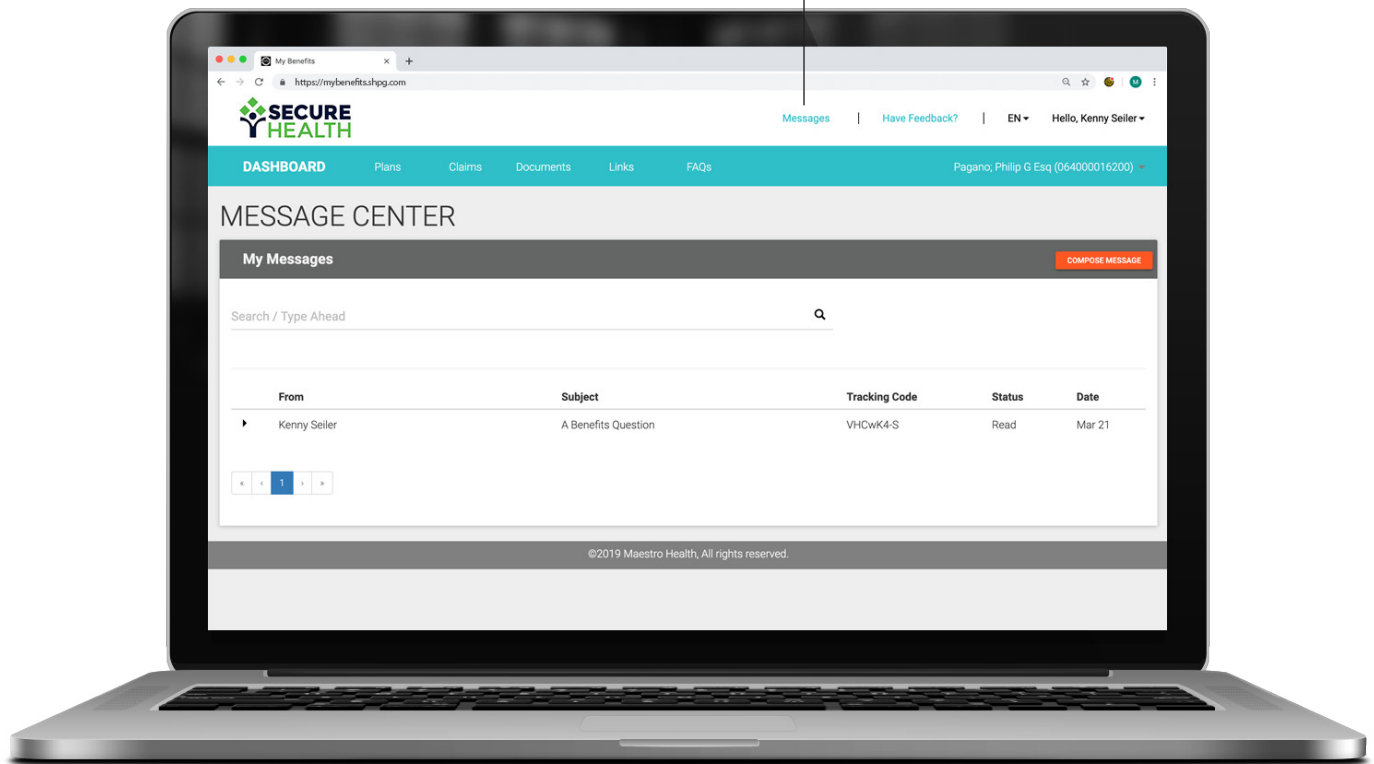
COMPOSE MESSAGE.

Need help?

To compose a message for assistance, select the orange "Compose Message" button on the previous message center screen. Select a predefined subject, create a message and click "Send."
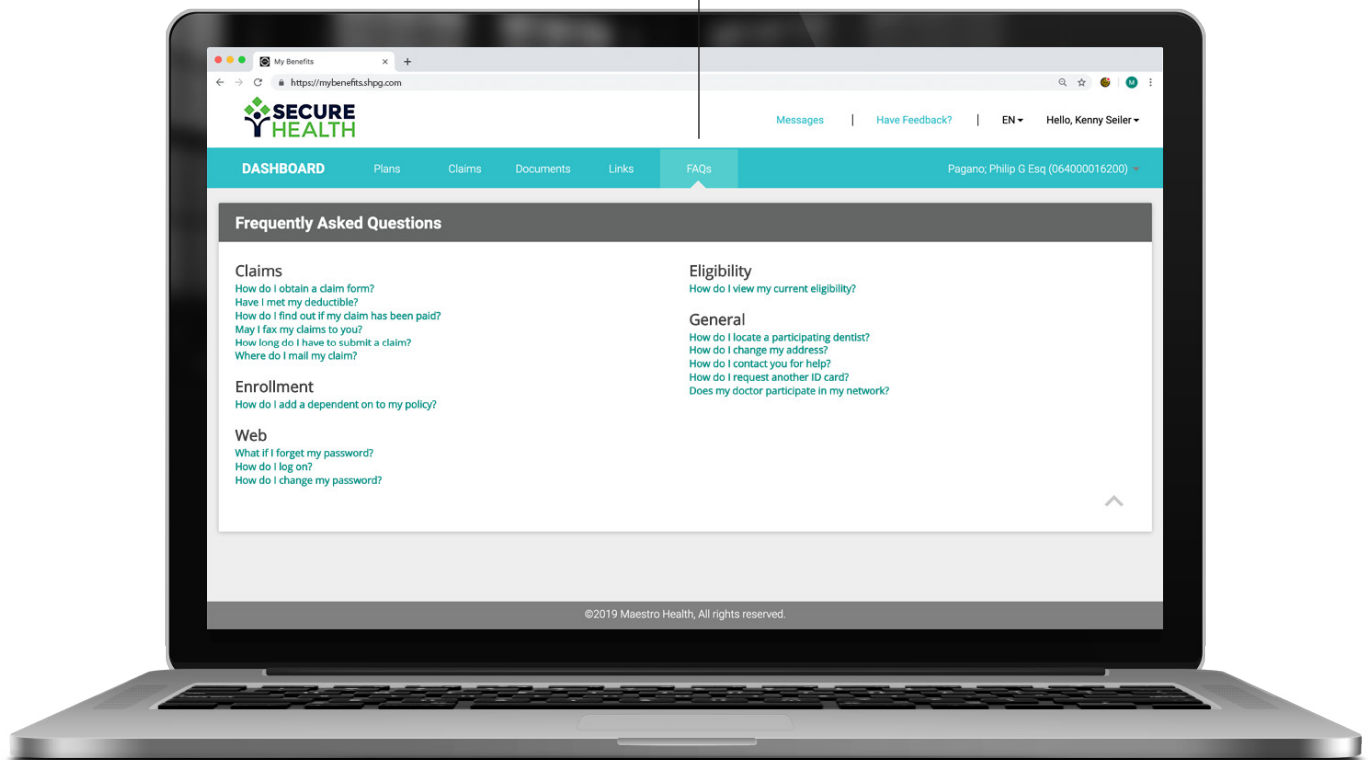
All messages are sent through a HIPAA-compliant secure messaging center.

FREQUENTLY ASKED QUESTIONS.

Don't forget to check out our Frequently Asked Questions.

Select a question and an answer will populate.

Frequently Asked Questions

Claims
How do I obtain a claim form?
Have I met my deductible?
How do I find out if my claim has been paid?
May I fax my claims to you?
How long do I have to submit a claim?
Where do I mail my claim?

Enrollment
How do I add a dependent on to my policy?

Web
What if I forget my password?
How do I log on?
How do I change my password?

Eligibility
How do I view my current eligibility?

General
How do I locate a participating dentist?
How do I change my address?
How do I contact you for help?
How do I request another ID card?
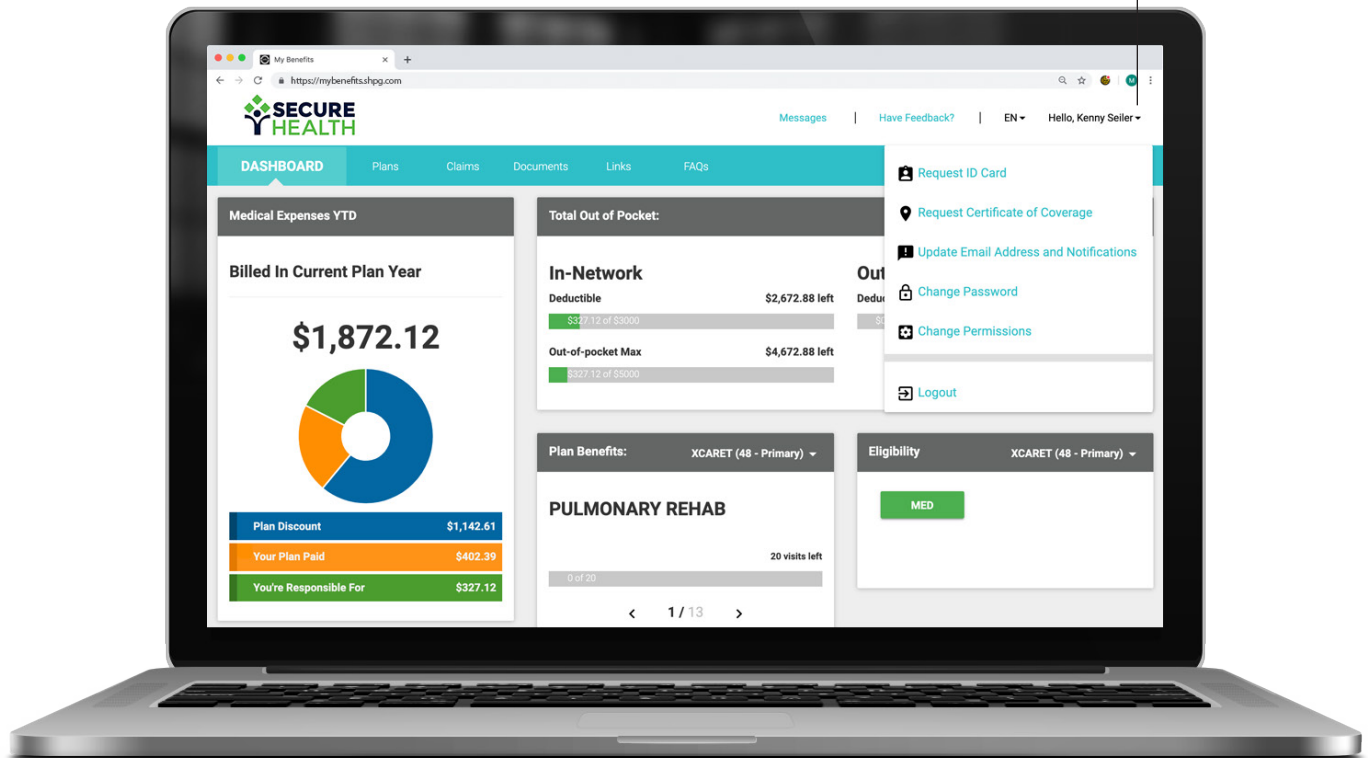Does my doctor participate in my network?

OPTIONS MENU.

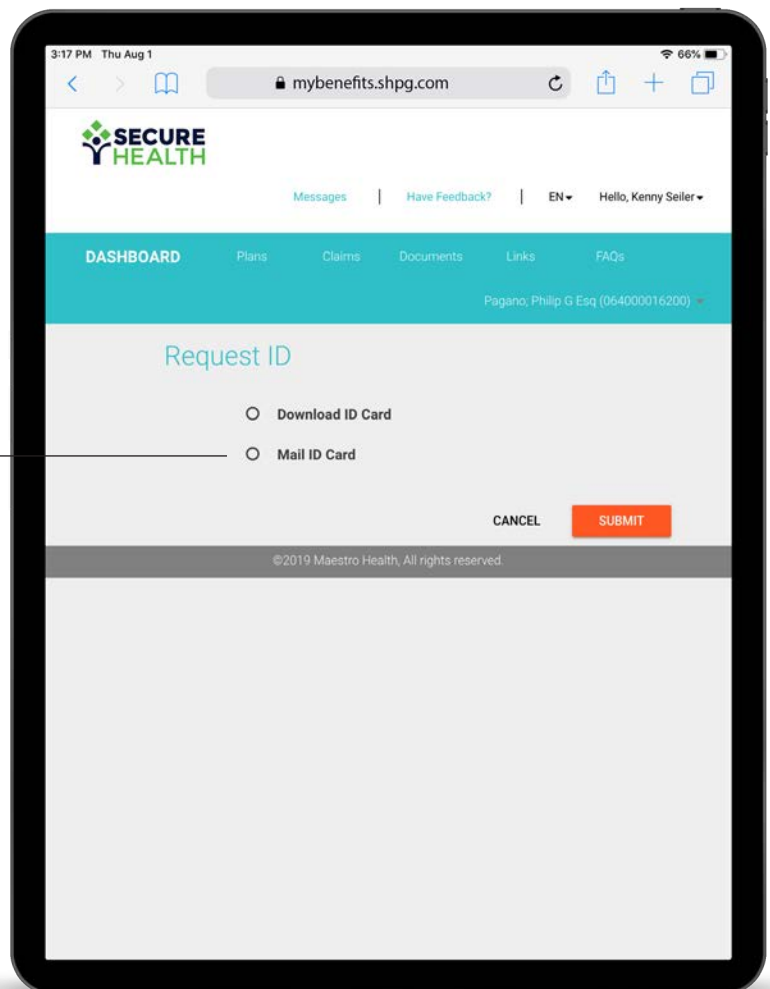**Select the dropdown to open the options menu.**

Click on your name to open your account options dropdown.

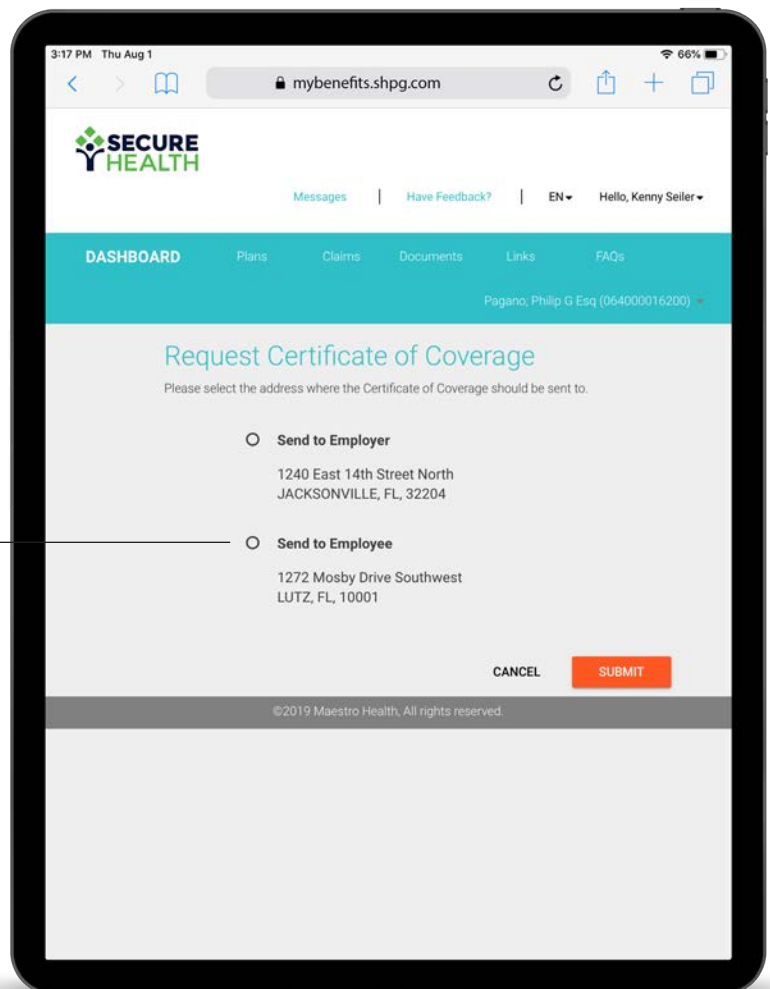For more details on these options, refer to the following pages.

OPTIONS: REQUEST ID CARD.

Here you can download your ID card as a PDF or have it mailed to either you or your employer.
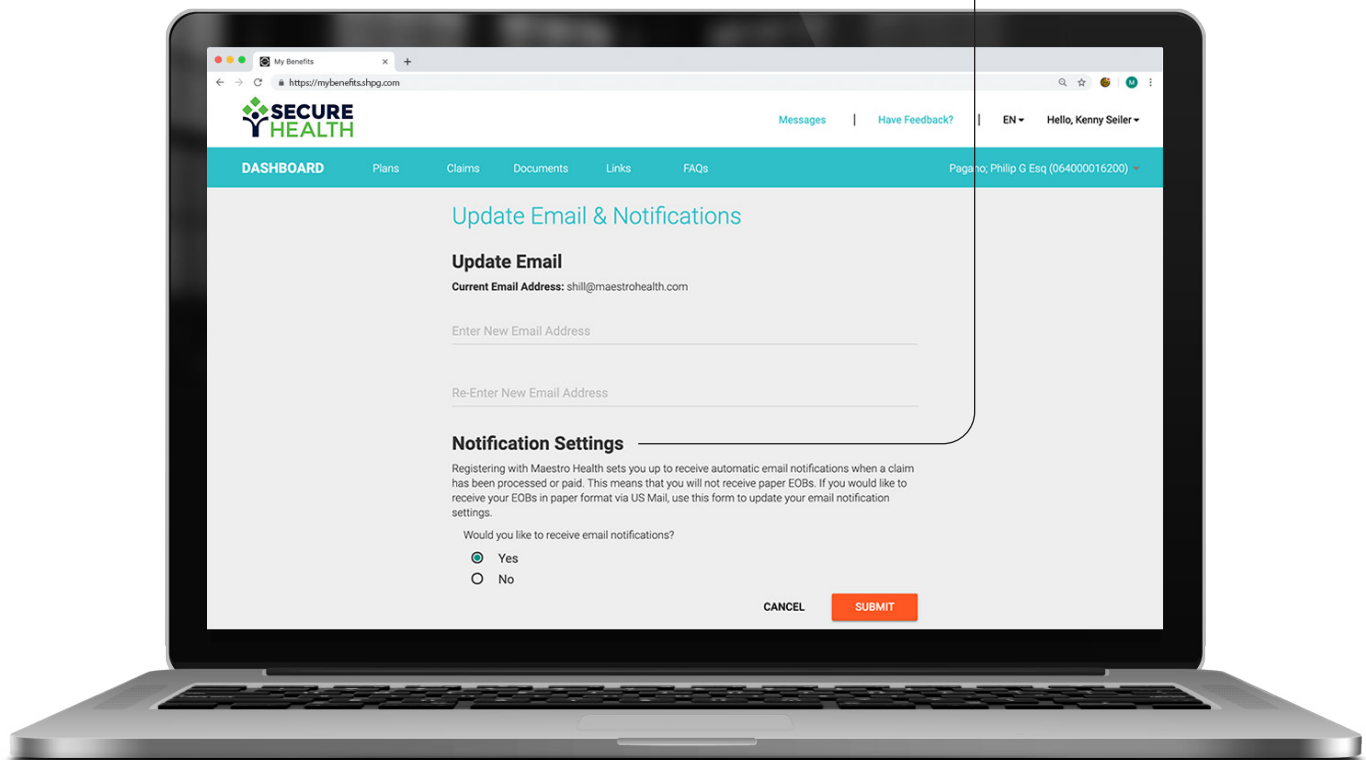
OPTIONS: REQUEST CERTIFICATE OF COVERAGE.

Here you can request to have a Certificate of Coverage mailed to either you or your employer.

OPTIONS: UPDATE EMAIL ADDRESS & NOTIFICATIONS.

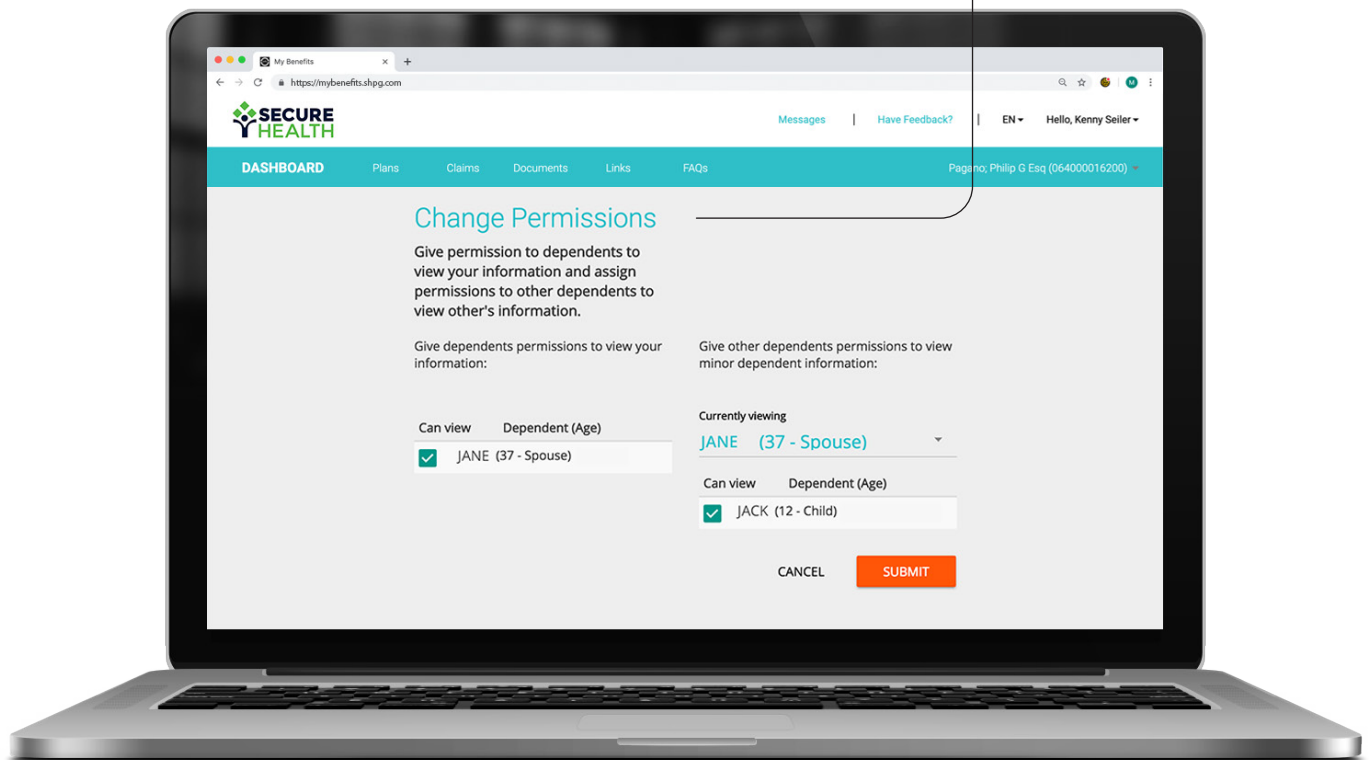**Here you can update your address, notification settings or how you want to receive your Explanation of Benefits (EOB).**

Your EOB can be delivered via paper or email.

OPTIONS: CHANGE PASSWORD.
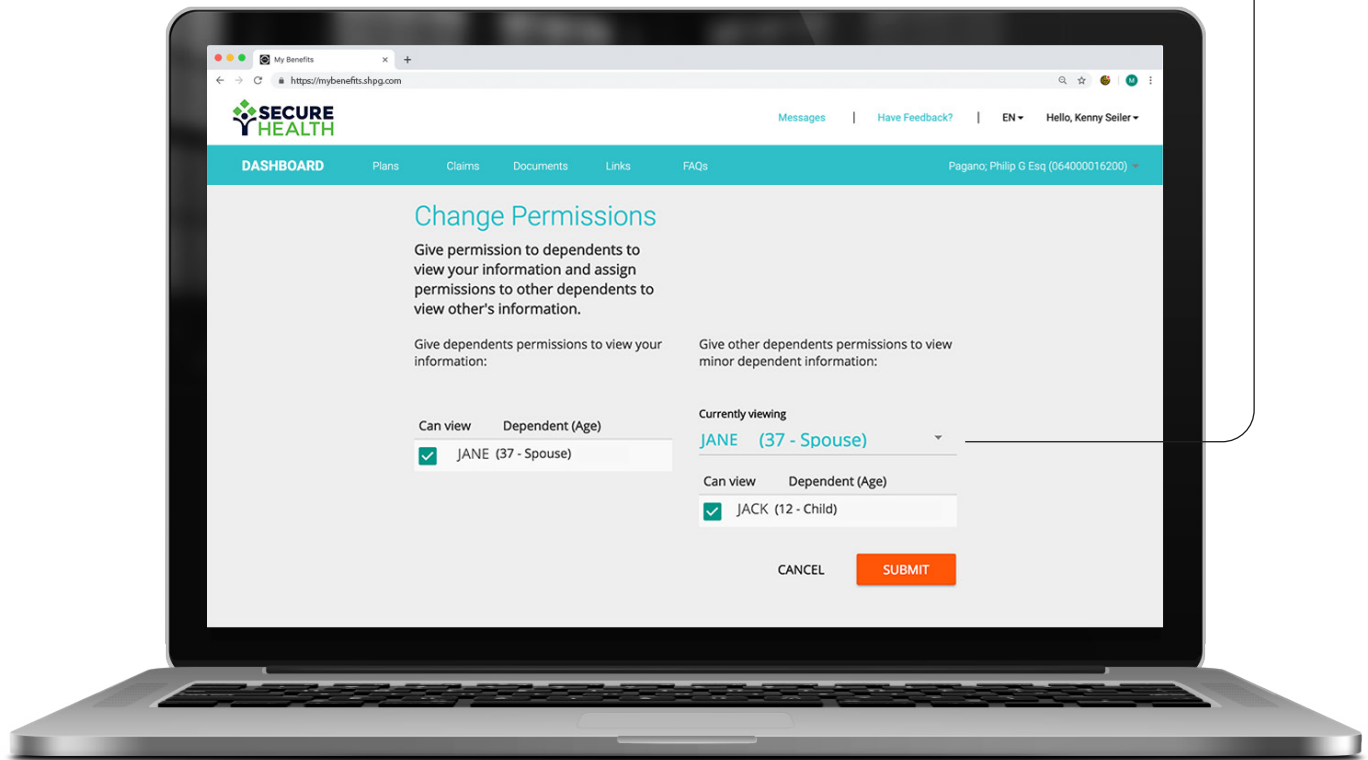
Here you can change your password.

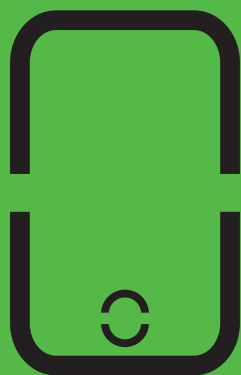Be sure to follow any required character lengths or combinations.

OPTIONS: PERMISSIONS.

Here you can adjust permissions for yourself or any dependents (such as a child) on the plan.

You can allow dependents (such as your spouse) to view other dependents on the plan as well.

MOBILE APP

Maestro Health mBENEFITS™

LET'S GET STARTED.

Downloading the app.

Keep your coverage information at your fingertips by using the Maestro Health mBENEFITS™ mobile app.

Visit the Apple® App Store or Google Play™ Store to download the Maestro Health mBENEFITS™ mobile app.

Follow your device prompts to complete the download and installation process.

Your **mybenefits.shpg.com** user name and password will be the same for the mobile app.
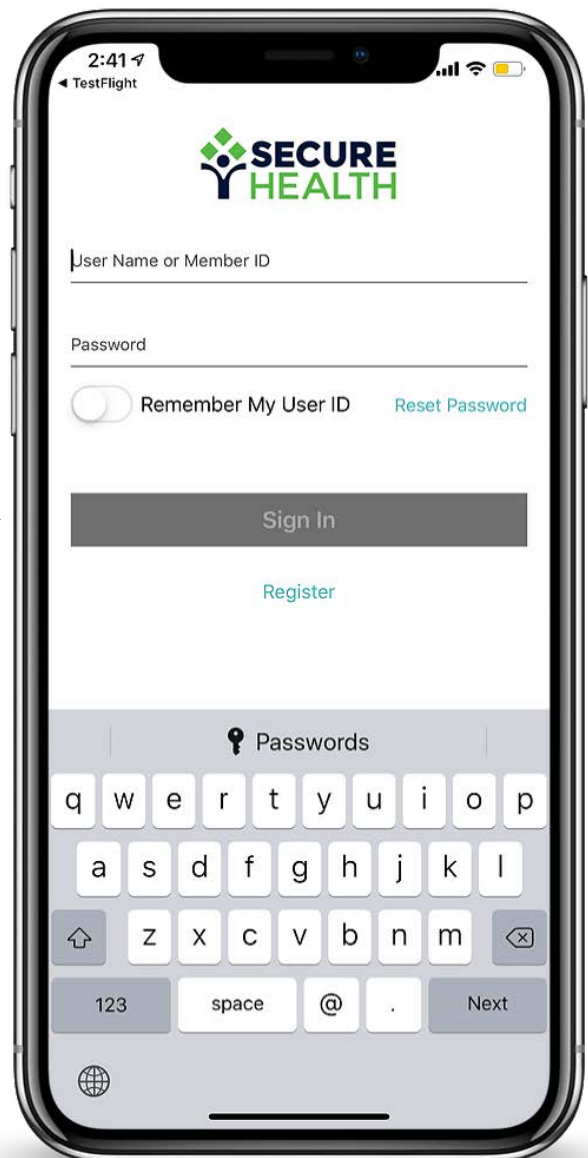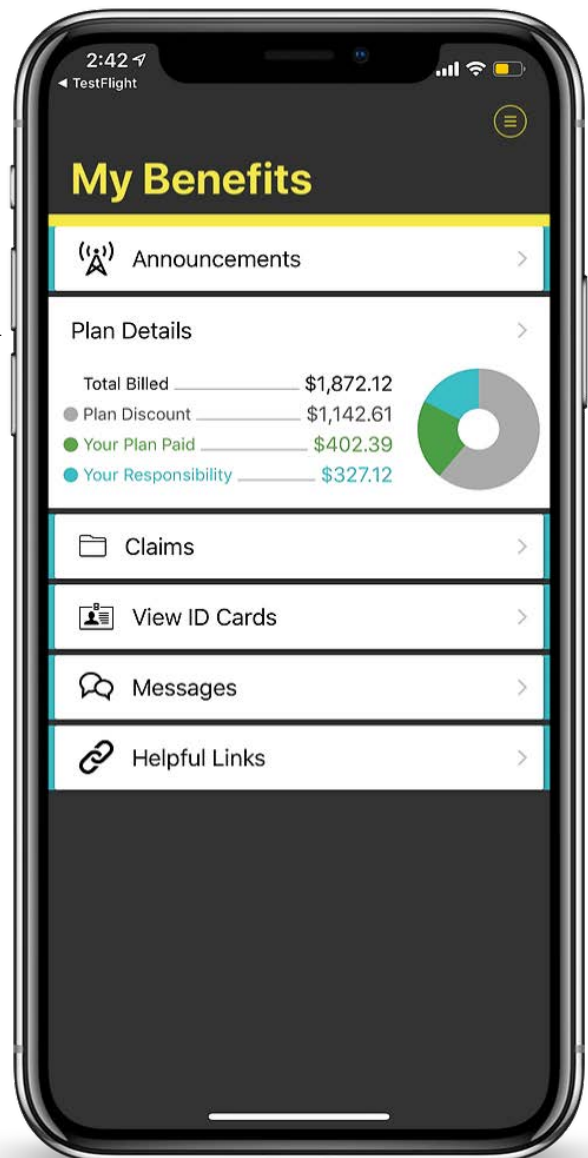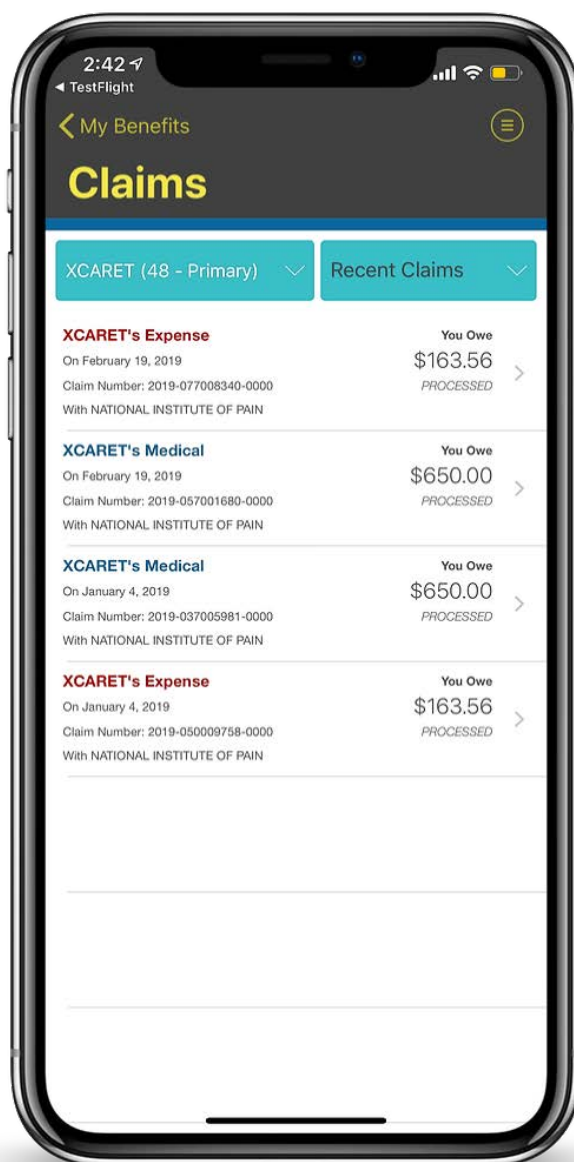
EMPLOYEE DASHBOARD.

Once you log in, you will be taken to your dashboard.

Here you can view your plan details, recent claims, ID card, messages and other helpful links.
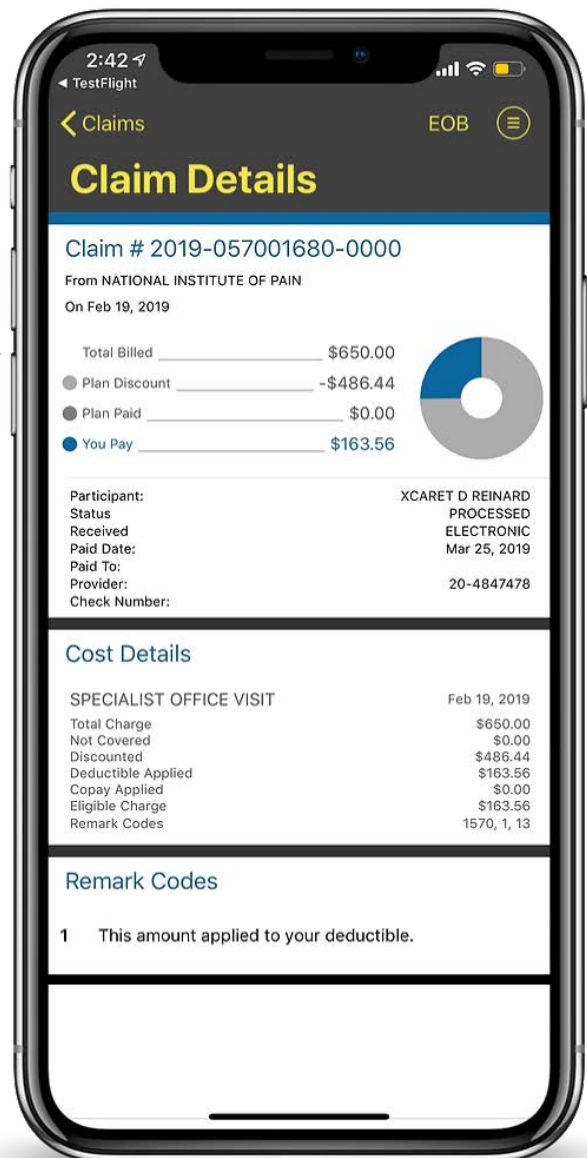
CLAIMS SUMMARY.

Here you will see all of your claims, which you can filter by name or plan year.
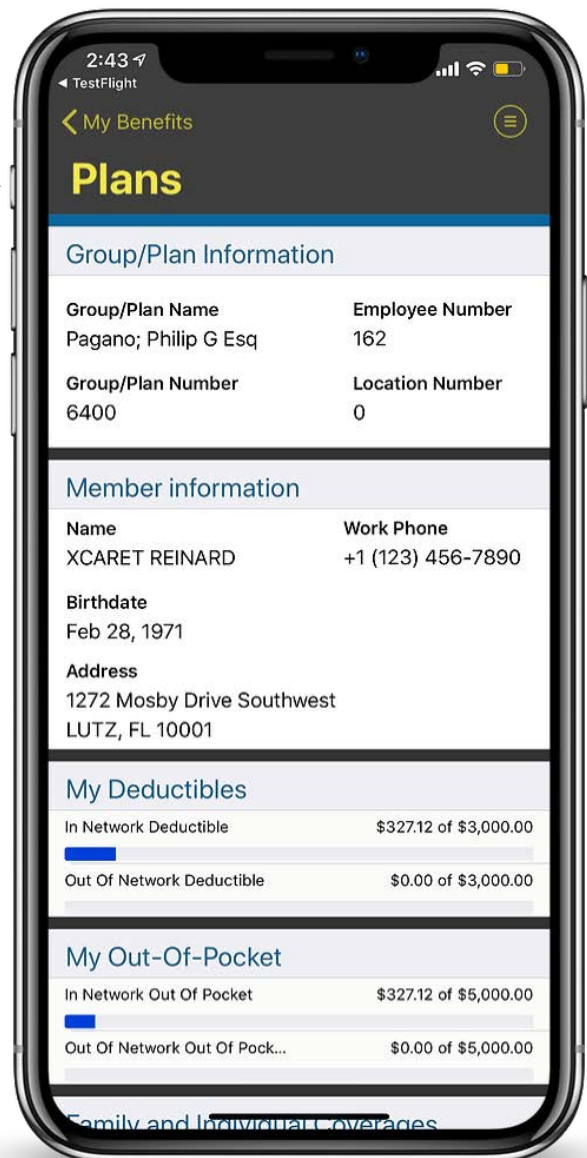
CLAIMS DETAILS.

Select a specific claim to view that claim's details.

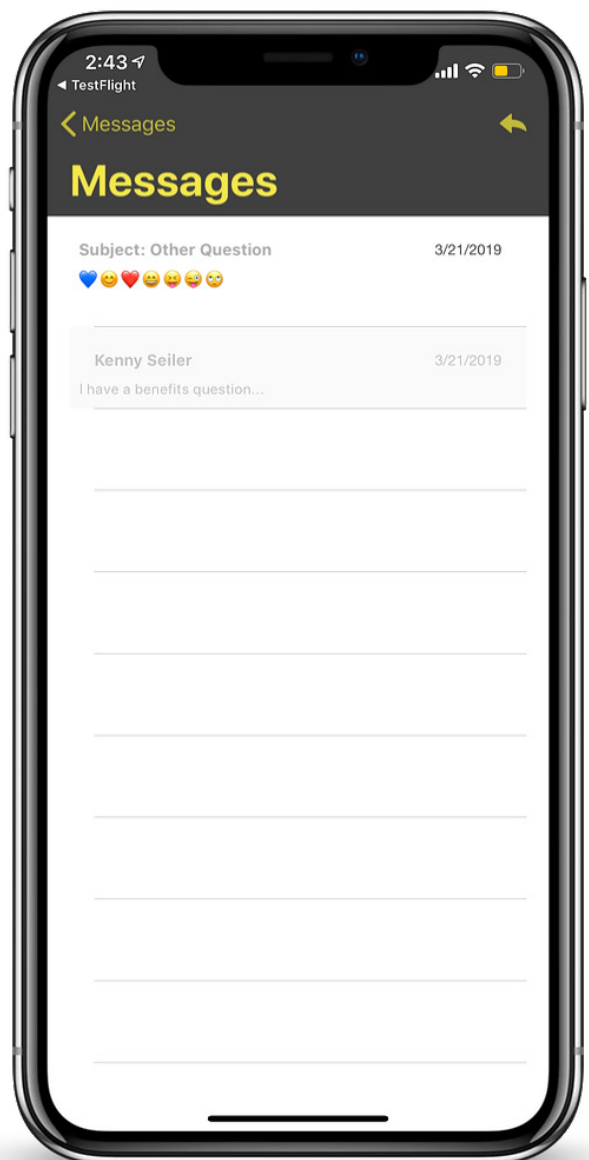Here you will see the financial breakdown and line items for that claim.

BENEFIT SUMMARY.

Here you can see all the coverage details of the various benefits provided under your plan.
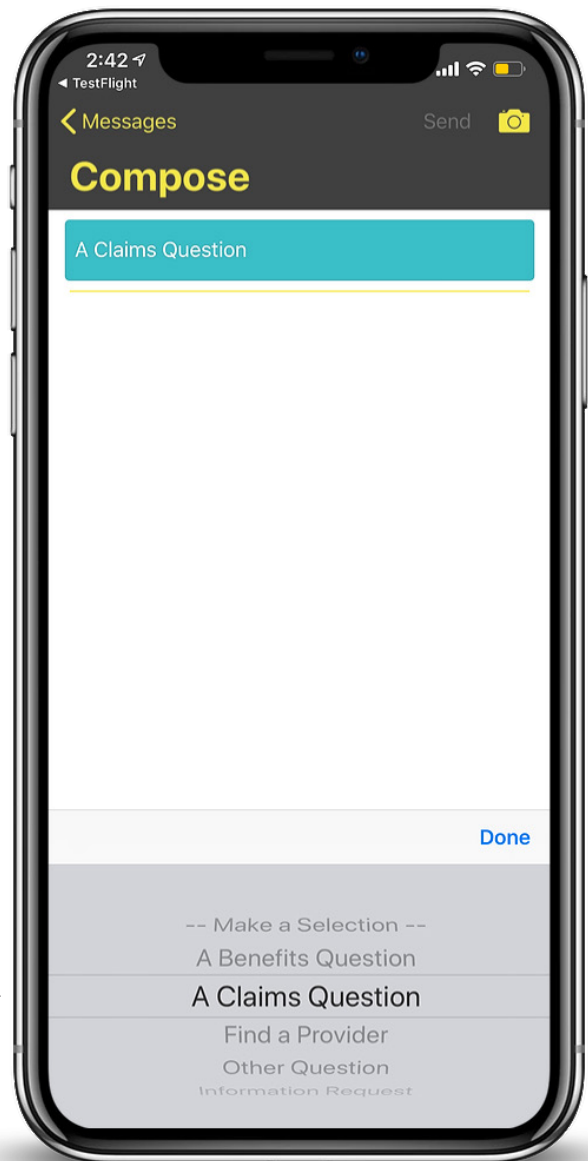
MESSAGE CENTER.

Through the HIPAA-compliant secure messaging center, you can send and receive any message securely (e.g., for assistance).

COMPOSE MESSAGE.

Need help? Here you can send a message for assistance.

Select a predefined subject, compose a message and click "Send."

GOT QUESTIONS?

We've got answers.
Contact us through the "Message Center" feature
at **mybenefits.shpg.com.**

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