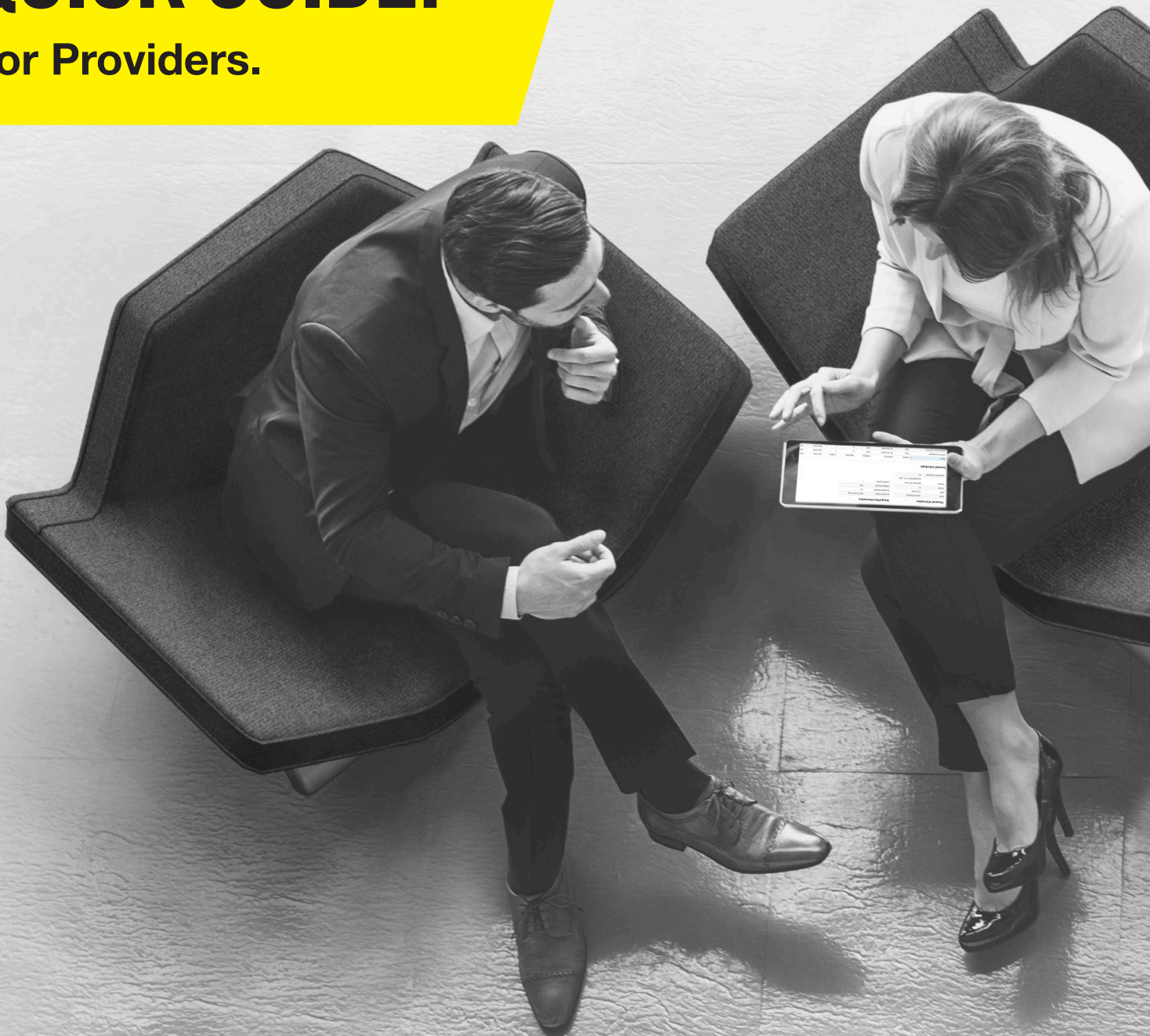
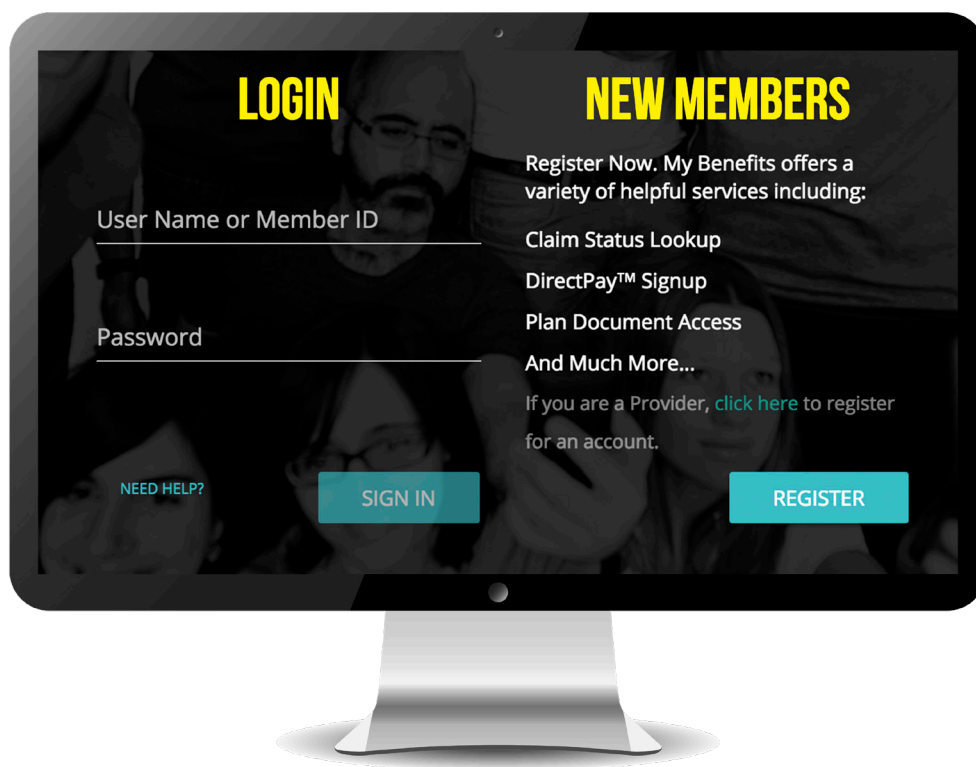


YOUR MY BENEFITS™ QUICK GUIDE:

For Providers.



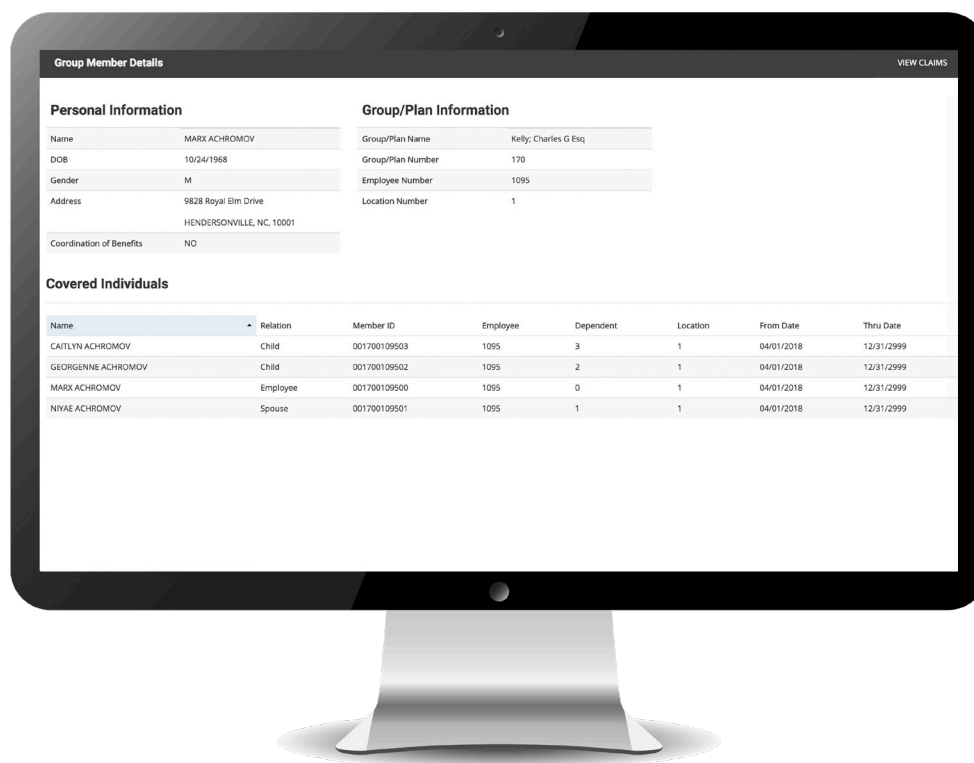
REGISTRATION & LOGIN



..... First time users will need to register by clicking on the “Click Here” link, located above the Register button.

Next, complete the required fields on the New Provider Registration page member search widget. This allows personal and group information to be viewed, as well as covered individuals.

LOCATE MEMBER PROFILE PAGES



..... Locate members on the Member's Profile page by providing the Member ID and date of birth.

- Click on a member to **open the Member's Profile** page. Here you can view personal information, an overview of plans by the covered member and benefit limits.
- Dropdown menus under Plans and under Benefit Limits is where you can find plan information by year or benefit limits if permission is granted.
- Click **View Claims** to see a list of all claims associated with the Member ID. Use the dropdown menu next to the member's name to toggle by member.
 - Use the dropdown menu to also view plan years.
 - View claims by claim number, claim status, date incurred, date paid and total charge for each claim.
 - Click on an individual claim to view cost breakdowns, itemized lists of services per claim and a link the Explanation of Payments.

NAVIGATION BAR QUICK TIPS

DASHBOARD

Pre Certification Form

Links

FAQs

- Click **DASHBOARD** to return to the Member Search page.
- Fill out and electronically submit Pre Certification forms by selecting **Pre Certification Form**.
- Click **Links** to view a repository where important links can be added for users.
- The **FAQs** page provides answers to commonly asked questions.

Live Chat (8am-6pm EST)

Messages

Have Feedback?

- Chat with Maestro Health support staff by clicking **Live Chat**.
- View the Message Center by clicking **Messages**. The Message Center contains messages received and sent to Maestro Health administrators and may include requests for ID cards, a record of member termination, questions about benefits and enrollment questions.

Questions? Let us help.

800.648.7563 | mybenefits.shpg.com