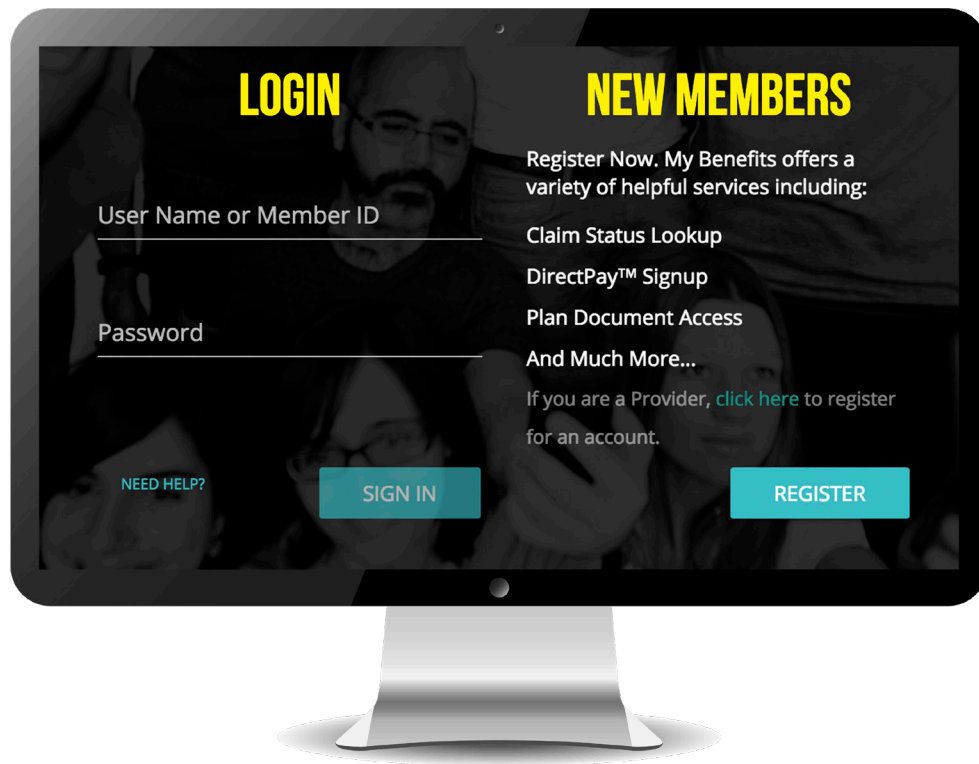




YOUR MY BENEFITS™ QUICK GUIDE:

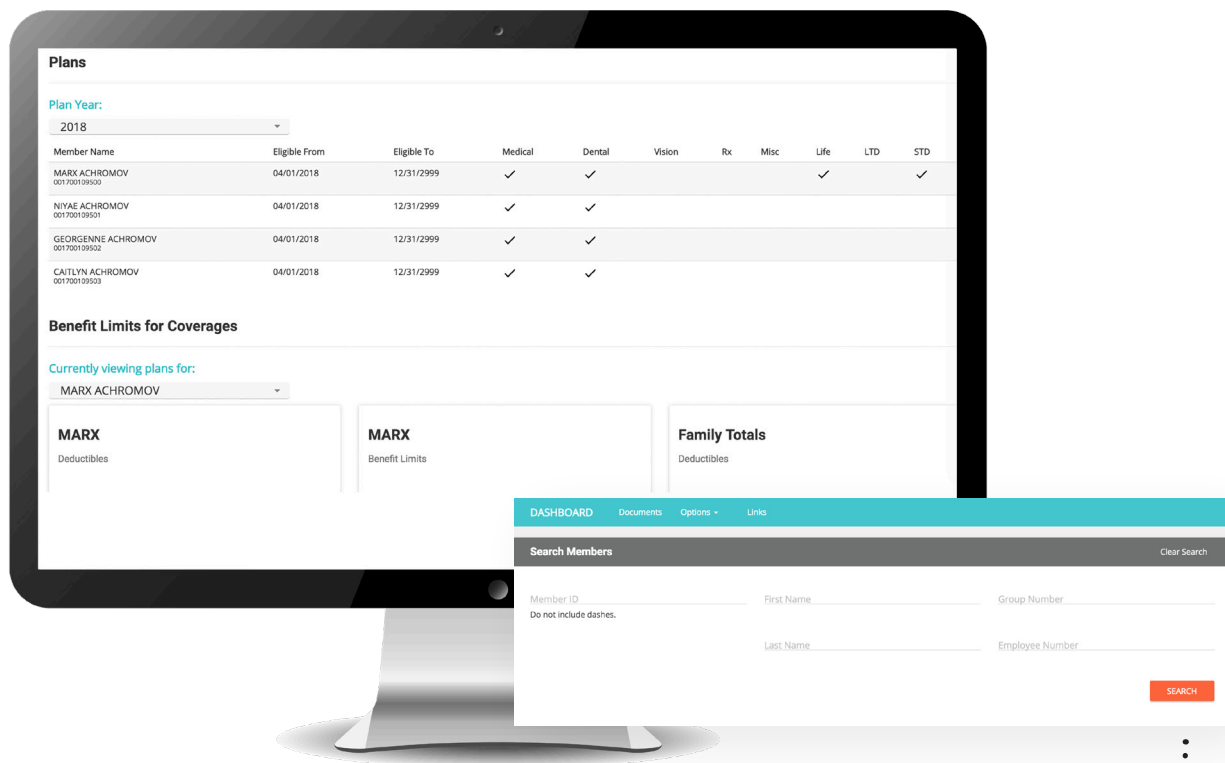
For Employers.

REGISTRATION & LOGIN



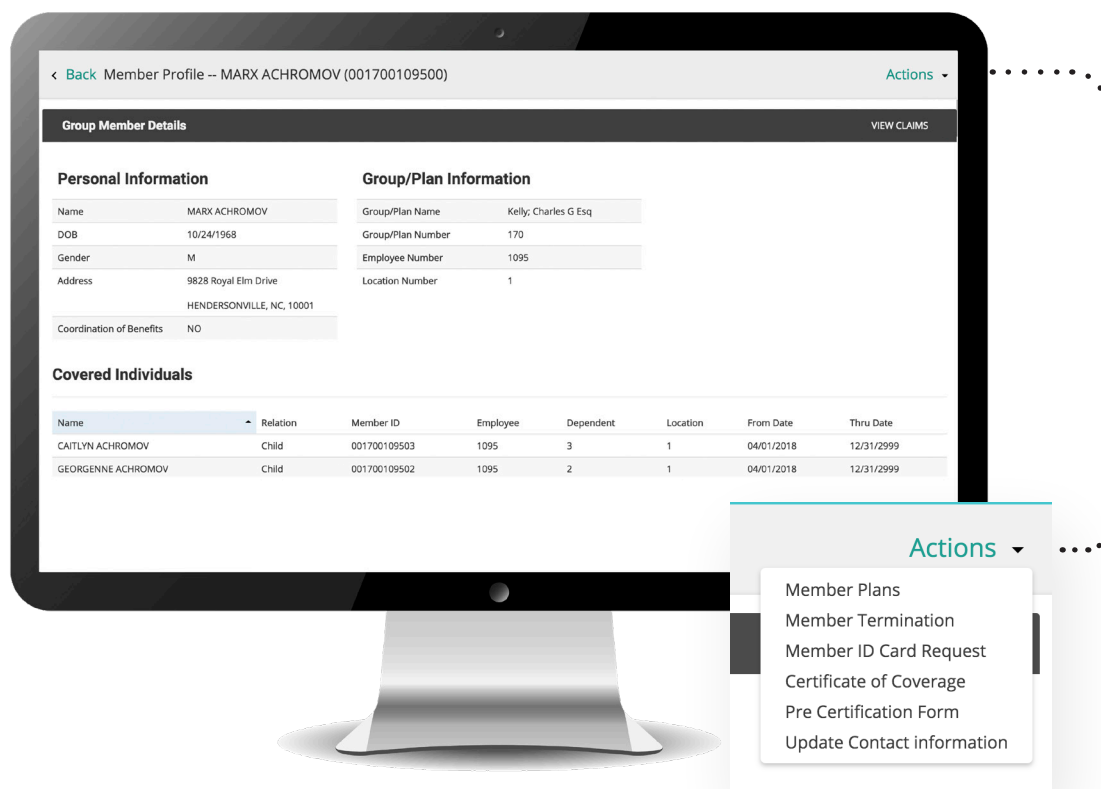
..... Enter username and password on login page and click **Sign In**.

MEMBER SEARCH & MEMBER PROFILE PAGES



- Locate employee profiles by searching via Member ID, first name, last name, group number or employee number.
- Click on a member row to open the **Member Profile Page**. View personal information, an overview of plans by covered member, who the covered members are and benefit limits.
- Click on dropdown menus under **Plans** to see different plan years and Benefit Limits to see other members' benefit limits.

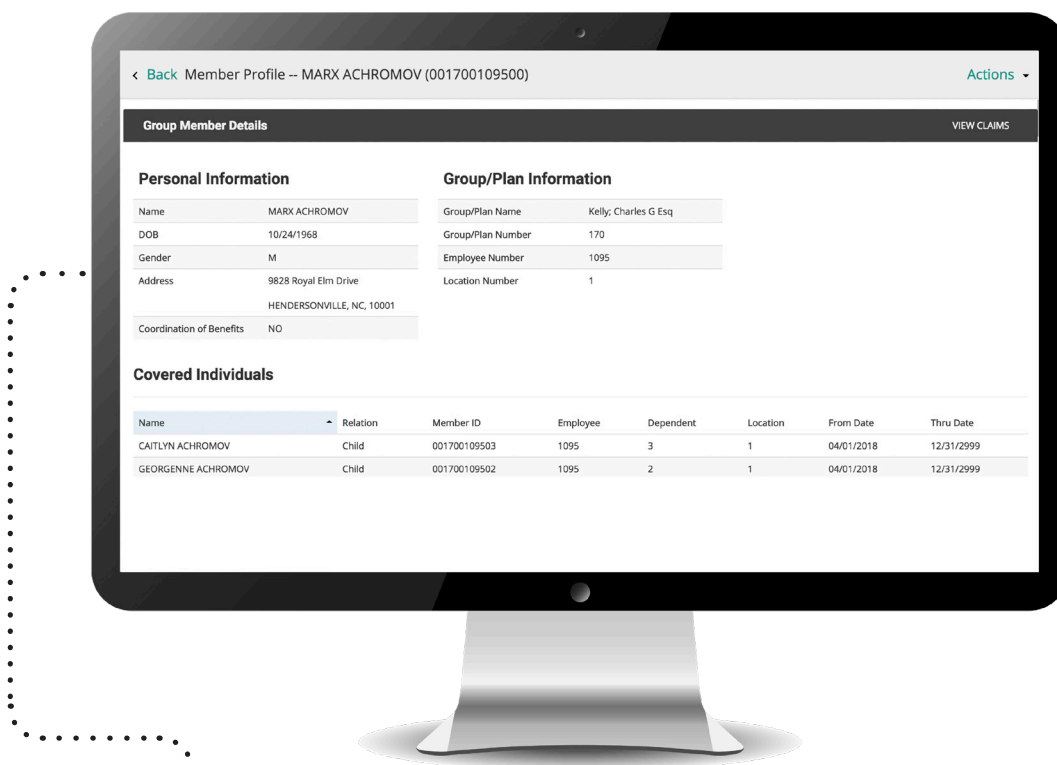
MEMBER SEARCH & MEMBER PROFILE PAGES



Select the Actions dropdown menu on the Member Profile page to complete the following actions:

- Return to the **Member Plans** page.
- Terminate members by clicking **Member Termination**.
- Click **Member ID Card Request** to pull the ID card for mail or print purposes.
- Request the certificate of coverage be mailed to the employee by clicking **Certificate of Coverage**.
- Locate the pre certification form by clicking **Pre Certification Form**.
- Submit employee information to be updated by the Maestro Health team by clicking **Update Contact Information**.

MEMBER SEARCH & MEMBER PROFILE PAGES



- Select **View Claims** to see a list of all claims for the member and dependents. Claims can be toggled by member using the dropdown menu located next to the member name. Plan year can also be changed via dropdown menu.
- View claim number, status, date incurred, date paid and total charge for each claim.
- Click an individual claim to see cost breakdowns, itemized lists of services per claim and a link to the Explanation of Benefits.

NAVIGATION BAR QUICK TIPS

DASHBOARD

Documents

Options ▾

Links

- Click **DASHBOARD** to return to the Member Search page.
- Select **Documents** to view a repository where PDFs and online forms are housed. PDFs are denoted by the cloud icon, while online forms are denoted by the clipboard icon. Forms can be filtered using the dropdown located in the upper right of the screen.
- Click the **Options** dropdown menu to complete the following actions:
 - **Group Listing:** Search all groups currently available to the user. Click on a group name to open the Group Profile. (Note: Clicking on the Group Profile lists all members within the group. Click on a member to view their specific Member Details page.)
 - **Search Enrollment Forms:** *Soon to be phased out.*
 - **New Enrollment:** Starts the online enrollment process, when available.
 - **Member Search:** Returns to the Member Search page.

Options ▾

Links

Group Listing

Search Enrollment Forms

New Enrollment

Member Search

Live Chat (8am-6pm EST)

Messages

Have Feedback?

- Chat with Maestro Health support staff by clicking **Live Chat**.
- Click **Messages** to enter the Message Center.
 - **Select Compose Message** to begin a message to Maestro Health support staff. You can choose a message subject via the dropdown menu.
 - **Messages** can include requests for ID cards, online certificate of coverage requests, enrollment questions and general benefit questions.
 - The **Tracking Code and Status** columns make it easy to ensure messages are responded to in a timely manner.

Questions? Let us help.

800.648.7563 | mybenefits.shpg.com