

# YOUR **MY BENEFITS**<sup>™</sup> **QUICK GUIDE:**

For Employers.

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# **REGISTRATION & LOGIN**

	NEW MEMBERS
	Register Now. My Benefits offers a variety of helpful services including:
User Name or Membe	er ID Claim Status Lookup
	DirectPay <sup>™</sup> Signup
Password	Plan Document Access
	And Much More
	If you are a Provider, click here to registe
	for an account.
NEED HELP?	SIGN IN REGISTER



#### **MEMBER SEARCH & MEMBER PROFILE PAGES**

		la fan										
Plans												
lan Year:												
2018												
Member Name	Eligible From	Eligible To	Medical	Dental	Vision	Rx	Misc	Life	LTD	STD		
MARX ACHROMOV 001700109500	04/01/2018	12/31/2999	~	~				~		~		
NIYAE ACHROMOV 001700109501	04/01/2018	12/31/2999	~	~								
GEORGENNE ACHROMOV 001700109502	04/01/2018	12/31/2999	~	~								
CAITLYN ACHROMOV 001700109503	04/01/2018	12/31/2999	~	~								
Benefit Limits for Coverages												
Currently viewing plans for:												
MARX ACHROMOV	*											
MARX Deductibles		MARX Benefit Limits				nily Tota ctibles	als					
			DASHE	BOARD Doc	uments Optic	ins + L	inks					
			Search	Members								Clear Search
			Membe Do not in	r ID nclude dashes.			First Na	ime			Group Number	
							Last Na	me			Employee Number	
		_										SEARCH
				_								
			_									•
												•

- 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**

roup Member Deta	ils							VIEW CLAIMS	
ersonal Inform	ation		Group/Plan In	formation					
me	MARX ACHRON	VOV	Group/Plan Name	Kelly; Cha	rles G Esq				
в	10/24/1968		Group/Plan Number	170					
nder	м		Employee Number	1095					
dress	9828 Royal Eln	n Drive	Location Number	1					
	HENDERSONV	ILLE, NC, 10001							
ordination of Benefits	NO								
me TLYN ACHROMOV		Relation Child	Member ID 001700109503	Employee 1095	Dependent 3	Location	From Date 04/01/2018	Thru Date 12/31/2999	
ORGENNE ACHROMOV		Child	001700109502	1095	2	1	04/01/2018	12/31/2999	
								Act	ions 🗸

#### 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 from 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**

Personal Inform	ation		Group/Plan In	formation				
Name	MARX ACHRON	IOV	Group/Plan Name	Kelly; Cha	rles G Esq			
DOB	10/24/1968		Group/Plan Number	170				
Gender	м		Employee Number	1095				
Address	9828 Royal Elm		Location Number	1				
Coordination of Benefits	HENDERSONVI NO	LLE, NC, 10001						
		Child	001700109503	1095	3	1	04/01/2018	12/31/299
CAITLYN ACHROMOV					2	1	04/01/2018	12/31/29
CAITLYN ACHROMOV GEORGENNE ACHROMOV		Child	001700109502	1095	2			

- 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.

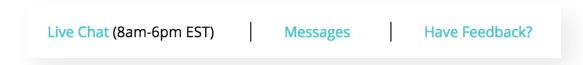


## **NAVIGATION BAR QUICK TIPS**

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 Enrollr	ment Forms					
New Enrollme	nt					
Member Sear	ch					



- 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

