



# **Employer eServices<sup>®</sup> for employers and brokers**



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# Employer eServices<sup>®</sup>

**Simpler, Easier, Better<sup>®</sup>**

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**You can manage virtually every aspect of benefits administration online and in real-time, increasing efficiency and saving you both time and money.**

**Employer eServices is your key to a comprehensive, powerful suite of online tools and resources from UnitedHealthcare that simplifies your job and creates a better experience for everyone involved – you, your employees and the physicians who treat them.**

With our fully integrated system, you enter data once and it flows across all key areas. For example, when you update eligibility information through Employer eServices:

- 1** Employees can access their benefits immediately. They're also able to register on the self-service consumer websites, myuhc.com, myuhcdental.com, or myuhcvision.com, where they can print a temporary ID card, obtain information on health conditions and find a nearby doctor, saving valuable time.
- 2** Physicians and facilities have access to the latest eligibility information, so employees experience improved health care services and fewer claims issues.
- 3** The eligibility information applies to reports and billing, so you can be confident that they are current and accurate. Check eligibility and enrollment information anytime, change enrollment information instantly and take advantage of faster and more accurate invoicing. From start to finish, Employer eServices streamlines the entire benefits administration process.

**A better health care experience begins here.**

# Employer eServices at-a-glance

## Efficient eligibility management

- ▶ Enter data once and it applies to all key areas of the system
- ▶ Enroll employees immediately
- ▶ Request medical ID cards
- ▶ Verify or change status of employees and dependents
- ▶ Check claim status (self-funded only)
- ▶ Eliminate duplicate data entry transactions and connect directly into your existing Human Resource system with a business to business interface
  - View processing statistics (e.g., employee counts, file transaction status)
  - View error reports online and download into spreadsheets
  - Sort by employee ID, error code, type, date or severity
  - Same day processing

## Practical reporting options\*

- ▶ Retrieve plan cost and utilization information to make informed choices about your medical benefits programs
- ▶ Access standard reports or generate customized reports on-demand; download and print from your desktop

## Electronic billing/payment

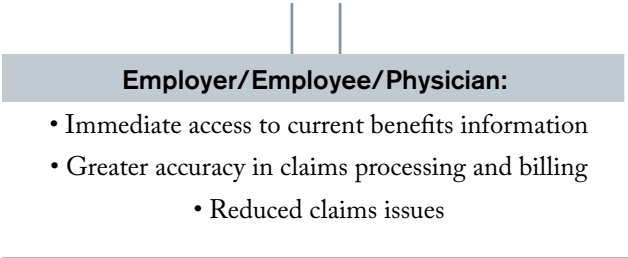
- View current and prior period invoices
- View current balance and payment history
- Download invoices in .pdf and .csv formats
- Request adjustment invoices following enrollment updates
- Schedule online payments
- Enroll in electronic payment methods (pay online or scheduled direct debit) without paper forms
- Submit online electronic payments for faster processing

\* Eligibility based on group size and funding arrangement. Reporting is not available for Vision plans.

# Employer eServices

Fast, accurate, integrated - minimizing gaps in the health care system

Employer	Employee	Physician
Enters eligibility data — real time through Employer eServices	Prints a health ID card (through <a href="http://myuhc.com">myuhc.com</a> , <a href="http://myuhcdental.com">myuhcdental.com</a> , or <a href="http://myuhcvision.com">myuhcvision.com</a> )	Validates eligibility/benefits (through UnitedHealthcare Online®)



**A better health care experience**

## It's so easy.

Employer eServices is simple to use. It's fast and easy to maintain eligibility information, manage invoices and request health ID cards, among other tasks. It provides you with the control you need to better manage health care benefits.





## Speed and simplicity

**Online eligibility management makes your job easier – you enter eligibility information once and it carries across the entire system. Employees can access their benefits almost immediately and their physicians have current information, too. Save time and the hassles of answering basic questions, confirming eligibility, updating billing... Employer eServices handles it all.**

## Efficient eligibility management

Employer eServices makes truly efficient eligibility management possible. Update eligibility with just a few keystrokes, saving time and reducing potential errors. Everyone who needs current eligibility information has access to it almost immediately —HR staff, your employees, physicians and other health care professionals. And quick access to accurate information translates into a better overall health care experience.

### **Eligibility inquiry**

Employer eServices lets you verify eligibility status, review enrollment information and print the details. And because confidentiality is a top priority, we use advanced encryption technology to protect your information in transit.

# Web-based eligibility management

## Real-time savings with real-time transactions

Real-time transactions via the Internet all day, every day—no need to wait, or follow up by phone or fax to ensure the information has been applied where it's needed. Enroll new employees and their dependents immediately, request ID cards, and verify or change employee or dependent eligibility information. Also, check claim status (self-funded only), or select or change primary care physicians as required by the plan.

## Web-based eligibility management provides:

- ▶ Up-to-date eligibility information for your staff, employees and health care professionals — employees experience improved health care services
- ▶ For employees, immediate access to benefits and self-service options through UnitedHealthcare's consumer websites, myuhc.com, myuhcdental.com, or myuhcvision.com
- ▶ Accurate premium statements — eligibility updates automatically apply to billing

# Benefits A.S.A.P.

**Employees who have just submitted enrollment and benefit forms can almost immediately access their benefits. For example: A new employee broke his arm the second day on the job. He contacts your benefits department on the way to the ER. Your benefits department immediately enters the eligibility information through Employer eServices. By the time the employee arrives at the emergency room, the coverage information is in the hospital's system. The same information is sent to the pharmacy, too, so he can pick up his prescriptions on the way home. Quick and efficient.**



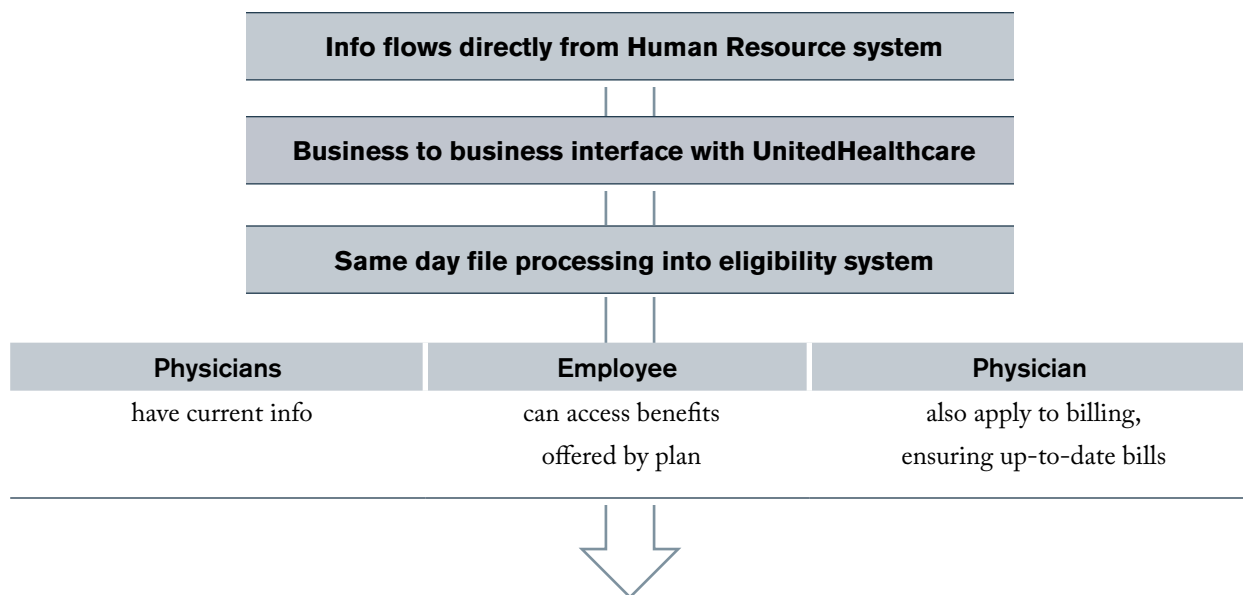
# Electronic eligibility management system

## Eliminate double data entry.

For customers who have the ability to submit electronic eligibility files, this business to business interface takes information directly from your existing human resources system, eliminating dual entry. This saves time, reduces data entry errors and allows you to focus on other business issues. It also allows eligibility updates to occur more frequently. Physicians and health care facilities have current information and employees can access the care offered by their coverage, in some cases, almost immediately.

## Our online solutions deliver a more efficient, streamlined experience for everyone involved.

- ▶ Export eligibility information directly from HR system; no manual data entry
- ▶ Same day processing
- ▶ Receive e-mail notification that your file is processed and statistics are available
- ▶ View eligibility statistics online; sort by employee ID, error code, type, date, or severity
- ▶ Access easy-to-understand error reports online; print and download error information into a spreadsheet



**Employee satisfaction goes up with a better health care experience.**



# Electronic billing and payment

## Improving efficiency

Our Electronic Billing and Payment Solutions help you save the time, money and hassles associated with paper-based invoicing processes. Our online tools let you view invoices and make payments through a secure connection, manage cash more efficiently, and quickly analyze employee benefit expenses.

## Online invoicing

With old paper-based systems, eligibility updates typically aren't applied to billing right away so it's often out-of-date. Reconciling billing after terminating an employee can take weeks. With online eligibility updates, you can request an updated invoice reflecting all changes and expect to receive this within 48 hours. Accurate, adjusted invoices eliminate the need to spend valuable time tracking down credits and ensuring they're applied in the right places.

## Electronic billing solutions

- ▶ You'll receive e-mail alerts that tell you when invoices are ready for review
- ▶ View up to 13 months of current and prior period invoices available after first 13 months of history.
- ▶ Download invoices in .pdf and .csv formats
- ▶ View balances online

## Electronic payment solutions

- ▶ Set up an automated or online payment method
- ▶ Authorize online payment through scheduled direct debit payment, eliminating the need for check creation or postage
- ▶ Receive Payment Confirmation number for online payment
- ▶ Automatically apply payments to the appropriate invoices
- ▶ Track your payments by viewing up to 13 months of payment history



# Online banking reports\*

Employer eServices makes the paper-intensive reporting process obsolete with Online Banking Reports. Now you can view and print all of your standard reports - and your historical activity - all online!

Online Banking reports are easy to access. Included are up to 90 days of daily funding notifications and the entire current year plus up to 24 months of prior years' monthly reports. Monthly reports are available by the fifth business day of the following month.

Check out the Online Help or click on Training link to view the Banking quick reference card. Our convenient training tools make it a snap to get familiar with the reports.

**Online Banking Reports:** just another way Employer eServices is making your administrative experience fast, accurate, and integrated.



\*applies to self-funded employers

# Practical reporting options\*

## Timely, accurate data for informed decisions

Having the right information at the right time helps you tailor your benefits plan to the needs of your company and employees. Our Customer Reporting Solutions quickly provide current information so you can make important decisions about your health care benefits with confidence.

Identify trends and evaluate your company's health care utilization and costs. Generate standard reports or create customized reports on demand. Export data and graphs into other programs. Download and print directly from your desktop.

## Take advantage of our three flexible online reporting options:

- ▶ Standard: Obtain regularly reported basic financial and utilization information.
- ▶ Select: Customize report parameters to deliver more detailed data and membership/utilization information.
- ▶ Expanded: Choose from a variety of report templates and levels of information to facilitate utilization analysis. Obtain detailed performance information on the plans, network, medical management and managed pharmacy programs.



\*Availability based on group size and funding arrangement.



# Get started today

## Easier benefits administration

It's easy to take advantage of all the convenient, timesaving tools available through Employer eServices. If you're not already registered, contact your UnitedHealthcare representative to complete the registration information that will generate your User ID and password. To learn more about Employer eServices, log into [www.welcometoemployereservices.com](http://www.welcometoemployereservices.com).

## Manage access

One person within your organization has control to manage your Employer eServices access and allows you to delegate benefits administration work to multiple users. The Master Administrator can assign control and access privileges to the system, designating the types of information available for each user.

- ▶ View a list of current users
- ▶ Create or deactivate users
- ▶ Assign or change data access levels and privileges
- ▶ Reset passwords



# System access made easy

**Your designated “Master Administrator” can easily logon to the Employer eServices system and immediately grant access privileges to staff members to perform tasks like reviewing company information, accessing and paying invoices, updating eligibility and pulling reports. It's all arranged in just a few minutes.**

# Resources

Employer eServices offers a full range of resources that make your job easier. We invite you to explore them and learn more about how they can be tailored for your needs.

## Communication resource center

With the touch of a button, provide employees with current, reliable information they can use in making their health care decisions. The communication tools from the Communication Resource Center offer information on UnitedHealthcare programs and other health topics in ready-to-use print and electronic formats. You save time and effort producing materials that answer a wide variety of employee questions. Print tools on your own — flyers, payroll stuffers and more — or order them from your account management team. The site also offers a tool to create your own customized newsletter with articles on current health and wellness topics that you can download and use in your employee newsletters, emails or postings. To get started, logon to [employereservices.com](https://employereservices.com) and click the Communication Resource Center link.

## Network information\*

Learn about network changes and facts about your local network or participating physicians. This information is updated daily and can be called up on your computer when it's convenient for you.

## Programs and services

UnitedHealthcare is always looking for ways to enhance the value of your benefits plan. Check online frequently to learn more about new programs and services available to you.



\* Available for medical network only.

# Training tools\*

To learn more about Employer eServices' Web-based tools for simplifying benefits administration, use any of the training resources below. As soon as you have your User ID and password, logon and begin learning.

- ▶ Online Tutorial: general overview and self-starter introduction with step-by-step instructions for specific online transactions
- ▶ Online Help Feature: online resource for obtaining answers to your specific questions
- ▶ Training on Demand: self-running training for those wanting more detailed information or training
- ▶ Webcast Seminar: live, interactive training that covers terminology and provides demonstrations on how to complete transactions. Want more information about an Employer eServices online tool? Customer Support Staff is available at 1-800-651-5465.



\* Applies most directly to medical plans



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Health Plan coverage provided by or through a UnitedHealthcare company.  
Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.  
Administrative services provided by UnitedHealthcare Insurance Company, United HealthCare Services, Inc. or their affiliates.

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