

Online Enrollment and Billing

ADMINISTRATION WITH THE CLICK OF A BUTTON



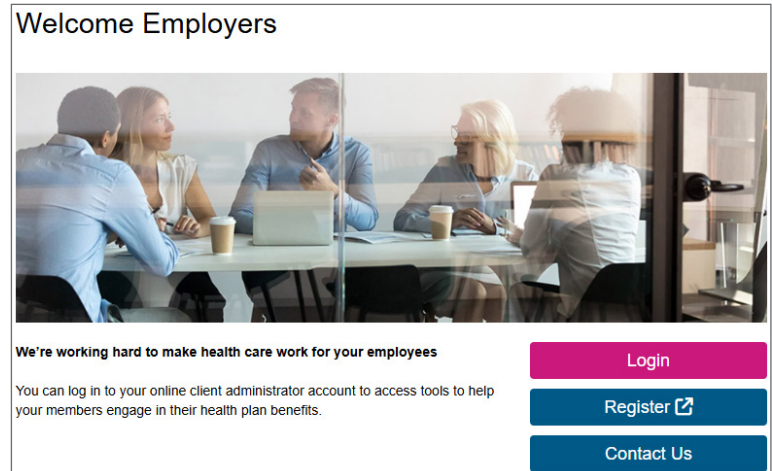
Getting Started

Online enrollment and billing makes it quick and easy to manage enrollments and changes, pay your bills, and run reports at **HealthNetOregon.com** – all with a single sign-on.

To get started, the group administrator designated for your account will need to register for a Client Administrator Account by following these simple steps:

Phase One (steps to follow to request the Access Key)

- 1 Go to healthnetoregon.com/employers
- 2 Select *Register*.



- 3 Enter the Group ID number.
(**Note:** The Group ID number, which can be found on your invoice, is 6 characters with numbers and letters. If you have multiple Group ID numbers, use the Group ID number designated with the letter A at the end.)

- 4 Select *No, please email me an Access Key and enter in the image code.*

- 5 Click *Submit*.

- 6 Please allow two business days for processing. Once your request is approved, your 16-digit Access Key will be emailed to the email address provided in your request.

You have now successfully completed Phase One of the registration process.

Phase Two (steps to follow once the Access Key has been received)

- 1 Follow steps 1 through 3 from Phase One.
- 2 Select *Yes, I have an Access Key*, and input the Access Key provided in your email and enter in image code.
- 3 Then click *Submit* twice.
- 4 Follow the prompts to create a user name.



- 5 You will be asked to verify your information and click *Submit* again.

- 6 Click *Continue to Manage User Accounts* in order to navigate to the Employer Portal.

(continued)



7 Clicking on *Manage User Accounts* will direct you to the login page. Provide the username you just created and click the *Next* button.

Health Net Login

Home > Login

Username

kamalkhan

NEXT

[Forgot your username?](#)

8 You will receive instructions that an email will be sent to the email address you provided on how to create your password.

Account Recovery

Home > Account Recovery

You should receive an email shortly with information on how to recover your account. If you do not receive an email within a few minutes, please try again. You may now close this window.

9 In the email you receive, click on the *Recover Your Account* button in the email.

From: no-reply@ekid.healthnet.com <no-reply@ekid.healthnet.com>
Sent: Thursday, January 2, 2015 8:18 AM
To: Alfonso Galan <Alfonso.Galan@healthnet.com>
Subject: Recover Your Account

Caution: External Email Do not click on links or open any attachments unless you recognize the sender and know the contents are safe. Think before you click!

Hello,

We received a request to recover your account. Click this button to reset your password or unlock your account.

[RECOVER YOUR ACCOUNT](#) [tracking.centene.com]

If you did not make this request, [contact us](#) [tracking.centene.com]. Please do not respond to this email.

10 This will take you to the page to setup your password. Once the password is created, you will see the acknowledgment page, thus completing password setup.

Reset Your Password

Home > Reset Your Password

New Password

Confirm New Password

RESET

Cancel

Your password needs to include at least three of the following:

- ✓ At least 8 characters
- ✓ At least 1 lowercase letter
- ✓ At least 1 uppercase letter
- ✓ At least 1 number
- ✓ At least 1 special character

11 Type **HealthNetOregon.com** in the URL bar to login with the newly created username and password.

You will now have full access to Health Net’s Employer Portal!

Manage Your Account

*You're in the driver's seat when it comes to managing access to **HealthNetOregon.com***

Once you are registered, you have control over who accesses billing and enrollment information in your company. Here's a quick overview of the different account types available to you.

Group administrator

One primary client administrator is chosen by the employer upon initial enrollment.

However, the primary client administrator may choose a secondary client administrator as well as create delegate user accounts after registering.

Secondary client administrator

The secondary client administrator may have access to the same functions and features as the primary client administrator. Or, the primary client administrator may choose to limit this access. Some examples of a secondary client administrator are accounting, human resources or corporate.

Delegate user

The primary client administrator may also choose to delegate access for enrollment and billing functions to a variety of users that help support them. Third party administrators and insurance brokers are examples of delegate users.



Enrollment Processing

At **HealthNetOregon.com**, you have the tools to:

- Enroll employees and dependents.
- Cancel or reinstate coverage.
- Update enrolled employee and dependent information, including, but not limited to:
 - Name
 - Marital status
 - Contact information

You can also perform detailed searches by a variety of criteria, such as:

- Social security number
- Name
- Enrollment status

Canceling coverage is just as convenient, and built-in safeguards protect your employees against accidental cancellation. You can also transition employees to COBRA in a matter of minutes. To cancel coverage, you follow the same search procedure as mentioned above.

The reinstatement feature saves you time by retaining all of the insured's information. Minimal data entry is required when reinstating coverage!

Note: Date of hire and provider information are not retained for canceled members.



Have peace of mind knowing your employees' details are managed with the latest security and privacy technology.

Billing and Reports

View and pay your bills online, 24/7!

It's all in the details

Your online bill allows you to easily sift through all the details, such as:

- See employees' and dependents' enrollment status for a useful view of account activity.
- Update your payment amount due (subject to verification).

Hassle-free payments

Paying your bills at **HealthNetOregon.com** is easy. You can schedule one-time payments or set up recurring payments with any combination of accounts and amounts. It's quick and secure, and you're done in minutes. You can even nickname your account and then simply select your payment method in the future. And you can update your account whenever you want. Plus, check on transaction status, get bill notices via email and download your invoice in PDF or CSV format. Plus, you can retrieve Invoices for up to the past 24 months.

With online enrollment and billing, you can:

- Enroll employees and dependents.
- Cancel and reinstate coverage.
- Pay bills online and schedule payments.
- Manage multiple payment options.
- Run billing and enrollment reports.
- Make plan changes for Open Enrollment.



Reports. *We all have to do them, but **HealthNetOregon.com** makes it quicker and easier. You'll get results in 24 hours or less for up to two years of account activity.*

Select from standard reports or customize them for your needs. Request one-time reports or set up recurring reports for ongoing executive meetings. You have the ability to choose from a variety of reports (including Active Member Roster and Canceled Member Roster), and establish subsections within those report groups. If you like, we'll alert you when your report is ready. Simply select this option when you generate your report (enter your email address in the space provided and check that box).



Your reports are kept at **HealthNetOregon.com** for up to 30 days, or you can download or print them for easy reference.

We're here to help

Our support team is ready to guide you.



- Enrollment and eligibility questions, contact us at 888-802-7001, option 5, option 1
- Billing and payment questions, contact us at 888-802-7001, option 5, option 2
- You can also contact us via email at HNORegion_Enrollment@healthnet.com