MyBenefits

Scott & White HEALTH PLAN
part of **Baylor Scott & White Health**

A Guide to Online Administration for

Employer Groups

Table of Contents

Getting Started

Begin by logging in to My*Benefits*

1. Obtain a User Name and Password from your Account Manager.
2. Open Internet Explorer and enter swhp.org.
3. Click on "Log in to My*Benefits"* in the teal colored box to the right of the page.

4. The Login window will display the User Entry Screen.
5. Enter User Name.
6. Enter User Password.
7. Click Login.

Employer Home Page

Navigation bar allows access to the following items anywhere in the application:

- Home – Click on Home to return to the Home Page.
- FAQ's – Click FAQ's to view Frequently Asked Questions about the application.
- Sign Out – Click Sign Out when you wish to log off the application.

We also have a new eligibility calculator. You can access it in the My Health Tools/Resources section and use it to calculate effective dates for new and late enrollees.

Message Center (located at the bottom of the home page)– if you have any secure messages from the Health Plan, they will appear here.

Employer Home Page

Links on the left

Employer Administration – allows you to access the following:

- Employer List – Displays all divisions associated with your group.
- User List – Lists all the administrative users of your site.
- User Information – Allows you to change your internet user profile such as your password, security question or e-mail address.

Employer Home Page

Links on the left

Employer Services – allows you to access the following:

- Vital*Care* Wellness Programs – Introduces you to our Vital*Care* programs offered at no charge to you or your employees.

- SWHP Home Page– Takes you to the home page of swhp.org without logging out.

- Pay My Premium- Allows you to pay your bill online.

Employer Home Page

Links on the left

Enroll/Disenroll– allows you to enroll, terminate, or change information on employees:

- **Employee List**– Lets you find, add or change employee information. *Employees do not need to be a member of the Health Plan to be included in the database.*

- **Member Eligibility Search** – allows you to search for a member to check on eligibility.

- **Request List** – Allows you to look at the status of your requests.

- **Upload documents** – Allows you to upload any documents you want to send to the health plan.

Employer Home Page

Links on the left

Message Center

- Inbox – shows you any messages sent to you by SWHP.

Employer Home Page

Links on the left

Contact the Health Plan

Allows you to send a secure message to SWHP.

You can also use this function to upload documents necessary for enrollment, such as a Medical Support Order.

Employer Functions
Find an Employee

To find an employee:

- Select Enroll/Disenroll and click on Employee List.

To search for an employee, enter the first few letters of the last name and click Search or enter the last name and click Search or click the right arrow at the bottom of the screen to display the next list of names.

Note: If your group has more than one division, you may check the box to look in employer subgroups.

Employer Functions
Add an Employee to your roster

To add an employee:

- Select Enroll/Disenroll and click on Employee List.

- Click Add New Employee.

Employer Functions
Add an Employee to your roster

Complete the form then at the bottom of the page click one of the following:

- Submit to submit the information.
- Submit & New to keep adding additional employees.
- Submit & Enroll to go ahead and enroll the employee in SWHP.

Note: "Add an Employee" adds the employee to your roster in the database only. To enroll the employee in your health care plan, you must complete the enrollment process by clicking the button labeled Submit and Enroll. This button directs you to the Member Benefit Maintenance screen where you must enroll the employee in member benefits.

Employer Functions
Enroll an Employee

Employees must be added to the database before they can be enrolled. See "Add an Employee."

To enroll an employee either select Submit and Enroll and complete the enrollment form after adding the employee

OR if the employee has been added to the roster but not enrolled yet

- Select Enroll/Disenroll from the left-hand menu.
- Find the employee.
- Select the Enroll link in the far right column.

Employer Functions

Enroll an Employee

- Fill out any blank fields. Required fields are marked with a red asterisk (*)
- Scroll down to the Maintenance Reason Code and make your selection from the drop down menu
- Under Available Group Names, select the policy benefit in which the employee is enrolling
- Enter the benefit begin date
- Click Review or Add Dependent
- Complete form and click Review or Add Another Dependent
- When finished adding dependents, click Review
- Review Information then click Submit
- Be sure you receive a "Success" page and make note of the request ID number.

Employer Functions

Add a Dependent

To add a dependent:

- Find the employee from the Employee List (see Find an employee)
- Click on the employee's name
- Select View Member Detail
- Select Benefit Maintenance

Employer Functions
Add a Dependent

- Select Add Dependent
- Select the Maintenance Reason Code from the drop down box and enter the requested information in the blanks.
- If there is more than one dependent, select Add Another Dependent to continue adding dependents
- When done, click Review
- Review the information then click Submit

Employer Functions

Terminate an Employee's or Dependent's Coverage

To terminate coverage:

- Find the member and click on their name.
- Click View Member Detail.
- Select Benefit Maintenance
- Select Terminate Coverage

Employer Functions

Terminate an Employee's Coverage

- Select who you want to terminate by checking the "Apply To" boxes
- Enter Maintenance Reason Code from the drop down box
- Select the plan and enter the disenroll date
- Select Review
- Review the changes and select submit

Employer Functions
Terminate Dependent Only Coverage

Remove the check from the box Apply To

- Select the dependent(s) you need to terminate
- Enter Maintenance Reason Code from the drop down box
- Select the plan and enter the disenroll date
- Select Review
- Review the changes and select submit

Please note: Only select the dependent(s) you wish to terminate. DO NOT select the employee.

Employer Functions
Change Benefit Selection

Find the employee from the Employee List (*see Find an employee*)
- Click on employee name
- Select View Member Detail
- Select Benefit Maintenance
- Select Change Benefit Selection
- Select members changing benefits
- Select Maintenance Reason Code from the drop down menu
- Uncheck the box next to the current plan but do not change the already populated date
- Check the box in the second column titled terminate and enter the day before the new plan will be effective
- Select the box for the new plan and enter effective date
- Select review
- Click Review
- Review the information then click Submit

Employer Functions
Change an Employee's Information

To change information:

- Find the member/employee.

- Select the member/employee by clicking on their name.

- Select View Member Detail.

- Select Benefit Maintenance.

- Select either Update Address or Edit Member Information depending on what you need to change.

Employer Functions
Pay an Invoice Online

Select Pay My Premium from the home page or from the menu under Employer Services and follow the instructions on the page.

Employer Functions
Update User Information

- Select Employer Administration and click on User Information.

- On the User Information screen, enter any information you need to change and click Submit.

Employer Functions
Request List

This allows you to check the status of any requests you've made.

- Select Request List from the Enroll/Disenroll menu
- Enter search criteria if desired.
- Check the results below for information on the status of your requests.
- If the request status is Pending – Employer Group Admin, we need something from the group in order to continue processing.
- Selecting the request allows the user to view what we need
- If the request status is Denied, the user can also open the request to see why it was denied

Please note: Do not submit multiple requests as this will cause errors and delays in processing. If a request was submitted in error, please select "Contact the Health Plan" to have the original request denied prior to resubmitting the correct request.
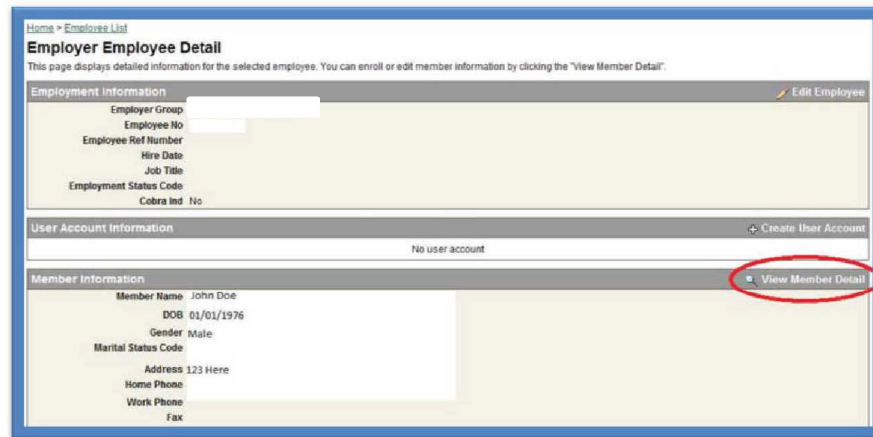
Employer Functions
Order an ID Card

You may order an ID card for your employee.

- From the Employer Employee Detail screen, select View Member Detail from the right side of the screen.
- Select Benefit Maintenance from the right side of the Member Detail screen.

1. From the Employer Employee Detail screen, select View Member Detail from the right side of the screen.

2. Select Benefit Maintenance from the right side of the Member Detail screen.

Employer Functions
Order an ID Card (cont.)

3. Select Request ID Card from the right side of the Member Benefit Maintenance screen.

- Select Request ID Card from the right side of the Member Benefit Maintenance screen.
- The next screen allows the user to Preview the ID card as well as request a copy to be mailed.

4. The next screen allows the user to **Preview** the ID card as well as request a copy to be mailed.

Helpful Information

Processing times may vary. Please allow up to three business days for changes to reflect online. For immediate or emergency requests, please email swhpgroupenrollment@sw.org

- We may pend transaction requests in order to obtain substantiating documentation in accordance with your contract. We require proof of a qualifying event, such as loss of other coverage and/or adding dependents due to marriage.

- If you upload documents, please do so in PDF format.

- We encourage you to review your Request List daily (see page 24). If your requested transaction does not appear in the Request List, it will not be sent to SWHP for processing. Please resubmit your request. If you experience technical problems or need assistance, please contact your account representative.

- Please let us know how the portal is working for you. Send any comments/questions to swhpgroupenrollment@sw.org