health net™

Online Enrollment and Billing

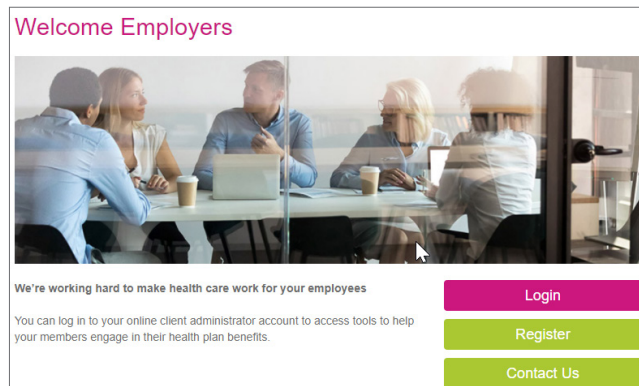## ADMINISTRATION WITH THE CLICK OF A BUTTON

HealthNetOregon.com

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 **www.healthnetoregon.com/employer**.

2   Select *Register*.

Welcome Employers

We're working hard to make health care work for your employees

You can log in to your online client administrator account to access tools to help your members engage in their health plan benefits.

Login

Register

Contact Us

3   You can choose 1 or 2 methods to sign up:

- **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.) OR

- **Enter the Group Policyholder ID number.**
  (Note: The Policyholder ID number must be 9 digits. Extra zero(s) must be added in front of the Policyholder ID number to equal 9 total digits.)

4   Select *No, please email me an Access Key*.

5   Click *Submit*.

1. Client Administrator   2. Request Access Key   3. Verification   4. Confirmation

Client Administrator

Register as a Client Administrator to grant website access privileges, assign Group Administrators and set communication preferences.

NOTE: Client Administrator registration involves verification by our dedicated team of Employer Support associates to protect the security of your financial information and the privacy of your employees' health information. Access key requests generally take 2 business days.

Please call 1-800-447-8812 to make any changes regarding your company's existing Client Administrator, VIP, Billing Contact, or Benefit Contact account on www.healthnet.com.

* Required field

* Group number:

* Do you have an Access Key?

◯ Yes, I have an Access Key:

⦿ No, please email me an Access Key.

* Enter Image Code (Below):

Image :

CANCEL   SUBMIT

6 Fill out all required information as indicated by the asterisks and highlighted areas.

7 Click *Submit*.

8 You will be asked to verify your information and click Submit again.

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

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.

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.

3 Then click *Submit* twice.

4 Follow the prompts to create a user account (create a user name and password, and select a Sign-in Seal).

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.

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.
- Make adjustments to your employee roster.
- Update your payment amount due (subject to verification).
- Disable/enable paper billing.

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 stop receiving paper bills by mail.

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 HNOregon_Enrollment@healthnet.com