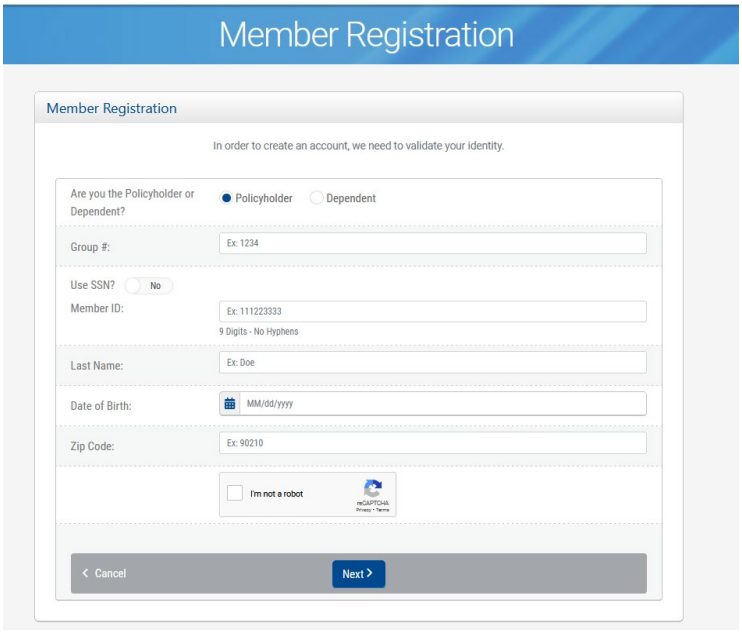
Auxiant®

Independent Solutions › Real Results

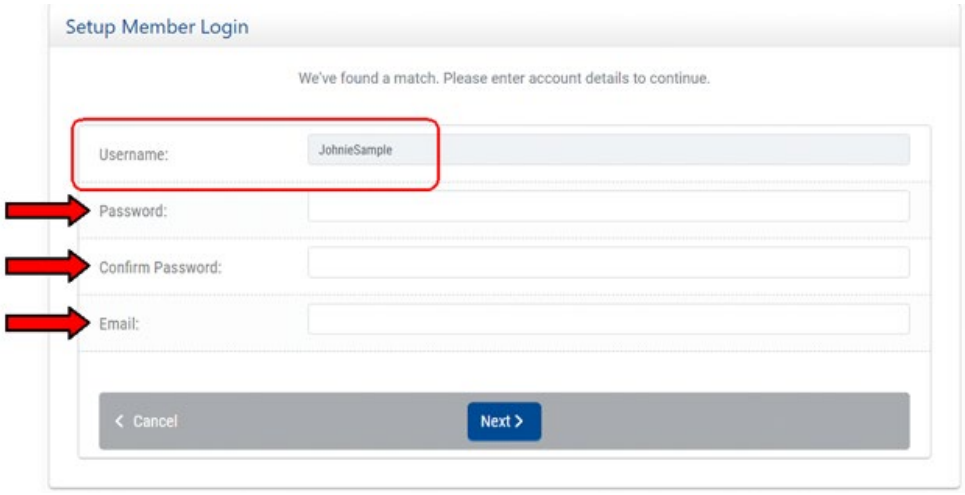
Member Website Guide

How to Register for a Member Account

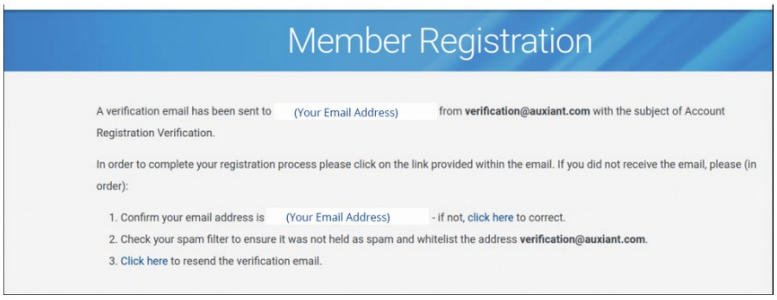
- Go to *www.auxiant.com* and select *Register* from the upper right-hand corner
- From the dropdown options, select *Plan Member Registration*
- Complete the *Member Registration* form
    - Identify if you are the policyholder (employee) or dependent (spouse or child)
    - Enter your Group Number (front of ID card)
    - Enter your Member ID (front of ID card)
        - Note: If you do not have your Member ID number, you can use your SSN instead (last 4 digits)- toggle “Use SSN?” to “Yes” if needed
    - Enter your Last Name, Date of Birth, and Zip Code



- On the next screen, create your username and password
    - Usernames require at least 3 characters and can only contain alphabetic, numeric, and hyphen or period characters
    - Passwords require a minimum of 8 characters and at least one letter, one number, and one “special character”
    - There are situations in which the system will automatically assign an individual with a username- if that is the case, you will see a username already pre-populated in the ‘Username’ field. At this point, you may continue by setting up a password and other information. Alternatively, if you do not have a pre-populated username, continue with the registration.

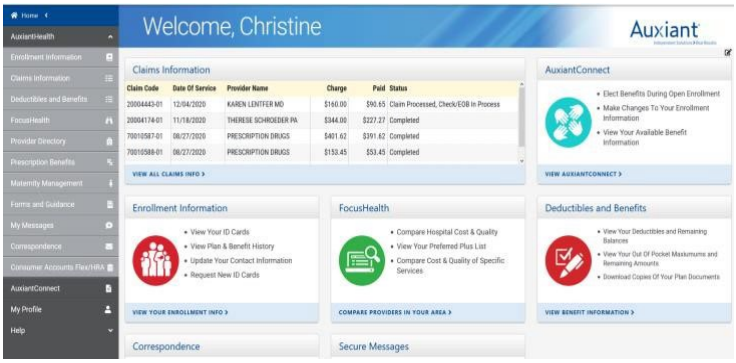


- Once you have completed registraiton, an email will be sent to you for verificaiton purposes

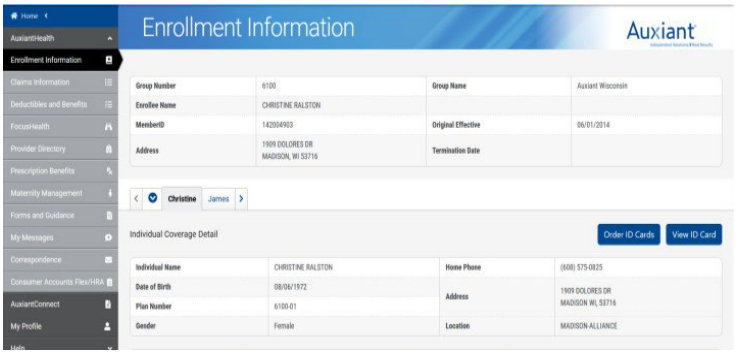


How to Access your Auxiant ID Card Online

- Sign into your member account at *www.auxiant.com*
- From the home screen, click on *Enrollment Information*



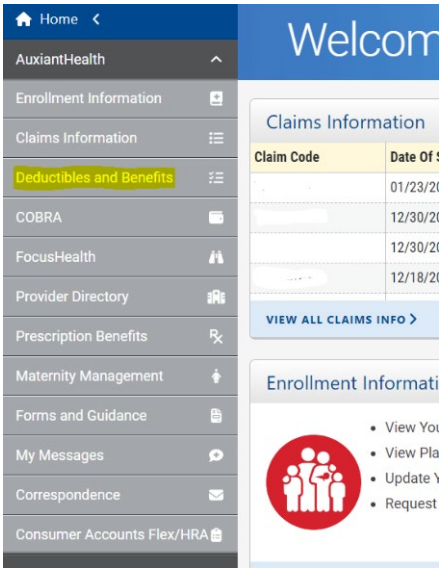
- Click on the button labeled *View ID Card*



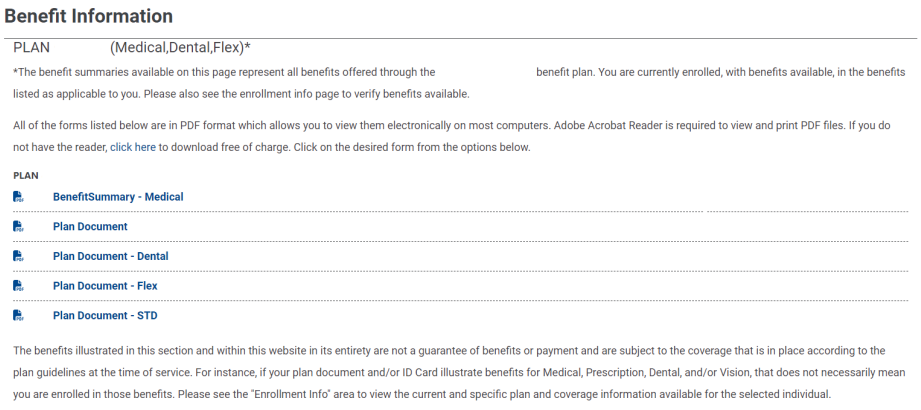
Your card can be viewed as a PDF file, or printed from our website. You can also order a replacement ID card by cliekcing on the button labeled “Order ID Cards”.

How to View your Plan's Benefits Online

- Sign into your member account at *www.auxiant.com*
- Click on *AuxiantHealth* on the left side of the screen, then click on *Deductibles and Benefits* from the dropdown menu



- Click Scroll to the bottom of the page for links to Plan Documents and benefit infomration



Benefit Information

PLAN (Medical,Dental,Flex)*

*The benefit summaries available on this page represent all benefits offered through the benefit plan. You are currently enrolled, with benefits available, in the benefits listed as applicable to you. Please also see the enrollment info page to verify benefits available.

All of the forms listed below are in PDF format which allows you to view them electronically on most computers. Adobe Acrobat Reader is required to view and print PDF files. If you do not have the reader, click here to download free of charge. Click on the desired form from the options below.

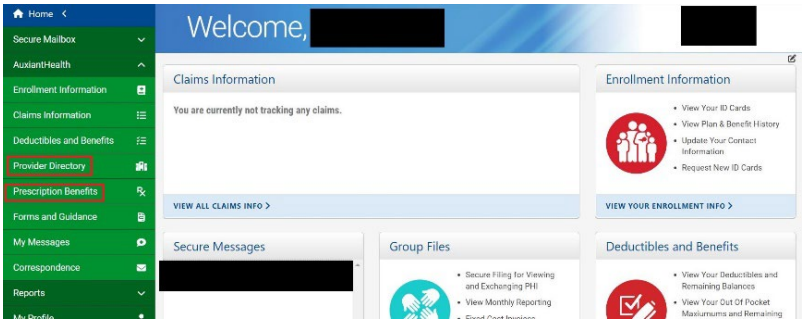
PLAN

- BenefitSummary - Medical
- Plan Document
- Plan Document - Dental
- Plan Document - Flex
- Plan Document - STD

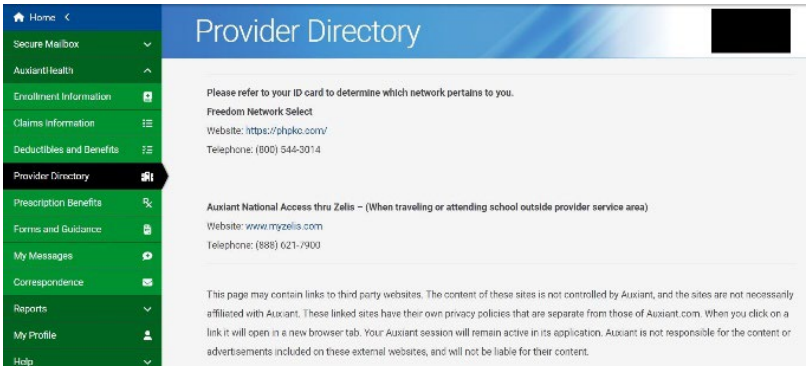
The benefits illustrated in this section and within this website in its entirety are not a guarantee of benefits or payment and are subject to the coverage that is in place according to the plan guidelines at the time of service. For instance, if your plan document and/or ID Card illustrate benefits for Medical, Prescription, Dental, and/or Vision, that does not necessarily mean you are enrolled in those benefits. Please see the "Enrollment Info" area to view the current and specific plan and coverage information available for the selected individual.

Locating Provider Search Links and Phone Numbers

- Sign into your member account at *www.auxiant.com*
- Click on *AuxiantHealth* on the left side of the screen, then click on *Provider Directory* from the dropdown menu
    - For PBM infomraiton, click on *Prescription Benefits*

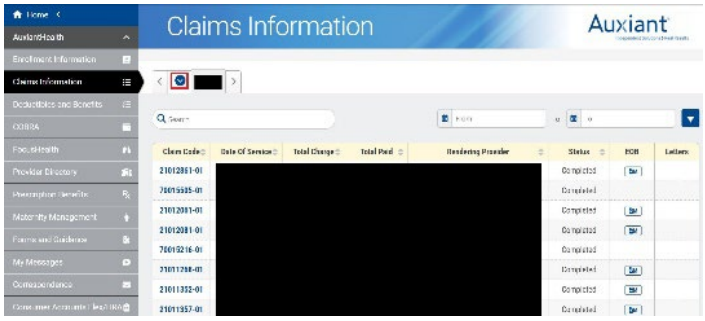


- The next page will display a link to the Plan's online network search portal, as well as network phone numbers

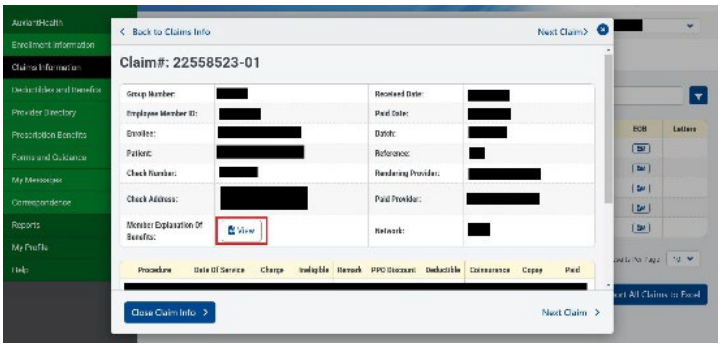


How to View Claims

- Sign into your member account at *www.auxiant.com*
- Click on *AuxiantHealth* on the left side of the screen, then click on *Claims Information* from the dropdown menu
- Your information will default to show on the scrren- to view claims information on dependents, use the dropdown arrow

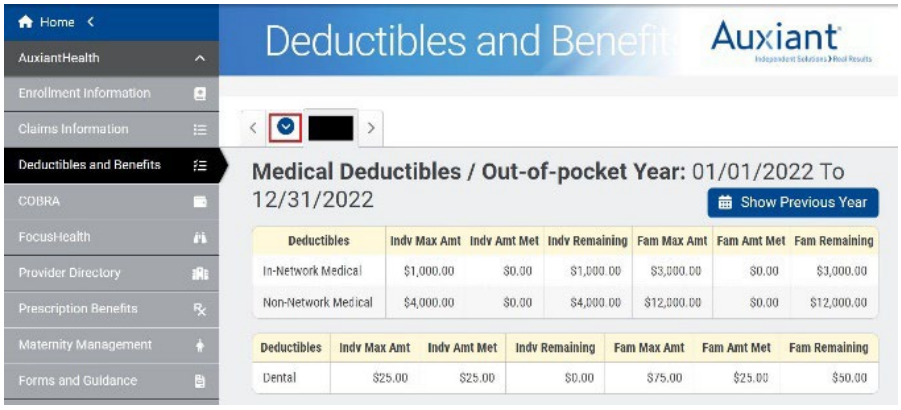


- The Locate the claim you would like to check the status of by looking at the date of service, total charge, and provider information
- Once you locate the claim you would like to check the status of, click on the claim number for more informaiton and an opportunity to view the claim's Explanation of Benefits

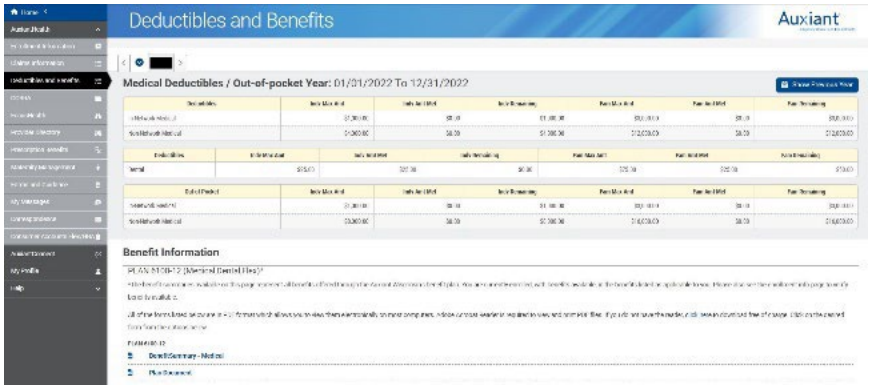


Checking Deductible and Out-Of-Pocket

- Sign into your member account at *www.auxiant.com*
- Click on *AuxiantHealth* on the left side of the screen, then click on *Deductibles and Benefits* from the dropdown menu
- Your information will default to show on the scrren- to view deductible and out-of-pocket information on dependents, use the dropdown arrow

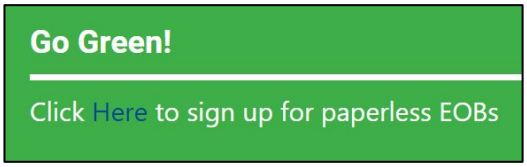


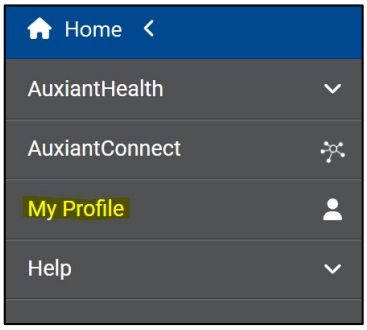
- Click Deductible and out-of-pocket information is displayed on the top half of the page, while links to benefit summaries and Plan Documents are available on the bottom half of the page



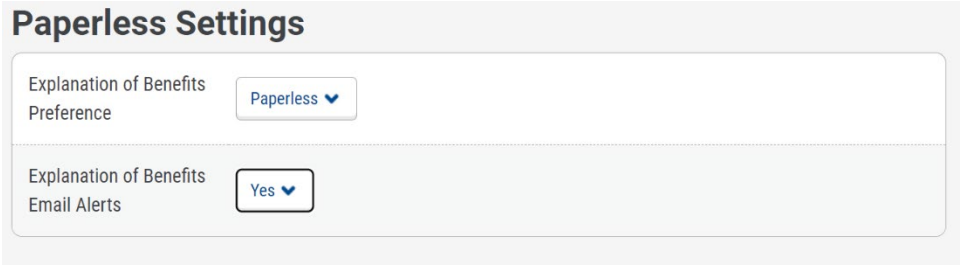
Enrolling in Paperless Delivery for EOBs

- Sign into your member account at *www.auxiant.com*
- Enroll in paperless delivery for EOBs by doing one of the following:
  - Click on the link on the banner on your Auxiant home screen
  - Click on *My Profile* on the left side of the screen



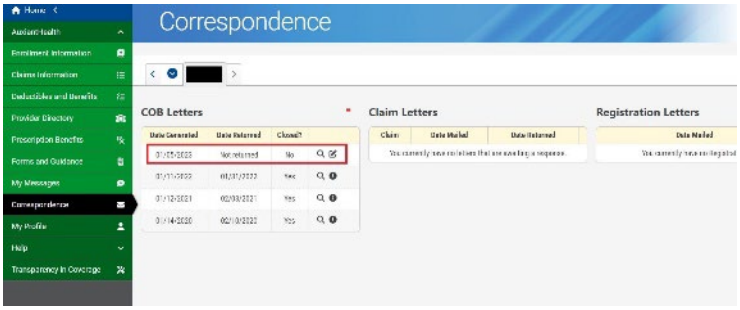


- Scroll to the bottom of the page to *Paperless Settings* and click on the dropdown to select *Paperless*
- A second dropdown box will appear that will allow you to choose whether or not you would like to receive an email notificaiton whenever a new EOB is available
- Click on *Save* to finalize your enrollment in paperless EOBs



How to Respond to a COB Letter Online

- Sign into your member account at *www.auxiant.com*
- Click on *AuxiantHealth* on the left side of the screen, then click on *Correspondence* from the dropdown menu
- Your information will default to show on the scrren- to view correspondence for dependents, use the dropdown arrow
- Locate your outstanding COB letter- it will list *No* under the column labeled *Closed?*



- Click on the pencil icon to fill out your Coordination of Benefits letter and click *Submit*