Online Enrollment *and* Billing

Administration with the click of a button

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Health Net

Health Net®

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

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

Enrollment management

At **www.healthnet.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, including but not limited to:

- SSN
- 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 so you don't have to repeat data entry when reinstating coverage.

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

Billing

View and pay your bills online, anytime.

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.

Please note, groups that enroll through Covered California™ for Small Business (CCSB):

- Will not have the "Pay My Bill" tab available. Bills must be paid through the Exchange.
- Will only have viewing privilege on the "Manage Enrollment" tab. Any changes must be submitted through the Exchange.

Hassle-free payments

Paying your bills at www.healthnet.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 even have the ability to nickname your account and then simply select your payment method in the future. And you can go in and update your account whenever you want.

Plus, check on transaction status, get bill notices via email and stop receiving paper bills by mail.

Reporting

Reports. We all have to do them, but www.healthnet.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 even send you a notification when your report is ready. Simply select this option when generating your report (enter your email address in the space provided and check that box).

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

Managing your account

You're in the driver's seat when it comes to setting up and managing access to www.healthnet.com. We give you control over who accesses billing and enrollment information in your company.

Here's a quick overview of the different account types available to our employers at www.healthnet.com.

Group administrator

One primary client administrator is chosen by the employer at initial enrollment. Primary client administrators will receive an email that includes a registration "key" and instructions for registering at www.healthnet.com. Primary client administrators may choose a secondary client administrator as well as create delegate user accounts.

Secondary client administrator

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

Delegate user

Access to the application functionality and notification preferences is based on what was granted by the group administrators. A third party administrator is an example of a delegate user.

With online enrollment and billing, you can:

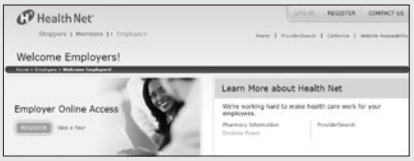
- Enroll employees and dependents.
- Cancel and reinstate coverage.
- Pay bills online and schedule payments.
- Manage multiple payment options.
- Run billing and enrollment reports.
- Make plan changes for Open Enrollment.

How to get started

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

❶ Go to **www.healthnet.com/employer.**

❷ Select *Register*.



❸ You can choose 1 of 2 methods to sign up:

- Enter the **Group ID number.** (**Note:** 6 characters with numbers and letters can be found on your invoice. 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 number to equal 9 total digits.)

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

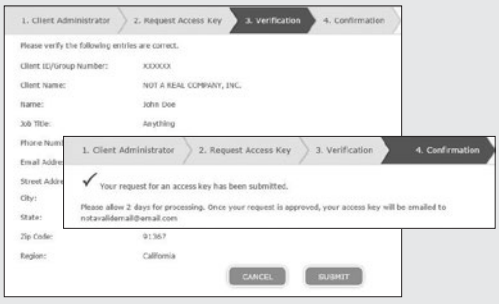
❺ Click *Submit.*

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

❼ Click *Submit.*

❽ 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 2 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.

For a brief tour of the Health Net Employer Portal, click on the *Take a Tour* link. It won't take long, we promise.

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!

Questions? **You may contact the Account Services Unit at 1-800-547-2967, option 0.**

Log in today and start taking care of your Health Net business smarter, faster and easier with online enrollment and billing.

We're here to help

Our dedicated team of professionals are here to support you:

- In California, customers can call:
  Small Business Group:
  1-800-224-8808, option 3
- All other group sizes in California:
  1-800-909-6362
- Oregon and Washington customers can call 1-800-547-2967, option 4.

Or go online to www.healthnet.com and click on *Contact Us*.

For groups in California who enrolled through Covered California for Small Business (CCSB), go to www.CoveredCA.com.

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