



# ONLINE ELIGIBILITY & ENROLLMENT PORTAL

PRESENTED BY  
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# OVERVIEW OF

- Accessing the Portal
  - Where to find it
  - How to login the first time
- Portal Functions:
  - View Enrollment
    - Employee & Dependent Enrollment
    - Employee Demographics
- Download Monthly Invoices



# WHERE TO ACCESS THE PORTAL

Benefits.Schoolcare.org

- Member Care will send a monthly email notifying groups that the invoices are ready to access.
- In the email, there will be a direct link to the portal.
- First time logging in, to create a password, click on “Recover Password”

The screenshot shows the 'Account Login' page for SchoolCare Health Benefit Plans. At the top right, there is a logo for '25+ YEARS SERVING NH SCHOOLCARE HEALTH BENEFIT PLANS'. Below the logo is a navigation bar with links for 'HOME', 'CONTACT US', and 'LOG IN'. The main content area is titled 'Account Login' and contains a form with the following elements:

- A 'Username' input field with a user icon on the right.
- A 'Password' input field with a lock icon on the right.
- A 'Sign in' button with a right-pointing arrow.
- Below the form, there are three links: 'Don't have an account yet? Sign Up', 'Forgot your password? Recover Password', and 'Forgot your username? Recover Username'. A green arrow points to the 'Recover Password' link.

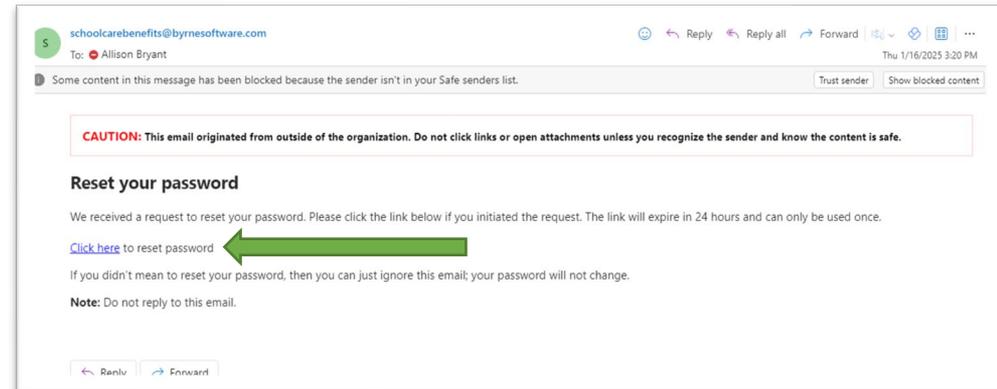
# FIRST TIME LOGIN

## Recover Password

- After you click on “Recover Password” you will be prompted to enter your email address.
- Enter your employer email – an account has already been created for you using your employer email
- Check your email and click the link to reset password
- Username: is the initial of your first name and your full last name
  - Example: John Smith = JSmith



The screenshot shows the SchoolCare Health Benefit Plans website. At the top right, there is a logo for '25+ YEARS SERVING NH SCHOOLCARE HEALTH BENEFIT PLANS'. Below the logo, there are navigation links for 'HOME', 'CONTACT US', and 'LOG IN'. The main content area is titled ':NHSCC' and has a 'Forgot Password' link. Below this, there is a form with a text input field labeled 'Email Address' and a button labeled 'Email Link'. A green arrow points to the 'Email Address' field.



# BEST PRACTICES FOR PORTAL SECURITY

## Creating a Secure Password

- The portal contains PII, personally identifiable information; Due to HIPPA, each administrator will need their own log in.
- Any time there is a new hire or termination of an administrator, please inform Member Care; we will inactivate or create new log ins, as necessary.
- When creating a new password, it is vital to create a secure password. This will ensure that employee's records are safe.



## Tips for choosing a secure password

**Minimum of 12 characters in length**

**Unique combination of upper and lowercase letters, numbers and symbols.**

- ✓ Avoid using sequential numbers, symbols or letters
- ✓ Use different passwords for every login

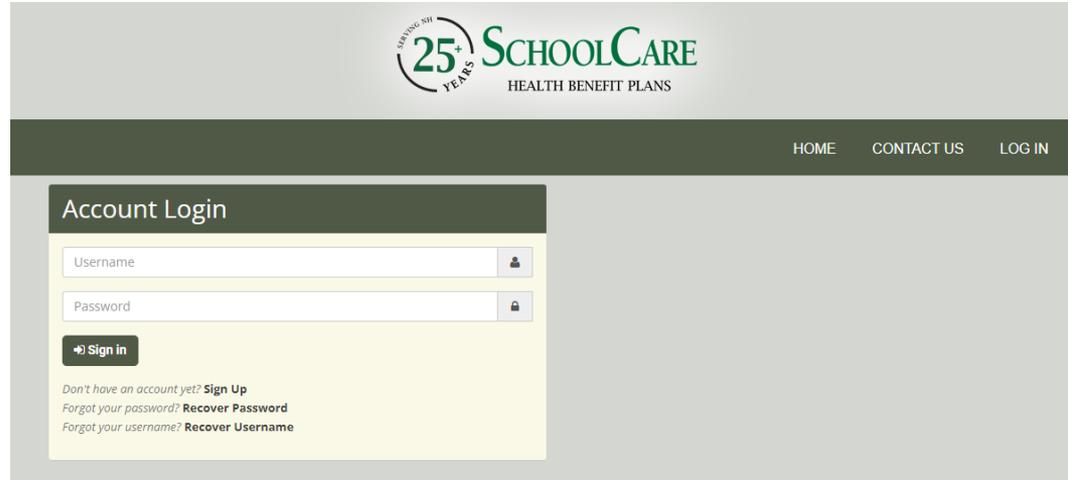
**Avoid using names or words found in the dictionary**

- ✓ It's recommended to pick a word and deliberately misspell it.

# WHERE TO ACCESS THE PORTAL

Benefits.Schoolcare.org

- Once you have created a password, you can log in by entering your Username
  - Username: is the initial of your first name and your full last name
  - Example: John Smith = Jsmith
- Enter your new password



The screenshot shows the 'Account Login' page for SchoolCare Health Benefit Plans. At the top right, there is a logo for '25+ YEARS SERVING NH SCHOOLCARE HEALTH BENEFIT PLANS'. Below the logo, there are navigation links for 'HOME', 'CONTACT US', and 'LOG IN'. The main content area features a 'Sign in' button and three links: 'Sign Up', 'Recover Password', and 'Recover Username'.

# PORTAL FUNCTIONS – SEARCH IN ENROLLMENT

## Find Employee

- Home page defaults to Enrollment
- Search for an employee by:
  - Last Name or
  - SSN
- Click Find
- Company (Group) use the dropdown if you are a multi-employer group

The screenshot shows the 'Enrollment' search interface. The search filters panel includes the following fields and options:

- Family ID: Find by Family ID
- Last Name: (circled in green)
- First Name: Find by first name
- SSN: Find by SSN (circled in green)
- Form Status: dropdown menu
- Company: New Hampshire dropdown menu
- Active Only: checked checkbox
- Page Size: 15 dropdown menu
- Find: button (circled in green)

# PORTAL FUNCTIONS - ENROLLMENT

## Find Employee

- By selecting the highlighted employee's name, you will be able to view their benefits.

The screenshot shows the 'Enrollment' portal interface. On the left is a 'Search Filters' sidebar with the following options:

- Family ID: Find by Family ID
- Last Name: brochu
- First Name: Find by first name
- SSN: Find by SSN
- Form Status: [Dropdown]
- Group: --ALL--
- Active Only
- Page Size: 15

At the bottom of the sidebar is a 'Find' button. The main area displays a table with the following data:

Company Name	Affiliation	Family Id	Member Name ^	Family
New Hampshire...	SAU 53 Office...	111-11-1111	<b>Demo, Employee 1</b>	<a href="#">View (3)</a>
New Hampshire...	SAU 53 Office...	222-22-2222	Demo, Employee 2	<a href="#">View (4)</a>

# PORTAL FUNCTIONS - ENROLLMENT

## View Employee Plans

- Once you select the employee's name, you will see all plans attached to the employee (medical, dental, vision)
- Click the "arrows" to see the dependents enrolled under each plan

The screenshot displays the 'Enrollment' portal interface. On the left, there are search filters for Family ID, Last Name, First Name, SSN, Form Status, Company, and Page Size. The main area shows 'Current Enrollments for Demo, Employee 1' as of 01/17/2022. A table lists three enrollment records, each with a 'Two Party' description and a small icon circled in green. Below the table is an 'Enrollment Form History' section which is currently empty.

Parent Name	Product	Effective Date	Description
Demo Employer- Active	DPO 1 - DP01	08/01/2020	Two Party
Covered Entities: * Demo, Employee 1 - Primary * Demo, Employee 2 - Spouse		Employer Rate: \$88.06 Last Changed By: amartel Last Changed: 7/24/2020 10:53:31 AM	
Demo Employer- Active	GREEN - SHMO	08/01/2020	Two Party
Covered Entities: * Demo, Employee 1 - Primary * Demo, Employee 2 - Spouse		Employer Rate: \$2,224.00 Last Changed By: amartel Last Changed: 7/24/2020 10:53:32 AM	
Demo Employer- Active	VISION	08/01/2020	Two Party
Covered Entities: * Demo, Employee 1 - Primary * Demo, Employee 2 - Spouse		Employer Rate: \$7.90 Last Changed By: amartel Last Changed: 7/24/2020 10:53:31 AM	

# PORTAL FUNCTIONS - DEMOGRAPHICS

## View Employee & Dependents

- By selecting “View”, you will be able to see all covered lives under the employee.

The screenshot displays the 'Enrollment' portal interface. On the left, there is a 'Search Filters' sidebar with the following options:

- Family ID: Find by Family ID
- Last Name: brochu
- First Name: Find by first name
- SSN: Find by SSN
- Form Status: [Dropdown]
- Group: --ALL-- [Dropdown]
- Active Only
- Page Size: 15 [Dropdown]

At the bottom of the sidebar is a 'Find' button. The main area shows a table with the following data:

Company Name	Affiliation	Family Id	Member Name ^	Family
New Hampshire...	SAU 53 Office...	111-11-1111	Demo, Employee 1	<a href="#">View (3)</a>
New Hampshire...	SAU 53 Office...	222-22-2222	Demo, Employee 2	<a href="#">View (4)</a>

The 'View (3)' and 'View (4)' links in the 'Family' column are circled in green.

# PORTAL FUNCTIONS - DEMOGRAPHICS

## View Demographics

- Click “Edit” to view:
  - Address
  - Employer
  - Gender
  - SSN
  - Date of Birth
  - Phone Number

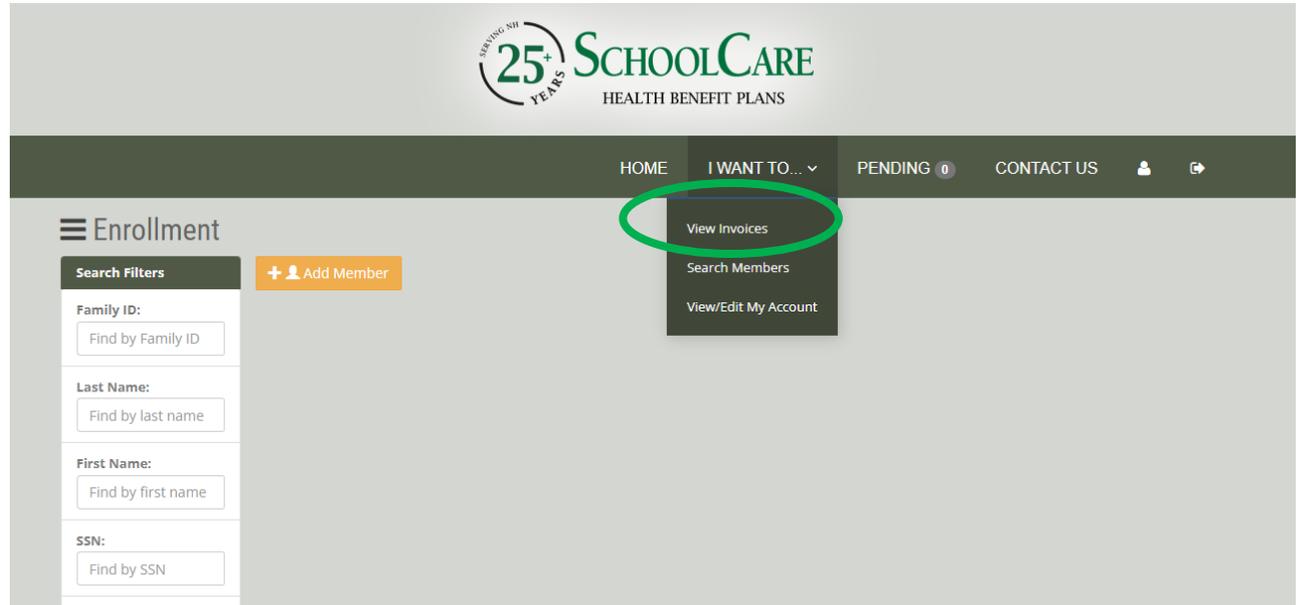
Enrollment

Search Filters	Org Name	Full Name	Seq #	Gender	Birth Date	Enrollee Type	Hire Date	
Family ID: <input type="text" value="Find by Family ID"/>	SAU 53 Office-Active	Demo, Employee 1 - Employee		Female	05/28/1970	Primary	07/01/2014	<a href="#">Edit</a>
Last Name: <input type="text" value="brochu"/>	SAU 53 Office-Active	Demo, Employee 1 - Spouse		Male	04/05/1969	Spouse	No Current Affiliation	<a href="#">Edit</a>
First Name: <input type="text" value="Find by first name"/>	SAU 53 Office-Active	Demo, Employee 1 - Child		Female	03/09/2007	Dependent	No Current Affiliation	<a href="#">Edit</a>
SSN: <input type="text" value="Find by SSN"/>								<a href="#">← Back</a>
Form Status <input type="text" value=""/>								
Group: <input type="text" value="--ALL--"/>								
<input checked="" type="checkbox"/> Active Only								
Page Size: <input type="text" value="15"/>								
<input type="button" value="Find"/>								

# PORTAL FUNCTIONS - INVOICES

## View Monthly Invoice

- Use the “I WANT TO” drop-down menu to view Invoices



# PORTAL FUNCTIONS - INVOICES

## View Monthly Invoice

- Most recent invoice(s) available as PDF
- Can also be exported as Excel
- Full history of invoices available, just select your date range

Filters | View As | Currently viewing: Client Admin

Doc Status: Final

Date Range: 05/21/2024 - 08/21/2024

Doc #: 0

View Report

Quotes and Invoices | Page Size: 10

Doc #	Doc Date	Billed Entity	Doc Type	Doc Status	Doc Amount	
<input type="checkbox"/>	367921	06/17/2024	Demo Employer	Standard Invoice	Final	111,966.75
<input type="checkbox"/>	367922	06/17/2024	Demo Employer	Standard Invoice	Final	7,528.23
<input type="checkbox"/>	367923	06/17/2024	Demo Employer	Standard Invoice	Final	41,801.84
<input type="checkbox"/>	367924	06/17/2024	Demo Employer	Standard Invoice	Final	126,357.60

Export to Excel

Page 1 of 28. 1 2 3 4 5 6 7 8 9 10 ... > >>

# PORTAL FUNCTIONS- INVOICES

## Monthly Invoice

- Click on PDF icon to download PDF

<b>Bill To</b>	<b>Invoice #367921</b>			<b>Billers</b>
Demo Employer	<b>Invoice Date</b>	<b>Coverage Period</b>	<b>Due Date</b>	NH School Health Care Coalition 370 Harvey Road, Suite 4 Manchester, NH 03103
	06/17/2024	07/01/2024 - 07/31/2024	07/01/2024	
<b>Send Payments To</b>	<b>Terms and Conditions</b>			<b>Billers Contact</b>
370 Harvey Road, Suite 4 Manchester, NH 03103	Please Pay Promptly			SchoolCare - Member Care 1-800-562-5254
<b>Make Check Payable To</b>				<b>Invoice Total</b>
N.H. School Health Care Coalition				\$111,966.75

Account Summary		
05/14/2024	Beginning Balance	\$148,131.65
05/28/2024	Receipt 366021: Check 136301	-\$148,131.65
06/17/2024	Standard Invoice 367921	\$111,966.75
Ending Account Balance:		\$111,966.75

# PORTAL FUNCTIONS- CHANGE PASSWORD

## Password

- Click on the icon in the upper right corner

The screenshot displays the SchoolCare Health Benefit Plans portal. At the top, the logo features 'SERVING NH 25+ YEARS SCHOOLCARE HEALTH BENEFIT PLANS'. The navigation bar includes 'HOME', 'I WANT TO... ▾', 'PENDING 0', and 'CONTACT US' with a user profile icon circled in green. Below the navigation, the user is identified as '::NHSCC' with links for 'Home' and 'Account Details'. The 'Account Details' section is highlighted with a dark header and contains the following fields:

User Name:	...
Password:	Change Password
Email:	...@...org
Full Name:	View Family Members
Address:	...
Phone:	...

# PORTAL FUNCTIONS- LOGOUT

## Logging out

- Click on the icon in the upper right corner





## NEXT PHASE

- Portal Functions:
  - Ability to Edit
    - Employee Demographics
    - Employee & Dependent Enrollment
      - Name changes, life events, new hires & terminations