COMMON GROUND **GROUND**

HEALTHCARE COOPERATIVE

COMMON GROUND HEALTH CARE
EMPLOYER PORTAL
QUICK TIPS

262-247-8050 • commongroundhealthcare.org

WELCOME and THANK YOU!

Thank you for choosing **Common Ground Healthcare Cooperative** for your business' health insurance needs. This brochure will provide tips for managing your plan.
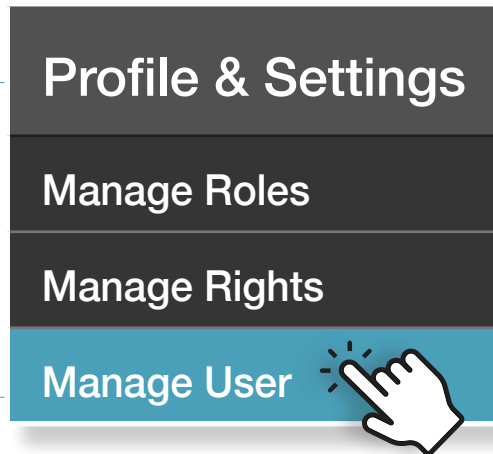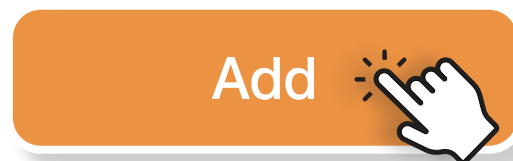
Table of Contents

HOW TO ADD GROUP ADMINISTRATORS

1. Log into your **Employer Portal**.

2. From **PROFILE & SETTINGS** at the top dashboard, go to **MANAGE USER**.

Profile & Settings
Manage Roles
Manage Rights
Manage User

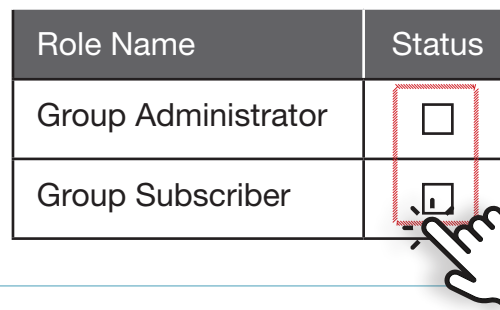3. To **ADD A GROUP ADMIN**, select the **ADD** button.

Add

4. To edit existing users, select **VIEW/EDIT** next to the name of the user.

	Name
View/Edit	Allison Smith

5. Update information in user information fields and select/deselect the role(s), as needed.

Role Name	Status
Group Administrator	☐
Group Subscriber	☐

6. Select the **SAVE** button.

VIEWING INVOICES

1. Log into your **Employer Portal**.

Billing Help	Material
Billing Statement	
Payment Options	
Transactions History	
Group Payments	

2. From **BILLING** at the top dashboard, go to **BILLING STATEMENTS**.

3. You can then view invoices by clicking on the hyper-linked **INVOICE NUMBERS**.

Billing Statements

Invoice Number	Type	Dates
2663988	SG Monthly	01/01/2020
2697557	SG Monthly	02/01/2020

MAKING A ONE-TIME PAYMENT

1 Log into your **Employer Portal**, from `BILLING` at the top dashboard, go to `PAYMENT OPTIONS`.
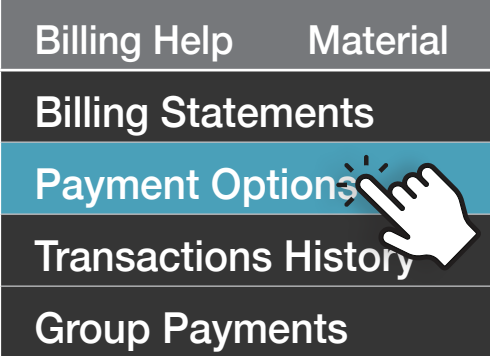
Billing Help   Material

Billing Statements

Payment Options

Transactions History

Group Payments

2 Select the appropriate check box for payment. Then select the `PAY NOW` button.

Group ID:	WIFX5555-5555
Group Name:	Hawkins Consulting
Billing Month:	September 21
Due Date:	08/28/2021

I want to pay *(select and option below)*

☐ Outstanding Balance $1,385.30
☐ Monthly Premium $1,970.33

Note: e-check will be posted to your bank account within 2-3 days whereas

Pay Now

HOW TO SET-UP RECURRING PAYMENTS

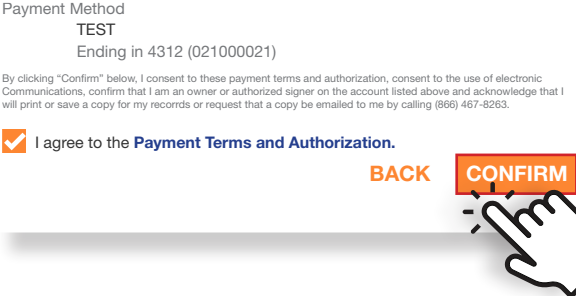**1** Log into your **Employer Portal**, from `BILLING` at the top dashboard, go to `PAYMENT OPTIONS`.

Billing Help	Material
Billing Statements	
Payment Options	
Transactions History	
Group Payments	

2 Under the `SET UP RECURRING PAYMENT` heading, select the `CLICK TO ENTER PAYMENT METHOD` button.

Click To Enter Payment Method

3 Enter in the automatic payment method information and then hit `NEXT`.

4 Be sure to `AGREE` to the terms and authorization, then click `CONFIRM` to complete the automatic payment.

Payment Method
   TEST
   Ending in 4312 (021000021)

By clicking "Confirm" below, I consent to these payment terms and authorization, consent to the use of electronic Communications, confirm that I am an owner or authorized signer on the account listed above and acknowledge that I will print or save a copy for my recorrds or request that a copy be emailed to me by calling (866) 467-8263.

☑ I agree to the **Payment Terms and Authorization.**

BACK   **CONFIRM**

HOW TO DOWNLOAD A TEMPORARY ID CARD

1 Log into your **Employer Portal**.

Employee Roster
View Roster
Add Employee
Enrollment History

2 From **EMPLOYEE ROSTER**, at the top dashboard, select **VIEW ROSTER**.

3 Select the box next to the applicable employee.

	Issuer Subscriber ID	Employee Name	Coverage Type
☑	2225551212	Allison Smith	Employee

4 Click on hyper-linked **DOWNLOAD TEMPORARY CARD** right above the employee names.

+ Add Employee | Print Benefits Summary | Export Census Data | ID Card Request | Download Temporary Card

5 A .pdf of your card will then be downloaded for use.

HOW TO REQUEST A NEW ID CARD

1   Log into your **Employer Portal**.

2   From **EMPLOYEE ROSTER**, at the top dashboard, select **VIEW ROSTER**.

3   Select the box next to the applicable employee.

☐	Issuer Subscriber ID	Employee Name	Coverage Type
☑	2225551212	Allison Smith	Employee

4   Click on hyper-linked **ID CARD REQUEST** right above the employee names.

+ Add Employee | Print Benefits Summary | Export Census Data | ID Card Request | Download Temporary Card

5   From the pop-up box, select a reason from the drop-down menu. Then select the **REQUEST ID CARD** button.
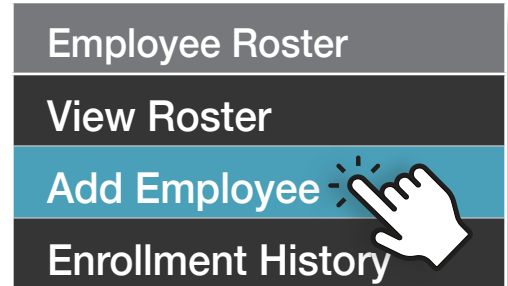
Request ID Card

HOW TO ADD AN EMPLOYEE

1 Log into your **Employer Portal**.

2 From **EMPLOYEE ROSTER** at the top dashboard, select **ADD EMPLOYEE** .

> Employee Roster
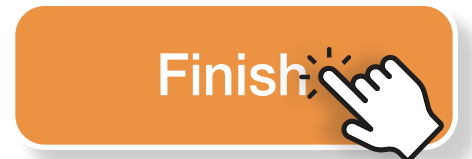> View Roster
> **Add Employee**
> Enrollment History

3 Complete the employee information, if the employee is eligible due to a qualifying event, select the **REASON** and **EVENT DATE** , then upload proof of the qualifying event. Select the **NEXT** button at the bottom.
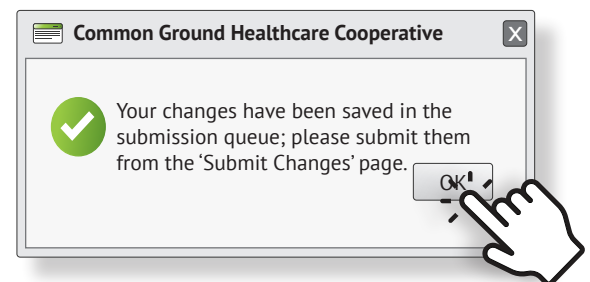
> Next

4 Fill out the Acceptance and Signature information on the next page and then select the **FINISH** button.

Depending on the changes you made, you may be prompted to **SUBMIT YOUR CHANGES** , via a pop-up box

If so, at the top dashboard under **MANAGE GROUP** , select **SUBMIT CHANGE** .

Click the check box next to the change you want to submit and click **SUBMIT** .

> Finish

> **Common Ground Healthcare Cooperative** ☒
>
> ✓ Your changes have been saved in the submission queue; please submit them from the 'Submit Changes' page.
> OK

HOW TO EDIT A COMPANY ADDRESS

1. Log into your **Employer Portal**.

2. From **MANAGE GROUP** at the top dashboard, select **EMPLOYER PROFILE**.

Manage Group
Employer Profile
Rates History
Eligibility Requirements
Contributions
Notifications
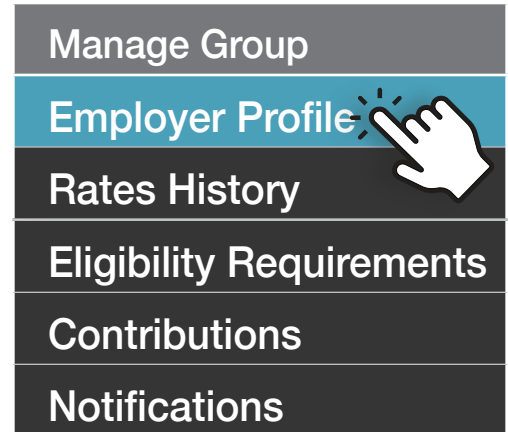
3. Under **ADDRESS INFORMATION**, select the **PENCIL AND PAPER** icon for the type(s) of address(es) you need to edit.

Address Information

	Address Type	Street Address
✎	Corporate	255 N. 10th Street #205
✎	Billing	255 N. 10th Street #205
✎		219 Poteet Rd. Se

4. Complete the address fields, then select the **VERIFY** button.

Verify

5. Once you see the validated address, select the **SAVE** button.

   Note: If the "validate your address" error is still displaying after you validated the address is correct, click **IGNORE** and **SAVE**

HOW TO CHANGE EMPLOYEE DEMOGRAPHICS

1   Log into your **Employer Portal**.

2   From **EMPLOYEE ROSTER** at the top dashboard, select **VIEW ROSTER** .

Employee Roster
View Roster
Add Employee
Enrollment History

3   Click on the hyper-linked employee name

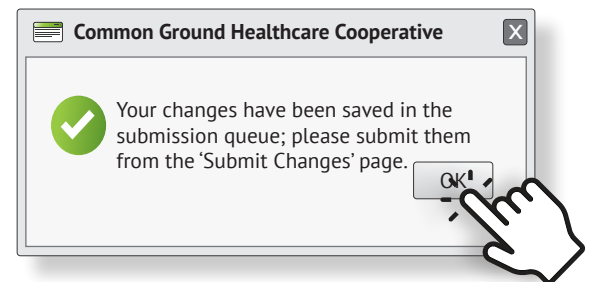| ☐	Issuer Subscriber ID	Employee Name	Coverage Type
☑	2225551212	Allison Smith	Employee

4   Click **EDIT PROFILE** in the upper right of the blue box.

5   Update the employee demographic fields, as needed.

6   Select a reason from the **DROP DOWN** and the **EVENT DATE** that the change needs to take place. Then click **SAVE** .

7   Scroll to the bottom and select the **NEXT/SUBMIT** button.

8   Fill out the Acceptance and Signature information on the next page and then select the **FINISH** button.

Depending on the changes you made, you may be prompted to **SUBMIT YOUR CHANGES** , via a pop-up box

If so, at the top dashboard under **MANAGE GROUP** , select **SUBMIT CHANGE** .

Click the check box next to the change you want to submit and click **SUBMIT** .

Finish

Common Ground Healthcare Cooperative   [X]

Your changes have been saved in the submission queue; please submit them from the 'Submit Changes' page.

OK

HOW TO REMOVE AN EMPLOYEE

1 Log into your **Employer Portal**.

Employee Roster
View Roster
Add Employee
Enrollment History

2 From **EMPLOYEE ROSTER** at the top dashboard, select **VIEW ROSTER**.

3 Click on the hyperlinked Employee Name

	Issuer Subscriber ID	Employee Name	Coverage Type
☑	2225551212	Allison Smith	Employee

4 Click on **EDIT PROFILE** in the upper right of the blue box. Change Coverage Status to **TERMINATED** via the dropdown.
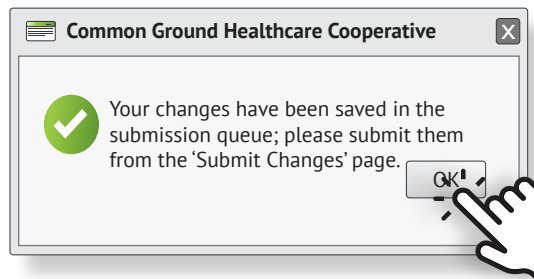
5 Select a reason from the **DROP DOWN** and the **EVENT DATE** that the change needs to take place. Then click **SAVE**.

6 Scroll to the bottom and select the **NEXT/SUBMIT** button.

7 Depending on the changes you made, you may be prompted to **SUBMIT YOUR CHANGES**, via a pop-up box

If so, at the top dashboard under **MANAGE GROUP**, select **SUBMIT CHANGE**.

Click the check box next to the change you want to submit and click **SUBMIT**.
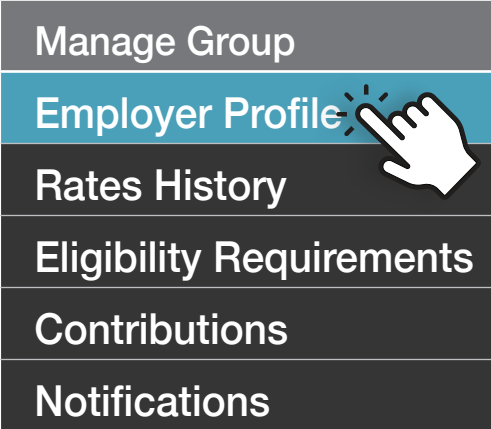
Common Ground Healthcare Cooperative ☒

Your changes have been saved in the submission queue; please submit them from the 'Submit Changes' page. **OK**

HOW TO CANCEL THE POLICY

1. Log into your **Employer Portal**.

2. From **MANAGE GROUP** at the top dashboard, go to **EMPLOYER PROFILE**.

   | Manage Group |
   | Employer Profile |
   | Rates History |
   | Eligibility Requirements |
   | Contributions |
   | Notifications |

3. Scroll to the bottom and select the **TERMINATE POLICY** button.

   Terminate Policy