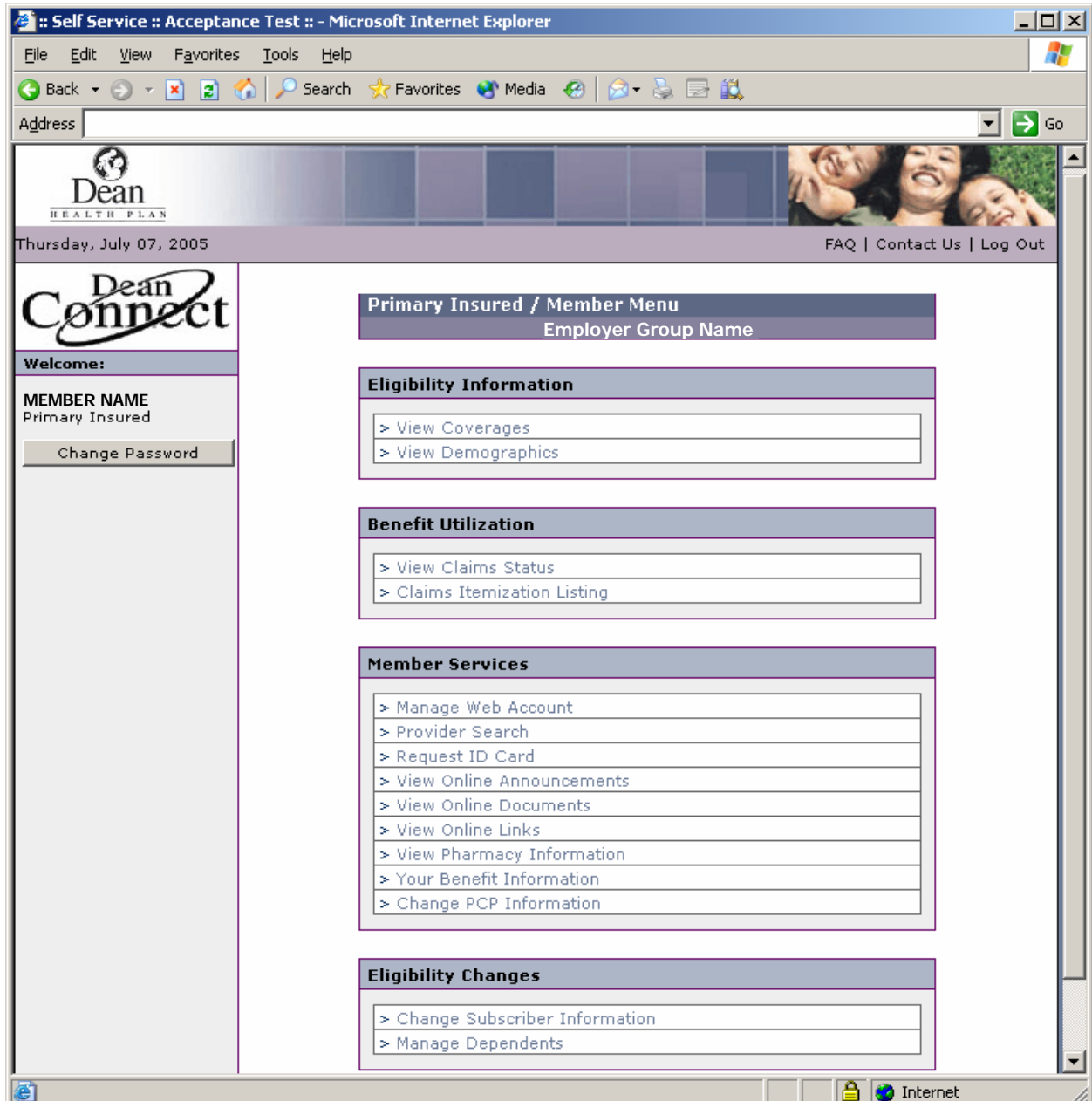


# Member Portal

Welcome to the DeanConnect Member Portal!

Please see below for brief descriptions of the tools available to help you better understand and manage your healthcare coverage.



## Eligibility Information

View Coverages	<ul style="list-style-type: none"> <li>View current and historical (up to three years) benefit and coverage information for the selected member or subscriber</li> </ul>
View Demographics	<ul style="list-style-type: none"> <li>View current demographic information for the selected member or subscriber</li> </ul>

# Member Portal

## Benefit Utilization

View Claims Status	<ul style="list-style-type: none"> <li>• Search by date range and/or claim status to access detailed claims information and EOBs with a service date within the previous 60 days</li> <li>• A total of 18 months of history is available.</li> </ul>
Claims Itemization Listing	<ul style="list-style-type: none"> <li>• Create an itemized list of all claims for a selected date range with grand totals</li> </ul>
View Referrals/Authorizations	<ul style="list-style-type: none"> <li>• View status and details of referrals and authorizations that have been submitted to DHP</li> </ul>

## Member Services

Manage Web Account	<ul style="list-style-type: none"> <li>• Manage web information such as user ID, password, and email address</li> </ul>
Provider Search	<ul style="list-style-type: none"> <li>• Search the <a href="http://www.deancare.com">www.deancare.com</a> provider directory</li> </ul>
Request ID Card	<ul style="list-style-type: none"> <li>• Submit a request to DHP to process a new ID card for the selected member(s)</li> <li>• Generate and print the Eligibility Verification form for immediate proof of insurance eligibility</li> </ul>
View Online Announcements	<ul style="list-style-type: none"> <li>• View member announcements provided by DHP and the employer group</li> </ul>
View Online Documents	<ul style="list-style-type: none"> <li>• View documents provided by DHP and the employer group</li> </ul>
View Online Links	<ul style="list-style-type: none"> <li>• View links provided by DHP and the employer group</li> </ul>
Your Benefit Information	<ul style="list-style-type: none"> <li>• Use the <a href="http://www.deancare.com">www.deancare.com</a> Document Center to view benefit information by group number</li> </ul>
Change PCP Information	<ul style="list-style-type: none"> <li>• Select a new PCP for the selected member(s) and submit the change to DHP</li> </ul>

## Eligibility Changes

Change Subscriber Information*	<ul style="list-style-type: none"> <li>• Update subscriber demographic and address information and submit changes to DHP</li> </ul>
Manage Dependents*	<ul style="list-style-type: none"> <li>• Add dependent(s) to the subscriber's policy</li> <li>• Change demographic information for dependent(s)</li> <li>• Terminate dependent(s) from the subscriber's policy</li> </ul> <p>All of these changes must be approved by the employer group.</p>

\*Only subscribers and employer groups have access to perform these functions.

# Member Portal

## Data Entry Formats

Item	Description/Definition
Date Formats	<p>All date fields are configured to have separate fields for month, day, and year. The year should always be entered in four-digit style. For example, the year should be entered as “1998” rather than “98.”</p> <p>The TAB key can be used to move between the month, day, and year fields.</p>
Using Drop-Down Lists	<p>All drop-down lists appear in alphabetical order.</p> <p>There are two ways to select a value from a drop-down list:</p> <ol style="list-style-type: none"><li data-bbox="704 688 1437 793">1. Use the mouse to expand the drop-down box, move the scroll bar until the desired value is displayed, and click on the desired value.</li><li data-bbox="704 800 1437 982">2. On the keyboard, press the letter that is the first letter of the desired value. This will expand the drop-down box and automatically scroll to the first value starting with that letter. Use the up and down arrows on the keyboard to find the desired value.</li></ol>
Social Security Number Formats	<p>Social security numbers should not include dashes, spaces, or any other separators. The nine-digit social security number should be entered as only number. For example, the number should be entered “111223333” rather than “111-22-3333.”</p>
Telephone Number Formats	<p>All telephone number fields are configured to have three separate fields. Telephone numbers should not include dashes, spaces, or any other separators.</p> <p>The TAB key can be used to move between the three sections of the telephone number.</p>
Email Address Formats	<p>All email address must have a valid format. There are two format validations that are verified on each email address:</p> <ol style="list-style-type: none"><li data-bbox="704 1570 1437 1608">1. The email address must contain a “@” symbol.</li><li data-bbox="704 1614 1437 1652">2. The email address must contain a “.” (period).</li></ol>