

## Dean Health Plan Employer Group Portal For Group Contacts with Employer Group Access

### GETTING STARTED

You will need a User ID and Password to access the Dean Health Plan Employer Group Portal. If you don't already have them, please contact your Account Manager or Coordinator to request a User ID and Password. Once you have those, you can access the portal.

1. From [www.deancare.com](http://www.deancare.com), click the drop down menu **For Employers** from the menu.
2. Click **Account Login** from the Employer tools column.



3. From the "Account login for members, employer and providers" screen, scroll down to the **Employers** section and click **Employers Login**.

#### Employers

Find benefit information, coverage details, claim status, and more.



4. Type the Username and Password you were provided with; click **Sign In**.

A screenshot of the "Site Sign in" form. It has two input fields: "Username:" and "Password:". Below the fields is a "Sign In" button (circled in blue with a mouse cursor pointing to it). At the bottom, there is a link that says "Forgot Username or Password?".

## ADDITIONAL NOTES:

- You should have received a username and password in the Welcome Email you received when your group chose Dean Health Plan for your Health Insurance. If you did not receive one or can't locate it, please request a **Plan Administrator Login** for the Employer Group Portal by contacting your Account Manager or Coordinator.
- After your first login, you will be asked to change your password. The password you select will be used for future access. Be sure to complete the security questions so you are able to reset your own password if you get locked out. Otherwise, you will need to contact your Account Manager or Coordinator to reset it.
- If there are additional staff members that need Administrator access for your Group, please provide their name, job title, phone number and email address to your Account Manager or Coordinator. They will set up additional staff with Administrator access, then email them a username and a temporary password along with the instruction documents.

## EMPLOYER GROUP PORTAL OVERVIEW

The Dean Health Plan **Employer Group Portal** is a tool for group administrators to accomplish tasks such as: adding a new employee to your plan; terminating an ineligible employee from the plan; adding new dependents; updating demographics; checking enrollment status.

The portal is subscriber-based, so **always begin by searching for the Subscriber by name**, or by entering the Subscriber's **11 digit** member number.

This number will always end in **01**. From the subscriber screen, you can manage dependents or order ID cards. Under Group Services, you can add a new hire, view premium invoices, etc.

As a member with Dean Health Plan, you have access to the **Member Portal** and can create your personal account. This allows you to view your claims, request ID cards along with many other things. **Please be sure not to confuse the two.**

### Most commonly used for adding a NEW HIRE

**Group Services** drop down options:

- Provider Search
- Your Benefit Information
- Manage Online Announcements
- View Activity Reports – Group Level
- Manage Generic New Hire Account
- New Hire Enrollment
- Premium Bill Presentment and Payment

### Most commonly used to make changes to EXISTING EMPLOYEES

**Member Services** drop down options:

- Member Search
- Provider Search
- Benefits and Coverage
- Eligibility Changes

### Most commonly used to manage an existing employee's information, move an employee to a different group/Cobra or terminate an employee's policy

**Eligibility Changes** drop down options:

- Annual Open Enrollment
- Change Demographics
- Manage Dependents
- Change Group Number
- Change PCP Information
- Subscriber Termination
- View Transactions Status

## ADDING A NEW EMPLOYEE

1. Select **Group Services** from the top tool bar and click **New Hire Enrollment**.
2. Enter the new employee's information. Be sure to select the correct benefit plan and enrollment type then select **Next Page**.
3. Select **Add Dependent** to add spouse and/or dependent children then select **Next Page**.
4. Select a valid Primary Care Physician with the drop down tool for all members then select **Next Page**.  
**\*\*NOTE:** If you are unsure which clinic they want to use, select one closest to their home or to the company's location. The member can change this later by calling Customer Service or by making the change in the Employee Portal.
5. Enter the medical coordination of benefits information then select **Next Page**.
6. At the **New Member Enrollment Summary Page**, prior to submitting an enrollment, you will see a **link** after "NEED TO SUBMIT SUPPORTING DOCUMENTATION FOR ENROLLMENT?" (See area circled below).

Progress Bar  
1 Insured 2 Dependents 3 Other Insurance 4 Summary

### New Member Enrollment Summary Page

NEED TO SUBMIT SUPPORTING DOCUMENTATION FOR ENROLLMENT? [CLICK HERE](#)

[Previous Page](#) [Submit Request](#)

Note: This request will be pended for plan administrator review. Any required documentation is due within 31 days from the Date of Event.

Please make sure that all information is correct before clicking on the [Submit Request](#) button at the bottom of the page. If you need to change any information, click the [Edit](#) link or use the [Previous Page](#) return to the previous page.

**Subscriber Change Effective: 2/1/2024**

Demographic Information			
Member Name:	TEST TEST	Primary ID:	12345678901
Address 1:		SSN:	123456789
Address 2:		SuperGroup ID:	
City:		SuperGroup Name:	
State:		Group ID:	
Zip:		Group Name:	
County:			

7. **Click the link** to send us supporting documentation (e.g. if you are enrolling a member for an SEP/QE).
8. Review the information for accuracy.
9. Select **Submit** and then **Print Screen** the page for your records.

## OPEN ENROLLMENT ELECTION CHANGES

Only used to make changes to existing coverage for your annual open enrollment period. Changes are automatically set to become effective on your renewal date.

1. From **Member Services**, select **Member Search** and then enter the member number or name to bring up the employee.
2. Select **Eligibility Changes** and select **Annual Open Enrollment**.
3. Complete the required fields and select **Next Page**.
4. Select the correct benefit plan and select **Next Page**.
5. Review the information for accuracy.
6. Select **Submit** and then **Print Screen** the page for your records.

## ADDING A NEW DEPENDENT

Always start by bringing up the subscriber's file and then manage dependents from there.

1. From **Member Services**, select **Member Search** and enter the 11-digit ID number or the employee's name.
2. Select **Eligibility Changes** and then **Manage Dependent**.
3. All dependents will be listed and you will be able to choose **Add Dependents**.
4. Use the drop down to choose a valid PCP then select **Next Page**.
5. Enter the medical coordination of benefits information then select **Next Page**.
6. Review the information for accuracy.
7. Select **Submit** and then **Print Screen** the page for your records.

## MOVING A MEMBER TO A NEW GROUP/DIVISION

Most often used to move an employee to Cobra, but can be used to move people from one group/division to another. (NOTE: Use the Open Enrollment directions if you are making changes for your open enrollment period for existing members.)

1. From **Member Services**, select **Member Search** and enter the 11-digit ID number or employee's name.
2. Select **Eligibility Changes** and select **Change Group**.
3. Select the new **Group/Division number** from the drop down list.
4. Review the information for accuracy.
5. Select **Submit** and then **Print Screen** the page for your records.

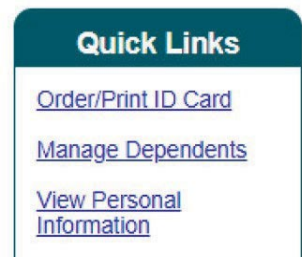
## CHANGING AN ADDRESS

1. From **Member Services**, select **Member Search** and enter the 11-digit ID number or employee's name.
2. Select **Eligibility Changes** and select **Change Demographics**.
3. Change the address and select **Next Page**.
4. Review the information for accuracy.
5. Select **Submit** and then **Print Screen** the page for your records.

## REQUEST A NEW ID CARD OR PRINT TEMPORARY ID CARD

The image of the last ID Card printed will be visible under **View/Print ID Card**. Be sure to click on **Submit ID Card Request** if you want ID cards to be mailed to the member's home. ID cards will arrive at the address on file for the member within 7-10 business days.

1. From **Member Services**, select **Member Search** and enter the 11-digit ID number or employee's name.
2. Select member's ID number or name to pull up their account information.
3. Choose **Order/Print ID Card** under the **Quick Links** at the top right of the screen.
4. Check the box next to the member(s) name.
5. To print a temporary ID card click on **View/Print ID Card**.
6. To order ID cards to be sent to their home address select **Submit ID Card Request**.
7. **Print Screen** the page for your records.



## TERMING AN EMPLOYEE

When you terminate a subscriber the entire policy terminates.

1. From **Member Services** select **Member Search** and enter the 11-digit ID number or employee's name.
2. Select **Eligibility Changes** and then **Subscriber Termination**.
3. Enter the Termination Date and reason then select **Next Page**.
4. Review the information for accuracy.
5. Select **Submit** and then **Print Screen** the page for your records.

## ONE-TIME PREMIUM PAYMENT PROCESS

You, as the Employer Group Administer, have the ability to make a one-time premium payment online.

1. Click on **Group Services** from the toolbar at the top.
2. From the drop down list select **Premium Bill Presentment and Payment**

DeanHealthPlan by Medica

Home My Account Profile Site Administration **Group Services** Member Services

Wednesday, 02/07/2024 #11303W

Your group name and number  
Member Search

Please enter your search criteria, then click the 'Begin Member Search' button.  
You must enter a value for either the Member ID or the Member Last Name.

**User Details**

Dean Health Plan  
Client Customer Service Representative  
Sign Out

Member ID: \*  
SSN: \*  
Member Last Name: \*  
Member First Name:  
Date of Birth (mm/dd/yyyy):  
Member Zip Code:

Begin Member Search Clear Member Search Fields

3. To make a one-time premium payment, first select the **Recipient ID**

**\*\*NOTE:** If your group only receives **one** invoice then the group number and name will populate under Recipient ID automatically.

If your group has **multiple locations** that receive separate invoices, then you will need to select which Recipient ID you are making payment for from the drop down list.

DeanHealthPlan by Medica

Logged In User ID: ( )

Recipient ID  
Your group number and name

View Premium Bill History

### My Current Premium Bill

Due Date	Payment Status	Recipient ID	Invoice ID	Amount Due	View/Export Bill
02/01/2024	ready to pay	11XX1X11	123456789	\$1234567.89	View Bill Export Bill

PAYMENT TYPE: ACH-Checking Selected payment date

Pay This Amount \$1234567.89

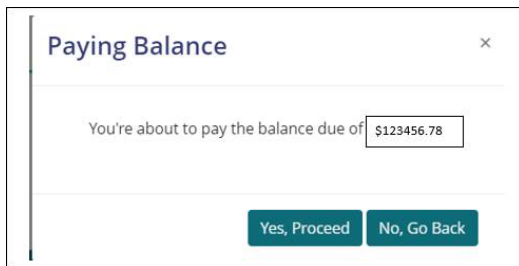
Note: Paying less than the balance due could result in coverage termination.  
If you pay more than the balance due it will be reflected on the next premium bill.

4. Select the **Payment Type** which will be ACH Checking or ACH Savings.
5. Click the calendar icon and select the **payment date** (can be same day or a future date).
6. Enter the amount to pay, and select **Pay This Amount**

## Payment Validation

7. The Payment Validation window will appear, and you will need to click **Yes, Proceed** to continue with your payment.

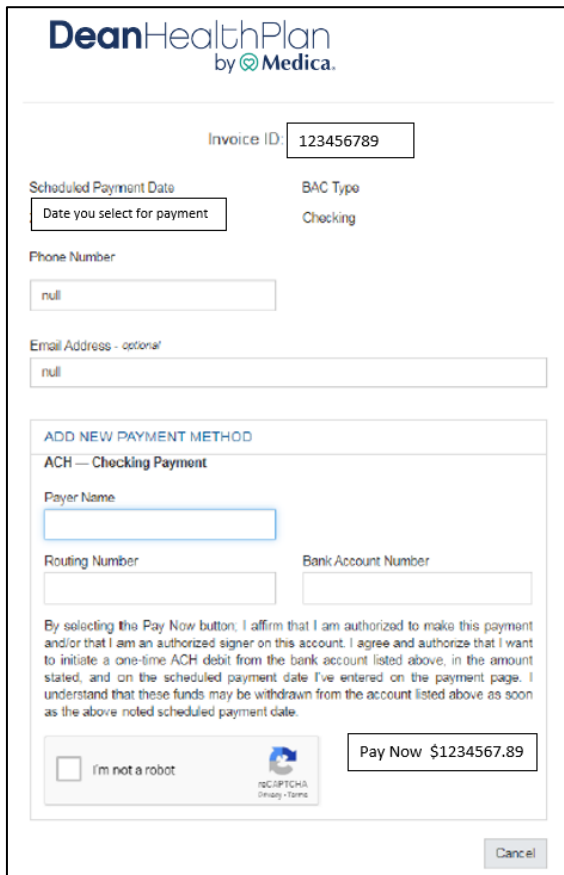
**\*\*NOTE:** If you need to go back and make any changes you would click **No, Go Back**.



The image shows a 'Paying Balance' dialog box. At the top, it says 'Paying Balance' with a close button (X). Below that, it states 'You're about to pay the balance due of' followed by a text box containing '\$123456.78'. At the bottom, there are two buttons: 'Yes, Proceed' and 'No, Go Back'.

## Entering Your Payment Information

8. Complete the payment fields with you phone number, email address, choose your payment method.
9. Complete the payer name (name on the account), the Bank Routing Number and Bank Account Number.
10. Check the box next to **I'm not a robot**.
11. Click on the **Pay Now** button that shows the amount of your payment.



The image shows the 'DeanHealthPlan by Medica' payment entry form. At the top left is the logo. Below it, there is a field for 'Invoice ID' with the value '123456789'. Underneath, there are two columns of fields: 'Scheduled Payment Date' (with a sub-label 'Date you select for payment') and 'BAC Type' (with the value 'Checking'). Below these are fields for 'Phone Number' (value 'null') and 'Email Address - optional' (value 'null'). A section titled 'ADD NEW PAYMENT METHOD' contains 'ACH — Checking Payment' with a 'Payer Name' field. Below that are 'Routing Number' and 'Bank Account Number' fields. A paragraph of text states: 'By selecting the Pay Now button, I affirm that I am authorized to make this payment and/or that I am an authorized signer on this account. I agree and authorize that I want to initiate a one-time ACH debit from the bank account listed above, in the amount stated, and on the scheduled payment date I've entered on the payment page. I understand that these funds may be withdrawn from the account listed above as soon as the above noted scheduled payment date.' At the bottom left is a checkbox for 'I'm not a robot' with a reCAPTCHA logo. To its right is a 'Pay Now \$1234567.89' button. At the bottom right is a 'Cancel' button.



## Retrieving Your Payment Confirmation

1. Once you have clicked on the Pay Now button that shows the dollar amount of the payment, the payment confirmation screen will appear.
2. Capture a screen-print of this page for your records.
3. You can click on the **GO BACK** button to return to the My Current Premium Bill page.

**\*\*NOTE:** You will receive an email confirmation if the payment was scheduled for that same day.

Your confirmation will be sent when your payment is processed if you selected a future date.

**GO BACK**

Thank you for making your payment

An email confirmation will be delivered to the email account provided.

Transaction Date: 01/01/20XX  
Transaction ID: 001-1234567899  
Payment Scheduled Date: 01/01/20XX

Your account ending with 21 was authorized for =0.01 by Dean Health Plan.

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**Transaction Detail**

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Name on the Card: Account Holder Name  
ACH Type: Checking  
Account Number: XXXXXXXXXXX21  
Action: Sale  
Status: ACCEPTED - SUBJECT TO BANK APPROVAL  
Transaction Amount: =0.01

## Submitting Additional Premium Payment for an different Recipient ID

To submit a one-time premium payment for an different location (Recipient ID) within the same Employer Group

1. Click the **GO BACK** button and at the My Current Premium Bill Page select the appropriate Recipient ID for the next payment.

**\*\*NOTE:** If you are making a payment for a different group number, you will need to go back to the initial screen if you have a different User Id and password for this group.

## IMPORTANT ADDITIONAL INFORMATION:

- **For EDI/834 Groups**, the portal will no longer be “Read Only.” However, NO changes should be made in the portal unless it’s a termination by omission (i.e., Enrollment will no longer manually term someone who was dropped off the 834 file and sent through without a term date; the group admin will have to go into the employer portal and term the member.
- On the Member Search screen, the Member ID and SSN# are NOT required fields. Member Last Name, however, is required.
- Only active members are visible in the Employer Group Portal.
- The portal is not real time. Changes made prior to 3 pm will come into the Enrollment and Billing work file overnight and will be reviewed and worked within 3-5 business days.  
**\*\*NOTE:** You will not be able to see the changes for 24-48 hours after the change has been made on our end.
- If a subscriber is terminating coverage and taking Cobra, you can move them to the Cobra division rather than terming their active coverage and setting them up new with Cobra.
- Enrollment and Billing will only credit premiums back 90 days on retro-terminations.
- If you make an addition or make a change that triggers a new ID card, the new ID card will not be visible in the portal until after the add/change is processed and the new card is produced by our vendor.
- Name, Dates of Birth and Social Security Numbers cannot be changed after they are initially entered. You will need to email Enrollment and Billing at [enroll@deancare.com](mailto:enroll@deancare.com) with a copy of their Certificate of Creditable Coverage or a copy of the front and back of their previous insurance card.
- If you do not see all of the drop down options when you log in, you may not have connected to the server correctly. Please log all the way off your computer then log back on. Log into the Employer Group Portal. If you still don’t have all of the options, please call your Dean Health Plan Account Manager or Coordinator to report the issue.
- Be sure to set up the security questions so that you are able to reset your password if you get locked out. Otherwise, you will need to contact your Account Manager or their Coordinator to reset your password. Neither Customer Service nor Enrollment and Billing can reset your password.
- Be sure to let us know if someone with Employer Group Portal access leaves your company or changes position. We will need to disable their access, and you may want to have us provide access to a new staff member.
- To request additional staff, a Third Party Administrator, or your Agent be given access to your group in the Employer Group Portal, we will need an email from the Renewal contact on file authorizing us to provide access. The email will need to include the full name, job title, phone number and email address for each person needing access.
- You can access your invoices and make payments in the Employer Group Portal. If you don’t have these instructions, contact your Account Manager or Coordinator to request them.

If you have questions regarding the online portal or need to have your password reset, please contact your Dean Health Plan Account Manager or Coordinator to report the issue.