



Transition News

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Number 8

This is the latest in a series of communications to keep you informed of changes taking place with the Consortium Plan. We hope you will find this helpful to you. Please share this with your family members who are also covered under the Plan so they too will know what to expect.

Improved Information Resources

I am pleased to advise that we have added links to our web site to allow participants to log in to a secure web site and view their claims and eligibility information. By exercising this option you can find out if a claim has been received or you can look online at an EOB on a claim that has already been paid. There is a limitation on looking at claims history: only claims paid by our current TPA, those paid since August 1, 2003, can be accessed in this manner.

When you go to our website you will see new links on the left side of the screen under the heading "Participant Information". The first time you use this feature you need to select "Obtain Your Password", which will take you to a page where you will be asked for your social security number, date of birth, Group Number (on your ID card as K01 or K14, etc) and your email address. After you enter that information and submit it you will be emailed a password, generally within one hour. You will not be able to log in until you receive your password.

Once you have received your password you can access your information by clicking on "Participant Login." Please note that once you get to the initial screen there is frequently a 30 to 45 second delay from the time you click on one of the options until that next screen appears. This is while the system is gathering your information in a secure environment.

The Group Administrator Login is for use by your institution's Human Resources Officer and only provides access to viewing eligibility information on your institution's participants. The Group Administrator cannot access information about your claims.

I believe you will find this addition a useful one to help you stay informed about your claims and to ensure we have the most current information on your coverage elected, address, etc. If you have any thoughts on ways to improve this or any other aspect of our web site, please [submit a suggestion](#) for our consideration.

Watch for additional information in the days and weeks ahead.

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