

Employer Portal Overview
SentaraHealthPlans.com

Table of Contents

Purpose.....	3
Your Homepage.....	3
Group Information.....	6
Enroll in Benefits.....	6
Enrollment History	7
Request Member ID Card.....	8
Pay Monthly Invoice.....	9
Billing Statements	10

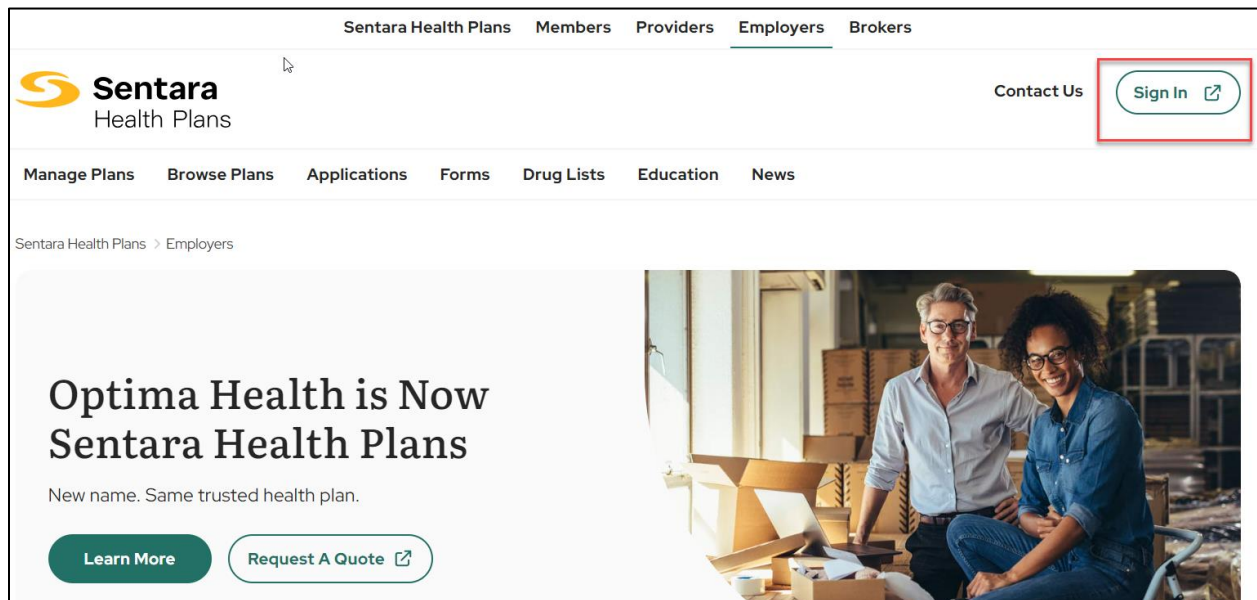
Purpose

The purpose of this User Guide is to provide an overview of the tools and functions available to you once you log on to the secure side of your employer portal.

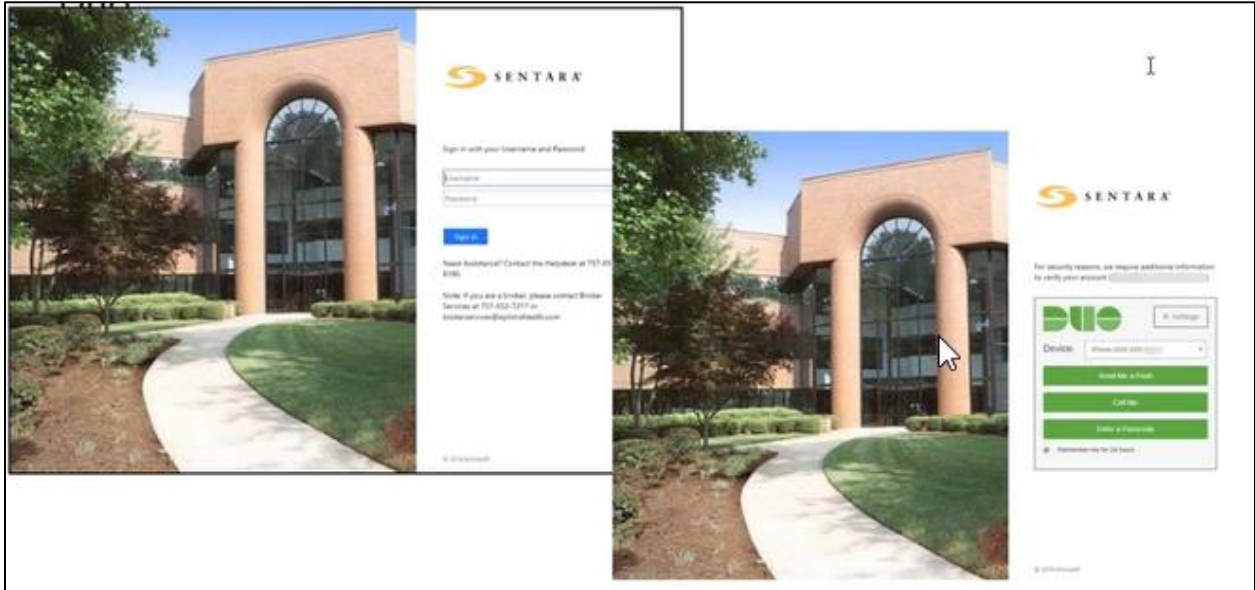
Your Homepage

Employers' homepage on SentaraHealthPlans.com/employers

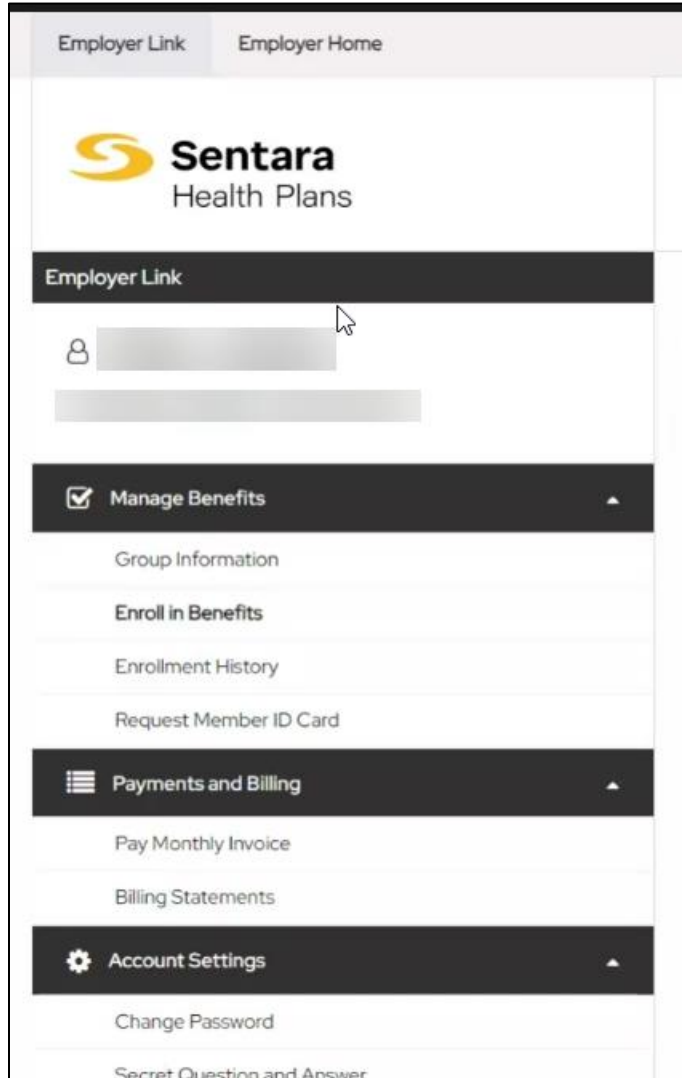
Click on **sign in**.



Then use DUO authentication to complete your sign in.



When logged in, you can also view your Employer Home page.

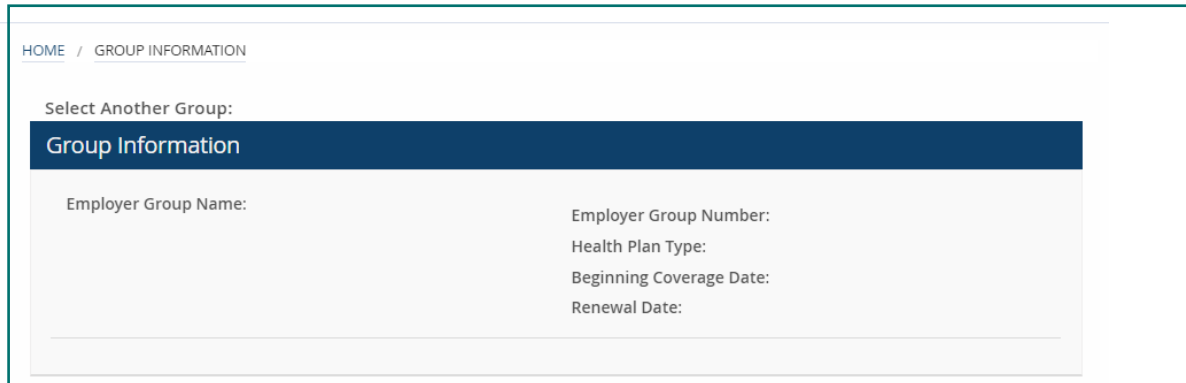


From your Employer homepage, you can perform the following actions:

1. Group information
2. Enroll in Benefits
3. Enrollment History
4. Request Member ID Card
5. Pay Monthly Invoice
6. Billing Statements

Group Information

In this section you will find your employer group name, number, health plan type, beginning coverage date, and renewal date.



HOME / GROUP INFORMATION

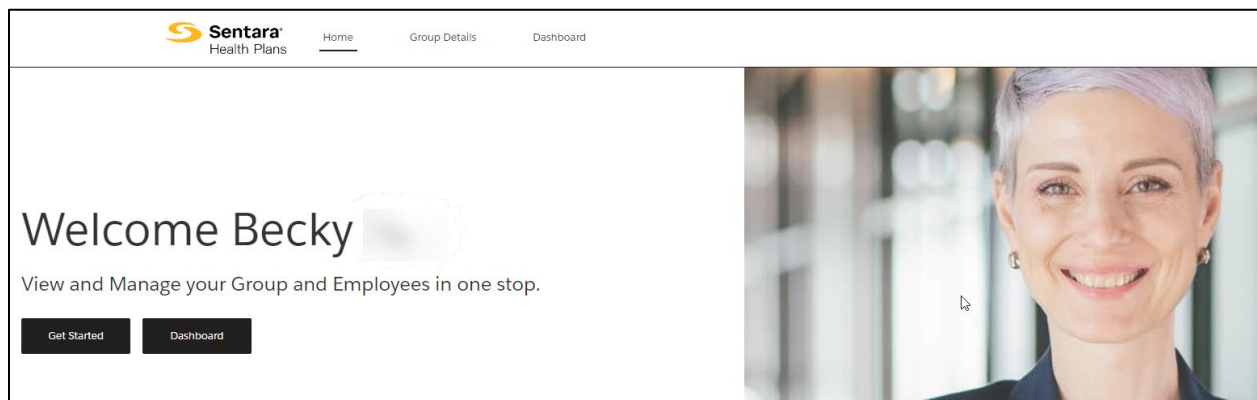
Select Another Group:

Group Information

Employer Group Name:	Employer Group Number:
	Health Plan Type:
	Beginning Coverage Date:
	Renewal Date:

Enroll in Benefits

If you manage enrollment for your groups using web enrollment platform, here you will access the e3 Web Enrollment platform and can view and manage your employees' benefits. You also have a wide range of reporting available to you.



Enrollment History

This link allows you to look at your enrollment history and filter your search using group name, policy ID, member ID, member SSN, and member first and last name.

View Enrollment History

HOME / MEMBER SEARCH

Enter Search Information

For best results, complete a field that is a unique identifier (such as Member ID or Member SSN) or complete as much of the first and last name as possible. The more information entered in the "Member Last Name" field, the narrower your results.

It is not necessary to complete the entire form.

Group Number:

Policy ID:

Member ID number: *

Member Social Security Number: - -

Member Last Name:

Member First Name:

Only the first 100 matches will be displayed.

Request Member ID Card

Here you can request duplicate or view an employee's ID card by simply completing the information requested:

Employer View/Request Member ID Card

[HOME](#) / [REQUEST ID CARD](#)

Enter Search Information

For best results, complete a field that is a unique identifier (such as Member ID or Member SSN) or complete as much of the first and last name as possible. The more information entered in the "Member Last Name" field, the narrower your results.

It is not necessary to complete the entire form.

You can only request a card for active members who are enrolled with Optima Health through your company. You can only request a card if one has not been issued in the past 30 days.

Member ID number: *

OR

Member Social Security Number: - -

OR

Member Last Name:

Member First Name:

Display all members enrolled through the selected group(s) if number enrolled is 100 or less.

Pay Monthly Invoice

If you have EFT (electronic funds transfer) you can conveniently view and pay your monthly invoice online.

Pay Monthly Invoice

[HOME](#) / [PAY MONTHLY INVOICE](#)

Use this tool to pay monthly premium statement(s) by a bank draft.

Select group(s) or subgroup(s) to make payment toward monthly invoice.

Select	Payment Month	Group Number	Group Name	Invoice Number	Total Due	Outstanding Balance
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7529924	\$73,306.11	\$73,306.11
<input type="checkbox"/>		[REDACTED]	[REDACTED]	No Open Inv	\$0.00	\$0.00
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527752	\$37,102.00	\$37,102.00
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527753	\$142.70	\$142.70
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527754	\$2,849.97	\$2,849.97
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527755	\$15,768.35	\$15,768.35
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527756	\$71.35	\$71.35
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527757	\$1,141.60	\$1,141.60
<input type="checkbox"/>	04/01/2022	[REDACTED]	[REDACTED]	7527758	\$9,838.24	\$9,838.24

Billing Statements

From this link, you can view your historical billing statements. If you are a BusinessEDGE (level-funded) employer, you will also have access to your monthly funding package and annual 1095C information.

