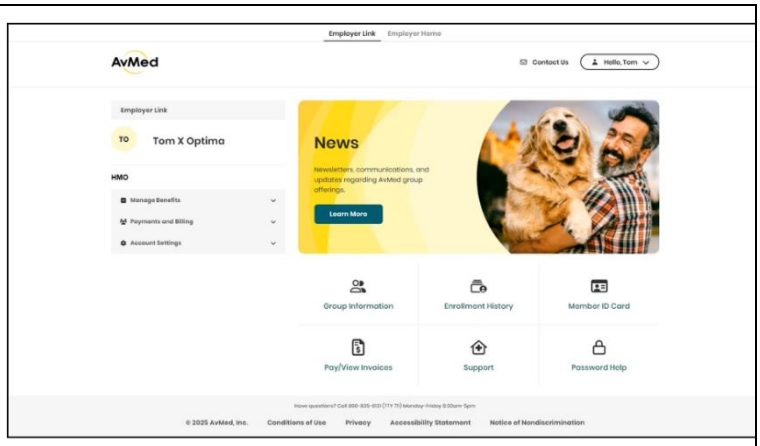
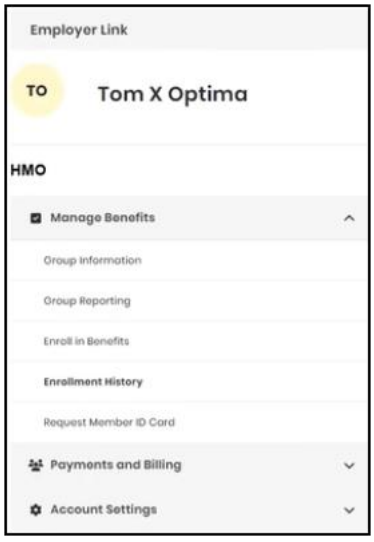
AvMed Employer e3 Web Enrollment User Guide

This guide highlights the steps for managing a group's enrollment on the e3 web enrollment platform.

- View the group details, including group number and effective dates
- Add or remove subscribers and their dependents
- View member plan information
- Update member demographics
- Process life events
- Terminate members
- Make corrections
- Manage Open Enrollment

After logging into AveMed.org the Employer Portal is displayed.	
• Click on Managed Benefits • Then click Enroll in Benefits	

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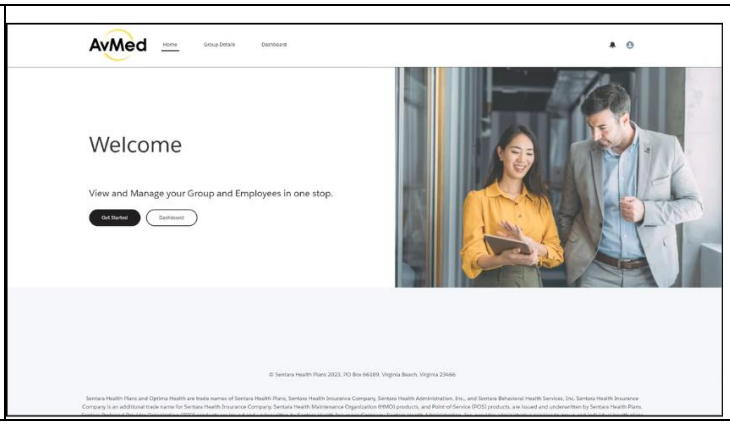
The Home page for the Web Enrollment Portal is displayed. Click Group Details or Get Started to view the group details.	

Group Details Page	
To view or edit a group: • Click the dropdown arrow under the **Action** Header next to the group's name • Select **View Group/Subgroup**	

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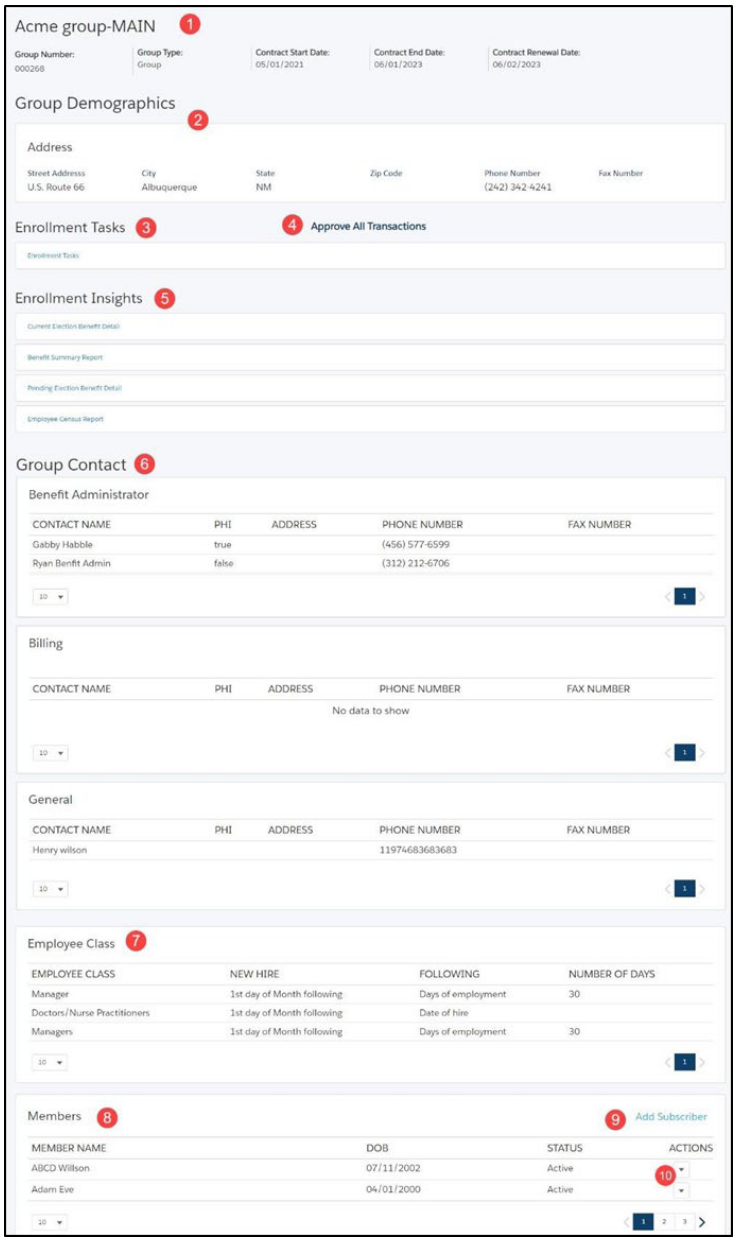
The **Group Demographics** page is displayed. You can:

1. Group Name and group information including group number and Contract dates
2. View group demographics
3. *Engage in enrollment tasks
4. *Approve transactions
5. *View enrollment insights
    - **These tasks are usually only utilized when a group allows members to manage their enrollment*
6. View group contacts, including benefits administration, billing, and general contacts
7. View employee classes
8. View the members
9. Add a new subscriber
10. Actions - Modify existing subscriber information by clicking the **Actions** arrow at the far right of the row



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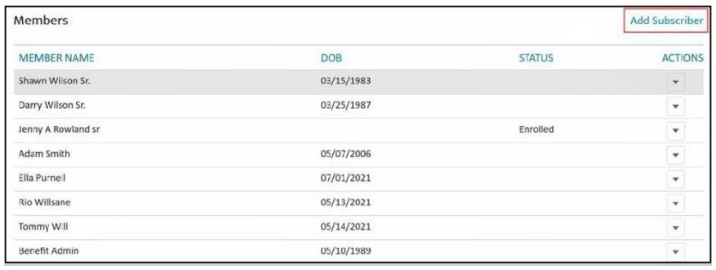
Add Subscriber

To Add a new Subscriber:

- On the **Group Details** page scroll to the **Members** section (located at the very bottom of the page).

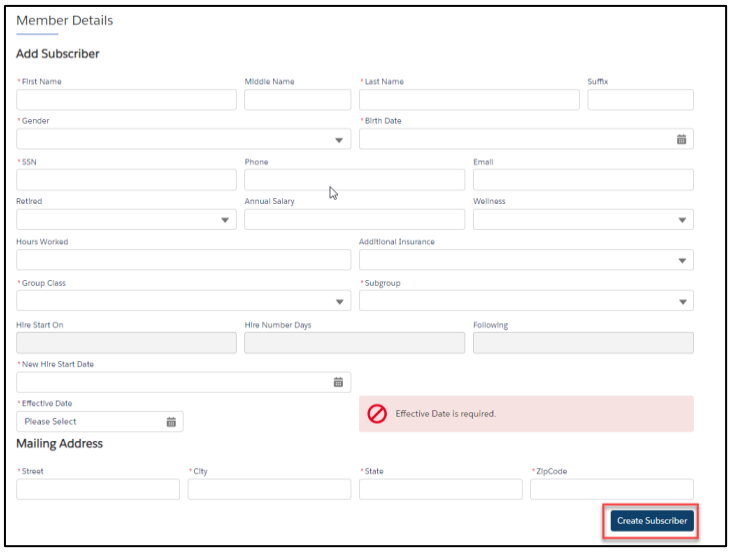
In the Members section, click the **Add Subscriber** button.



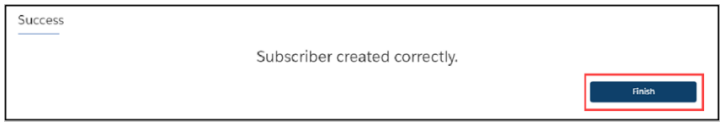
Enter the required details about the subscriber. Required information includes:

- Demographic information: first and last name, gender, birthdate, phone number, and address
- Group class
- New hire start date

Click **Create Subscriber** button when you are done entering the information.

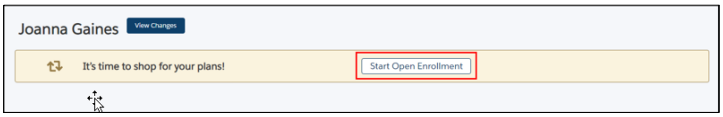


If the subscriber was successfully created, a confirmation message will display. Click **Finish.**



The site auto directs you to the **Member Details** page.

- Click **Start Open Enrollment,** or
- Click **Current Enrollment** if the employer is not in the open enrollment period



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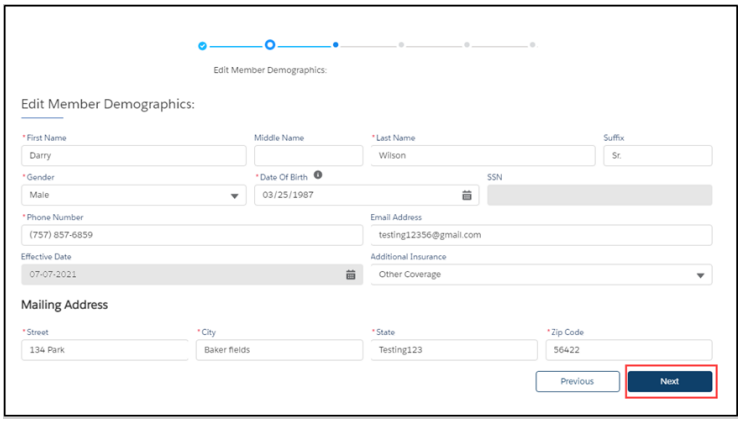
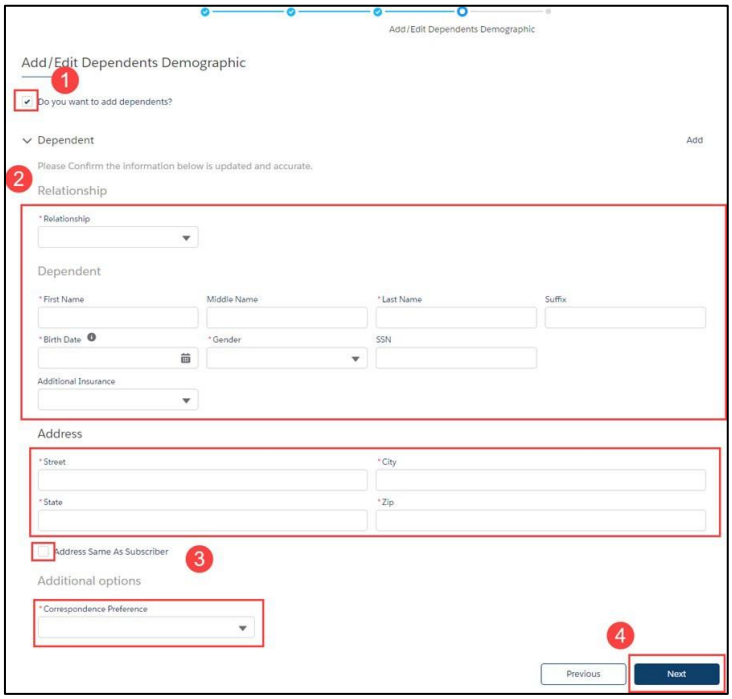
Confirm that the information on the **Edit Member Demographics** screen is correct and click **Next.** Note: Once the information has been saved, you cannot edit the SSN or Effective Date. You must send an email request to e3_inquiries@sentara.com to have these fields changed.	
To add the Subscriber's dependents: 1. Click the box next to "**Do you want to add dependents**?" **If you don't want to add dependents, skip to step 4 by clicking **Next.*** 2. Provide the required information. • If different from the primary subscriber, please type in the address and select their correspondence preference from the dropdown menu (either **ID Card Only** or **All Correspondence**). • If the address is the same as the primary subscriber, click the box by **Address Same As Subscriber** 3. Click **Next.**	

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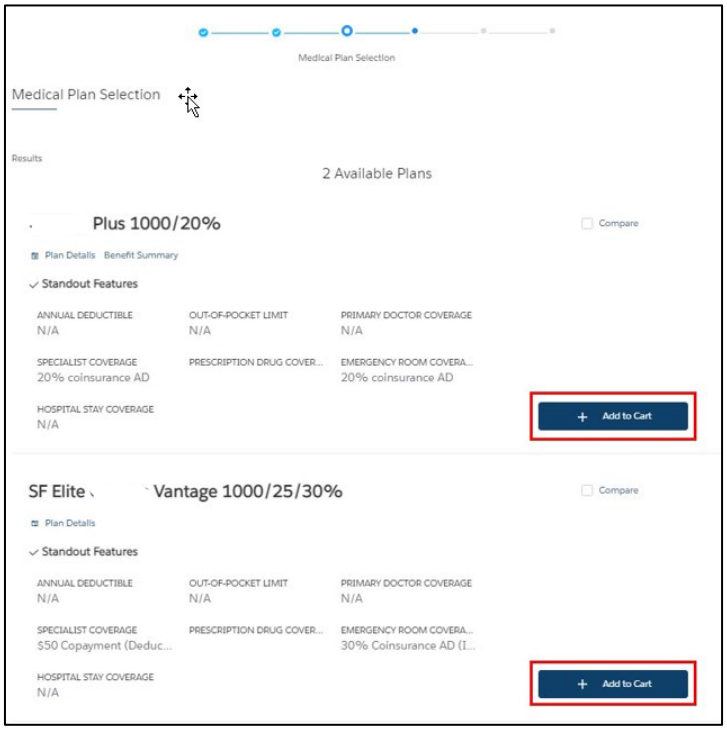
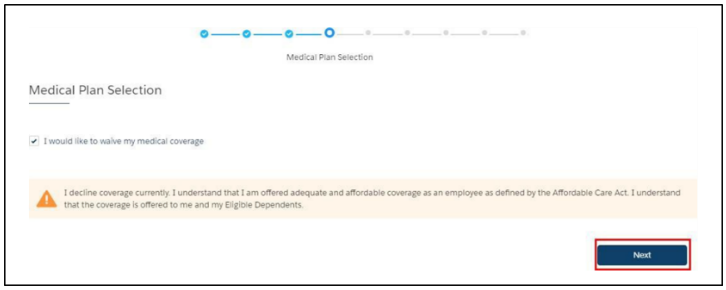
Select the plan by selecting **Add to Cart**. To remove a plan from the cart, hover over **Add to Cart**, and select **Remove.**	
If the member has elected to waive coverage, click the box accepting the confirmation statement and click **Next**.	

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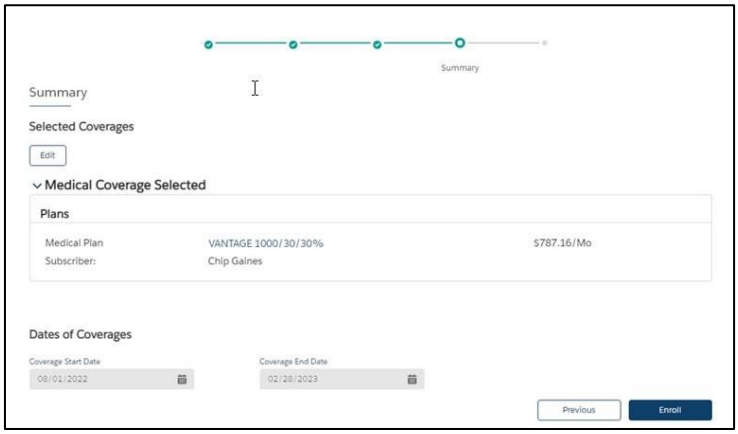
On the Summary page you will have the opportunity to review the plan selection. • If you'd like to edit selections, click **Edit** at the top of the screen. Please note that selecting this option will lead you to the first election opportunity. • You may also click **Previous** to return to the previous screen. After reviewing, click **Enroll**.	
If all details have been updated successfully, you will receive a confirmation message on the next screen. Click **Finish.** You are returned to the **Member Demographic** page.	

Member Details Page

The Member Details page will allow you to:

- View member plan information
- Order ID Cards
- Update member demographics
- Process life events
- Terminate members
- Make corrections

To view/edit Member Details

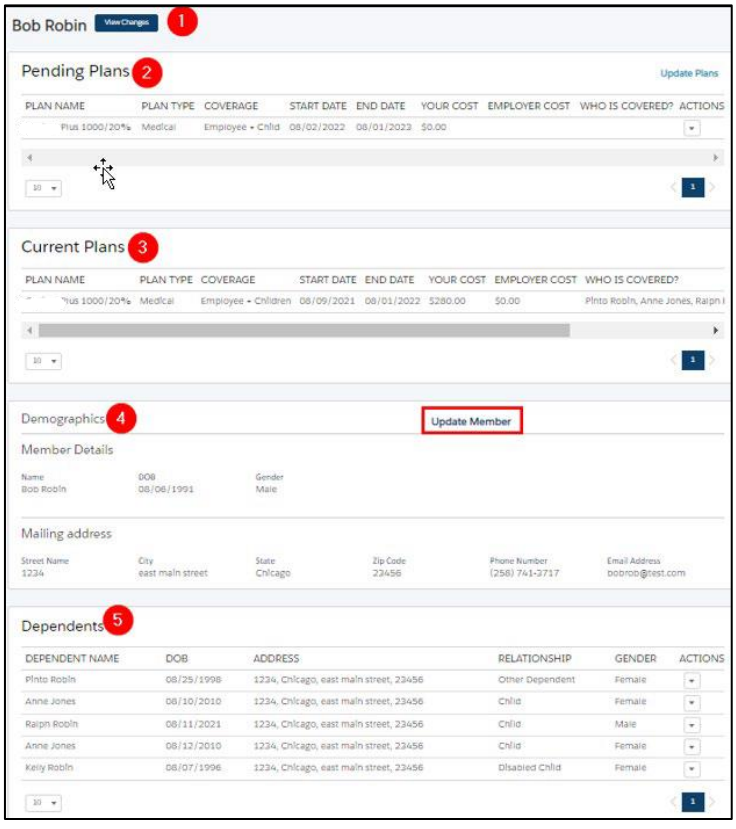
- Start on the Group Details page and scroll to the Members List at the bottom.

To view a member's information, click on the arrow at the far right of the row under **Actions** and select **Member Details**.

On the **Member Details** page, you can view:

1. Any pending changes that have been made
2. Pending plans
3. Current plans/enrollment information
4. Demographic information
5. Information about dependents

You can also update member details from this page by clicking **Update Member**.



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Update Member

The option to make any updates to member can be found on the Member Details page by selecting the **Update Member** button.

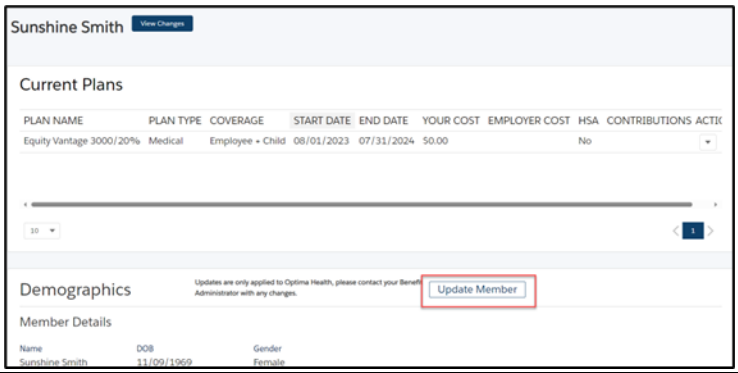
The Update Member button allows you to:

- update member demographics
- perform life events
- process terminations and corrections

Start on the Group Details page and scroll to the **Members** section at the bottom.

To view a member's information, click on the arrow at the far right of the row under **Actions** and select **Member Details**.

On the Member Details page, select the **Update Member** button.



After clicking the **Update Member** button, a new window opens.

What would you like to do?

- Select **Update Member**
- Click **Next**

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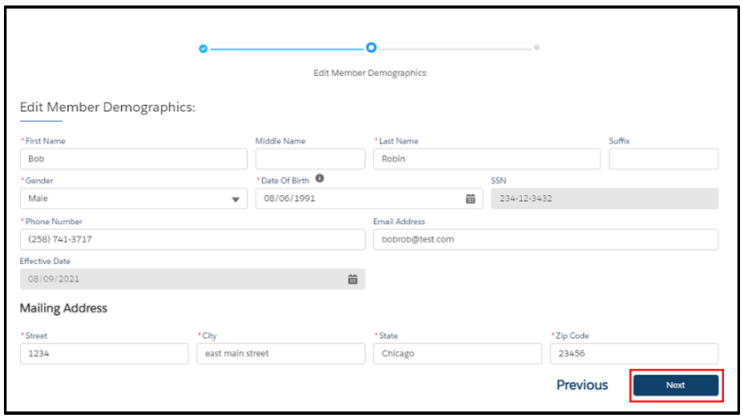
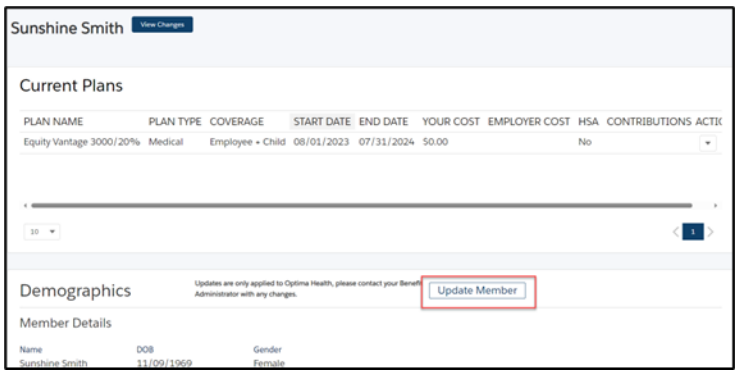
The **Edit Member Demographics** page displays. Editable member information is featured in white blocks on the screen. Grayed out blocks of information are not editable. Note: You cannot edit the SSN nor the Effective Date. You must send an email request to e3_inquiries@sentara.com to have these fields changed. Once you have completed your edits, click **Next**.	

Life Events	
Life events updates are made on the **Update Member** button on the Member Details page. Updates to **Life Events** will add or remove coverage for the member and/or their dependents, depending on the event selected. Examples of life events are: • Birth • Adoption • Divorce • Termination of all coverage	
On the **Member Demographics page** Click the **Update Member** button**.**	

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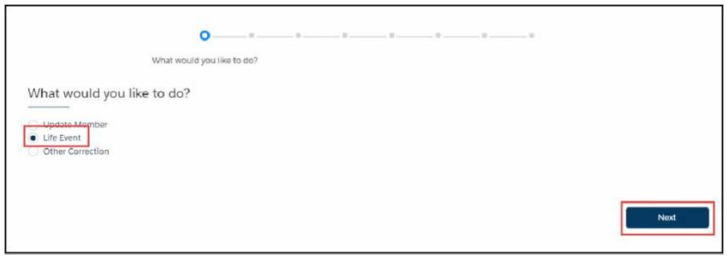
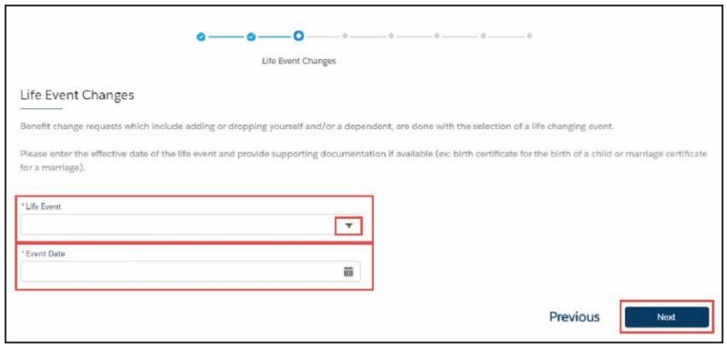
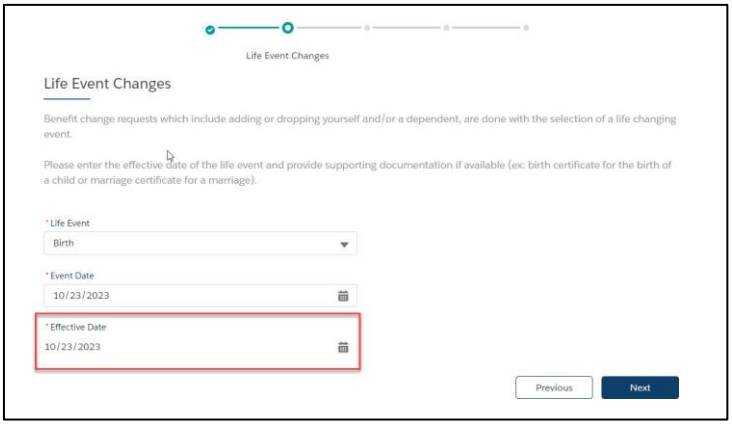
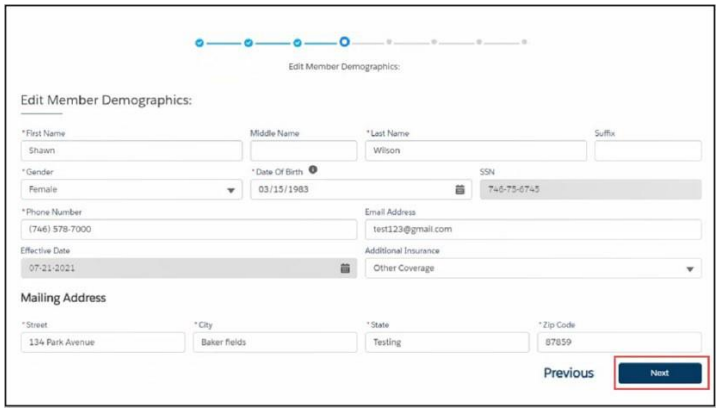
After clicking the **Update Member** button, a new window opens. What would you like to do? • Select **Life Event** • Click **Next**	
Select the applicable **Life Event** from the dropdown Enter the **Date of the Event**.	
After the **Life Event** and **Event Date** are entered; the **Effective Date** auto-populates. Click **Next**.	

Review member information and make edits as needed. Editable member information is featured in white blocks on the screen. Note: You cannot edit the SSN or the Effective Date. You must send an email request to e3_inquiries@sentara.com to have these fields changed. Once you have completed your edits, click **Next**.	

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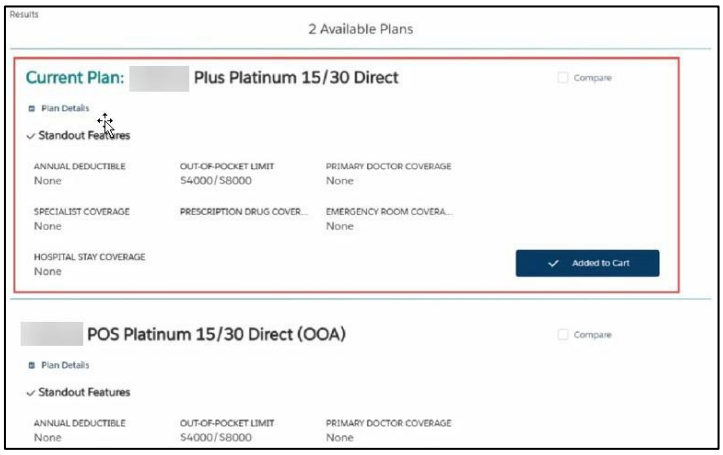
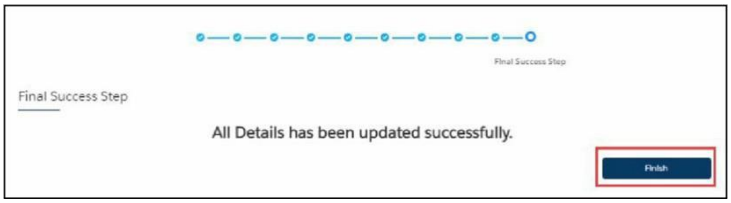
Review and update any relevant dependent information and click **Next.** • Select the desired plan • Click **Add to Cart**. Note: The member's current plan displays at the top above the other available plans.	
• If changes are needed, click **Edit**. • If the information and selections are correct, click **Enroll**.	
If all details have been updated successfully, you will receive a confirmation message on the next screen. Click **Finish.** You are returned to the **Member Demographic** page.	

If you need additional assistance or would like to schedule a 1:1 virtual training session to enhance your understanding of the web enrollment tool, email the Sales Operations Training Team at thelearninghub@sentara.com.

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