

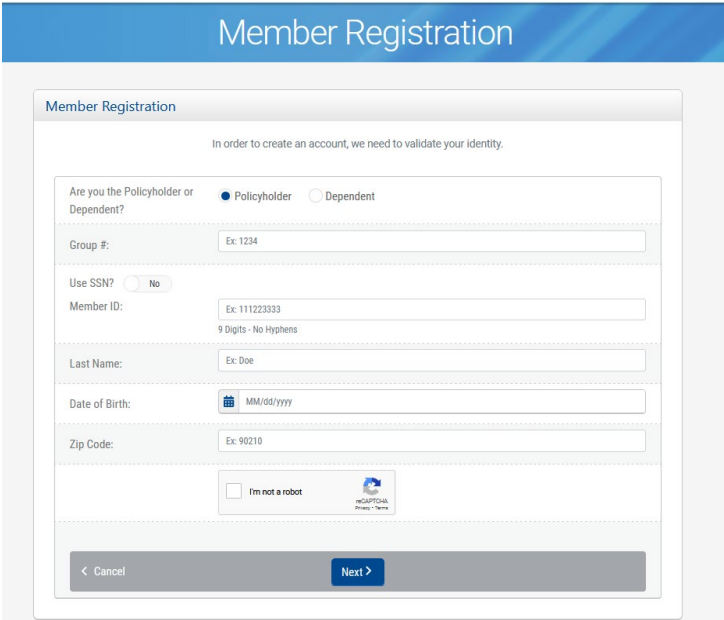
Auxiant[®]

Independent Solutions › Real Results

Member Website Guide

How to Register for a Member Account

- Go to *www.auxiant.com* and select *Register* from the upper right-hand corner
- From the dropdown options, select *Plan Member Registration*
- Complete the *Member Registration* form
 - Identify if you are the policyholder (employee) or dependent (spouse or child)
 - Enter your Group Number (front of ID card)
 - Enter your Member ID (front of ID card)
 - Note: If you do not have your Member ID number, you can use your SSN instead (last 4 digits)- toggle “Use SSN?” to “Yes” if needed
 - Enter your Last Name, Date of Birth, and Zip Code



The screenshot shows the 'Member Registration' form. At the top, a blue header bar contains the text 'Member Registration'. Below this, the form is titled 'Member Registration' and includes a sub-header: 'In order to create an account, we need to validate your identity.' The form contains several fields: a radio button selection for 'Are you the Policyholder or Dependent?' (with 'Policyholder' selected), a 'Group #' field with an example '1234', a 'Use SSN?' toggle switch (set to 'No'), a 'Member ID' field with an example '111223333' and a note '9 Digits - No Hyphens', a 'Last Name' field with an example 'Doe', a 'Date of Birth' field with a calendar icon and a placeholder 'MM/dd/yyyy', and a 'Zip Code' field with an example '90210'. At the bottom of the form, there is a checkbox for 'I'm not a robot' and a CAPTCHA image. The form is framed by a light gray border and has a 'Next >' button at the bottom right.

- On the next screen, create your username and password
 - Usernames require at least 3 characters and can only contain alphabetic, numeric, and hyphen or period characters
 - Passwords require a minimum of 8 characters and at least one letter, one number, and one “special character”
 - There are situations in which the system will automatically assign an individual with a username- if that is the case, you will see a username already pre-populated in the ‘Username’ field. At this point, you may continue by setting up a password and other information. Alternatively, if you do not have a pre-populated username, continue with the registration.

Setup Member Login

We've found a match. Please enter account details to continue.

Username: JohnieSample

Password:

Confirm Password:

Email:

< Cancel Next >

- Once you have completed registration, an email will be sent to you for verification purposes

Member Registration

A verification email has been sent to (Your Email Address) from verification@auxiant.com with the subject of Account Registration Verification.

In order to complete your registration process please click on the link provided within the email. If you did not receive the email, please (in order):

1. Confirm your email address is (Your Email Address) - if not, [click here to correct](#).
2. Check your spam filter to ensure it was not held as spam and whitelist the address verification@auxiant.com.
3. [Click here to resend the verification email](#).

How to Access your Auxiant ID Card Online

- Sign into your member account at www.auxiant.com
- From the home screen, click on *Enrollment Information*

Welcome, Christine

Auxiant

Enrollment Information

Claims Information

Claim Code	Date Of Service	Provider Name	Charge	Paid	Status
2004443-01	12/04/2020	KAREN LENTZ MD	\$166.00	\$0.00	Claim Processed, Check EOB in Process
20044174-01	11/16/2020	THEODORE SCHWEDER PA	\$344.00	\$201.37	Completed
7010587-01	06/27/2020	PRESCRIPTION DRUGS	\$401.43	\$201.43	Completed
7010588-01	06/27/2020	PRESCRIPTION DRUGS	\$133.43	\$53.43	Completed

VIEW ALL CLAIMS INFO >

Enrollment Information

- View Your ID Cards
- View Plan & Benefit History
- Update Your Contact Information
- Request New ID Cards

VIEW YOUR ENROLLMENT INFO >

FocusHealth

- Compare Hospital Cost & Quality
- View Your Preferred Plus List
- Compare Cost & Quality of Specific Services

COMPARE PROVIDERS IN YOUR AREA >

Deductibles and Benefits

- View Your Deductibles and Remaining Balances
- View Your Out Of Pocket Maximums and Remaining Amounts
- Download Copies Of Your Plan Documents

VIEW BENEFIT INFORMATION >

- Click on the button labeled *View ID Card*

Enrollment Information

Auxiant

Enrollment Information

Group Number	Group Name
6100	Auxiant Wisconsin

Enrollee Name	Original Effective
CHRISTINE RALSTON	06/01/2014

Member ID	Termination Date
142054903	

Address
1929 DOLORES DR MADISON, WI 53716

< Christine James >

Individual Coverage Detail

Order ID Cards View ID Card

Individual Name	Home Phone
CHRISTINE RALSTON	(608) 575-0825

Date of Birth	Address
08/06/1972	1929 DOLORES DR MADISON WI 53716

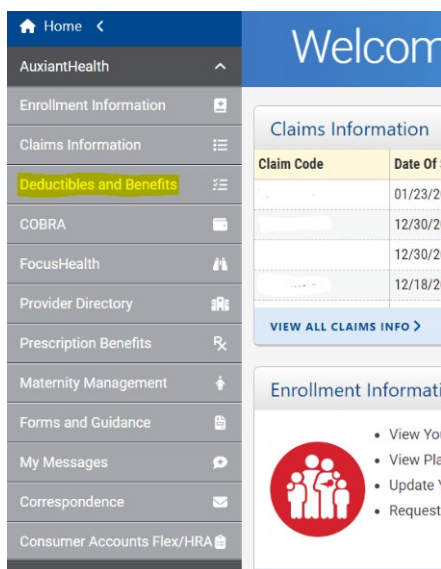
Plan Number	Location
6100-01	MADISON-ALLIANCE

Gender
Female

Your card can be viewed as a PDF file, or printed from our website. You can also order a replacement ID card by clicking on the button labeled “Order ID Cards”.

How to View your Plan's Benefits Online

- Sign into your member account at www.auxiant.com
- Click on *AuxiantHealth* on the left side of the screen, then click on *Deductibles and Benefits* from the dropdown menu



- Click Scroll to the bottom of the page for links to Plan Documents and benefit information

Benefit Information

PLAN (Medical,Dental,Flex)*

*The benefit summaries available on this page represent all benefits offered through the benefit plan. You are currently enrolled, with benefits available, in the benefits listed as applicable to you. Please also see the enrollment info page to verify benefits available.

All of the forms listed below are in PDF format which allows you to view them electronically on most computers. Adobe Acrobat Reader is required to view and print PDF files. If you do not have the reader, [click here](#) to download free of charge. Click on the desired form from the options below.

PLAN

[BenefitSummary - Medical](#)

[Plan Document](#)

[Plan Document - Dental](#)

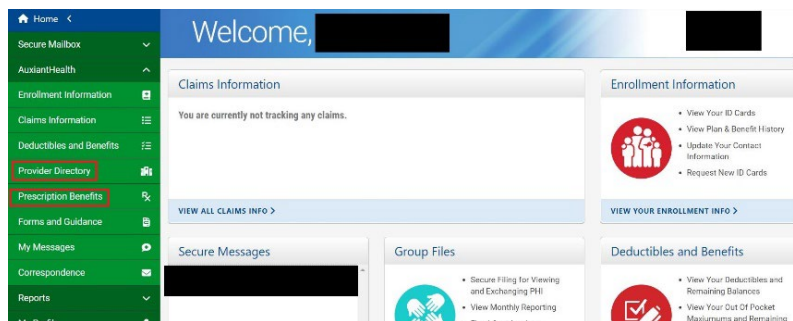
[Plan Document - Flex](#)

[Plan Document - STD](#)

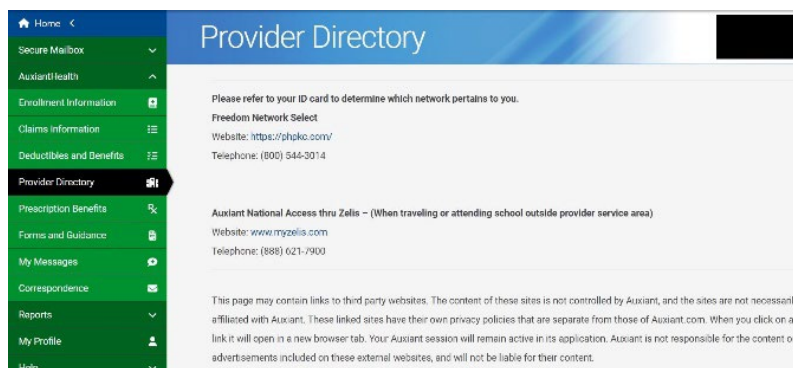
The benefits illustrated in this section and within this website in its entirety are not a guarantee of benefits or payment and are subject to the coverage that is in place according to the plan guidelines at the time of service. For instance, if your plan document and/or ID Card illustrate benefits for Medical, Prescription, Dental, and/or Vision, that does not necessarily mean you are enrolled in those benefits. Please see the "Enrollment Info" area to view the current and specific plan and coverage information available for the selected individual.

Locating Provider Search Links and Phone Numbers

- Sign into your member account at www.auxiant.com
- Click on *AuxiantHealth* on the left side of the screen, then click on *Provider Directory* from the dropdown menu
 - For PBM infomraiton, click on *Prescription Benefits*

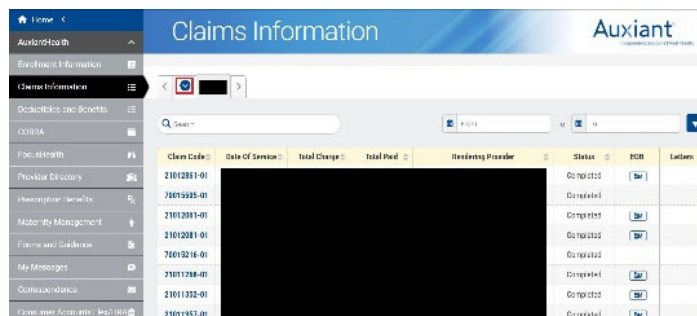


- The next page will display a link to the Plan's online network search portal, as well as network phone numbers



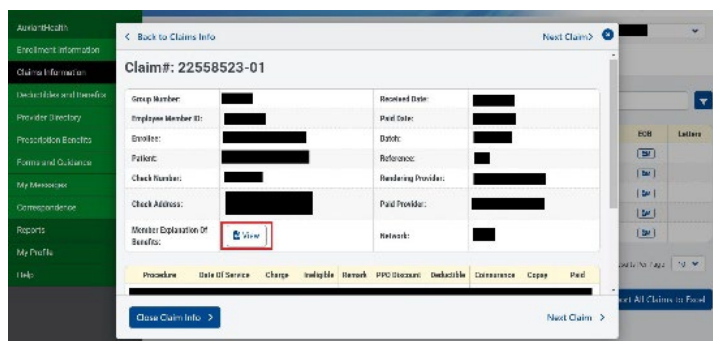
How to Check the Status of a Claim

- Sign into your member account at www.auxiant.com
- Click on *AuxiantHealth* on the left side of the screen, then click on *Claims Information* from the dropdown menu
- Your information will default to show on the screen- to view claims information on dependents, use the dropdown arrow



Claim Code	Date of Service	Total Charge	Total Paid	Rendering Provider	Status	RCR	Actions
21012081-01					Completed		[View]
20015585-01					Completed		[View]
21012081-01					Completed		[View]
21012081-01					Completed		[View]
20015216-01					Completed		[View]
21011288-01					Completed		[View]
21011332-01					Completed		[View]
21011332-01					Completed		[View]

- The Locate the claim you would like to check the status of by looking at the date of service, total charge, and provider information
- Once you locate the claim you would like to check the status of, click on the claim number for more information and an opportunity to view the claim's Explanation of Benefits



Back to Claims Info

Claim#: 22558523-01

Group Member: [Redacted] Received Date: [Redacted]

Employee Member ID: [Redacted] Paid Date: [Redacted]

Provider: [Redacted] Date: [Redacted]

Reference: [Redacted]

Rendering Provider: [Redacted]

Paid Provider: [Redacted]

Network: [Redacted]

Member Explanation Of Benefits: [View]

Procedure Date of Service Charge Ineligible Network PPC Discount Deductible Coinsurance Copay Paid

Close Claim Info

Next Claim

Checking Deductible and Out-Of-Pocket

- Sign into your member account at www.auxiant.com
- Click on *AuxiantHealth* on the left side of the screen, then click on *Deductibles and Benefits* from the dropdown menu
- Your information will default to show on the screen- to view deductible and out-of-pocket information on dependents, use the dropdown arrow

The screenshot shows the 'Deductibles and Benefits' page on the Auxiant website. The left sidebar contains a navigation menu with options: Home, AuxiantHealth, Enrollment Information, Claims Information, Deductibles and Benefits (selected), COBRA, FocusHealth, Provider Directory, Prescription Benefits, Maternity Management, and Forms and Guidance. The main content area is titled 'Deductibles and Benefits' and 'Auxiant'. Below the title, it says 'Medical Deductibles / Out-of-pocket Year: 01/01/2022 To 12/31/2022' with a 'Show Previous Year' button. There are two tables displayed:

Deductibles	Indv Max Amt	Indv Amt Met	Indv Remaining	Fam Max Amt	Fam Amt Met	Fam Remaining
In-Network Medical	\$1,000.00	\$0.00	\$1,000.00	\$3,000.00	\$0.00	\$3,000.00
Non-Network Medical	\$4,000.00	\$0.00	\$4,000.00	\$12,000.00	\$0.00	\$12,000.00

Deductibles	Indv Max Amt	Indv Amt Met	Indv Remaining	Fam Max Amt	Fam Amt Met	Fam Remaining
Dental	\$25.00	\$25.00	\$0.00	\$75.00	\$25.00	\$50.00

- Click Deductible and out-of-pocket information is displayed on the top half of the page, while links to benefit summaries and Plan Documents are available on the bottom half of the page

The screenshot shows the 'Deductibles and Benefits' page on the Auxiant website. The left sidebar contains a navigation menu with options: Home, AuxiantHealth, Enrollment Information, Claims Information, Deductibles and Benefits (selected), COBRA, FocusHealth, Provider Directory, Prescription Benefits, Maternity Management, and Forms and Guidance. The main content area is titled 'Deductibles and Benefits' and 'Auxiant'. Below the title, it says 'Medical Deductibles / Out-of-pocket Year: 01/01/2022 To 12/31/2022' with a 'Show Previous Year' button. There are two tables displayed:

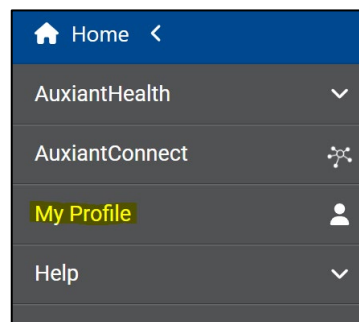
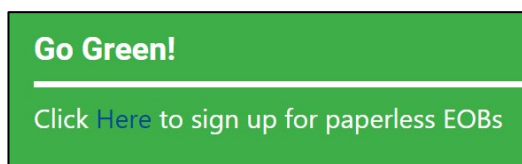
Deductibles	Indv Max Amt	Indv Amt Met	Indv Remaining	Fam Max Amt	Fam Amt Met	Fam Remaining
In-Network Medical	\$1,000.00	\$0.00	\$1,000.00	\$3,000.00	\$0.00	\$3,000.00
Non-Network Medical	\$4,000.00	\$0.00	\$4,000.00	\$12,000.00	\$0.00	\$12,000.00

Deductibles	Indv Max Amt	Indv Amt Met	Indv Remaining	Fam Max Amt	Fam Amt Met	Fam Remaining
Dental	\$25.00	\$25.00	\$0.00	\$75.00	\$25.00	\$50.00

Below the tables, there is a 'Benefit Information' section with a link to 'View Benefit Information'. Below that, there is a 'Plan Documents' section with a link to 'View Plan Documents'.

Enrolling in Paperless Delivery for EOBs

- Sign into your member account at www.auxiant.com
- Enroll in paperless delivery for EOBs by doing one of the following:
 - Click on the link on the banner on your Auxiant home screen
 - Click on *My Profile* on the left side of the screen

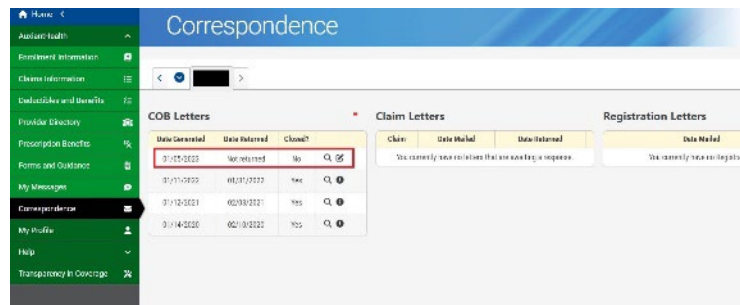


- Scroll to the bottom of the page to *Paperless Settings* and click on the dropdown to select *Paperless*
- A second dropdown box will appear that will allow you to choose whether or not you would like to receive an email notificaiton whenever a new EOB is available
- Click on *Save* to finalize your enrollment in paperless EOBs

A screenshot of a "Paperless Settings" form. The title "Paperless Settings" is in bold black font at the top. Below it are two rows of settings. The first row is labeled "Explanation of Benefits Preference" and has a dropdown menu showing "Paperless" with a downward arrow. The second row is labeled "Explanation of Benefits Email Alerts" and has a dropdown menu showing "Yes" with a downward arrow. The form has a light grey background and rounded corners.

How to Respond to a COB Letter Online

- Sign into your member account at www.auxiant.com
- Click on *AuxiantHealth* on the left side of the screen, then click on *Correspondence* from the dropdown menu
- Your information will default to show on the screen- to view correspondence for dependents, use the dropdown arrow
- Locate your outstanding COB letter- it will list *No* under the column labeled *Closed?*



- Click on the pencil icon to fill out your Coordination of Benefits letter and click *Submit*

The screenshot shows the 'COB Letter' form, which is used to provide information about other health insurance coverage. The form is divided into two main sections, 'We Need to Know About Your Other Coverage' and 'We Need to Know About Your Other Coverage', each with a sub-header 'Please provide information about your other coverage.' The form includes fields for 'Other Medical Policy Name', 'Other Coverage From', 'Type of Other Coverage', 'Relationship to Policyholder', 'Effective Date', 'Part 1', 'Part 2', 'Eligibility Reason', and 'Signature'. A red box highlights the 'Submit' button at the bottom right of the form. Below the form, there is a section titled 'Include Images in Your Response' with a 'Choose Files' button and a 'No file chosen' message.