

eServices Quick Hints Guide

A guide to navigating HM Insurance Group's eServices platform

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SIGN-IN TO eSERVICES

- Go to www.hmig.com/eservices
- Enter your **Username** and **Password**; select **Sign In**.
- 🔎 Tips
- eServices is accessible from your desktop, tablet or mobile device in Chrome, Firefox or Internet Explorer 10 and above; and Safari from mobile devices only. Some display errors may occur with older mobile devices.
- If you forgot your username or password, click the **Forgot username** or password? link and enter the required information.
- Click on the words underlined in blue throughout the entire site for additional definitions and information.

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Conversely inverse contracts Conversely inverse contracts Services Tutorial How to Register Toks and Phoseness (MLOP (SEP) Concer (MLOP (SEP) Concer (MLOP (SEP) Who to Register Concer (MLOP (SEP) Mon to Register Concer (SEP) Con	Securely send files	Check claim statuses
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Who Can Use eServices Who Can Use eServices Contact Client Services at 800-328-64330	TPAs and Producers (MMV) (EDE)	Contact your HM Workers' Compensation account manager at 800–328-5433@ to learn more.
Contact Client Services at 800-328-5433@	iow to Begister	Who Can Use eServices
	ontact Client Services at 800-328-54330	L Producers
Who Can Use eServices - Plan Administrators/Clients	Who Can Use eServices	Pian Administrators/Clients
Producers	Producers	
Finalover Groups		

ADD GROUP(S)

This screen will only appear for users who have access to more than one group in the eServices application.

Group Information There are currently no groups selected. To begin, please add one or more groups. + Add Group		Your User Role	Contact Us hmig.com Sign Out
There are currently no groups selected. To begin, please add one or more groups. + Add Group	Group Information		
	There are currently no groups select	ed. To begin, please add one or more grou	ups. + Add Group

- Click +Add Group to access the Group Tray.
- All groups that you have access to will display as available for selection.
- Search for your desired group by entering the group's name in the Search by Group box, or by entering the policy number in the Search by Policy # box.

		Your User Role	Contact Us hr	mig.com Sign Out
Group Information				
Selected Group: (0)	There is currently	y no group selected.	2	View Close Group Tray
Available Groups	: (565)		Select All Groups - Max 750	Clear Groups
Search by Group:	Search by Policy #: Clear			
Group #	Group Name	Policy #	Product Line	٥

- To select a group, click anywhere on the appropriate line of the group that you wish to view.
 - You also may select multiple groups and view information simultaneously.

Click View or Close Group Tray in the upper right hand corner to fully view the Group Information Overview page.

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🔗 Tips
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- To clear all selected groups from the Group Tray, click View to re-expand the full list of selectable groups, then click Clear Groups
- To clear one group, select the X next to the group's name from the Group Tray.

GROUP INFORMATION

The Group Information Overview page will display the options available to you. To make a selection, click on the appropriate panel or the tabs located at the top of the page. Note that the tabs will remain available for selection as you navigate throughout the site; the panels are only available for selection on the Group Information Overview page.

Quantian Claima Daliau Informa	tion Stop Loop	Groups	
Overview	Stop Luss		
Manage Claims Access claims details Track active claims 	>	Review Policy Information > • View policies and renewals • • See endorsements •	View Stop Loss Notices
Find a Form • Download forms	>		

MANAGE CLAIMS

To access claim details, select the Manage Claims panel or Claims tab.

Overview Claims	Policy Information	Stop Loss Notices	Forms				
Claims							
Policy #:	Select	•					
Policy Period Begin Date Range:	MM/DD/YYYY	to	MW/DD/YYYY				
Claimant Last Name:							
Claim Number:							
Invoice Number (Bill Credit Only):							
						Search	
							ł
Filter by:	Type: Both 🔻	Policy Peric	d Begin Date: All	•	Status:	All	Export to Excel

- You have the option to search by Policy #, Claimant Last Name, Claim Number or Invoice Number (Bill Credit Only).
 - Select Search.
- Export all claims, or just one claim, to Microsoft Excel by clicking Export to Excel, or
 - Filter the claims by:

_

- Type
 - Spec
 - Agg
 - Both (Aggregate and Spec)
- Policy period begin date
- o Claim Status Definitions:
 - Active: The payment request is received but not yet finalized.
 - **Approved**: The payment request is finalized and payment is in the process of being issued.
 - Awaiting Approval: The payment request has completed one or more steps and requires higher level authorization/review.
 - Canceled: The payment request has been closed because the information previously requested was not received within 90 days.
 - Complete: The payment request is finalized and no payment is due.
 - **Denied**: The payment request has been denied.
 - Paid: The payment request is finalized and payment has been issued.
 - Pending: The payment request is on hold until sufficient data exists for a claim determination. Click the Tool Tip for the Pend Code.
 - **Void**: The payment was voided.

- Click anywhere on the line of the claim that you want to view for more information.
- A View Details link will display in expanded view for payment requests in Paid status; click the link for more payment details.
 - You can export the 'View Details' document to a PDF by clicking Export to PDF.



- If claims do not exist, the screen will display 'Nothing Found to Display'.
- The up and down arrows included in each column heading allow users to sort the details displayed on the screen.
- The Requested Amount for each claim is net of the Spec deductible.

• REVIEW POLICY INFORMATION

To view Stop Loss policies, select the **Review Policy Information** panel or **Policy Information** tab.

			Your User 🚽 Role	1	Contact Us	hmig.com Sign Out
Group Information				jk.		
-		▼ Groups ▼				
Overview Claims Policy Information	n Stop Loss Notices Forms					
Policy Information						Upload Documents
Filter by: Policy Effective Year:	All Clear Filters					
Effective Date	Policy #	Documen	t	For	mat	\$

- Filter the policies by effective year or group.
- Click on the link under the Document column to view the policy.

VIEW STOP LOSS NOTICES

To see the latest pre-certifications, potential large claim and 50% notices, select the **View Stop Loss Notices** panel or **Stop Loss Notices** tab.

Group Information		
	▼ Groups ▼	
Overview Claims Policy Information Stor	p Loss Notices Forms	
Stop Loss Notices		
Filter by: Policy Period Begin Date: All	▼ Notice Type: All ▼ Reset Filters Expor	to Excel
Claimant 💠 Group 🜩	Policy # Policy Period Begin Date Notice Type	

- Filter the notices by **Policy Period Begin Date** or **Notice Type**.

- Notice Type Definitions:
 - C (Claim): An initial notice with an actual claim.
 - N (50% Notice): A notice that indicates paid and/or pended claim amounts that have reached 50% or more.
 - **P** (Potential Large Claim): A notice containing a diagnosis code that typically generates high dollar claims.
 - PR (Pre-Certification): A notice indicating that a procedure or hospital admission was pre-certified and may reach 50% of the deductible.
- Click on the blue box to the left of a notice to view the details.
- FIND A FORM
- Access or download Stop Loss and administrative information.



PERSONAL SETTINGS

	Your User Role	Contact Us hmig.com Sign Out
Group Information	Change Password	
▼ Groups	Manage Security	
Overview Claims Policy Information Stop Loss Notices Forms	Notification Preferences	

- CHANGE PASSWORD
- Select Change Password.
- Enter the required information and click Change Password.
- MANAGE SECURITY
- Create a unique security question and answer that will be used if you forget your username or password.
- Enter the required information and click **Update Security**.

NOTIFICATION PREFERENCES

	Your User Role Contact Us hmig.com Sign Out
Group Information	
Notification Preferences	
Stop Loss Status Updates	
Stop Loss Notice	<u>Modify Settings</u> On
Stop Loss Claims	Modify Settings On
ACH Claim Payments	Modify Settings

- Activate notifications by group for Stop Loss Notice, Stop Loss Claims and ACH Claim Payment actions by moving the bar from the **Off** to the **On** position.
 - The screen will expand with additional options for that specific notification type.
 - Set the delivery frequency for that specific notification type to one of the following options (for users with access to multiple groups, it must be the same for all groups):
 - When it happens: Notifications will be generated immediately when the requested action occurs in our claim system and will be provided using the delivery method selected.
 - Daily: Notifications will be generated at the end of the day and will be provided using the delivery method selected.
 - Weekly: Notifications will be generated at the end of the week and will be provided using the delivery method selected.
 - Monthly: Notifications will be generated on the last day of the month and will be provided using the delivery method selected.
 - Choose the delivery method for each group:
 - To select a delivery method by group, check the gray box on the left and then select the delivery option from the drop down menu on the right.
 - To select the same delivery method for all groups, click the gray check mark in the blue header row and then select the delivery frequency method from the drop down menu in the blue header row.
 - Click Submit.

Group Information	Notifications	<u>Notification</u> <u>Preferences</u>
	2 Stop Loss Claims Received 02/09/2015	
Overview Claims Policy Information Stop Loss Notices Forms	1 Stop Loss Claim Received 02/05/2015	×

- If you have selected to receive notifications within the eServices application, the number of new notifications will be displayed in a red circle by the blue flag at the top of the Home page.
 - Click the blue flag to review summaries of your notifications.

- Deactivate notifications for all groups for Stop Loss Notice, Stop Loss Claims and ACH Claim Payment actions by moving the bar from the On to the Off position.
 - Click **Modify Settings** to change individual settings by group.

Questions?

Contact your HM Sales Representative or call 800-328-5433. Calls are received Monday through Friday, 8:00 a.m. to 5:00 p.m., ET.

Coverage is underwritten by HM Life Insurance Company, Pittsburgh, PA, in all states except New York under policy form series HL601 or similar. In New York, coverage is underwritten by HM Life Insurance Company of New York, New York, NY, under policy form series HL601 or similar. In Pennsylvania, coverage may be underwritten by Highmark Casualty Insurance Company under policy form series HC601 or similar. The coverage requested may not be available in all states.