

Managed Care Reinsurance 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 in Safari from mobile devices only. Some display errors may occur with older mobile devices.
- If you forget your username or password, click the **Forgot username or password?** link and enter the required information.
- Click on the words in blue throughout the entire site for additional definitions and information.

ACTIVATE YOUR ACCOUNT

Before you can begin using eServices, you must activate your account by completing three easy steps.

Step 1: Accept Terms and Conditions

Select both boxes and click Continue.

Step 2: Create New Password

Select a new password and click Continue.

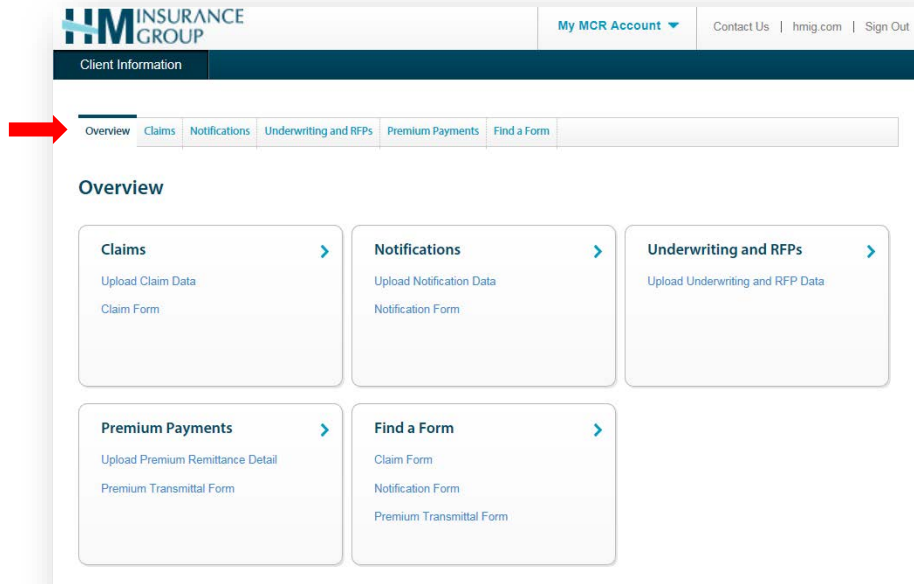
Step 3: Set Security Question

Select a security question, enter your answer and click Continue.

The message below will appear when you've successfully activated your account.

CLIENT INFORMATION

The Client Information page displays 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 Client Information page.



CLAIMS

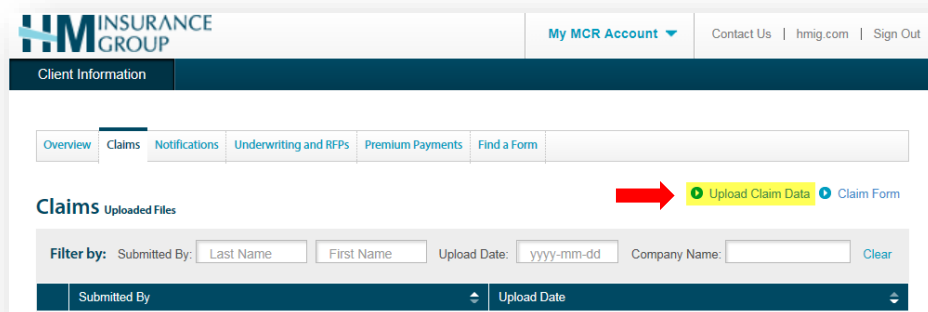
To view and upload claim data, select the Claims panel or tab.

Upload Claim Data

- Click Upload Claim Data
- Complete all required fields
- Click Browse if you wish to attach files (*up to five separate files*)
- Click Upload

View Claims Data

A list of previously uploaded forms will appear on the Claims page. Narrow your search by using the up and down arrow function or filter search results by last name, first name, upload date and company name.



NOTIFICATIONS

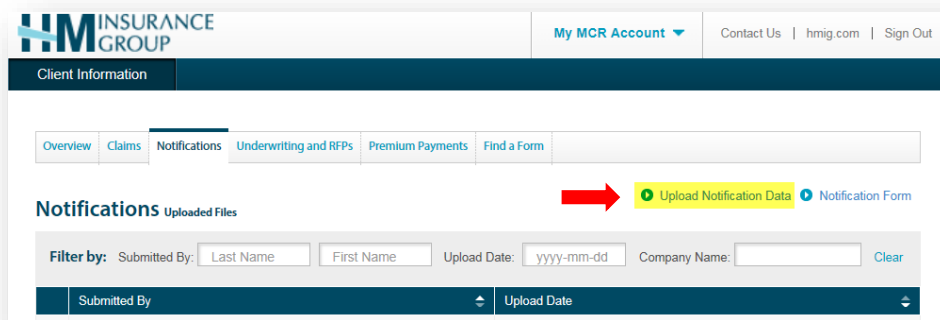
To upload and view medical risk notifications data, select the Notifications panel or tab.

Upload Notification Data

- Click Upload Notification Data
- Complete all required fields including company and member information
- Click Browse if you wish to attach files (*up to five separate files*)
- Click Upload

View Notification Data

A list of previously uploaded forms will appear on the Notifications page. Narrow your search by using the up and down arrow function or filter search results by last name, first name, upload date and company name.



UNDERWRITING AND RFPs

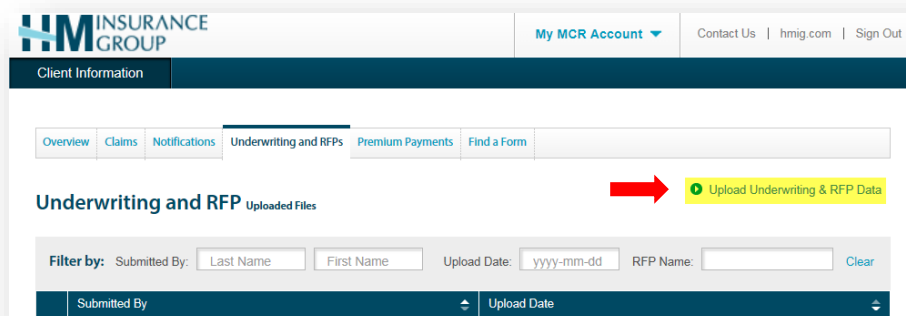
To upload and view underwriting and RFP data, select the Underwriting and RFPs panel or tab.

Upload Underwriting and RFP Data

- Click Upload Underwriting & RFP Data
- Complete all required fields
- Click Browse if you wish to attach files (*up to five separate files*)
- Click Upload

View Underwriting and RFP Data

A list of previously uploaded files will appear on the Underwriting and RFPs page. Narrow your search by using the up and down arrow function or filter search results by last name, first name, upload date and RFP name.



PREMIUM PAYMENTS

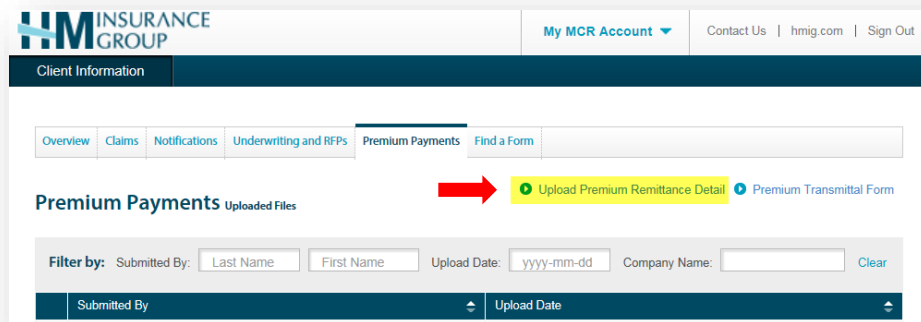
To upload and view premium payment data, select the Premium Payments panel or tab.

Upload Premium Payment Data

- Click Upload Premium Remittance Detail
- Complete all required fields
- Click Browse if you wish to attach files (*up to five separate files*)
- Click Upload

View Premium Payment Data

A list of previously uploaded files will appear on the Premium Payments page. Narrow your search by using the up and down arrow function or filter search results by last name, first name, upload date and company name.

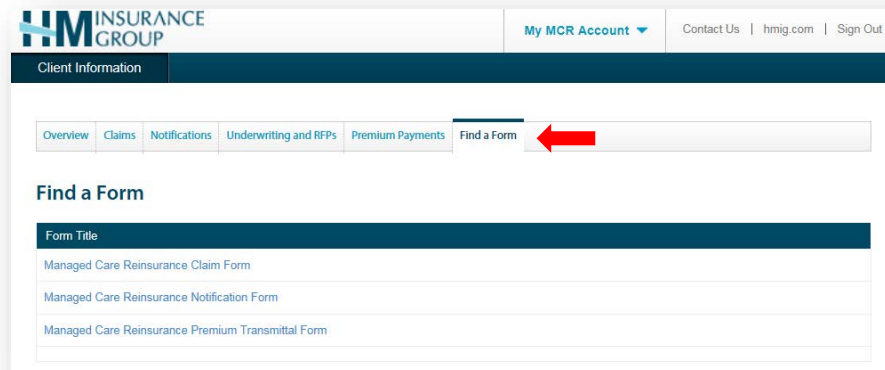


The screenshot shows the HM Insurance Group web interface. At the top, there is a navigation bar with the logo, 'My MCR Account', and links for 'Contact Us', 'hmig.com', and 'Sign Out'. Below this is a 'Client Information' header. The main content area has a tabbed interface with 'Overview', 'Claims', 'Notifications', 'Underwriting and RFPs', 'Premium Payments', and 'Find a Form'. The 'Premium Payments' tab is active, and a red arrow points to the 'Upload Premium Remittance Detail' button. Below the tabs, there is a 'Filter by' section with input fields for 'Submitted By' (Last Name, First Name), 'Upload Date' (yyyy-mm-dd), and 'Company Name', along with a 'Clear' button. At the bottom, there are two dropdown menus for 'Submitted By' and 'Upload Date'.

FIND A FORM

To access and download Managed Care Reinsurance forms, select the Find a Form panel or tab. Available forms include:

- Managed Care Claim Form (PDF)
- Managed Care Notifications Form (PDF)
- Managed Care Premium Transmittal Form (Excel)

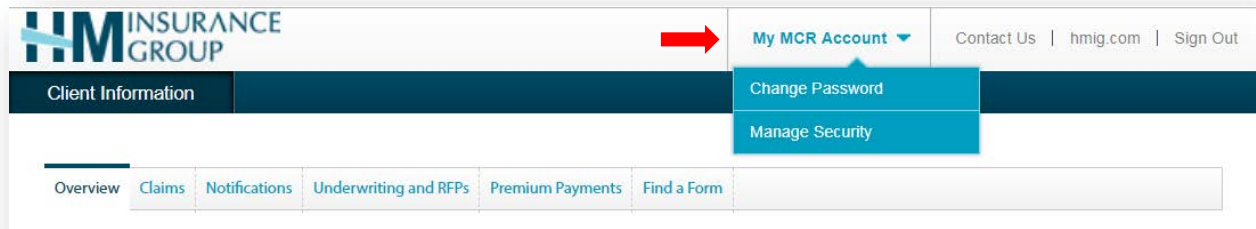


The screenshot shows the HM Insurance Group web interface. At the top, there is a navigation bar with the logo, 'My MCR Account', and links for 'Contact Us', 'hmig.com', and 'Sign Out'. Below this is a 'Client Information' header. The main content area has a tabbed interface with 'Overview', 'Claims', 'Notifications', 'Underwriting and RFPs', 'Premium Payments', and 'Find a Form'. The 'Find a Form' tab is active, and a red arrow points to the 'Find a Form' button. Below the tabs, there is a 'Find a Form' section with a table listing available forms:

Form Title
Managed Care Reinsurance Claim Form
Managed Care Reinsurance Notification Form
Managed Care Reinsurance Premium Transmittal Form

PERSONAL SETTINGS

To change your password and manage security, select the My MCR Account tab.



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

QUESTIONS?

Contact your Managed Care Reinsurance representative or call 305-262-2662.
Calls are received Monday through Friday, from 8:00 a.m. to 5:00 p.m., ET.

In all states except New York, coverage is underwritten or reinsured by HM Life Insurance Company, Pittsburgh, PA, or Highmark Casualty Insurance Company, Pittsburgh, PA, under form HM PEL 1105, HC PEL 1105, HML 1105 ELR, HMC 1105 ELR, HM 1005-ELR or similar. In New York, coverage is underwritten under form HMNY PEL 1105, or similar, or reinsured by HM Life Insurance Company of New York, New York, NY. The coverage or service requested may not be available in all states and is subject to individual state approval. Reinsurance agreements only reflect a form number when required by applicable state law.