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Need Assistance?

The EBD office is open Monday - Friday 8 a.m. - 4:30 p.m. CST

Phone 1-877-815-1017x1 501-682-9656 Email AskEBD@dfa.arkansas.gov

NEW POBLAL

Welcome to the new ARBenefits member portal. The redesign not only makes using the portal more member friendly, it also puts more options at the finger tips of our members.

Features like being able to order or print replacement cards, and online enrollment remain. However, a new document upload feature has been developed for year-round use, as well as a new alert system that gives EBD another way to communicate with our members.

We hope you take the time to check out the new portal, and find using it a pleasant experience.

Sincerely, ARBenefits

Out with the old...



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O Board Information	Coverage Policies
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Get Driving Directions					







<u>Login page</u>

Available by clicking the login button at www.ARBenefits.org, or by using https://my.ARBenefits.org URL, the login screen for the new portal has been updated.

You can use this screen to login to your account, register your online access or help if you forget your password. Your covered spouse, and dependents over the age of 18 can also register for online access to the portal.

Your Member Number and Password remain the same as they were with the old portal.

- The member login box is the same as with the previous portal. New users can click the Register button to get registered to use the web portal. Spouses and dependents over the age of 18, can register to be able to login. Spouses and dependents have limited options available to them in the portal.
- 2 The Important Links section gives you access to plan materials and information from the public www.ARBenefits.org website. This includes forms, plan information and documents, and more.

- Latest News will display EBD Alerts that are housed in the News section of the ARBenefits.org homepage.
- Available at the bottom of every page of the portal is the mailing address and contact information for EBD. A "Contact Us" button is also at the top of every page inside the portal that will display contact information.

ARBenefits

	ARBenet	fits			(877) 815-1017 C	ontact Us Log Out	
	Home Do	cuments	Member Lin	iks Alerts	Account		
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	Email askebd@dfa.arkansas.gov						
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	Print Requirements	Letter	Print Wellness Disc	count Letter			
	Physical Address		Mailing Address		(877) 815-1017	Toll Free	
	501 Woodlane St., Suite 50 Little Rock, AR 72201	0	P.O. Box 15610 Little Rock, AR 722	31	(501) 682-9656	Local	

MEMBER PORTAL GUIDE

MEMBER HOME SOREEN

The home screen gives members a snapshot of their plan details. Contact and personal information is displayed along with information regarding any covered dependents. New features have been added to make using the portal more informative and user friendly for our members.

Members will see their name and information that EBD currently has in its system. You can click the Update Info button to change your information. Changes that you enter will be sent to EBD and/or your district/agency Health Insurance Representative for approval, so your changes will not immediately be seen.

If you would like to change your password, you can click the Change Password button. As a reminder, members can only change passwords once every three days.

- Any dependents (spouse, children) that you currently cover on your policy will be displayed in this box. Clicking on their name will display information including their birth date and address.
- The ARBenefits box will display the member's member number and current plan level. Also included is the Health Insurance Representative that is attached to the member's agency or school district along with their contact information.

In addition to plan information, a set of links is provided that correspond with the plan's providers. These links will give you access to your health record, pharmacy records, life insurance, HSA/FSA, and our privacy policy.

EBD works continuously with our vendors to make signing into any of their systems as hassle free as possible.

One of the new features of the portal, members will now be able to upload any necessary documents at any time during the year. Documents can include: spousal affidavit, birth certificate, marriage license or any documents being required by EBD.

Members will also be able to see copies of documents that EBD has sent them through the mail.

Another new feature allows members to view if they have met the qualifications for their Wellness discount or not. If requirements have not been met, the member will see what still needs to be completed by the member, or their covered spouse.

Updates to this section are made per EBD guidelines, that can be found on our ARBenefits *Well* page. The page will begin to show the status of the 2018 plan-year discount in June 2017.



ARBe	nefits			8)	77) 815-1017 Contact Us	Log Out
Home	Documents	Member L	inks.	Alerts	Account	
JOE SMITH						
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Doguments

While you can upload documents from the member home screen, the document allows you to follow your uploaded documents from the beginning through approval or denial. You can also use this tab to access documents that EBD has mailed you.

- The ARBenefits portal offers a quick way to upload any necessary documents. Just click the Choose File button, and locate the document on your device that you wish to attach. Once you have selected your document, you can click the Attach button. A list will then compile underneath the choose file option, of all the documents you select. You can attach multiple files. Once you have selected all of your documents, click the Upload All button and they will be sent.
- Once you upload your documents, you will see them in the Sent box under the Pending option. All documents must be approved or denied by EBD, so documents in the Pending field are awaiting review by EBD's Eligibility Department.

If approved, your document will move to the approved field. You will be notified in the portal, and by the email address you have on file that your documents have been approved.

Along the same lines, any denied documents will be placed in the Declined field. Should a document be declined, you will receive a message with an explanation along with any necessary actions you need to take.

The new member portal also includes an Alert messaging system which will be covered in this manual. You can click the View Alerts button at the bottom of this section to view any alerts that have been sent in regards to your documents.

3 The Inbox feature allows you to access documents that have been mailed to you by EBD. This includes any letters, affidavits, etc. This does not include EOBs from claims as those are sent by Health Advantage or QualChoice.

ARBenefits

Home D	ocuments Membe	r Links Alerts	Account
IOE SMITH			
Member Number 91895501	Group Name DEPT OF FINANCE & ADMIN	Benefit Plan ASECLASSICACT	Email askebd@dfa.arkansas.gov
Internal Links			
Health Advantage		U Life Insurance	
QualChoice		S HSA / FSA	
Personal Pharmacy Re	cords	Notice of Privacy Po	olicy
External Links			
Arkansas State Arkansas State Public School		Plan Docume Summary Plan De Preferred Drug Lis	ents scriptions st
Health Enhanc Resources & Helpful	ement Links	Board Inform Access Meetings 8	nation & Minutes
Coverage Polic Search	ies		
Physical Address	Mailing Add	Iress	(877) 815-1017 Toll Free
501 Woodlane St., Suite 5 Little Rock, AR 72201	DO P.O. Box 156 Little Rock, A	510 AR 72231	(501) 682-9656 Local



LINKS

The Links tab gives members access to the web pages of the plan's vendors and providers. The External Links category allows members to access plan information from the ARBenefits.org website.

 η Internal Links offers access to the websites of plan vendors.

Health Advantage/QualChoice - Link to the health plan provider's website. Both offer a member portal where you can access your health record and see what you have contributed towards your deductible along with other information.

Personal Pharmacy Record - Takes you to your member account with MedImpact. You can see your pharmacy record and also look up the cost of your prescription drugs.

Life Insurance - signs you into your account with Securian (formally Minnesota Life). You can use this portal to change beneficiaries, cancel coverage. You can use this portal to add coverage during Open Enrollment.

HSA/FSA - access to the HSA/FSA vendor's website.

Notice of Privacy Policy - access to EBD's privacy policy and practices.

External Links gives you access to plan information that is available on the public side of ARBenefits.org. From here you can access plan forms, the Summary Plan Document (SPD), resources and more. ARBenefits

Home Documents Member Links 2 Alerts Account Global Alert Term You Have Alerts Term You Have Alerts Term JOE SMITH Term Address Account Address Account Address Account JOE SMITH Spouse Prone Termin Basebole/flaarkansas.gov Date of Birth Social Security Date of Birth (ST7) B15-107 Center to the Counce of the Cou	AR Benefit	S		(877) 815-1017	ontact Us Log Out
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2 Unread Alerts	Member Number 91895501	Group Name DEPT OF FINANCE & ADMIN	Benefit Plan ASECLASSICACT	Email askebd@o	lfa.arkansas.gov
There are currently no unread alerts.	Unread Alerts				
Past Alerts 2017	Unread Alerts	There are curre	ntly no unread alerts.		
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03/07/2017 Test Member Alert	Unread Alerts Past Alerts Date	There are curre	ntly no unread alerts.	2017	•



ALEBTS

Brand new to the member portal is the alert system. The system allows EBD to send alert messages within the portal to our entire member population, or to specific members. Alerts will be utilized to give reminders of dates such as open enrollment periods, or inform members if their applications are missing any documents. Should an alert be generated, the affected members will receive an email informing them that a new alert has been posted to their account.

Alerts are coded with two different colors on your home screen. Global alert notifications appear in orange. Global alerts are sent to the entire plan population, or to all members of the ASE or PSE populations. Global alerts will be set to appear to for a period of time, and even if you mark them as read, they will reappear the next time you login until they expire. An example of a Global Alert would be the dates of upcoming open enrollment periods.

Member specific alerts will appear in Blue. These alerts are sent to members from EBD's Eligibility department. They can inform members if they are missing anything from their applications, or any actions they may need to take. Also, a member alert will generate when you request a set of ID cards be mailed.

2 The Alerts tab gives members access to all of their alerts. Members can read any unread or read alerts they have received. After a member views the alert and clicks to mark them as read, the alerts will go in the Past Alerts box. This will keep a record of all alerts sent to that member including Global alerts.



Home	Documents	Member I	Links /	Alerts	Account	
JOE SMITH						
Member Number 91895501	Group Name DEPT OF FINA	ANCE & ADMIN	Benefit Plan ASECLASSICACT		Email askebd@dfa.arkansas	s.gov
Contact Info			Security	/		
Phone Number			Password Res	et Question		
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Email Address			Answer to Qu	estion		
askebd@dfa.arkansas.gov			Security Ques	tion Answer		
Subscribe to ARBenefits Update	Emails		U	pdate	Change Your Pa	ssword
Physical Address 501 Woodlane St., Sui	te 500	Mailing Addre P.O. Box 15610	ss	G	(877) 815-1017 Toll Fre (501) 682-9656 Local	e
Little Rock, AR 72201		Little Rock, AR	72231			



THOODER

The member Account tab will allow the member to change their contact information and password reset question/answer. The Security box will also allow members to change their password.

Members must give a phone number when they select to update their email. The Contact Info box allows members to subscribe to ARBenefits emails such as the monthly E-Newsletter, or they can uncheck the box to unsubscribe.

During open enrollment, members can use the Account tab to access online enrollement in order to enroll or make changes to their health plan for the following plan-year. New hires who are within their initial 60-day window, can also use this tab to enroll in the health plan.

The enrollment feature will only appear during open enrollment periods, or during an employee's inital 60-day hire window.

Should you need assistance at any time while you are in the portal, or if you get locked out of your account, you can contact EBD at 1-877-815-1017x1 or at AskEBD@dfa.arkansas.gov.

A few things to remember:

You can reset you password once every three days. If you need to reset again with the three days, you will need to contact EBD.

Your member number is on your ARBenefits insurance card in the ID section. Your member number for the portal does not include the letters. If you do not have your insurance card, you can contact Member Services at 1-877-815-1017x1 to retrieve your member number.

Any documents you upload through the portal are subject to approval by the EBD Eligibility department.

The Wellness section is updated per EBD guidelines which relies on reports from GuidanceResources[®] and claims data from Health Advantage. There will be a period of time from when you complete the requirements to when they will show as complete in our system.



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