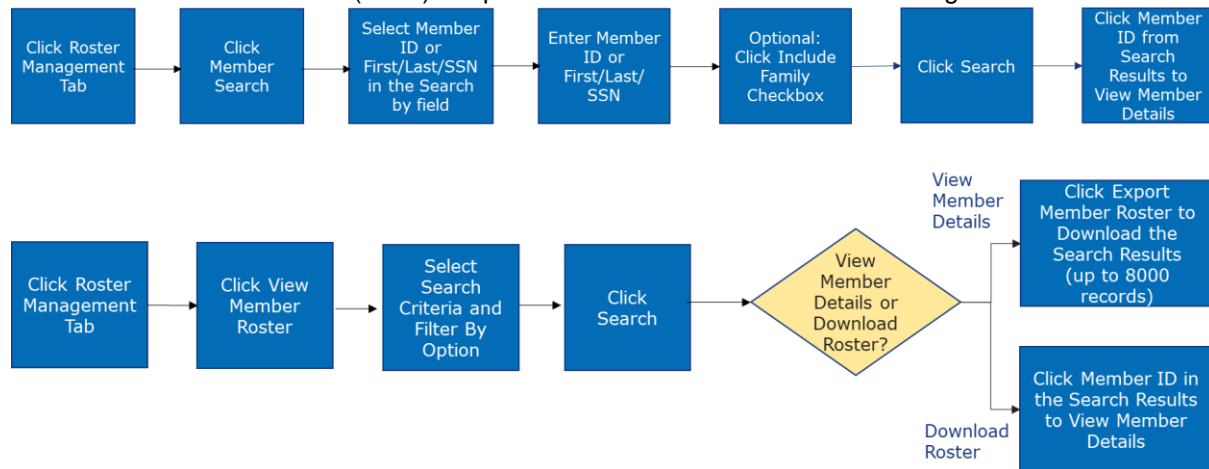


Employer Portal: Roster Management - Subscriber Navigation

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview on subscriber navigation.



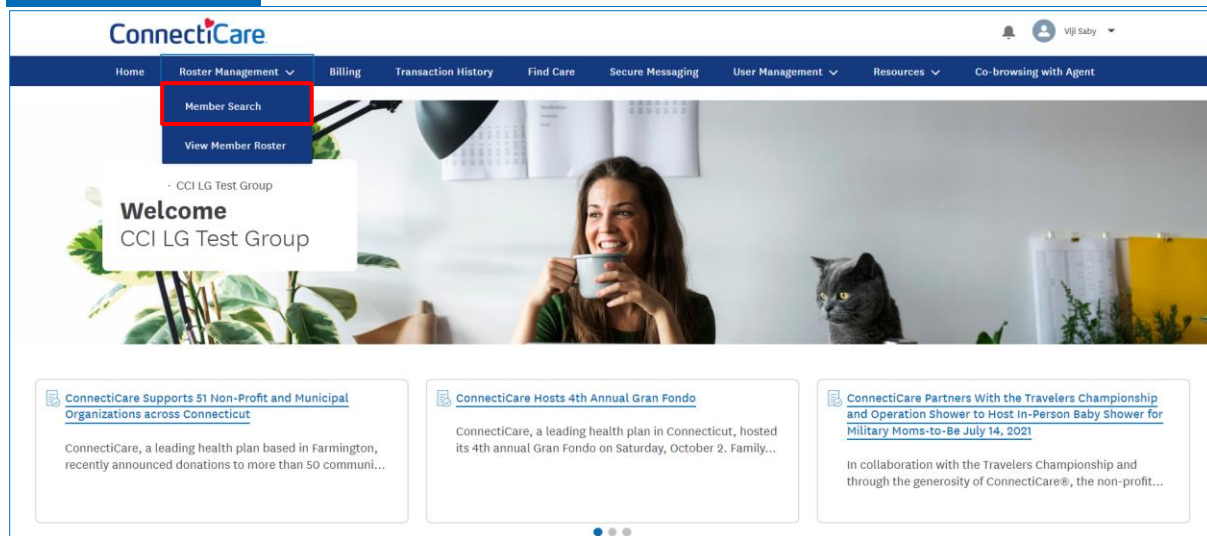
Let's look at the steps in detail for subscriber navigation.

Purpose: To navigate subscriber details.



Step 1:

1. From the **ConnectiCare Home** page, select the **Roster Management** tab.
1. From the drop-down menu, select **Member Search**.





Step 2:

The Member Search screen displays.

1. To search using Member ID, select the **Member ID** option from the **Search by*** drop down menu.

Note: To search using First Name, Last Name and SSN, select the **First/Last/SSN** option.

- GROUP 2773

Member Search

Search by* ⓘ

Member ID
Member ID
First/Last/SSN

Member ID* ⓘ

☐ Include Family ⓘ

*Required information

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
-------------	----------	-----------	-------------	---------------	-----	--------	----------------------------	---------------------	-------------------	------------------	-------------------------	--------



Step 3:

1. Enter the **Member ID**.
2. Click **Search**.

- GROUP 2773

Member Search

Search by* ⓘ
Member ID

Member ID* ⓘ
K8011129501

☐ Include Family ⓘ

Search

Reset Search

*Required information

Exporting search results will show more details for each member.

Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
-------------	----------	-----------	-------------	---------------	-----	--------	----------------------------	---------------------	-------------------	------------------	-------------------------	--------



Step 4:

The Subscriber details displays.

1. Click the **Member ID**.
2. (Optional) Click **Export Member Details** to download member details to an Excel sheet.

- GROUP 2773

Member Search

Search by* ⓘ
Member ID

Member ID* ⓘ
K8011129501

☐ Include Family ⓘ

Search

Reset Search

*Required information

Exporting search results will show more details for each member.

Export Member Details

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Coverage End Date	Termination Date	Original Effective Date	Status
1001	1001	K8011129501	BARRY, KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020			01/01/2019	Active

TOTAL RECORDS: 1



Step 5:

The Subscriber Details screen displays.

- GROUP 2773

Subscriber Details

1001 - GROUP 2773

Subscriber Actions ▼

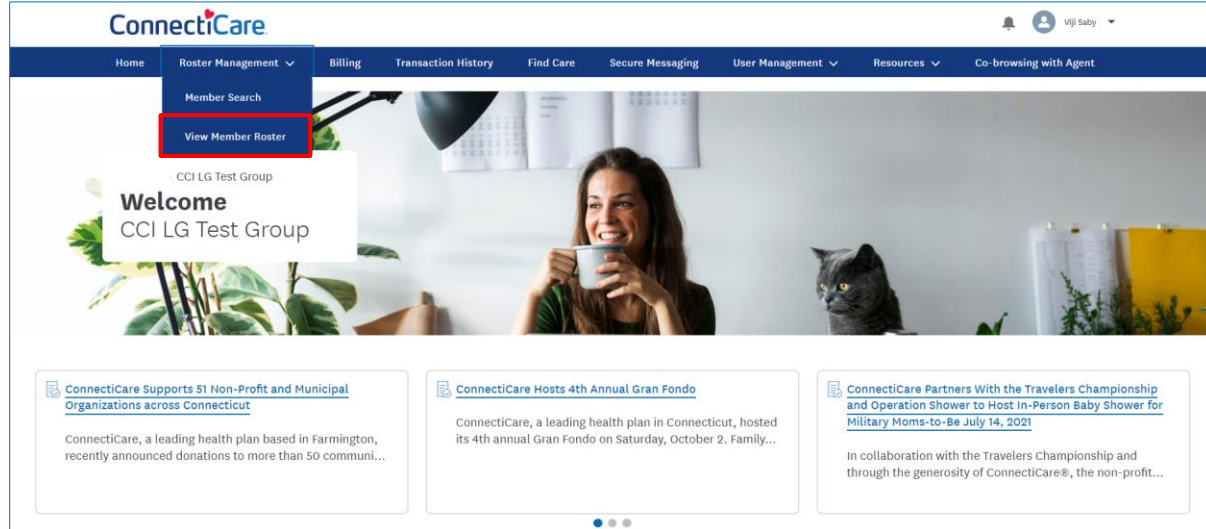
Status Active	Termination Date -	Member Name KELLY BARRY	Member ID K8011129501
Address 722 Janette St, Bronx, NY, 10475	Email testEmail@emblemhealth.com	Mobile Phone Number -	DOB 08/20/1974
Marital Status Married	SSN XXX-XX-6481	Gender Female	Referral Required No



Step 6:

- From the **Roster Management** drop-down list, select **View Member Roster** to search a subscriber's details using Subgroup ID or Subgroup Name.

Note: In this example, we will search using Subgroup ID.



Step 7:

The Member Roster screen displays.

- Select **Subgroup ID** in the **Search By** field.
- Enter the **Subgroup ID** in the **Search** field.
- Click **Search**.

- GROUP 2773

Member Roster

Search By
☐ None
☒ Subgroup ID
☐ Subgroup Name

☐ Subscriber Only
☐ Future Effective

Search
1001
1001

Member Status
All

Search

Reset Search

Exporting search results will show more details for each member. Export Member Roster

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
-------------	----------	-----------	-------------	---------------	-----	--------	----------------------------	---------------------	------------------	-------------------------	--------



Step 8:

The Subgroup details display.

1. Click the **Member ID**.

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8049400002	ALEX -, MARC	11/30/2021	XXX-XX-4267	Female	Daughter	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129502	BARRY, JULIE	03/10/1994	XXX-XX-8343	Male	Son	01/01/2020	12/31/2020	01/01/2019	Inactive
1001	1001	K8011129501	BARRY, KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129503	BARRY, NORA	04/24/2001	XXX-XX-8110	Female	Daughter	01/01/2020	-	01/01/2019	Active
1001	1001	K8050233301	BECKY, AARON-	07/10/1992	XXX-XX-6331	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	4001	K5501104301	BENTONLY, ANTONY	02/03/1989	XXX-XX-1763	Male	Subscriber	01/01/2021	-	01/01/2021	Active
1001	1001	K8052269503	BRUCE, DEAN	05/17/2009	XXX-XX-8506	Male	Son	01/01/2020	-	01/01/2019	Active



Step 9:

The Subscriber Details page displays.

Note: Union Code and Health Code are applicable only to City of New York subscribers.

GROUP 2773

Subscriber Details

1001 - GROUP 2773

Subscriber Actions

Status Active	Termination Date -	Member Name KELLY BARRY	Member ID K8011129501
Address 722 Janette St, Bronx, NY, 10475	Email testEmail@emblemhealth.com	Mobile Phone Number -	DOB 08/20/1974
Marital Status Married	SSN XXX-XX-6481	Gender Female	Referral Required No



Step 10:

1. Click **Plan** to display the Subscriber's plan details for the last 24 months.
Note: Expired plans are also displayed here. If a plan doesn't have a Coverage End Date, then it is an active plan.
2. (Optional) Click the dropdown button (to the far right of the member information) to show the **Download Summary of Benefits of coverage** and **Download Benefits Summary/ Summary of Benefits** options.

Plan

Q Search

Member ID	Subgroup ID	Plan Name	Plan ID	Class Name- Class ID	Product Type	Coverage Start Date	Coverage End Date	Tier/Coverage	Status	PCP ID	PCP Name	Plan Type
K801129501	1001	EMBLEMHEALTH EPO	ME001160		PPO	1/1/2020		Employee & Child(ren)	Active	-		Medical

Total records: 1

Download Summary of Benefits of coverage
Download Benefits Summary / Summary of Benefits



Step 11:

1. Click **Stop Age Riders** card to see the Stop Age Rider for the child dependents of the subscriber.
Note: Additional information on the rider type and reasons for the Stop Age Rider can be found on this page.

Stop Age Riders

Q Search ⓘ

Plan Name	Plan ID	Plan Type	Stop Age Rider	Rider Type	Stop Age Indicator	Stop Age Reason
EMBLEMHEALTH EPO	ME001160	Medical Product	26	Dependent	Last Day of Birthday Plan Year	Member is over dependent age limit

TOTAL RECORDS: 1



Step 12:

1. Click **Additional Insurance** to see subscriber's secondary insurance details or details of primary insurance with another plan (if any).

Additional Insurance

Search ⓘ

Name of the Insurer	Policy ID	Policy Effective date	Policy End date	Insurance Hierarchy
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NO RECORDS TO DISPLAY.



Step 13:

1. Click **Medical ID Card** to see the Medical ID Card.
2. (Optional) Click **Print ID Card** to download and print a copy of the Medical ID card.
3. (Optional) Click **Request ID card by mail** to get a copy of the Medical ID Card through mail.

Note: It takes approximately 10 business days to receive the Medical ID Card by mail. Another request for ID card by mail cannot be completed until at least 10 days have passed since most recent request.

Medical ID Card

ConnectiCare
an EmblemHealth company

MEDICAL

Member Name: KELLY D. BARRY
Member ID: K801129501
Coverage Effective Date: 01/01/2020
Plan Name: EMBLEMHEALTH EPO


Rx Bin Number: 013865 PCN: N/A

Customer/Service Number: Contact Us:
<https://www.emblemhealth.com/contact>

Print ID Card

Request ID card by mail

For the best experience, open PDF images in Google Chrome or Microsoft Edge.



Step 15:

1. Click **Dependents** to see the details of the subscriber's dependents.
2. Click the **Member ID** to see the Dependent Details.
3. **Note:** Even if a dependent converts to a subscriber the details will still be displayed under Dependents.

Dependents
^

Q Search

Member ID	Name	Date Of Birth	SSN	Gender	Relationship to subscriber	Original Effective date	Coverage start date	Termination date	Status
K801129502	BARRY, JULIE	3/10/1994	XXX-XX-8343	Male	Son	1/1/2019	1/1/2020	12/31/2020	Inactive
<div style="border: 2px solid red; padding: 2px;">K801129503</div>	BARRY, NORA	4/24/2001	XXX-XX-8110	Female	Daughter	1/1/2019	1/1/2020	12/31/2027	Active

Total records: 2



Step 16:

1. Dependent Details Screen displays.

Note: You can also view the dependent's Dependent Information, Plan, Additional Insurance, and ID cards. Available dependent actions may vary according to the group type and/or the plan type (e.g., Medicare).

- GROUP 2773

Dependent Details

1001 - GROUP 2773

Status

Active

Address

722 Janette St, Bronx, NY, 10475

Marital Status

Unreported

Termination Date

12/31/2027

Email

-

SSN

XXX-XX-8110

Member Name

NORA BARRY

Phone Number

-

Gender

Female

Member ID

K801129503

DOB

04/24/2001

Referral Required

No

Dependent Actions

Change Name

Change PCP

Change Date of Birth

Change Relationship

Terminate Member

Change Language / Ethnicity / Race