



**EmployerAccess Launch in Georgia
Frequently Asked Questions
July 19, 2007**

Q1 What is EmployerAccess?

A1 EmployerAccess is a Web-based program that provides employers with a quick, convenient way to conduct enrollment, eligibility, contract/coverage inquiries, benefit maintenance, billing and reporting transactions in one seamless online experience. It saves benefit administrators time, reduces errors and makes doing business with us easier than ever before.

Q2 What services are available to benefit administrators online through the EmployerAccess program?

A2 Among the many services available, employers can:

- Enroll subscribers
- Add dependents
- Add, change or cancel coverage
- Re-enroll or reinstate coverage
- Change member personal information
- Request ID cards
- View employee roster
- View eligibility
- View employer details for a group or case
- View employer billing information
- View and pay invoices online
- View reports
- Display and process work pending

Employers that offer life and disability (L&D) products will find new functionality within the “Reports” tab that will allow them to:

- Initiate L&D claims online
- Calculate imputed income
- Access conversion and portability tools
- View and download certificates
- Access self-billed premium worksheets
- Conduct online enrollment for disability and supplemental life products

Q3 What is different about the new EmployerAccess from the old site?

- A3 The new EmployerAccess offers a number of enhancements, including:
- Improved reliability
 - Faster response time
 - More intuitive navigation – allowing users to find the information they need quicker and easier

Plus, there is additional functionality, including:

- Online billing – including combined bill presentment and payment capability
- Self-service features for Life and Disability products

In addition, the new EmployerAccess will prompt benefits administrators to verify information on the screen before submitting it electronically. This will help to ensure greater accuracy.

Q4 Will the new site have appropriate security that protects privacy?

- A4 Yes. Protecting the privacy of our customers is extremely important to us and, in fact, is paramount to our success as a company. EmployerAccess will have all the appropriate technology and safeguards to protect the privacy, including personal health information, of our customers. This state-of-the-art security was in place with the previous application and will remain with the new EmployerAccess.

Q5 Do you anticipate making other enhancements to the site in the future?

- A5 Yes. We will continue to monitor ways that we can enhance the EmployerAccess program. We are committed to providing our customers with the best technology and tools, creating a better and more dynamic online experience. Employers will be notified if and when enhancements are made.

Q6 What is the process for new users to sign up for EmployerAccess and how long does it take?

- A6 For eligibility requirements and to register for EmployerAccess, new users should contact their Account Representative for appropriate documentation and information.

Q7 Will pending activity transfer from the old application to the new application?

A7 No, pending activity from the previous version of the employer portal will not transfer to the new version. If employers do not complete activities before their data is migrated to the new system, they will have to redo these activities.

This situation only affects pending activity before the transfer of data from the old to new employer portal. Once users are migrated to the new EmployerAccess, new pending activity that is added will be displayed on the pending activity screen.

Q8 Will employers that currently use the online group billing feature need to re-enter their bank account information?

A8 Yes, employers that currently use the online group billing feature will need to re-enter their bank account information. This will affect a relatively small number of employers.

Q9 Will I be able to view my historical work on the old employer application once I am converted to the new EmployerAccess?

A9 Employers will be able to access activity reports from the old application because the new EmployerAccess shares the same database.

Q10 Should I call customer service if I get an “unable to process” or “try again later” message?

A10 If users receive an “unable to process” or “try again later” message, they should wait and then try the transaction again later.

