

001

The screenshot shows a web page for the Employer eServices Help & Training Resources Tutorial. At the top left, there is a logo for "Employer eServices®" on a white background, followed by a blue horizontal bar. The main content area is white and contains the following text:

**Welcome to the Help &  
Training Resources Tutorial**

**Audience: Employers & Brokers**

**Module Length: Approximately 5 minutes**

**Last Updated: December 12, 2006**

At the bottom of the page, there is a navigation bar with a grey background on the left and a white background on the right. The grey bar contains eight buttons arranged in two rows:

1. Intro	3. Reports	5. Glossary	7. Reference
2. FAQs	4. How To	6. Tutorials	8. Conclusion

The white bar on the right contains the following text:

Welcome to the Help and Training Resources tutorial. In this tutorial, you'll learn how to access online help resources from the Employer eServices Reports home page.

Welcome to the Help and Training Resources tutorial. In this tutorial, you'll learn how to access online help resources from the Employer eServices Reports home page.

002

Employer eServices®

**Welcome to the Help & Training Resources Tutorial**

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**Module Length: Approximately 5 minutes**

**Last Updated: December 12, 2006**

<a href="#">1. Intro</a>	<a href="#">3. Reports</a>	<a href="#">5. Glossary</a>	<a href="#">7. Reference</a>
<a href="#">2. FAQs</a>	<a href="#">4. How To</a>	<a href="#">6. Tutorials</a>	<a href="#">8. Conclusion</a>

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

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003

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To move from one section to another, click the menu buttons found above the playback controls.

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004

Employer eServices®

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Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

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005

Employer eServices®

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Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

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006

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with links: Reports Home, Automated Reports, Custom Reports, Recent Reports, Help & Training, News, Tools, and Logou. Below this is a sub-header for ECR. The main content area is divided into several sections:

- Welcome Test User**
- View Automated Reports**: A section with a calendar icon and text stating "No reports are currently available." It includes instructions on how to view reports and a link to "View additional reports created for you this month and all other months within the past year."
- Run Custom Reports**: A section with a folder icon and a list of report types: Claim Expenses by Size of Payment, Claim Laq Study, Detail Payment, Detail Payment - Non Confidential, Large Loss Claim Payments, Payments by Benefit Type, and Payments By Month.
- Help & Training Resources**: A sidebar section containing contact information (Maintenance Period, Phone, E-mail) and links to various help resources like "Help with a Specific Report", "Frequently Asked Questions", "Glossary of Terms", "Online Tutorials", and "Printable Reference Materials".
- Reporting News**: A section with dates and headlines such as "11/13/2006 Inpatient Event Data Unavailable" and "10/20/2006 Membership Issue Affects Some Customers".
- Reporting Tools**: A section with a grid of buttons numbered 1 through 8, representing different help topics.

A blue-bordered box at the bottom right of the screenshot contains the following text:

There are two ways to access Help and Training resources from the Employer eServices Reporting home page. Both options will bring you to the same set of resources.

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007

The screenshot shows the Employer eServices website interface. At the top, a navigation bar includes links for Reports Home, Automated Reports, Custom Reports, Recent Reports, **Help and Training Resources** (highlighted with a red box), News, Tools, and Logou. Below the navigation bar, the page is divided into several sections: ECR, Welcome Test User, View Automated Reports (with a note that no reports are currently available), Run Custom Reports (with a list of report types), Help & Training Resources (with contact information and links), Reporting News (with recent news items), and Reporting Tools. A blue box at the bottom right of the screenshot contains the text: "The first method is to click the Help and Training menu link at the top of the page." Below this box is a table of contents with buttons for sections 1 through 8.

1. Intro	3. Reports	5. Glossary	7. Reference
2. FAQs	4. How To	6. Tutorials	8. Conclusion

The first method is to click the Help and Training menu link at the top of the page.

008

The screenshot displays the Employer eServices website interface. At the top, there is a navigation bar with links: Reports Home, Automated Reports, Custom Reports, Recent Reports, Help & Training, News, Tools, and Logou. Below this is a section for ECR (Employer Customer Reporting) with a welcome message for a test user. The main content area is divided into three columns. The left column features a 'View Automated Reports' section with a calendar icon and a message stating 'No reports are currently available.' It also includes a 'Run Custom Reports' section with a folder icon and a list of report types such as 'Claim Expenses by Size of Payment' and 'Claim Laq Study'. The middle column contains 'Help & Training Resources' with contact information and a list of links: 'Help with a Specific Report', 'Frequently Asked Questions', 'Glossary of Terms', 'Online Training (Web Y:154)', and 'Printable Reference Materials'. The right column shows 'Reporting News' with dates and headlines like 'Inpatient Event Data Unavailable' and 'Membership Issue Affects Some Customers'. At the bottom left, there is a navigation menu with buttons for '1. Intro', '2. FAQs', '3. Reports', '4. How To', '5. Glossary', '6. Tutorials', '7. Reference', and '8. Conclusion'. A blue-bordered box on the bottom right contains the text: 'The second is to select one of the individual links found in the Help and Training section.'

The second is to select one of the individual links found in the Help and Training section.



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**Employer eServices®**

Reports Home Automated Reports Custom Reports Recent Reports Help & Training News Tools Logou

ECR

Welcome Test User

### View Automated Reports

No reports are currently available.

If you are set-up to receive automated reports, they will be accessible in this location as soon as the reports are available.

View additional reports created for you this month and all other months.

View, print and export reports eServices Customer Reporting has created for you.

### Run Custom Reports

Financial (Data Current Through May 31, 2006)

- Claim Expenses by Size of Payment
- Claim Laq Study
- Detail Payment
- Detail Payment - Non Confidential
- Large Loss Claim Payments
- Payments by Benefit Type
- Payments By Month

### Help & Training Resources

Maintenance Period: Nightly 10 p.m. - 7 a.m. (ET)  
Phone: 1-800-651-5465  
E-mail: CustRept\_Help@uhc.com

Help with a Specific Report

**Frequently Asked Questions**

Glossary of Terms

Home Tutorials

Table Reference Materials

### Reporting News

11/13/2006  
Inpatient Event Data Unavailable

10/20/2006  
Membership Issue Affects Some Customers

10/02/2006  
"Percent of Savings" and "Shared Savings" Reports Now Available via Automated Reporting

More News...

### Reporting Tools

We'll begin by selecting the Frequently Asked Questions link in the Help and Resources section.

1. Intro	3. Reports	5. Glossary	7. Reference
2. FAQs	4. How To	6. Tutorials	8. Conclusion

We'll begin by selecting the Frequently Asked Questions link in the Help and Resources section.

010

The screenshot shows the Employer eServices Online Help page. At the top, there is a navigation bar with buttons for HOME, REPORTS, HOW TO, GLOSSARY, TUTORIALS, and REFERENCE. Below this is a blue header with the text "Online Help: eServices Customer Reporting" and a sub-header with links for HOME | FAQs | KNOWN ISSUES | RELEASE NOTES. The main content area features a red-bordered box around the heading "FREQUENTLY ASKED QUESTIONS (FAQS)". Below this heading, there is a prompt: "Click [+/-] to view FAQs for the selected topic:". A list of topics follows, each with a [+/-] icon: "Access to the System, Policy Numbers, and Reports", "Timing/Availability of Data and Reports", "Report Results", "Data", "Known Issues", and "Training, Help and 'How To' Steps". A "Go to Top" link is located at the bottom right of the main content area. Below the main content is a section titled "What are the minimum requirements to use eServices Customer Reporting?". At the bottom left, there is a table of contents with buttons for "1. Intro", "2. FAQs", "3. Reports", "4. How To", "5. Glossary", "6. Tutorials", "7. Reference", and "8. Conclusion". A blue-bordered box on the bottom right contains the text: "The Online Help Home page displays. Note that we have been taken directly to the Frequently Asked Questions section."

The Online Help Home page displays. Note that we have been taken directly to the Frequently Asked Questions section.

011

To view specific questions and answers on a topic, click the [+/-] symbol.

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Employer eServices®

HOME REPORTS HOW TO GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

HOME | [FAQS](#) | [KNOWN ISSUES](#) | [RELEASE NOTES](#)

**FREQUENTLY ASKED QUESTIONS (FAQs)**

Click [+/-] to view FAQs for the selected topic:

[+/-] Access to the System, Policy Numbers, and Reports

- [What are the minimum requirements to use eServices Customer Reporting?](#)
- **What level of access do I have?**
- [How do I change my access level?](#)
- [What should I do if I have access?](#)
- [Why do I have access to multiple reports?](#)
- [Can I pick and choose which reports I get?](#)
- [Why don't I have access to confidential reports?](#)
- [Where can I get a census report?](#)
- [Where can I find membership/eligibility information?](#)
- [Who should I contact if the report I need is not available to me?](#)

[+/-] Timing/Availability of Data and Reports

[+/-] Report Results

[+/-] Data

[+/-] Known Issues

[+/-] Training, Help and "How To" Steps

1. Intro 3. Reports 5. Glossary 7. Reference  
2. **FAQs** 4. How To 6. Tutorials 8. Conclusion

Click on the question and answer that you'd like to view.

Click on the question and answer that you'd like to view.

013

The screenshot shows a help page with three sections: "What level of access do I have?", "How do I change my access level?", and "What should I do if I have access to the wrong policy?". Each section has a "Go to Top" link. At the bottom left is a navigation menu with buttons for "1. Intro", "2. FAQs", "3. Reports", "4. How To", "5. Glossary", "6. Tutorials", "7. Reference", and "8. Conclusion". A callout box on the right contains the text: "The page automatically navigates to the question and answer you have selected."

[Go to Top](#)

**What level of access do I have?**

You can determine your access level by answering the following questions based upon content visible on the **Reports Home** screen:

1. Do you see a section labeled **Run Custom Reports**?
  - If this section appears, click the **Medical** folder under **Run Custom Reports** and go to Question 2.
  - If the section does not appear, you have **Standard** access.
2. Which report is listed first under the **Medical** folder?
  - If "Claim Experience Report" is listed first, you have **Select** access.
  - If "Bill Country Month" is listed first, you have **Expanded** access.

[Go to Top](#)

**How do I change my access level?**

Contact your representative for more information about buy-ups to higher levels of reporting or switching your security level (i.e. confidential vs. non-confidential).

[Go to Top](#)

**What should I do if I have access to the wrong policy?**

1. Intro	3. Reports	5. Glossary	7. Reference
2. FAQs	4. How To	6. Tutorials	8. Conclusion

The page automatically navigates to the question and answer you have selected.

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014

[Go to Top](#)

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1. Do you see a section labeled **Run Custom Reports**?
  - If this section appears, click the **Medical** folder under **Run Custom Reports** and go to Question 2.
  - If the section does not appear, you have **Standard** access.
2. Which report is listed first under the **Medical** folder?
  - If "Claim Experience Report" is listed first, you have **Select** access.
  - If "Bill Count by Month" is listed first, you have **Expanded** access.

### How do I change my access level?

Contact your representative for more information about [changing or switching your security level](#) (i.e. confidential vs. non-confidential).

[Go to Top](#)

### What should I do if I have access to the wrong policy?

<a href="#">1. Intro</a>	<a href="#">3. Reports</a>	<a href="#">5. Glossary</a>	<a href="#">7. Reference</a>
<a href="#">2. FAQs</a>	<a href="#">4. How To</a>	<a href="#">6. Tutorials</a>	<a href="#">8. Conclusion</a>

To return to the Online Help home page, click the Go to Top link found at the bottom of each Q&A item.

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015

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with tabs for HOME, HOW TO, GLOSSARY, TUTORIALS, and REFERENCE. The 'HOME' tab is highlighted, and a red box labeled 'Highlight Box' is drawn around it. A blue callout box with a white background and a blue border points to the 'HOME' tab, containing the text 'Click the Reports tab'. Below the navigation bar, the page title is 'Online Help: eServices Customer Reporting'. Underneath, there are two dropdown menus: 'FINANCIAL' and 'MANAGED PHARMACY'. The main content area is titled 'FREQUENTLY ASKED QUESTIONS (FAQs)'. Below this title, there is a section for 'Click [+/-] to view FAQs for the selected topic:'. This section contains several expandable topics, each with a list of links. The first topic is 'Access to the System, Policy Numbers, and Reports', which is expanded to show a list of links including 'What are the minimum requirements to use eServices Customer Reporting?', 'What level of access do I have?', 'How do I change my access level?', 'What should I do if I have access to the wrong policy?', 'Why do I have access to multiple policies?', 'Can I pick and choose which reports I get?', 'Why don't I have access to confidential reports?', 'Where can I get a census report?', 'Where can I find membership/eligibility information?', and 'Who should I contact if the report I need is not available to me?'. Other topics listed are 'Timing/Availability of Data and Reports', 'Report Results', 'Data', 'Known Issues', and 'Training, Help and "How To" Steps'. At the bottom of the page, there is a navigation bar with eight buttons: '1. Intro', '3. Reports', '5. Glossary', '7. Reference', '2. FAQs', '4. How To', '6. Tutorials', and '8. Conclusion'. A blue callout box with a white background and a blue border is positioned at the bottom right of the page, containing the text 'Next, we'll review the help resources available for specific reports. To begin, click the Reports tab.'

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**Employer eServices®**

HOME REPORTS HOW TO GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

▼ FINANCIAL | ▼ MANAGED PHARMACY | ▼ MEDICAL | ▼ MEMBERSHIP

### REPORT HELP

This section of Online Help lists the interactive reports available within each report category, and provides links to support documentation for specific reports.

Custom reports are run interactively through the reporting application. The reports let you determine the population, dates, and other conditions you want to analyze. [Learn more.](#)

The support documentation includes:

- The report's definition
- A sample report
- The data the report includes/excludes by default
- Steps to run the report
- A list of the details you can add to the report (Report On; Drill\*)
- A list of the items you can limit your results to (Filter On)
- Printing options

\* The "Drill" feature is only available with Expanded services.

CATEGORY	REPORT NAME	SEL	EXP
Financial	<a href="#">Claim Expenses by Size of Payment</a>	•	•
	<a href="#">Claim Lag Study</a>	•	•

1. Intro 2. FAQs 3. Reports 4. How To 5. Glossary 6. Tutorials 7. Reference 8. Conclusion

The Report Help page displays. Quick links to the four primary report categories are displayed at the top of the page.

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017

**Employer eServices®**

HOME | **REPORTS** | HOW TO | GLOSSARY | TUTORIALS | REFERENCE

Online Help: eServices Customer Reporting

FINANCIAL | MANAGED PHARMACY | MEDICAL | MEMBERSHIP

**REPORT HELP**

This section provides information on the reports available within each report category, and provides specific reports.

Custom reports are available within each reporting application. The reports let you determine the reporting conditions you want to analyze. [Learn more.](#)

The support information for each report includes:

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- A sample report
- The data the report includes/excludes by default
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CATEGORY	REPORT NAME	SEL	EXP
Financial	<a href="#">Claim Expenses by Size of Payment</a>	•	•
	<a href="#">Claim Lag Study</a>	•	•

1. Intro | 3. Reports | 5. Glossary | 7. Reference  
2. FAQs | 4. How To | 6. Tutorials | 8. Conclusion

You may hover over each category to view links to specific reports.

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**Employer eServices®**

HOME | **REPORTS** | HOW TO | GLOSSARY | TUTORIALS | REFERENCE

Online Help: eServices Customer Reporting

FINANCIAL | MANAGED PHARMACY | MEDICAL | MEMBERSHIP

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CATEGORY	REPORT NAME	SEL	EXP
Financial	Claim Expenses by Payment	•	•
	Claim Lag Study	•	•

1. Intro | 3. Reports | 5. Glossary | 7. Reference  
2. FAQs | 4. How To | 6. Tutorials | 8. Conclusion

These same categories and links are repeated in table format further down the page.

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019

**Employer eServices®**

HOME REPORTS HOW TO GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

▼ FINANCIAL | ▼ MANAGED PHARMACY | ▼ MEDICAL | ▼ MEMBERSHIP

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This section of Online Help lists the interactive reports available within each report category, and provides links to support documentation for specific reports.

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- Printing options

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CATEGORY	REPORT NAME	SEL	EXP
Financial	<a href="#">Claim Expenses by Size of Payment</a>	•	•
	<a href="#">Claim Lag Study</a>	•	•

1. Intro 2. FAQs 3. Reports 4. How To 5. Glossary 6. Tutorials 7. Reference 8. Conclusion

Scroll down to access additional report categories.

Scroll down to access additional report categories.

020

This section of Online Help lists the interactive reports available within each report category, and provides links to support documentation for specific reports.

Custom reports are run interactively through the reporting application. The reports let you determine the population, dates, and other conditions you want to analyze. [Learn more](#).

The support documentation includes:

- The report's definition
- A sample report
- The data the report includes/excludes by default
- Steps to run the report
- A list of the details you can add to the report (Report On; Drill\*)
- A list of the items you can limit your results to (Filter On)
- Printing options

\* The "Drill" feature is only available with Expanded services.

CATEGORY	REPORT NAME	SEL	EXP
Financial	<a href="#">Claim Expenses by Size of Payment</a>	•	•
	<a href="#">Claim Lag Study</a>	•	•
	<a href="#">Detail Payment</a> †	•	•
	<a href="#">Detail Payment - Non-Confidential</a>	•	•
	<a href="#">Large Loss Claim Payments</a> †	•	•
	<a href="#">Payments by Benefit Type</a>	•	•
	<a href="#">Payments by Month</a>	•	•
	<a href="#">Premium vs. Claims - Paid</a> ‡	•	•

1. Intro   3. Reports   5. Glossary   7. Reference  
 2. FAQs   4. How To   6. Tutorials   8. Conclusion

Scroll down to access additional report categories.

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021

Distribution of Ineligible Charges

Distribution of Other Savings

Inpatient Event Ad Hoc

Inpatient Utilization by Diagnosis

Medical Dollar Ad Hoc

Medical Utilization Ad Hoc

Outpatient Utilization by Diagnosis

Top Hospitals Ranked by Total Net Paid

Top Physicians Ranked by Total Net Paid

Utilization and Costs by Provider Type

Utilization by Age Group

**Membership by Month**

Membership by Market

Membership with Factors

Membership Managed Ad Hoc

**Membership**

**Key**

= Report

= Compound Report (i.e., multiple sections of output)

**SEL** = Select services

**EXP** = Expanded services

• = Report is available at this service level.

1. Intro   2. FAQs   3. Reports   4. How To   5. Glossary   6. Tutorials   7. Reference   8. Conclusion

In this example, we'll review help information for the Membership by Month report.

In this example, we'll review help information for the Membership by Month report.

022

Employer eServices®

HOME REPORTS HOW TO GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

FINANCIAL | MANAGED PHARMACY | MEDICAL | MEMBERSHIP

**MEMBERSHIP BY MONTH**

Category: **Membership** Funding: **ASO and Fully Insured**  
Availability: **Select Expanded Level Reporting**

[Sample Report](#)  
[Report Terminology](#)  
[How to Run this Report](#)  
[Drilling](#)  
[Printing](#)

This report provides a count of subscribers and their dependents during the months you select.  
It is useful for evaluating changes in membership over time.

**Embedded Filter**  
The results of this report are limited to your choice of either medical or managed pharmacy benefits. (This determination is made when you run the report.)

[Go to top](#)

**Sample Report**

1. Intro 3. Reports 5. Glossary 7. Reference  
2. FAQs 4. How To 6. Tutorials 8. Conclusion

A report-specific help page displays.

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023

The screenshot displays the Employer eServices website interface. At the top, the logo 'Employer eServices®' is visible. Below it is a navigation menu with tabs for HOME, REPORTS, HOW TO, GLOSSARY, TUTORIALS, and REFERENCE. The main content area is titled 'Online Help: eServices Customer Reporting' and includes a sub-menu with options for FINANCIAL, MANAGED PHARMACY, MEDICAL, and MEMBERSHIP. The current page is 'MEMBERSHIP BY MONTH'. On the left, a blue sidebar contains links for 'Sample Report', 'Report Terminology', 'How to Run this Report', 'Drilling', and 'Printing'. The main content area features a red-bordered box containing the following text: 'Category: **Membership** Funding: **ASO and Fully Insured** Availability: **Select Expanded Level Reporting**'. Below this, it states: 'This report provides a count of subscribers and their dependents during the months you select. It is useful for evaluating changes in membership over time.' An 'Embedded Filter' section follows, explaining that results are limited to medical or managed pharmacy benefits. A 'Go to top' link is located at the bottom right of the main content area. At the bottom of the page, a navigation bar contains buttons for '1. Intro', '2. FAQs', '3. Reports', '4. How To', '5. Glossary', '6. Tutorials', '7. Reference', and '8. Conclusion'. A blue-bordered box at the bottom right of the screenshot contains the text: 'At the top of the page, you'll find a summary of basic information regarding the report you have selected.'

At the top of the page, you'll find a summary of basic information regarding the report you have selected.

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Employer eServices®

HOME REPORTS HOW TO GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

FINANCIAL | MANAGED PHARMACY | MEDICAL | MEMBERSHIP

### MEMBERSHIP BY MONTH

**Sample Report**  
Report Termination  
How to Run a Report  
Drilling  
Printing

Category: **Membership** Funding: **ASO and Fully Insured**  
Availability: **Select Expanded Level Reporting**

This report provides a count of subscribers and their dependents during the reporting period. It also shows changes in membership over time.

**Embedded Filter**

The results of this report are limited to your choice of either medical or managed pharmacy benefits. (This determination is made when you run the report.)

[Go to top](#)

**Sample Report**

1. Intro 2. FAQs 3. Reports 4. How To 5. Glossary 6. Tutorials 7. Reference 8. Conclusion

For more detailed information, choose one of the headings on the left, such as Sample Report.

For more detailed information, choose one of the headings on the left, such as Sample Report.



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[Go to top](#)

**Sample Report**

Membership Year/Month	Single Subscribers	Subscribers plus Spouse	Subscribers plus Child/Children	Subscribers plus Family	Total Subscribers	Non-Positively Enrolled Dependents	Positively Enrolled Dependents	Total Members
2001-01	2,872	1,161	379	1,969	6,381	0	7,492	13,873
2001-02	2,927	1,185	381	2,014	6,507	0	7,644	14,151
2001-03	2,960	1,192	385	2,038	6,575	0	7,720	14,295
2001-04	2,985	1,187	384	2,069	6,625	0	7,809	14,434
2001-05	2,988	1,182	383	2,041	6,594	0	7,725	14,319
2001-06	3,139	1,181	385	2,020	6,725	0	7,689	14,414
<b>Total</b>	<b>17,871</b>	<b>7,088</b>	<b>2,297</b>	<b>12,151</b>	<b>39,407</b>	<b>0</b>	<b>46,079</b>	<b>85,486</b>

[Go to top](#)

**Report Terminology**

The following metrics and attributes are found in this report by default:

**Membership Year/Month**  
The year and month in which participants were actively enrolled in a benefit plan.

**Non-Positively Enrolled Dependents**  
The estimated number of spouses, children, and other individuals related to the subscriber who have

Click [Go to Top](#) link

After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

<a href="#">1. Intro</a>	<a href="#">3. Reports</a>	<a href="#">5. Glossary</a>	<a href="#">7. Reference</a>
<a href="#">2. FAQs</a>	<a href="#">4. How To</a>	<a href="#">6. Tutorials</a>	<a href="#">8. Conclusion</a>

After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

026

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with tabs for HOME, REPORTS, GLOSSARY, TUTORIALS, and REFERENCE. The 'REPORTS' tab is active. Below the navigation bar, there is a sub-navigation bar with 'FINANCIAL', 'MANAGED PHARMACY', and 'MED' categories. The main content area is titled 'REPORT HELP' and contains text explaining the interactive reports and support documentation. A red box highlights the 'REPORTS' tab, and a blue callout box points to it with the text 'Click the How To tab'. At the bottom of the page, there is a table of report categories and a set of navigation buttons.

**REPORT HELP**

This section of Online Help lists the interactive reports available within each report category, and provides links to support documentation for specific reports.

Custom reports are run interactively through the reporting application. The reports let you determine the population, dates, and other conditions you want to analyze. [Learn more.](#)

The support documentation includes:

- The report's definition
- A sample report
- The data the report includes/excludes by default
- Steps to run the report
- A list of the details you can add to the report (Report On; Drill\*)
- A list of the items you can limit your results to (Filter On)
- Printing options

\* The "Drill" feature is only available with Expanded services.

CATEGORY	REPORT NAME	SEL	EXP
Financial	<a href="#">Claim Expenses by Size of Payment</a>	•	•
	<a href="#">Claim Lag Study</a>	•	•

1. Intro   2. FAQs   3. Reports   4. How To   5. Glossary   6. Tutorials   7. Reference   8. Conclusion

Let's continue by taking a look at the How To tab.

Let's continue by taking a look at the How To tab.

027

Employer eServices®

HOME REPORTS **HOW TO** GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

▼ GETTING STARTED | ▼ RUNNING A REPORT | ▼ WORKING WITH RESULTS

**HOW TO INSTRUCTIONS**

"How To" provides instructions for using the reporting application. It is split into the following three categories:

1. [Getting Started](#)
2. [Running a Report](#)
3. [Working with Results](#)

**Getting Started**

1. [The Reports Home Screen](#)
2. [Site Navigation](#)
3. [Automated Reports](#)
4. [Custom Reports](#)
5. [Your Recent Reports](#)
6. [Report Templates](#)
7. [Your Preferences](#)

**Running a Report**

1. Intro	3. Reports	5. Glossary	7. Reference
2. FAQs	4. How To	6. Tutorials	8. Conclusion

On this tab, you'll find a number of helpful step-by-step guides for completing tasks within the reporting application.

On this tab, you'll find a number of helpful step-by-step guides for completing tasks within the reporting application.

028

Employer eServices®

HOME REPORTS HOW TO GLOSSARY TUTORIALS REFERENCE

Online Help: eServices Customer Reporting

▼ GETTING STARTED | ▼ RUNNING A REPORT | ▼ WORKING WITH RESULTS

### HOW TO INSTRUCTIONS

"How To" provides instructions for using the reporting application. It is split into the following three categories:

1. [Getting Started](#)
2. [Running a Report](#)
3. [Working with Results](#)

#### Getting Started

1. [The Reports Home Screen](#)
2. [Site Navigation](#)
3. [Automated Reports \(323-8877\)](#)
4. [Custom Reports \(659-1250\)](#)
5. [Your Recent Reports](#)
6. [Report Templates](#)
7. [Your Preferences](#)

#### Running a Report

1. Intro	3. Reports	5. Glossary	7. Reference
2. FAQs	4. How To	6. Tutorials	8. Conclusion

As with other tabs, you may access information using the drop-down menus at the top of the page, or the individual links below.

As with other tabs, you may access information using the drop-down menus at the top of the page, or the individual links below.

The screenshot shows the Employer eServices help page for Customer Reporting. The page has a navigation bar with tabs for HOME, REPORTS, HOW TO, GLOSSARY, TUTORIALS, and REFERENCE. Below the navigation bar is a breadcrumb trail: Online Help: eServices Customer Reporting > GETTING STARTED > RUNNING A REPORT > WORKING WITH RESULTS. The main content area is titled "HOW TO INSTRUCTIONS" and contains a list of links under the "Running a Report" section. The link "Add Details to Your Report" is highlighted with a red box. A blue callout box points to this link with the text "Click the Add Details to Your Report link". Another blue callout box points to the "Add Details to Your Report" link with the text "In this example, we'll research the steps to add details to a report." The page also features a "Getting Started" section with a list of links and a "Running a Report" section. At the bottom of the page, there is a navigation bar with buttons for 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion.

In this example, we'll research the steps to add details to a report.

030

The screenshot shows the Employer eServices website interface. At the top, there are navigation tabs: HOME, REPORTS, HOW TO, GLOSSARY, TUTORIALS, and REFERENCE. Below this is a blue header with the text "Online Help: eServices Customer Reporting" and a sub-header with dropdown menus for "GETTING STARTED", "RUNNING A REPORT", and "WORKING WITH RESULTS". The main content area is titled "ADD DETAILS TO YOUR REPORT" and contains a search bar with the text "How do I add details to my report?". A callout box with a blue border and a white background points to the search results, containing the text "Click the How do I add details to my report? link". Below the search results, there is a section titled "How do I add details to my report?" with a paragraph of text and a numbered list of steps. At the bottom left, there is a navigation menu with buttons for "1. Intro", "2. FAQs", "3. Reports", "4. How To", "5. Glossary", "6. Tutorials", "7. Reference", and "8. Conclusion". At the bottom right, there is a callout box with a blue border and a white background containing the text "In this example, we'll research the steps to add details to a report."

In this example, we'll research the steps to add details to a report.

031

The screenshot shows a help page with the following content:

[Go to Top](#)

### How do I add details to my report?

Adding details to your report lets you distribute results into new and meaningful areas of study. Adding more details to a report is an advanced option and is not required. Each report contains a different set of attributes to pick from.

While running the report:

1. Click the **Show Advanced Options** button.
  - The screen expands to show the optional steps.
2. Locate the step to **Add More Details to this Report**.
  - For most reports, this is Step 3.
3. Double-click the **attribute** you want to add to your investigation.
  - After you pick an attribute, it will appear in the list of "Selected" attributes.
  - To select multiple attributes, hold down the CTRL key while making your selections, and double-click your last selection.
  - Alternatively, click ► **[Move to Selected]** to make a selection.
  - Up-to-6 selections are allowed on most reports.
4. Follow the onscreen instructions for any remaining steps.
5. Click the **Continue** button.
  - The report is submitted for production unless

**Click the Go to Top link**

**Highlight Box**

### How will my report change when I add more details to it?

<a href="#">1. Intro</a>	<a href="#">3. Reports</a>	<a href="#">5. Glossary</a>	<a href="#">7. Reference</a>
<a href="#">2. FAQs</a>	<a href="#">4. How To</a>	<a href="#">6. Tutorials</a>	<a href="#">8. Conclusion</a>

After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

032

The screenshot shows the Employer eServices website interface. At the top, there is a navigation menu with tabs for HOME, REPORTS, HOW TO, Highlight Box, TUTORIALS, and REFERENCE. Below this is a sub-header for 'Online Help: eServices Customer Reporting' with dropdown menus for 'GETTING STARTED' and 'RUNNING A'. The main content area is titled 'ADD DETAILS TO YOUR REPORT' and contains several links: 'How do I add details to my report?', 'How will my report change when I add more details to it?', 'What are attributes and values?', and 'How do I search for a particular attribute?'. A 'Go to Top' link is also present. Below the links, there is a section titled 'How do I add details to my report?' with a paragraph of text and a numbered list of steps. At the bottom left, there is a navigation bar with buttons for '1. Intro', '2. FAQs', '3. Reports', '4. How To', '5. Glossary', '6. Tutorials', '7. Reference', and '8. Conclusion'. A callout box with a blue border and a white background points to the 'Glossary' tab in the navigation menu, containing the text 'Click the Glossary tab'. Another callout box with a blue border and a white background is located at the bottom right, containing the text 'Let's look at another valuable help resource, the Glossary tab.'

Let's look at another valuable help resource, the Glossary tab.



033

The screenshot shows the Employer eServices website interface. At the top, there are navigation tabs: HOME, REPORTS, HOW TO, GLOSSARY (highlighted with a mouse cursor), TUTORIALS, and REFERENCE. Below the tabs is a blue header bar with the text "Online Help: eServices Customer Reporting" and a navigation menu with letters A through Z. The main content area is titled "GLOSSARY - A" and features a section for "Abuse and Fraud". This section includes a "[Function: Metric]" label, a definition: "The amount of submitted charges not covered due to willful and material misrepresentation of a health care claim.", and a list of reports where it is found: "Distribution of Ineligible Charges" and "Medical Dollar Ad Hoc". There are also links for "Show/Hide the Claim Reduction table" and "Go to top". At the bottom left, there is a grid of buttons for navigation: 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion. A blue-bordered callout box on the right side of the screenshot contains the text: "The Glossary tab contains definitions and other helpful information on terms and acronyms used within the Customer Reporting site."

The Glossary tab contains definitions and other helpful information on terms and acronyms used within the Customer Reporting site.

034

The screenshot shows the Employer eServices website interface. At the top, there are navigation tabs: HOME, REPORTS, HOW TO, GLOSSARY (highlighted), TUTORIALS, and REFERENCE. Below the tabs is a blue header with the text "Online Help: eServices Customer Reporting". A horizontal menu of letters from A to Z is displayed, with the letter 'M' highlighted in a red box. A callout box points to the 'M' with the text "Click the letter 'M'". The main content area shows the "GLOSSARY - A" section. Underneath, the entry for "Abuse and Fraud" is displayed. It includes a function description: "[Function: Metric] The amount of submitted charges not covered due to willful and material misrepresentation of a health care claim." Below this, it lists reports where the term is found: "Found in the following report by default: Distribution of Ineligible Charges" and "Option to add to the following report: Medical Dollar Ad Hoc". There is also a link to "Show/Hide the Claim Reduction table." At the bottom of the page, there is a navigation menu with buttons for: 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion. A callout box at the bottom right of the screenshot contains the text: "Entries within the glossary are listed alphabetically. In this example, we'll research the acronym MDC."

Entries within the glossary are listed alphabetically. In this example, we'll research the acronym MDC.

035

The screenshot shows the Employer eServices website interface. At the top, there is a navigation menu with buttons for HOME, REPORTS, HOW TO, GLOSSARY, TUTORIALS, and REFERENCE. Below the menu is a blue header with the text "Online Help: eServices Customer Reporting" and a search bar containing the letters A through Z. The main content area is titled "GLOSSARY - M" and lists two terms: "MA Surcharge" and "Male". Each term includes a function description, a definition, and a parent attribute. A blue box highlights a note: "A list of terms that begin with the letter 'M' display." At the bottom left, there is a navigation menu with buttons for 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion.

A list of terms that begin with the letter 'M' display.

036

[Function: Value]

A benefit that helps cover the cost of the rehabilitation for persons unable to maintain employment due to illness or injury.

Parent Attribute:

- [Benefit Type Category](#)

[Go to top](#)

---

**Managed Pharmacy**

[Function: Value]

A line of coverage that helps offset the full cost of prescription drugs, and channels utilization to certain types (e.g., generic) and methods of obtaining (e.g., mail order) drugs that are designed to be cost effective.

Parent attributes:

- [Benefit Payment](#)
- [Healthcare Cost Category Detail](#) Animation (785 x 580)
- [Healthcare Cost Category Roll-up](#) (X:0; Y:0)

[Go to top](#)

---

**Managed Pharmacy Age Hierarchy**

[Function: Hierarchy]

Classifies people with managed pharmacy claims based on the number of years elapsed since their date of birth.

Includes the following levels of detail:

<a href="#">1. Intro</a>	<a href="#">3. Reports</a>	<a href="#">5. Glossary</a>	<a href="#">7. Reference</a>
<a href="#">2. FAQs</a>	<a href="#">4. How To</a>	<a href="#">6. Tutorials</a>	<a href="#">8. Conclusion</a>

Scroll down as necessary to reach the desired term.

Scroll down as necessary to reach the desired term.

037

[Go to top](#)

### MDC Category

[Function: Attribute]

Classifies all possible principal diagnoses (from ICD-9-CM) into 25 mutually exclusive diagnosis areas. The diagnoses in each MDC (Major Diagnostic Category) correspond to a single organ system or etiology and, in general, are associated with a particular medical specialty.

Items of Note:

- Level 1 (most general) of the [MDC and DRG Hierarchy's](#) 2 levels.

Option to add to the following report:

- [Inpatient Event Ad Hoc](#)

[Go to top](#)

### MDC Code

[Function: Attribute]

A unique numerical identifier attributed to a specific MDC (Major Diagnostic Category).

Items of Note:

- MDC is a classification system that categorizes all possible principal diagnoses (from ICD-9-CM) into 25 mutually exclusive diagnosis areas. The diagnoses in each MDC (Major Diagnostic Category) correspond to a single organ system or etiology and, in general, are associated with a particular medical specialty.
- Level 1 (most general) of the [MDC and DRG Hierarchy's](#) 2 levels.

Option to add to the following report:

1. Intro   3. Reports   5. Glossary   7. Reference  
2. FAQs   4. How To   6. Tutorials   8. Conclusion

Note that many glossary definitions contain additional notes, including links to related information.

Note that many glossary definitions contain additional notes, including links to related information.

038

The screenshot shows a web page with two main sections: "MDC Category" and "MDC Code".

**MDC Category**  
[Function: Attribute]  
Classifies all possible principal diagnoses (from ICD-9-CM) into 25 mutually exclusive diagnosis areas. The diagnoses in each MDC (Major Diagnostic Category) correspond to a single organ system or etiology and, in general, are associated with a particular medical specialty.

Items of Note:

- Level 1 (most general) of the [MDC and DRG Hierarchy](#)

Option to add to the following report:

- [Inpatient Event Ad Hoc](#)

**MDC Code**  
[Function: Attribute]  
A unique numerical identifier attributed to a specific MDC (Major Diagnostic Category).

Items of Note:

- MDC is a classification system that categorizes all possible principal diagnoses (from ICD-9-CM) into 25 mutually exclusive diagnosis areas. The diagnoses in each MDC (Major Diagnostic Category) correspond to a single organ system or etiology and, in general, are associated with a particular medical specialty.
- Level 1 (most general) of the [MDC and DRG Hierarchy's](#) 2 levels.

Option to add to the following report:

Annotations in the screenshot include:

- A "Go to top" link in the top right corner.
- A callout box pointing to the "Go to top" link with the text "Click the **Go to Top** link".
- A red box around the "Highlight Box" text with a mouse cursor pointing to it.
- A large blue-bordered box at the bottom right containing the text: "After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link."

At the bottom left, there is a navigation menu with buttons for:

- 1. Intro
- 2. FAQs
- 3. Reports
- 4. How To
- 5. Glossary
- 6. Tutorials
- 7. Reference
- 8. Conclusion

After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

039

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with buttons for HOME, REPORTS, HOW TO, GLOSSARY, REFERENCE, and a red-bordered 'Highlight Box' containing a mouse cursor. Below the navigation bar is a blue header with the text 'Online Help: eServices Customer Reporting' and a search bar with letters A through Q. The main content area is titled 'GLOSSARY - M' and contains two entries: 'MA Surcharge' and 'Male'. Each entry includes a function description and a list of parent attributes. A blue callout box points to the 'Tutorials' link in the navigation bar with the text 'Click the Tutorials link'. At the bottom left, there is a table of contents with buttons for 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion. A blue-bordered box at the bottom right contains the text 'Next, let's move ahead to the Tutorials link.'

Next, let's move ahead to the Tutorials link.

Employer eServices®

**Customer Reporting** [Back to Tutorial Menu](#) [Glossary](#) [Exit](#)

eServices Customer Reporting Tutorials

**Tutorial Select**

Please select your user profile:

**Employer**

- [Standard](#) - Automated Reports Only
- [Select/Expanded](#) - Automated & Custom Reports

**Broker**

- [Standard](#) - Automated Reports Only
- [Select/Expanded](#) - Automated & Custom Reports

**Note:** If you are uncertain about your access level, click [here](#) for more information.

**Dial Up Users**

If you have difficulty viewing the tutorials, click the **Downloadable Reference Material** link below to access printable versions of tutorial content.

<a href="#">Downloadable Reference Material</a>	<a href="#">Plug-ins</a>
Get printable job aids and the Adobe Acrobat PDF version of the tutorials.	Download the FLASH and Adobe Acrobat Reader plug-ins to run the Employer eServices training.

1. Intro   2. FAQs   3. Reports   4. How To   5. Glossary   6. Tutorials   7. Reference   8. Conclusion

The Tutorials section offers a number of easy to use audio-visual presentations on common reporting tasks.

The Tutorials section offers a number of easy to use audio-visual presentations on common reporting tasks.



041

Employer eServices®

**Customer Reporting** [Back to Tutorial Menu](#) [Glossary](#) [Exit](#)

eServices Customer Reporting Tutorials

**Tutorial Select**

Please select your user profile:

**Employer**

- [Standard](#) - Automated Reports Only
- **Select/Expanded** - Automated & Custom Reports

**Broker**

- [Standard](#) - Automated Reports Only
- [Select/Expanded](#) - Automated & Custom Reports

**Note:** If you are uncertain about your access level, click [here](#) for more information.

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<a href="#">Downloadable Reference Material</a>	<a href="#">Plug-ins</a>
Get printable job aids and the Adobe Acrobat PDF version of the tutorials.	Download the FLASH and Adobe Acrobat Reader plug-ins to run the Employer eServices training.

Click the [Select/Expanded](#) link

1. Intro 2. FAQs 3. Reports 4. How To 5. Glossary 6. Tutorials 7. Reference 8. Conclusion

In order to view the correct tutorials for your access level, you'll first need to select your user profile.

In order to view the correct tutorials for your access level, you'll first need to select your user profile.

042

Employer eServices®

**Customer Reporting** [Back to Tutorial Menu](#) [Glossary](#) [Exit](#)

Select Expanded Employer

**Overview**

- [Help & Resources](#)
- [Navigation](#)

**Basic Reporting**

- [Viewing Automated Reports](#)
- [Running Custom Reports](#)
- [Exporting Reports](#)

**Advanced Reporting**

- [Creating Group Segment Filters](#)
- [Using Advanced Options](#)
- [Manipulating Report Data](#)
- [Creating Report Templates](#)
- [Drilling Report Data\\*](#)
- [Running Ad Hoc Reports\\*](#)

*\* Available to Expanded users only*

**Dial Up Users**

If you have difficulty viewing the tutorials, click the **Downloadable Reference Material** link below to access printable versions of tutorial content.

<a href="#">Downloadable Reference Material</a>	<a href="#">Plug-ins</a>
Get printable job aids and the Adobe Acrobat PDF version of the tutorials.	Download the FLASH and Adobe Acrobat Reader plug-ins to run the Employer eServices training.

1. Intro   2. FAQs   3. Reports   4. How To   5. Glossary   6. Tutorials   7. Reference   8. Conclusion

A menu of tutorials for the access level you have selected will display. Click any available link to get started.

A menu of tutorials for the access level you have selected will display. Click any available link to get started.

043

Employer eServices®

**Customer Reporting**      [Back to Tutorial Menu](#)      **Glossary**      [Exit](#)

Select Expanded Employer

**Overview**

- [Help & Resources](#)
- [Navigation](#)

**Basic Reporting**

- [Viewing Automated Reports](#)
- [Running Custom Reports](#)
- [Exporting Reports](#)

**Advanced Reporting**

- [Creating Group Segment Filters](#)
- [Using Advanced Options](#)
- [Manipulating Report Data](#)
- [Creating Report Templates](#)
- [Drilling Report Data\\*](#)
- [Running Ad Hoc Reports\\*](#)

*\* Available to Expanded users only*

**Directions**  
Click the links on the left side of the page in sequential order. For best results, view the items in sequential order - topics may build upon those introduced in previous sections.

**Dial Up Users**  
If you have difficulty viewing the tutorials, click the **Downloadable Reference Material** link below to access printable versions of tutorial content.

<a href="#">Downloadable Reference Material</a>	<a href="#">Plug-ins</a>
Get printable job aids and the Adobe Acrobat PDF version of the tutorials.	Download the FLASH and Adobe Acrobat Reader plug-ins to run the Employer eServices training.

1. Intro    2. FAQs    3. Reports    4. How To    5. **Glossary**    6. Tutorials    7. Reference    8. Conclusion

To return to Online Help, click the Glossary link at the top of the page.

To return to Online Help, click the Glossary link at the top of the page.

044

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with tabs for HOME, REPORTS, HOW TO, GLOSSARY, and TUTORIALS. A red box highlights the 'Highlight Box' button in the top right corner. Below the navigation bar, the page title is 'Online Help: eServices Customer Reporting'. A secondary navigation bar contains a list of letters from A to T. A callout box with a blue border points to the 'Reference' tab in the secondary navigation bar, containing the text 'Click the Reference tab'. The main content area is titled 'GLOSSARY - A' and features a section for 'Abuse and Fraud'. This section includes a function description, a list of reports it is found in (Distribution of Ineligible Charges), and an option to add it to a report (Medical Dollar Ad Hoc). There are 'Go to top' links at the bottom of the section. At the bottom of the page, there is a navigation menu with buttons for 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion. A blue-bordered callout box at the bottom right contains the text: 'To access the last of the Help & Training resources, click the Reference tab.'

To access the last of the Help & Training resources, click the Reference tab.

045

The screenshot shows a web page with a blue sidebar on the left and a main content area on the right. The sidebar contains a 'Training Information' menu with links to Home, Downloadable Reference Material, Help, Plug-ins and Players, Support, Tutorials, and Webcasts. Below the menu is a survey request: 'We'd like to hear from you! Please take a minute and let us know how we can better serve your training needs. Take our survey now.' The main content area is titled 'Downloadable Reference Material' and contains text explaining that guides are available in PDF format. It includes a note about Adobe Acrobat and Macromedia Flash, and a list of topics: 'eCR General Reference Materials' (reference manual, At-a-Glance document, FAQ's), 'Printable Reporting Tutorials' (PDF files of online tutorials), and 'Quick Reference Cards' (step-by-step instructions). A callout box at the bottom right of the screenshot contains a grid of buttons: 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion. The callout box also contains the text: 'The Downloadable Reference Materials page displays.'

The Downloadable Reference Materials page displays.

046

The screenshot shows a web page with a blue sidebar on the left containing navigation links: Home, Downloadable Reference Material, Help, Plug-ins and Players, Support, Tutorials, and Webcasts. Below these links is a survey invitation: "We'd like to hear from you! Please take a minute and let us know how we can better serve your training needs. Take our survey now." The main content area is titled "Downloadable Reference Material" and contains the following text: "To help you prepare for using Employer eServices, we've created handy quick reference guides. All of the guides, which download using an Adobe Acrobat (pdf) format, can be viewed, saved, or printed for future reference. \*Don't have Adobe Acrobat or Macromedia Flash? Click the **Plug-ins and Players** link for a free download of the latest version. Click on a topic to access the downloadable reference material." A red rectangular highlight box surrounds a list of links: "eCR General Reference Materials" (described as "General Reference items such as reference manual, At-a-Glance document, FAQ's"), "Printable Reporting Tutorials" (described as "PDF files of the Online Tutorials"), and "Quick Reference Cards" (described as "Step-by-step instructions on how to perform basic tasks in Employer eServices Customer Reporting"). At the bottom of the page, there is a navigation bar with buttons for "1. Intro", "2. FAQs", "3. Reports", "4. How To", "5. Glossary", "6. Tutorials", "7. Reference", and "8. Conclusion". A blue-bordered text box at the bottom right of the screenshot contains the text: "This page contains links to a number of documents designed to assist you with key reporting tasks. Each of these documents is available in PDF form."

This page contains links to a number of documents designed to assist you with key reporting tasks. Each of these documents is available in PDF form.

047

The screenshot shows a web page with a blue sidebar on the left containing a navigation menu: Home, Downloadable Reference Material, Help, Plug-ins and Players, Support, Tutorials, and Webcasts. Below the menu is a survey request: 'We'd like to hear from you! Please take a minute and let us know how we can better serve your training needs. Take our survey now.' The main content area is titled 'Downloadable Reference Material' and contains text explaining that guides are available in PDF format. It includes a note about Adobe Acrobat and Macromedia Flash, and a list of links: 'eCR General Reference Materials' (General Reference items such as reference manual, At-a-Glance document, FAQ's), 'Printable Reporting Tutorials' (PDF Files of the Online Tutorials), and 'Quick Reference Cards' (Step by step instructions on how to perform basic tasks in Employer eServices Customer Reporting). At the bottom, there is a navigation bar with buttons for 1. Intro, 2. FAQs, 3. Reports, 4. How To, 5. Glossary, 6. Tutorials, 7. Reference, and 8. Conclusion. A callout box on the right side of the page states: 'To return to the Customer Reporting Online Help menu, click the back button on your web browser.'

To return to the Customer Reporting Online Help menu, click the back button on your web browser.

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The screenshot shows a web interface for Employer eServices. At the top left, the text "Employer eServices®" is displayed. The main content area is white and contains the text "End of Help & Training Resources Tutorial" centered. At the bottom, there is a navigation bar with eight buttons: "1. Intro", "2. FAQs", "3. Reports", "4. How To", "5. Glossary", "6. Tutorials", "7. Reference", and "8. Conclusion". To the right of the navigation bar, a message box with a blue border contains the text: "Congratulations! You have completed the Help and Training Resources tutorial."

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