

Employer eServices®

Welcome to the Navigation Tutorial

Audience: Brokers

Module Length: Approximately 3 Minutes

Last Updated: December 12, 2006

Welcome to the Navigation tutorial. In this tutorial, you'll learn how to access the tools and resources available on the Customer Reporting site.

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Employer eServices®





Reports Home Automated Reports Help & Training News Logout

ECR

Welcome Standard Broker

View Automated Reports

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

-  [Acme Inc](#)
-  [Customer 9](#)
-  [Doe & Sons](#)
-  [Test Co](#)

[View more customers...](#)

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](#)
- [Online Tutorials](#)
- [Printable Reference Materials](#)

Reporting News

- [11/20/2006 Data Issues Affecting Some Report Results](#)
- [11/13/2006 Inpatient Event Data Unavailable](#)
- [10/20/2006 Membership Issue Affects Some Customers](#)

[More News...](#)

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Let's get started. We'll begin by looking at the sections of the Reporting Home screen.

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Employer eServices®

Reports Home Automated Reports Highlight Box Help & Training News Logout

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Reporting News

- 11/20/2006*
[Data Issues Affecting Some Report Results](#)
- 11/13/2006*
[Inpatient Event Data Unavailable](#)
- 10/20/2006*
[Membership Issue Affects Some Customers](#)

[More News...](#)

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The Navigation Bar is located at the top of each screen. This bar contains links to the main areas of the reporting site.

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The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with 'Reports Home' and 'Automated Reports' on the left, and 'Help & Training', 'News', and 'Logout' on the right. Below this is a sub-header 'ECR' and a welcome message 'Welcome Standard Broker'. The main content area is divided into two columns. The left column is titled 'View Automated Reports' and contains a folder icon, a list of folders: 'Acme Inc', 'Customer 9', 'Doe & Sons', and 'Test Co', and a link 'View more customers...'. Below the folder list is a text box: 'View, print and export reports eServices Customer Reporting has created for you.' To the right of this text box is a 'Highlight Box (784 x 341) (X:1; Y:93)'. The right column is titled 'Help & Training Resources' and contains 'Maintenance Period: Nightly 10 p.m. - 7 a.m. (ET)', 'Phone: 1-800-651-5465', 'E-mail: CustRept_Help@uhc.com', and several links: 'Help with a Specific Report', 'Frequently Asked Questions', 'Glossary of Terms', 'Online Tutorials', and 'Printable Reference Materials'. Below this is a 'Reporting News' section with dates and headlines: '11/20/2006 Data Issues Affecting Some Report Results', '11/13/2006 Inpatient Event Data Unavailable', '10/20/2006 Membership Issue Affects Some Customers', and a 'More News...' link. At the bottom left, there is a copyright notice: '© 2006 UnitedHealth Group @, Inc. All Rights Reserved. Confidential.' At the bottom right, there is a blue-bordered box containing the text: 'Below the Navigation Bar, you'll find convenient, one-stop access to commonly used site features.'

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The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with links for 'Reports Home', 'Automated Reports', 'Help & Training', 'News', and 'Logout'. Below this is a header for 'ECR' and a welcome message: 'Welcome Standard Broker'. The main content area is divided into two columns. The left column is titled 'View Automated Reports' and is highlighted with a red border. It contains a folder icon, a list of customer folders: 'Acme Inc', 'Customer 9', 'Doe & Sons' (with a note 'Highlight Box (456 x 195) (X:0; Y:94)'), and 'Test Co'. Below the folders is a link 'View more customers...'. To the left of the folders is a text block: 'View, print and export reports eServices Customer Reporting has created for you.' The right column is titled 'Help & Training Resources' and contains information about maintenance periods, phone numbers, and email addresses. Below this is a section for 'Reporting News' with several news items dated from 10/20/2006 to 11/20/2006. At the bottom left of the page is a copyright notice: '© 2006 UnitedHealth Group ®, Inc. All Rights Reserved. Confidential.' At the bottom right, there is a blue-bordered box containing the text: 'The View Automated Reports section provides quick access to system-generated reports. Your reports are grouped in folders by customer.'

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In the Reporting News section, you'll see breaking headlines that may affect your reporting experience.

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with the following links: Reports Home, Automated Reports (highlighted with a red box and a blue arrow), Help & Training, News, and Logout. Below the navigation bar, the page is divided into several sections. On the left, there is a 'View Automated' section with a list of customer folders: Acme Inc, Customer 9, Doe & Sons, and Test Co. A blue box with a white background and a blue border contains the text 'Click the Automated Reports link' with a blue arrow pointing to the 'Automated Reports' link in the navigation bar. On the right, there is a 'Help & Training Resources' section with links for Maintenance Period, Phone, E-mail, Help with a Specific Report, Frequently Asked Questions, Glossary of Terms, Online Tutorials, and Printable Reference Materials. Below that is a 'Reporting News' section with several news items dated 11/20/2006, 11/13/2006, and 10/20/2006. At the bottom left, there is a copyright notice: '© 2006 UnitedHealth Group @, Inc. All Rights Reserved. Confidential.' At the bottom right, a blue box with a white background and a blue border contains the text: 'Let's move beyond the Reports Home screen. We'll use the links on the Navigation Bar to visit other areas of the site, beginning at the Automated Reports screen.'

Let's move beyond the Reports Home screen. We'll use the links on the Navigation Bar to visit other areas of the site, beginning at the Automated Reports screen.

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Reports Home Automated Reports Help & Training News Logout

Automated Reports

These folders contain the reports eServices Customer Reporting has run for you. To view these reports, select the appropriate folder then use one of the following 3 options:

- Click a report's name to open the report as a document suitable for viewing or printing.
- Click to open a report as a Microsoft Excel spreadsheet.
- Click the Help link to learn more about the reports.

	Name	Created Date	Type	TotalSize
Help	<u>Acme Inc</u>		Folder	
Help	<u>Customer 9</u>		Folder	
Help	<u>Doe & Sons</u>		Folder	
Help	<u>Test Co</u>		Folder	

Click **Customer Folder**


The Automated Reports screen provides full access to system-generated reports. These reports are organized in folders by customer.


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Reports Home Automated Reports Help & Training News Logout

Automated Reports > Test Co

 These folders contain the reports eServices Customer Reporting has run for you. To view these reports, select the appropriate folder then use one of the following 3 options:

Click a [report's name](#) to open the report as a document suitable for viewing or printing.
Click  to open a report as a Microsoft Excel spreadsheet.
Click the [Help](#) link to learn more about the reports.

	Name	Created Date	Type	TotalSize
Help 	October 2006 (reports contain results through 9/30/2006)		Folder	
Help 	July 2006 (reports contain results through 6/30/2006)		Folder	
Help 	March 2006 (reports contain results through 3/31/2006)		Folder	

Click [Month Folder](#)

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Reports for each customer are organized by month.

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Reports Home Automated Reports
Help & Training News Logout

Automated Reports > Test Co > October 2006 (Highlights contain results through 9/30/2006)



These folders contain the reports eServices Customer Reporting has run for you. To view these reports, select the appropriate folder then use one of the following 3 options:

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	Name	Created Date	Type	TotalSize
Help 	PVC-Paid Test Co 0001K6810 22073	9/30/2006 5:02:33 PM	Report	433 KB
Help 	Payments by Benefit Type Test Co 0001K6810 22073	9/30/2006 5:17:39 PM	Report	123 KB
Help 	Claim Expense by Size of Payment Test Co 0001K6810 22073	9/30/2006 5:21:58 PM	Report	109 KB
Help 	Network Utilization Test Co 0001K6810 22073	9/30/2006 5:25:36 PM	Report	161 KB
Help 	Membership by Month Test Co 0001K6810 22073	9/30/2006 5:26:57 PM	Report	102 KB
Help 	Managed Pharmacy Plan Performance Test Co 0001K6810 22073	9/30/2006 5:32:37 PM	Report	280 KB
Help 	Health Care Cost Management Summary Test Co 0001K6810 22073	9/30/2006 5:43:01 PM	Report	276 KB
Help 	Claim Experience Report Test Co 0001K6810 22073	9/30/2006 5:50:25 PM	Report	157 KB
Help 	Group Summary Data Test Co 0001K6810 22073	9/30/2006 5:54:05 PM	Report	25 KB
Help 	PVC-Incurred Test Co 0001K6810 22073	9/30/2006 5:56:17 PM	Report	306 KB

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Note that the "Breadcrumb" navigation at the top of the screen displays your location within the site. You may click any of these links to revisit previous screens.

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[Reports Home](#) [Automated Reports](#) [Help & Training](#) [News](#) [Logout](#)

[Automated Reports](#) > [Test Co](#) > **October 2006** (reports contain results through 9/30/2006)



These folders contain the reports eServices Customer Reporting has run for you. To view these reports, select the appropriate folder then use one of the following 3 options:

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Help 	Membership by Month Test Co 0001K6810 22073	9/30/2006 5:26:57 PM	Report	102 KB
Help 	Managed Pharmacy Plan Performance Test Co 0001K6810 22073	9/30/2006 5:32:37 PM	Report	280 KB
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For more information on working with automated reports, see the Viewing Automated Reports tutorial.

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The screenshot shows the Employer eServices interface. At the top, there are navigation links: Reports Home, Automated Reports, Help (highlighted with a red box), News, and Logout. Below this is a breadcrumb trail: Automated Reports > Test Co > October 2006 (reports contain results through 9/30/2006). A central message states: "These folders contain the reports eServices Customer Reporting folders, select the appropriate folder then use one of the following 3 options: Click a report's name to open the report as a document suitable for viewing or printing. Click [Excel icon] to open a report as a Microsoft Excel spreadsheet. Click the Help link to learn more about the reports." A blue callout box with an arrow points to the "Help" link in the top navigation bar, containing the text "Click the Help & Training link". Below the message is a table of reports. The table has columns for Name, Created Date, Type, and TotalSize. Each row includes a "Help" link and a document icon. The footer contains the copyright notice: "© 2006 UnitedHealth Group @, Inc. All Rights Reserved. Confidential." A blue callout box with an arrow points to the footer area, containing the text "Next, let's take a closer look at the Help & Training page."

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Reports Home Automated Reports **Help** News Logout

Automated Reports > Test Co > October 2006 (reports contain results through 9/30/2006)

These folders contain the reports eServices Customer Reporting folders, select the appropriate folder then use one of the following 3 options:

Click a report's name to open the report as a document suitable for viewing or printing.
Click [Excel icon] to open a report as a Microsoft Excel spreadsheet.
Click the Help link to learn more about the reports.

Click the Help & Training link

	Name	Created Date	Type	TotalSize
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Next, let's take a closer look at the Help & Training page.

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

Online Help: eServices Customer Reporting

HOME | FAQs | KNOWN ISSUES | RELEASE NOTES

CUSTOMER REPORTING ONLINE HELP

Online Help provides quick and accurate answers to your questions regarding eServices Customer Reporting.

How to Find an Answer

Use the tabs at the top of the screen to navigate through the main content areas of Online Help. Content is divided into the following categories:

- **Home**—contains general contact information, frequently asked questions (FAQs), a list of known issues, and release notes.
- **Reports**—defines and details each report.
- **How To**—step-by-step walk through of the reporting tool's features and functions.
- **Glossary**—defines the attributes, values and metrics found in your reports.
- **eLearning**—enhance your skills with a self-guided, online customer reporting tutorial.
- **Reference**—view and print sample reports, quick-start guides and other support documentation.

Need More Help?

If you still have questions after consulting Online Help, you can contact our support team 24 hours-a-day 7-days-a-week by calling the Employer eServices Customer Reporting End User Support at:

1-800-651-5465

If you have a report or data related issue, e-mail us at:

CustRpt_Help@uhc.com

After clicking on the Help & Training link, the Customer Reporting Online Help page opens in a separate browser window.

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Employer eServices®

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

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For more information on using this page, see the Help & Resources tutorial.

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The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with links for "Reports Home", "Automated Reports", "Help & Training", "News", and "Logout". The "News" link is highlighted with a red box, and a blue callout box with an arrow points to it, containing the text "Click the News link". Below the navigation bar, the page is divided into several sections. On the left, there is a "View Automated Reports" section with a folder icon and a list of customer names: "Acme Inc", "Customer 9", "Doe & Sons", and "Test Co". Below this list is a link "View more customers...". To the right of this section is a "Help & Training" section with a "Maintenance Period" of "Nightly 10 p.m. - 7 a.m. (ET)", a "Phone" number of "1-800-651-5465", and an "E-mail" address of "CustRept_Help@uhc.com". Below this are links for "Help with a Specific Report", "Frequently Asked Questions", "Glossary of Terms", "Online Tutorials", and "Printable Reference Materials". Further down is a "Reporting News" section with a list of news items: "11/20/2006 Data Issues Affecting Some Report Results", "11/13/2006 Inpatient Event Data Unavailable", and "10/20/2006 Membership Issue Affects Some Customers", followed by a "More News..." link. At the bottom left, there is a copyright notice: "© 2006 UnitedHealth Group ®, Inc. All Rights Reserved. Confidential." At the bottom right, a blue-bordered box contains the text: "Back on the Reports home screen, let's continue to the News page."

Back on the Reports home screen, let's continue to the News page.

Employer eServices® [close window](#)
[Go to Online Help](#)

eServices Customer Reporting

News Archives

[2006](#) | [2005](#) | [2004](#)

November 13, 2006 — **[Inpatient Event Data Unavailable](#)**

Although the medical report category indicates data is current through October 31, 2006, inpatient event data from October 2006 is not yet available for custom reporting purposes. Until it the inpatient event data is refreshed, reports which rely on this data will likely yield incomplete results.

The refreshed inpatient event data is scheduled to be available on Tuesday, 14-November.

Until the inpatient data is refreshed, please refrain from running the following medical reports:

- Claim Experience
- Cost and Utilization Summary
- Inpatient Utilization and Costs by Admission Type
- Inpatient Utilization by Diagnosis*
- Inpatient Event Ad Hoc*
- Top Hospitals Ranked by Total Net Paid*

If you ran any of the above listed reports on Monday, 13-November, the inpatient data is available.

November 10, 2006 — **System Unavailable A**

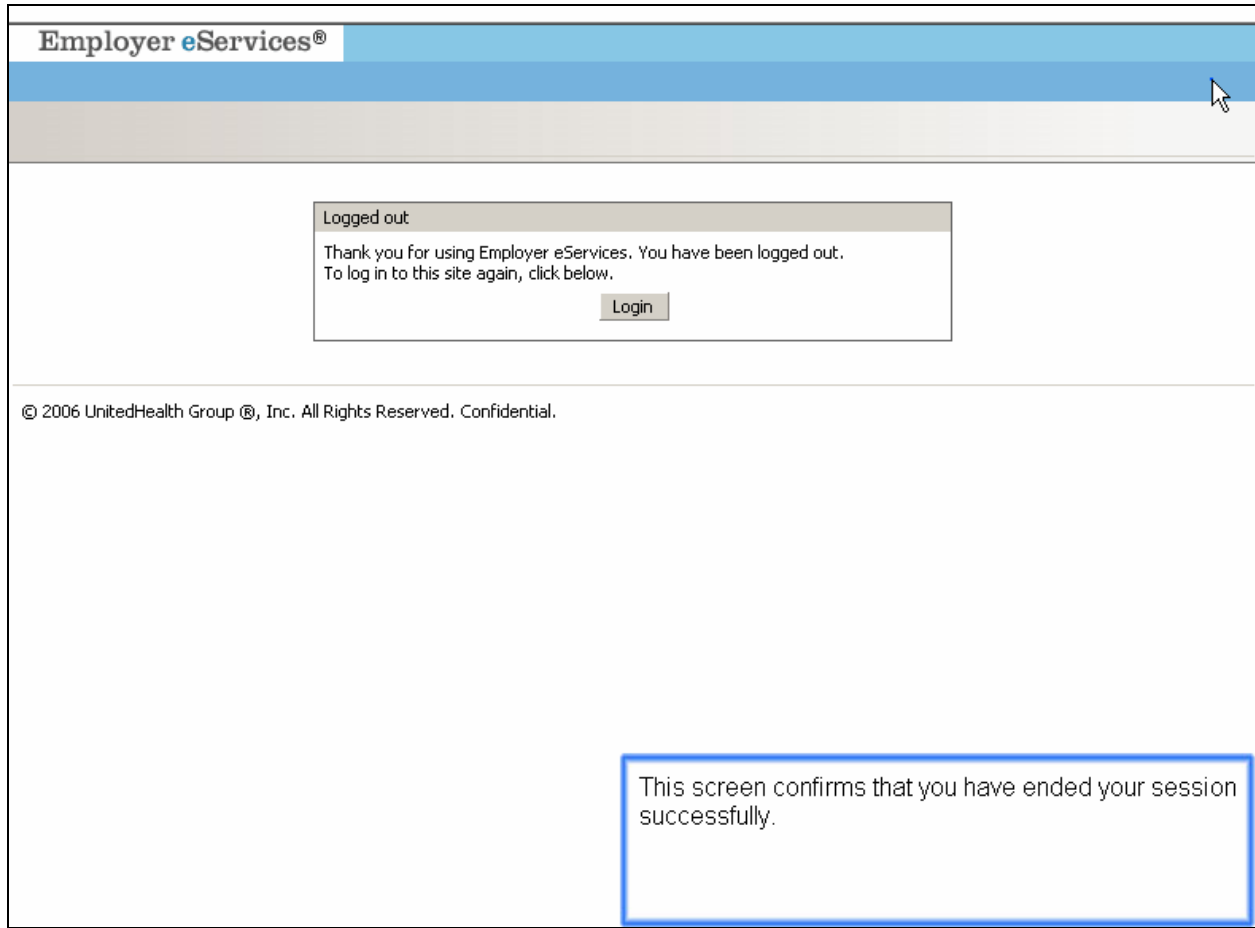
The reporting application will be unavailable from m

As with Online Help, the Reporting News page also opens in a separate window. This page contains a historical list of alerts which have impacted the reporting site.

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The screenshot shows the Employer eServices interface. At the top, there is a navigation bar with links for Reports Home, Automated Reports, Help & Training, News, and Logout. The Logout link is highlighted with a red box and a callout bubble that says "Click the Logout link". Below the navigation bar, the page is titled "ECR" and "Welcome Standard Broker". The main content area is divided into two columns. The left column is titled "View Automated Reports" and contains a list of customer folders: Acme Inc, Customer 9, Doe & Sons, and Test Co. Below the folders is a link "View more customers...". The right column is titled "Help & Training Resources" and contains contact information for maintenance (Nightly 10 p.m. - 7 a.m. (ET), Phone: 1-800-651-5465, E-mail: CustRept_Help@uhc.com) and a list of links: Help with a Specific Report, Frequently Asked Questions, Glossary of Terms, Online Tutorials, and Printable Reference Materials. Below this is a "Reporting News" section with several news items dated 11/20/2006, 11/13/2006, and 10/20/2006. At the bottom left, there is a copyright notice: "© 2006 UnitedHealth Group @, Inc. All Rights Reserved. Confidential." At the bottom right, there is a callout box with the text: "When you've finished your work within the Customer Reporting site, remember to click the Logout link."

When you've finished your work within the Customer Reporting site, remember to click the Logout link.



This screen confirms that you have ended your session successfully.

Employer eServices®

Congratulations!
You have completed the Navigation Tutorial.

Congratulations! You have completed the Navigation tutorial. In this tutorial, you learned how to access the tools and resources available on the Customer Reporting site.

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