

## Welcome to the Navigation Tutorial

**Audience:** Employers

**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®

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**Employer eServices®**  
Reports Home Automated Reports Help & Training News Logout

ECR  
Welcome Standard Employer

### View Automated Reports

**November 2006** (reports contain results through 10/31/2006)

- [PVC-Paid](#)
- [Payments by Benefit Type](#)
- [Claim Expenses by Size of Payment](#)
- [Network Utilization](#)
- [Membership by Month](#)
- [Managed Pharmacy Plan Performance](#)
- [Health Care Cost Management Summary](#)
- [Claim Experience Report](#)
- [Group Summary Data](#)
- [PVC-Incurred](#)

[View additional reports created for you this month and all other months within the past year.](#)

### Help & Training Resources

**Maintenance Period:** Nightly 10 p.m. - 7 a.m. (ET)  
**Phone:** 1-800-651-5465  
**E-mail:** [CustRept\\_Help@uhc.com](mailto: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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Reports Home Automated Reports Highlight Box Help & Training News Logout

ECR

Welcome Standard Employer

### View Automated Reports

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- [PVC-Paid](#)
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[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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**Employer eServices®**  
Reports Home Automated Reports Help & Training News Logout

ECR  
Welcome Standard Employer

### View Automated Reports

**November 2006** (reports contain results through 10/31/2006)

- PVC-Paid
- Payments by Benefit Type
- Claim Expenses by Size of Payment
- Network Utilization
- Membership by Month
- Managed Pharmacy Plan Performance
- Health Care Cost Management Summary
- Claim Experience Report
- Group Summary Data
- PVC-Incurred

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

Highlight Box (784 x 344) (X:1; Y:89)

[View additional reports created for you this month and all other months within the past year.](#)

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[More News...](#)

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Below the Navigation Bar, you'll find convenient, one-stop access to commonly used site features.

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Reports Home Automated Reports Help & Training News Logout

ECR  
Welcome Standard Employer

### View Automated Reports

November 2006 (reports contain results through 10/31/2006)

- PVC-Paid
- Payments by Benefit Type
- Claim Expenses by Size of Payment
- Network Utilization
- Membership Highlight Box (459 x 324)
- Managed Pharmacy Plan Performance
- Health Care Cost Management Summary
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[More News...](#)

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The View Automated Reports section provides quick access to system-generated reports. Your most recent reports will display on the Reports Home screen.

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The screenshot displays the Employer eServices 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 header for 'ECR' and a welcome message 'Welcome Standard Employer'. The main content area is titled 'View Automated Reports' and features a list of report categories for 'November 2006'. A sidebar on the right, highlighted with a red border, contains 'Help & Training Resources' including contact information for maintenance periods, phone, and email, as well as links to help articles, glossary, and tutorials. Below this is a 'Reporting News' section with several news items dated from 11/20/2006 to 10/20/2006. A blue-bordered box at the bottom right of the screenshot contains a descriptive text block.

**Employer eServices®**  
Reports Home Automated Reports Help & Training News Logout

ECR  
Welcome Standard Employer

### View Automated Reports

**November 2006** (reports contain results through 10/31/2006)

- [PVC-Paid](#)
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[Help with a Specific Report](#) (332 x 172)  
[Frequently Asked Questions](#) (453; Y:88)  
[Glossary of Terms](#)  
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**Reporting News**  
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The Help and Resources section provides at-a-glance access to Customer Support contact information, as well as links to other online help and training resources.

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The screenshot shows the Employer eServices 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 header for 'ECR' with a 'Welcome Standard Employer' message. The main content area is divided into two columns. The left column is titled 'View Automated Reports' and features a list of report categories for 'November 2006 (reports contain results through 10/31/2006)'. These include: PVC-Paid, Payments by Benefit Type, Claim Expenses by Size of Payment, Network Utilization, Membership by Month, Managed Pharmacy Plan Performance, Health Care Cost Management Summary, Claim Experience Report, Group Summary Data, and PVC-Incurred. A note on the left side of this column says 'View, print and export reports eServices Customer Reporting has created for you.' Below the list is a link: 'View additional reports created for you this month and all other months within the past year.' The right column is titled 'Help & Training Resources' and contains contact information: 'Maintenance Period: Nightly 10 p.m. - 7 a.m. (ET)', 'Phone: 1-800-651-5465', and 'E-mail: CustRept\_Help@uhc.com'. It also lists links for '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 a red border, containing headlines for 11/20/2006, 11/13/2006, and 10/20/2006. A blue box at the bottom right of the screenshot contains the text: 'In the Reporting News section, you'll see breaking headlines that may affect your reporting experience.'

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The screenshot shows the Employer eServices website interface. At the top, the navigation bar includes 'Reports Home', 'Automated Reports', 'Help & Training', 'News', and 'Logout'. The 'Automated Reports' link is highlighted with a red box. Below the navigation bar, a blue banner reads 'View Automated Reports' with a callout box pointing to the 'Automated Reports' link that says 'Click the Automated Reports link'. The main content area is titled 'November 2006 (reports contain results through 10/31/2006)' and lists several report categories: PVC-Paid, Payments by Benefit Type, Claim Expenses by Size of Payment, Network Utilization, Membership by Month, Managed Pharmacy Plan Performance, Health Care Cost Management Summary, Claim Experience Report, Group Summary Data, and PVC-Incurred. To the right, there are sections for 'Help & Training Resources' (including Maintenance Period, Phone, E-mail, and various help links) and 'Reporting News' (with dates and titles for recent news items). A copyright notice at the bottom reads '© 2006 UnitedHealth Group ®, Inc. All Rights Reserved. Confidential.' A blue-bordered text box at the bottom right of the screenshot 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.


**Employer eServices®**












[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 	<b>November 2006</b> (reports contain results through 10/31/2006)		Folder	
<a href="#">Help</a> 	<a href="#">PVC-Paid Test Co 0001K6810 22073</a>	11/01/2006 5:02:33 PM	Report	433 KB
<a href="#">Help</a> 	<a href="#">Payments by Benefit Type Test Co 0001K6810 22073</a>	11/01/2006 5:17:39 PM	Report	123 KB
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<a href="#">Help</a> 	<a href="#">Network Utilization Test Co 0001K6810 22073</a>	11/01/2006 5:25:36 PM	Report	161 KB
<a href="#">Help</a> 	<a href="#">Membership by Month Test Co 0001K6810 22073</a>	11/01/2006 5:26:57 PM	Report	102 KB
<a href="#">Help</a> 	<a href="#">Managed Pharmacy Plan Performance Test Co 0001K6810 22073</a>	11/01/2006 5:32:37 PM	Report	280 KB
<a href="#">Help</a> 	<a href="#">Health Care Cost Management Summary Test Co 0001K6810 22073</a>	11/01/2006 5:43:01 PM	Report	276 KB
<a href="#">Help</a> 	<a href="#">Claim Experience Report Test Co 0001K6810 22073</a>	11/01/2006 5:50:25 PM	Report	157 KB
<a href="#">Help</a> 	<a href="#">Group Summary Data Test Co 0001K6810 22073</a>	11/01/2006 5:54:05 PM	Report	25 KB
<a href="#">Help</a> 	<a href="#">PVC-Incurred Test Co 0001K6810 22073</a>	11/01/2006 5:56:17 PM	Report	306 KB

The Automated Reports screen provides full access to system-generated reports.

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Reports Home Automated Reports Help & Training News Logout

Automated Reports > Test Co

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These reports are organized in folders by month.

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

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

[Automated Reports](#) > [Test Co](#) > [November 2006](#) (All reports contain results through 10/31/2006)



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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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[Help & Training](#)
[News](#)
[Logout](#)











[Reports Home](#)
[Automated Reports](#)

[Automated Reports](#) > [Test Co](#) > **November 2006** (reports contain results through 10/31/2006)



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For more information on working with automated reports, see the Viewing Automated Reports tutorial.

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Reports Home Automated Reports **Help & Training** News Logout

Automated Reports > Test Co > November 2006 (reports contain results through 10/31/2006)

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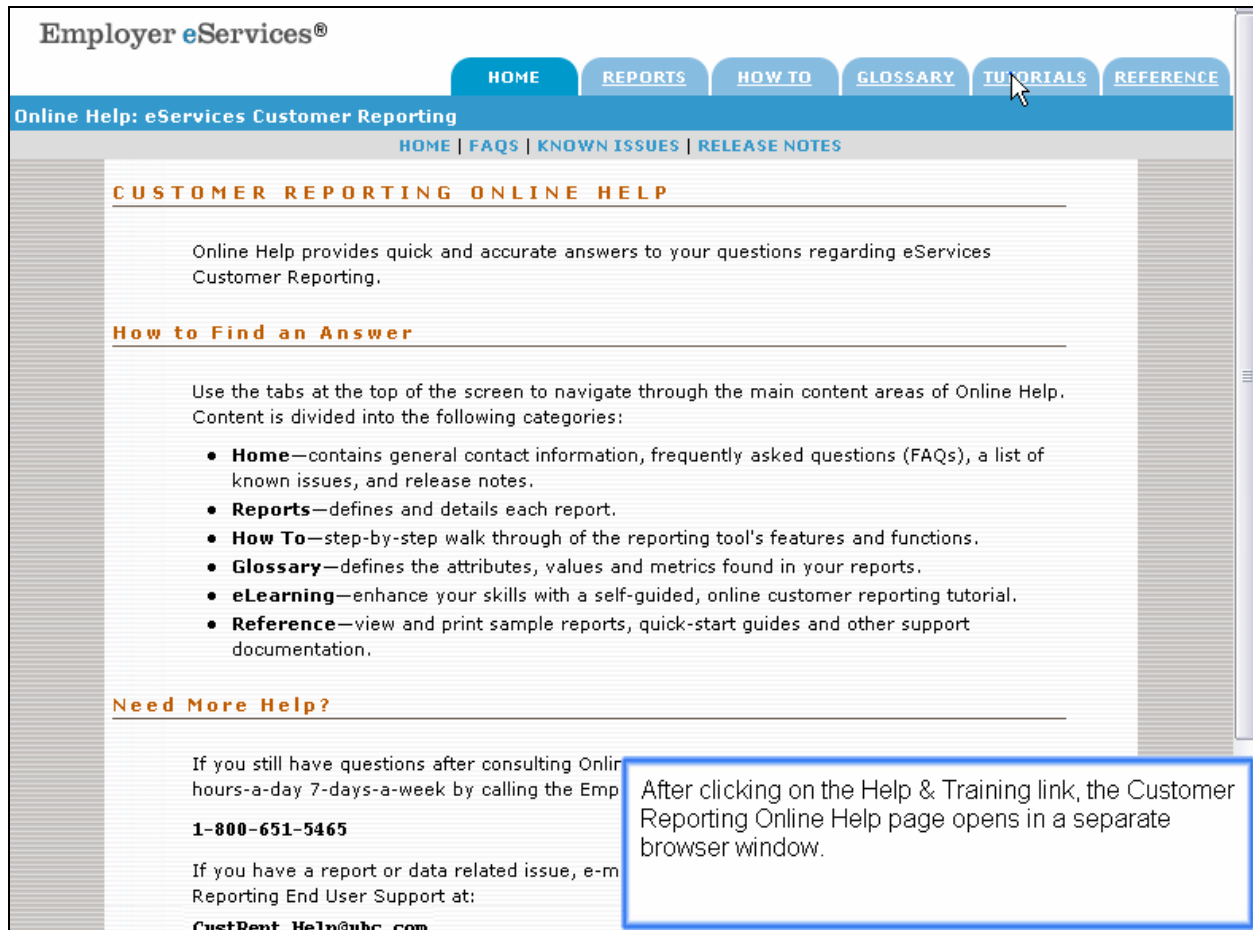
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Next, let's take a closer look at the Help & Training page.

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Employer eServices®

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 our support team at:

[CustRpt\\_Help@uhc.com](mailto: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

Online Help: eServices Customer Reporting

HOME | FAQs | KNOWN ISSUES | RELEASE NOTES

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- **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](mailto:CustRpt_Help@uhc.com)

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

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The screenshot displays the Employer eServices interface. At the top, there is a navigation bar with 'Reports Home', 'Automated Reports', 'Help & Training', 'News', and 'Logout'. The 'News' link is highlighted with a red box and a callout bubble that says 'Click the News link'. Below the navigation bar, the user is logged in as 'Standard Employer'. The main content area is titled 'View Automated Reports' and lists various report categories for November 2006, such as 'PVC-Paid', 'Payments by Benefit Type', and 'Claim Expenses by Size of Payment'. On the right side, there is a 'Help & Training' section with links like 'Maintenance Period', 'Phone', and 'E-mail'. Below that is a 'Reporting News' section with dates and headlines like '11/20/2006 Data Issues Affecting Some Report Results'. A blue box at the bottom right of the screenshot 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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**Employer eServices®**

Reports Home Automated Reports Help & Training News **Logout**

ECR

Welcome Standard Employer

### View Automated Reports

**November 2006** (reports contain results through 10/31/2006)

- PVC-Paid
- Payments by Benefit Type
- Claim Expenses by Size of Payment
- Network Utilization
- Membership by Month
- Managed Pharmacy Plan Performance
- Health Care Cost Management Summary
- Claim Experience Report
- Group Summary Data
- PVC-Incurred

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

[View additional reports created for you this month and all other months within the past year.](#)

**Help & Training**

**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**

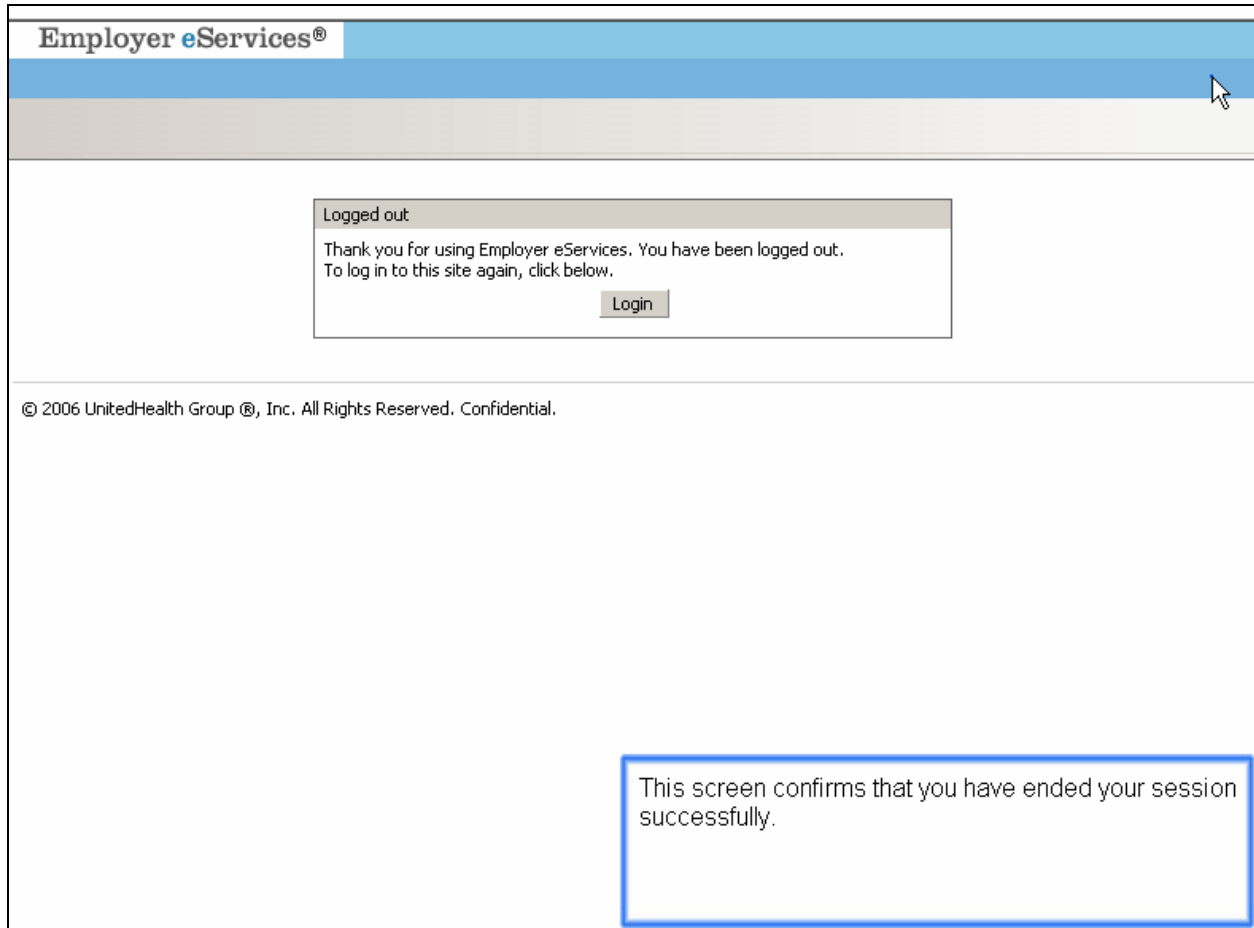
- 11/20/2006*  
[Data Issues Affecting Some Report Results](#)
- 11/13/2006*  
[Inpatient Event Data Unavailable](#)
- 10/20/2006*  
[Membership Issue Affects Some Customers](#)

[More News...](#)

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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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