

Employer eServices®

Welcome to the Enrollee Inquiry Tutorial

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 6/27/2007

Welcome to the Enrollee Inquiry tutorial. In this tutorial, you'll learn how to inquire about an enrollee's coverage using Employer eServices.

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Employer eServices®

**Welcome to the Enrollee Inquiry
Tutorial**

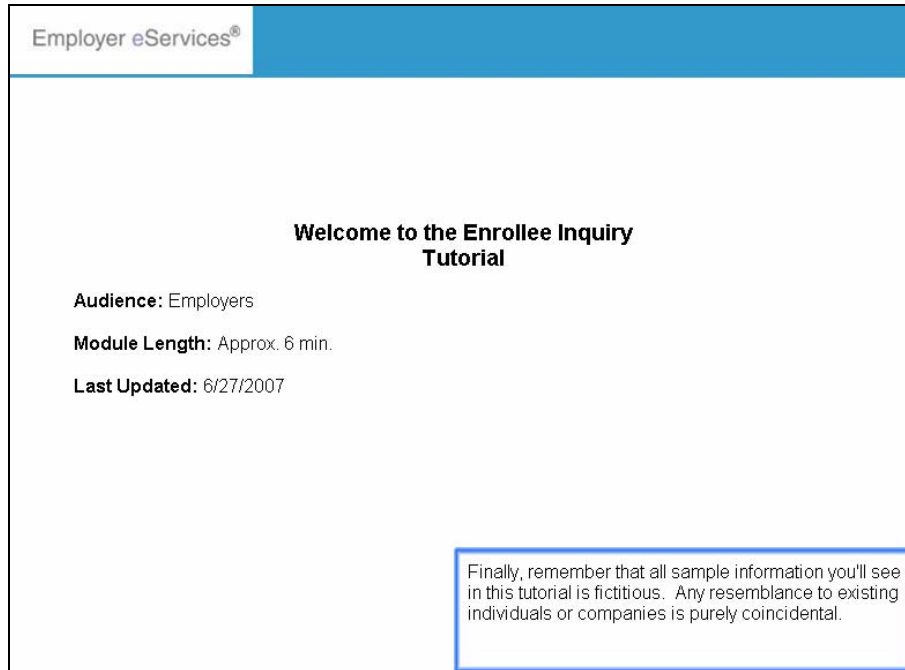
Audience: Employers

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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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**Welcome to the Enrollee Inquiry
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Audience: Employers

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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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Enrollment ID Cards Help Training Tutorials

Log Out

Welcome Guest,

Employer eServices is your online, real-time gateway to review member eligibility, make enrollment changes and review claim status, reporting, billing and much more.

Hot Topics! Click on one of the following links for news and information about Medica products and services as well as legislative and industry news that could impact you and your employees:
[Medica Resource Helps Members Navigate Through Cost and Quality Decisions](#)

<p>Resources Click here to access:</p> <ul style="list-style-type: none">Contact UsHealth & Wellness ReportingHIPAA Internet SiteMedica Employer NewslettersMedica.comMyMedica.comScheduled Direct Debit Form	<p>Network Information Click here to access:</p> <ul style="list-style-type: none">PharmacyProvider Directory - Medica	<p>Programs & Services Click here to access:</p> <ul style="list-style-type: none">Disease Management ProgramsMedica CallLink Nurse LineMedica Optum Employee Assistance ProgramMy Health Manager from MedicaSMUnited Behavioral Health
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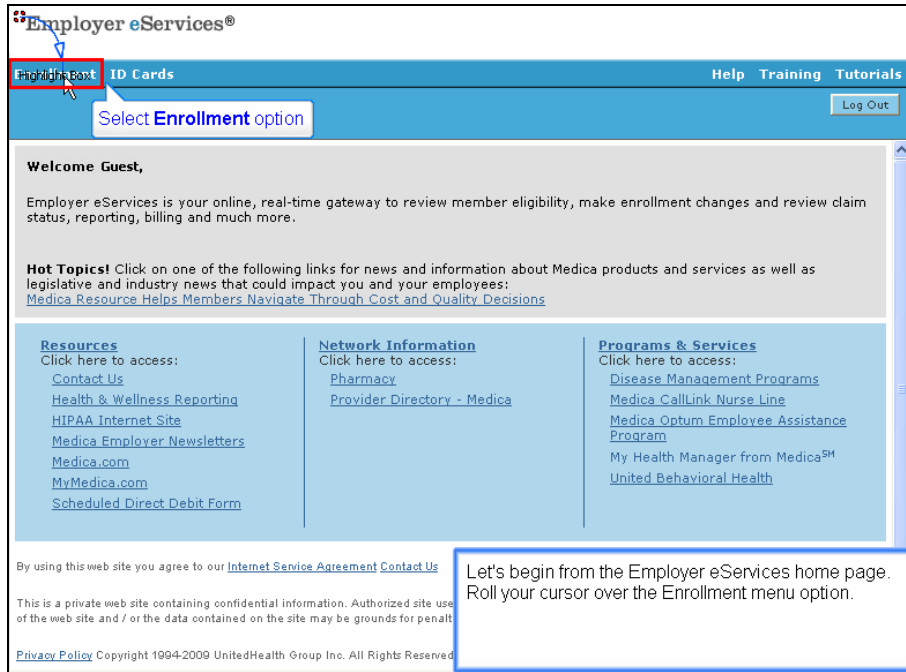
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During the Inquire process, available information is "view only". That means you cannot make any changes using the Inquire function.

During the Inquire process, available information is "view only". That means you cannot make any changes using the Inquire function.

Also, keep in mind that an enrollee may be an employee or an employee's dependent.



Let's begin from the Employer eServices home page. Roll your cursor over the Enrollment menu option.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstate Change **Inquire** Log Out

Welcome Guest,

Employer eServices is your online, real-time gateway to review member eligibility, make enrollment changes and review claim status, reporting, billing and much more.

Hot Topics! Click on one of the following links for news and information about Medica products and services as well as legislative and industry news that could impact you and your employees:
[Medica Resource Helps](#) [Members Navigate Through Cost and Quality Decisions](#)

<p>Resources Click here to access:</p> <ul style="list-style-type: none">Contact UsHealth & Wellness ReportingHIPAA Internet SiteMedica Employer NewslettersMedica.comMyMedica.comScheduled Direct Debit Form	<p>Network Information Click here to access:</p> <ul style="list-style-type: none">PharmacyProvider Directory - Medica	<p>Programs & Services Click here to access:</p> <ul style="list-style-type: none">Disease Management ProgramsMedica CallLink Nurse LineMedica Optum Employee Assistance ProgramMy Health Manager from MedicaSMUnited Behavioral Health
--	--	--

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A second menu bar appears. Click the Inquire menu option to continue.

A second menu bar appears. Click the Inquire menu option to continue.


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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstated Change Inquire Log Out

Scroll Up-U Scroll Down-D

Select Group from list, enter Employee Search criteria and select Search.

Select Group (Select Group)  Click the drop-down menu

Employee Search By Employee ID Search

By Last Name First Initial

Select Enrollee

Help Continue

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To inquire about an enrollee, you first need to identify the group, the employee, and the enrollee. Start by verifying the group. Click the Select Group drop-down menu arrow.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change Inquire Log Out

Scroll Up-U Scroll Down-D

Select Group from list, enter Employee Search criteria and select Search.

Select Group (Select Group) (Select Group)

Employee Search REED'S BUSINESS 6231110 (SSN or Alternate ID)

SAMPLE COMPANY 9990089

UEST CUST NUMBER 9999999

By Last Name First Initial Search

Select Enrollee

Help Continue

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The Select Group drop-down menu appears with the list of groups currently available. Highlight the appropriate group with your cursor.

The Select Group drop-down menu appears with the list of groups currently available. Highlight the appropriate group with your cursor.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Select Group from list, enter Employee Search criteria and select Search.

Select Group REED'S BUSINESS 0231110

Employee Search By Employee ID (SSN or Alternate ID) **Highlight Box (264 x 67) (X:25, Y:182)**

By Last Name First Initial Search

Select Enrollee

Help Continue

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After you select the group, you will need to identify the employee. You may search for an employee by employee ID (SSN or alternate ID) or by last name.

After you select the group, you will need to identify the employee. You may search for an employee by employee ID (SSN or alternate ID) or by last name.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Select Group from list, enter Employee Search criteria and select Search.

Select Group: REED'S BUSINESS 0231110

Employee Search: By Employee ID (SSN or Alternate ID)

By Last Name First Initial

Select Enrollee:

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In this example, we will search by employee last name.

In this example, we will search by employee last name.

Enter the employee's Last Name. Note that you may do a wild card search by entering the first three characters of the last name, followed by an asterisk.

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Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Select Group from list, enter Employee Search criteria and select Search.

Select Group REED'S BUSINESS 0231110

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name SMITH First Initial Search

Select Enrollee

Help Continue

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Click the Search button.

Click the Search button.

Click the Select Enrollee drop-down menu to select the employee's name from a list of matching search results.

The Select Enrollee menu displays. Select the correct employee from the list.

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Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Select Group from list, enter Employee Search criteria and select Search.

Select Group: REED'S BUSINESS 0231110

Employee Search: By Employee ID: 365365365 (SSN or Alternate ID) By Last Name: First Initial:

Select Enrollee: SMITH, JON (Employee: 365365365 - Alternate ID: 986748812)

Click the **Continue** button

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The employee name you selected now appears in the Select Enrollee field. Click the Continue button.

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Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
-----------------------------	-------------------------	---------------------	-----------------	------------------

Employee Information * Required Field

Date of Hire * Employee ID (SSN) *
Date of Retirement Alternate ID

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This is the Employee Information page. It displays only if the selected enrollee is an employee. Starting with this page, certain details appear automatically, such as the name, and the policy and ID numbers.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 04/01

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
-----------------------------	-------------------------	---------------------	-----------------	------------------

Employee Information * Required Field

Date of Hire * 05/20/2007 Employee ID (SSN) * 365365365
Date of Retirement Alternate ID 986748812

Print Help Continue

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The titles of available pages show up on all inquiry pages. Here we're inquiring about an employee, so all four pages are listed. On a dependent inquiry, the Employee Information page does not appear.

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[Enrollment](#) [ID Cards](#) [Help](#) [Training](#) [Tutorials](#)

[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Log Out](#)

Scroll Up - U Scroll Down - D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information	Demographic Information	Product Information <small>Highlight Box (247 x 47) (X:10; Y:191)</small>	Other Insurance	Cobra (Optional)
-----------------------------	-------------------------	---	-----------------	------------------

Employee Information * Required Field

Date of Hire * Employee ID (SSN) *
Date of Retirement Alternate ID

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You can move through inquiry pages in order by clicking the Continue button. Or you can go directly to any page by clicking its title tab. You can also click the Print button to print any page for your records.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
-----------------------------	-------------------------	---------------------	-----------------	------------------

Employee Information * Required Field

Date of Hire * Employee ID (SSN) * Click the Continue button

Date of Retirement Alternate ID

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In this example, we will use the Continue button to move through the pages in order. Click the Continue button to go to the Demographic Information page.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee ID (SSN)	365365365	Date of Hire*	05/20/2007
Alternate ID	986748812		
Date of Birth*	07/20/1972		
Last Name*	SMITH	Preferred Language*	ENGLISH
First Name*	JON	MI	
Address 1*	12 MAIN STREET		
Address 2			
City*	NOWHERE		
State*	MISSOURI	Zip*	63146
Home Phone	314-111-2222		
Gender*	MALE		
Enrollment Reason*	TIMELY		

Print Help

The Demographic Information page displays the information currently on file for the enrollee. Remember that you cannot change information on an inquiry. Refer to the Change tutorial for changing information.

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The Demographic Information page displays the information currently on file for the enrollee. Remember that you cannot change information on an inquiry. Refer to the Change tutorial for changing information.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee ID (SSN)	<input type="text" value="365365365"/>	Date of Hire*	<input type="text" value="05/20/2007"/>
Alternate ID	<input type="text" value="986748812"/>		
Date of Birth*	<input type="text" value="07/20/1972"/>		
Last Name*	<input type="text" value="SMITH"/>	Preferred Language*	<input type="text" value="ENGLISH"/>
First Name*	<input type="text" value="JON"/>	MI	<input type="text"/>
Address 1*	<input type="text" value="12 MAIN STREET"/>		
Address 2	<input type="text"/>		
City*	<input type="text" value="NOWHERE"/>		
State*	<input type="text" value="MISSOURI"/>	Zip*	<input type="text" value="63146"/>
Home Phone	<input type="text" value="314-111-2222"/>		
Gender*	<input type="text" value="MALE"/>		
Enrollment Reason*	<input type="text" value="TIMELY"/>		

Highlight Box

Click the **Continue** button

Scroll down to the bottom of the page and click the Continue button to move on to the Product Information page.

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Scroll down to the bottom of the page and click the Continue button to move on to the Product Information page.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 04/01

Employee Information Demographic Information Product Information Other Insurance Cobra (Optional)

Product Information * Required Field

Coverage Line	Coverage Description	Req'd	Coverage Select	Coverage Period Begin Date	Coverage Period End Date
MEDICAL	CHOICE SELECT	N	X	06/01/2007	

Status: ACTIVE Relationship*: EMPLOYEE
Dependent Coverage: SPOUSE AND CHILD(REN) Medicare Eligible: NO

Print Help Continue

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The Product Information page displays. Currently selected products show an X in the Coverage Select column.

The Product Information page displays. Currently selected products show an X in the Coverage Select column.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information Demographic Information **Product Information** Other Insurance Cobra (Optional)

Product Information * Required Field

Coverage Line	Coverage Description	Req'd	Coverage Select	Coverage Period Begin Date	Coverage Period End Date
MEDICAL	CHOICE SELECT	N	X	06/01/2007	

Highlight Box

Status: ACTIVE (635 x 58) Relationship*: EMPLOYEE
Dependent Coverage: SPOUSE AND CHILD(REN) (X:87; Y:369) Medicare Eligible: NO

Print Help Continue

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They also display the beginning and ending dates of the Coverage Period. Other information related to the enrollee's coverage appears below the list of products.

They also display the beginning and ending dates of the Coverage Period. Other information related to the enrollee's coverage appears below the list of products.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 04/01

Employee Information Demographic Information **Product Information** Other Insurance Cobra (Optional)

Product Information * Required Field

Coverage Line	Coverage Description	Req'd	Coverage Select	Coverage Period Begin Date	Coverage Period End Date
MEDICAL	CHOICE SELECT	N	X	06/01/2007	

Status: ACTIVE Relationship: EMPLOYEE
Dependent Coverage: SPOUSE AND CHILD(REN)

Print Help **Continue**

Click the Continue button to move on the the Other Insurance page.

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Click the Continue button to move on the Other Insurance page.

The Other Insurance page displays. The top section displays information regarding Non-Medicare coverage. Scroll down to view additional information.

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Add Terminate Reinstatement Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Medicare

Enrolled in Medicare

Medicare Part A:

Enrolled in Medicare Part A: Effective Date Expiration Date
 Ineligible for Medicare Part A
 Not Enrolled in Medicare Part A

Medicare Part B:

Enrolled in Medicare Part B: Effective Date Expiration Date
 Ineligible for Medicare Part B
 Not Enrolled in Medicare Part B

Medicare Part D:

Enrolled in Medicare Part D: Effective Date Expiration Date
 Ineligible for Medicare Part D
 Not Enrolled in Medicare Part D

Medicare Eligibility

Scroll down

Any information regarding Medicare coverage displays through the remainder of this page. Again, scroll down to view the remaining information.

Any information regarding Medicare coverage displays through the remainder of this page. Again, scroll down to view the remaining information.

The remaining Medicare information displays. Click the Continue button to move on to the optional Cobra page.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstater Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
----------------------	-------------------------	---------------------	-----------------	-------------------------

COBRA/State Continuation Information

Benefit Continuation Effective Date

Benefit Continuation End Date

Benefit Continuation Enrollee Type

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The Cobra page displays. In this example, the page is blank, which indicates that this employee is not enrolled for Cobra coverage.

The Cobra page displays. In this example, the page is blank, which indicates that this employee is not enrolled for Cobra coverage.

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinststate Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
----------------------	-------------------------	---------------------	-----------------	-------------------------

COBRA/State Continuance Information

Benefit Continuation Effective Date
Benefit Continuation End Date
Benefit Continuation Enrollee Type

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This is the last inquiry page for this enrollee. Remember, the inquire process lets you print from any Inquiry page. And you are not required to view every page when doing an inquiry.

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Enrollee Inquiry

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Enrollment ID Highlight Box (289 x 55)
Add Terminate Renew Change Inquire

Help Training Tutorials

Scroll Up-Down Log Out

Enrollee: JON SMITH Policy: 00R1333
Policy Status: A Policy Anniversary: 04/01 Insured ID: 363363363-00

Employee Information Demographic Information Product Information Other Insurance **Cobra (Optional)**

COBRA/State Continuance Information

Benefit Continuation Effective Date
Benefit Continuation End Date
Benefit Continuation Enrollee Type

Print Help

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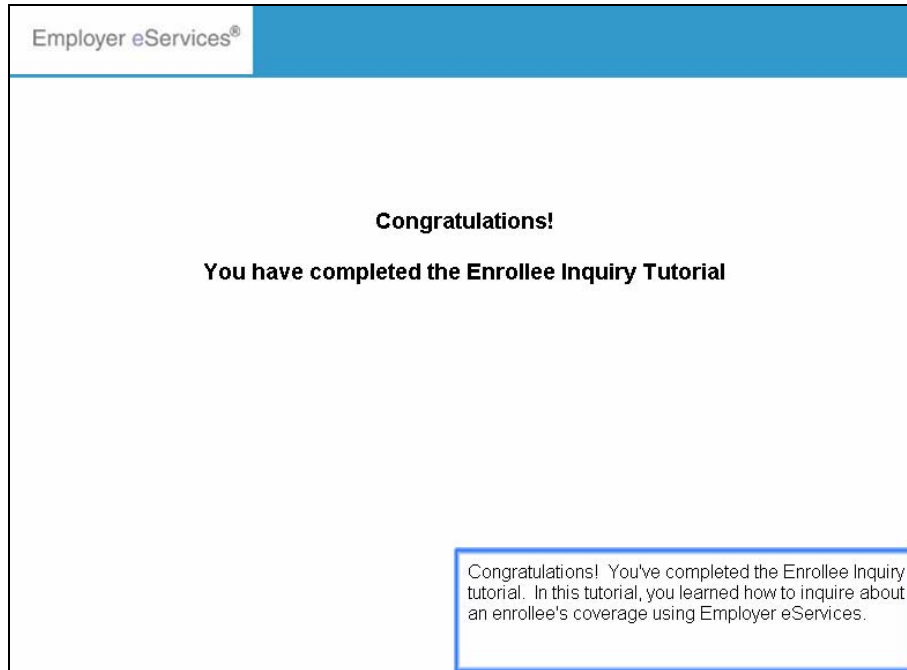
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When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices.

When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices.



Congratulations! You've completed the Enrollee Inquiry tutorial. In this tutorial, you learned how to inquire about an enrollee's coverage using Employer eServices.