



Egyptian Area Schools



Using your HealthSCOPE Benefits Aspen Member account

Welcome to your HealthSCOPE Benefits web portal for member services. Referred to as “Aspen,” this portal stores all your personal, claim, and eligibility information, plus a whole lot more. This guide will step you through setting up and using this powerful tool.

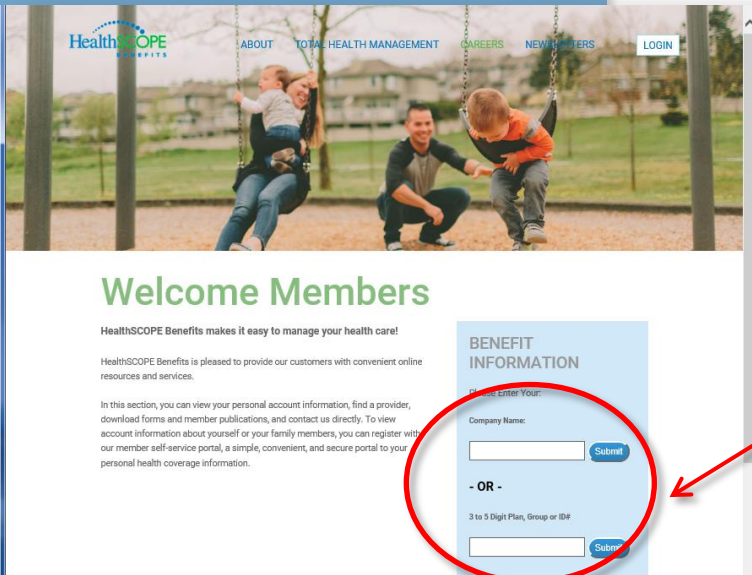
Step 1: Launch your Internet browser and connect to www.healthscopebenefits.com

Step 2: Hover the mouse over the **Login** button to drop down the menu, then select **Members**.

The screenshot shows the HealthSCOPE Benefits website in a browser window. The URL is <http://www.healthscopebenefits.com/>. The navigation menu includes ABOUT, TOTAL HEALTH MANAGEMENT, CAREERS, NEWSLETTERS, and LOGIN. The LOGIN button is highlighted with a red circle, and a dropdown menu is visible with the following options: Members, Employers, Providers, and Brokers. A red arrow points from the 'Members' option in the dropdown menu to the 'Step 2' text in the guide.

Our Total Health Management® Solutions Suite

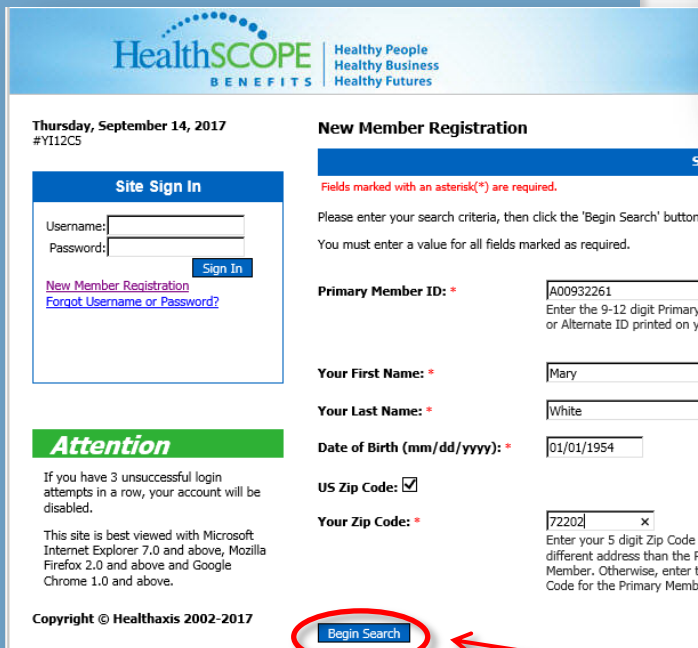
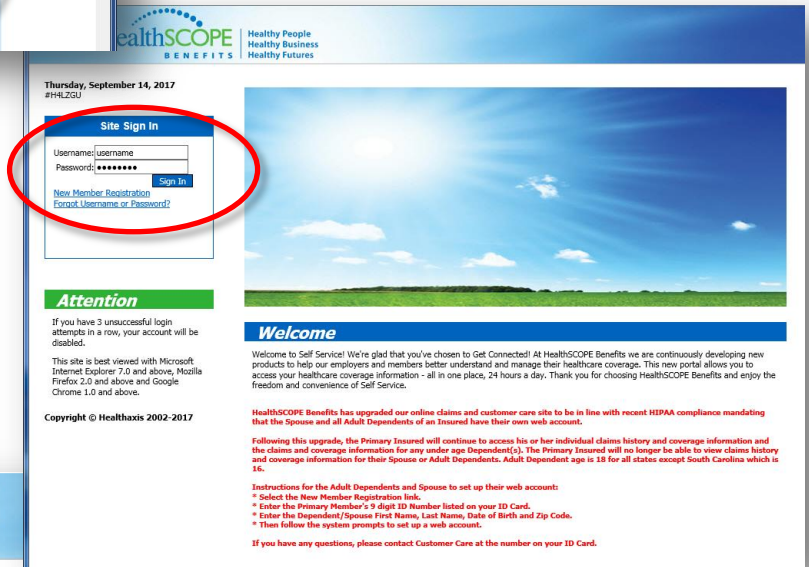
- Benefits Management**
Plans Designed to Drive a Culture of Health
- HSB TotalSCOPE Care Solutions**
Care Solutions
- Claims Management**
Commitment to Claims Payment and Customer Service Excellence
- Advisory Services**
Bringing the Next Frontier in Healthcare to Life
- HSB DataSCOPE™ Analytics**
Accountability. Actionable Data. Timely Reporting.
- Network Solutions**
Unsurpassed Network Services



Step 3: In the **Company Name** field, enter **EGYP** and click **Submit**.

You'll now be at the log-in page. **If you have already registered and have a log-in and password, skip to Step 12.** If you haven't created an account yet, continue with Step 4.

Step 4: Click **New Member Registration**.



Now you will see the first New Member Registration screen.

Step 5: Enter all the required information (as indicated with the red asterisks) in the fields on this screen. **Note:** If you have received an ID card from HealthSCOPE Benefits with your Member ID, use that number here. If you have not yet received your card, you can enter your Social Security Number here to set up your account.

Step 6: Then click **Begin Search**.



Step 7: On the second New Member Registration screen, create your username and password. Also include your email address. **Note:** *Once the Username is created, it cannot be changed.*

Step 8: Check the box to comply with the Privacy Statement.

Step 9: Click **Create Account**.

Step 10: On the third Member Registration screen, set up your Security Question and Answer. Use a question provided, or create your own.

Step 11: Click **Save**.

You will now be at the Welcome page.

Step 12: Enter your username and password.

Step 13: Click **Sign In**.



Once you are logged in to your Aspen Member Portal, you have access to several functions. The following pages explain these features:

- Member Landing Page
- Member Dashboard

Member Landing Page

This is an example of a Member Landing Page. This page is customized for each company that uses HealthSCOPE Benefits. The look of your page will vary, based on your company and current activities.

Beginning at this page, you can access single sign-on links into your online claims and customer care portal. You can also access direct links to your preferred physician network, plan documents, and ID cards.

Healthaxis > Home - Provided by Bluehill Data Services

https://dashboard.healthaxi... Healthaxis > Home

Logged in as PARKER COOK at 9/12/2017 10:34:28 AM Logout

HealthSCOPE BENEFITS

Resources

Below are helpful resources for you.

- ➔ **Claims and Eligibility**
- ➔ Order ID Card
- ➔ Benefit Summary
- ➔ Express Scripts
- ➔ PHCS Physician Only Network
- ➔ Documents and Forms
- ➔ Helpful Health Information

Have Questions?

Give Us a Call

Preventive Services are offered at no cost to the member. Stay healthy by participating in the following wellness activities:

- Routine Well Care for Adults
- Routine Well Care for Children
- Flu Shot
- Mammogram
- Colonoscopy

**Please refer to your Plan of Benefits for specific coverages available to you.

September is National Cholesterol Education Month, a good time to get your blood cholesterol checked and take steps to lower it if it is high.

What is cholesterol?

Note: Use Resources on the right to view and manage your information. These

To access your Member Dashboard, click Claims and Eligibility.

Member Dashboard

With your mouse, hover the cursor over **Member Services** to display a drop-down of additional options.

Use these options to perform functions as indicated in the title of each.

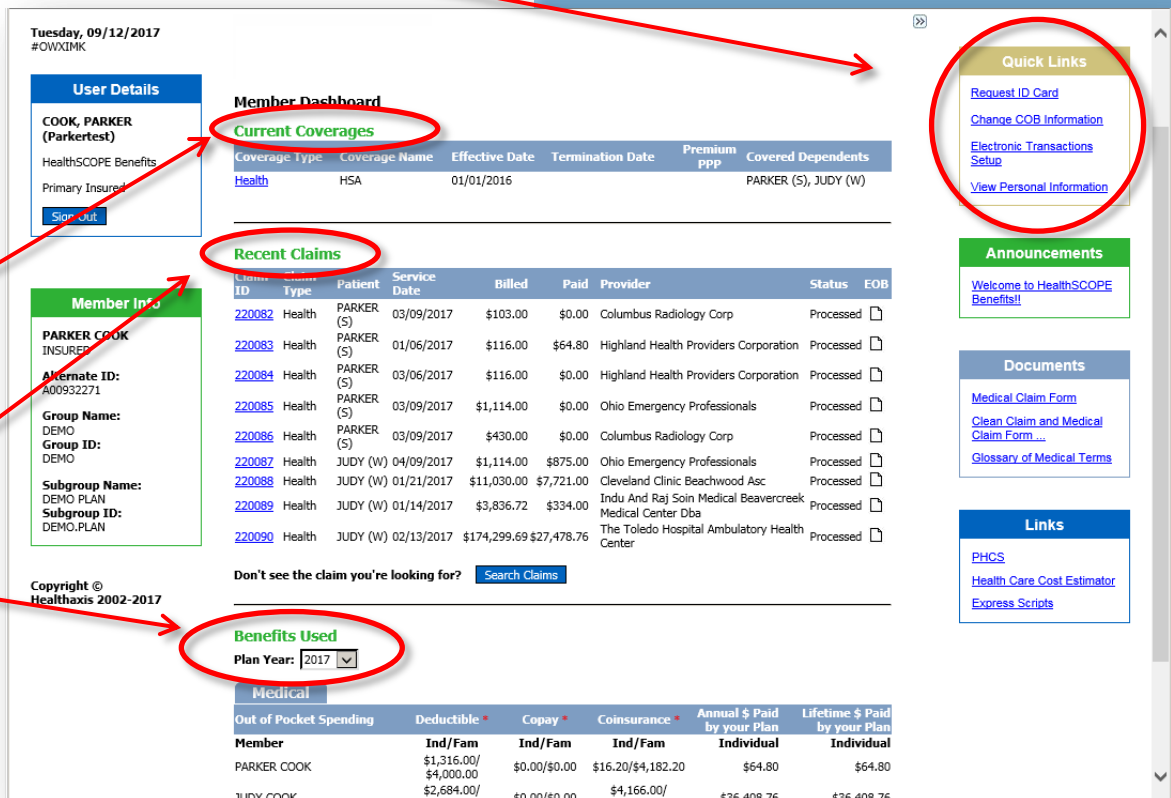
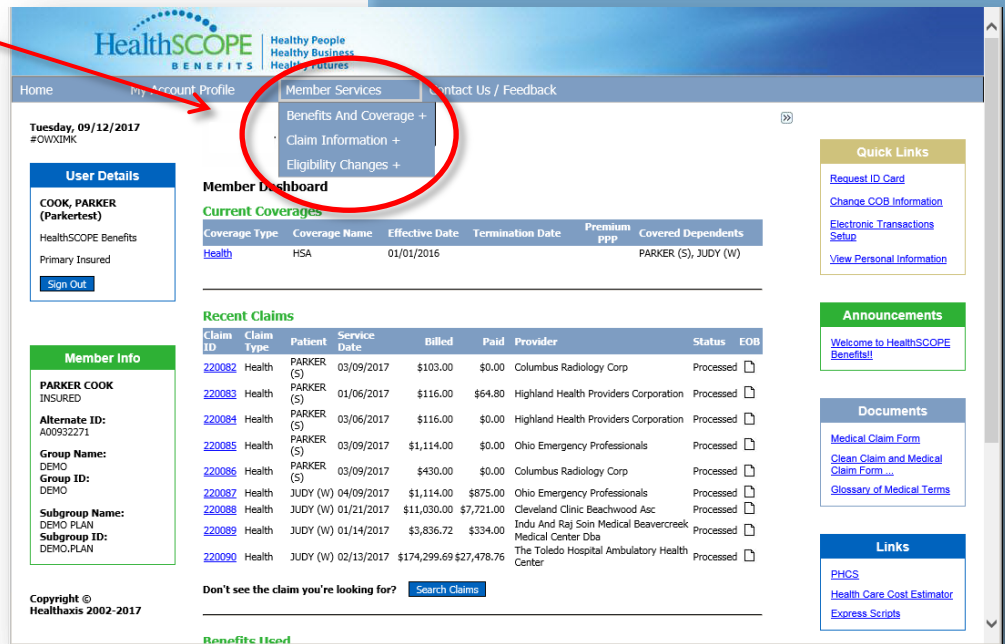
With the Member Dashboard displayed, these are four popular and useful options:

Quick Links – these links may vary from what is shown here. In this example, the links allow you to request a duplicate ID card, update coverage information, set up receipt of electronic EOBs, and view demographic information.

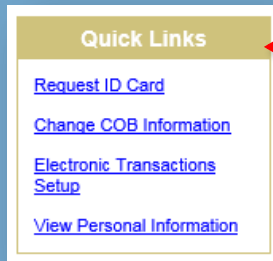
Current Coverages – displays current plans and any changes in history.

Recent Claims – displays claim history.

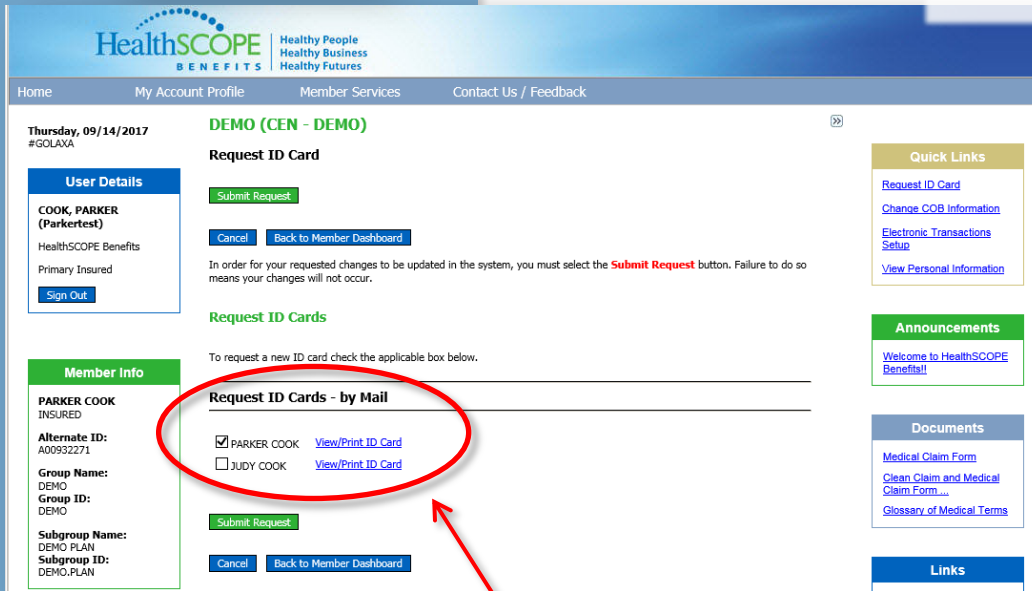
Benefits Used – displays dollar amounts paid per category per benefit year, as well as overall lifetime maximum used.



Member Dashboard: Quick Links



In this example, the Quick Links box on the Member Dashboard offers four options: Request ID Card, Change COB Information, Electronic Transactions Setup, and View Personal Information. Your options may vary. The following explains two of these options that will display on your Quick Links.



Request ID Card:

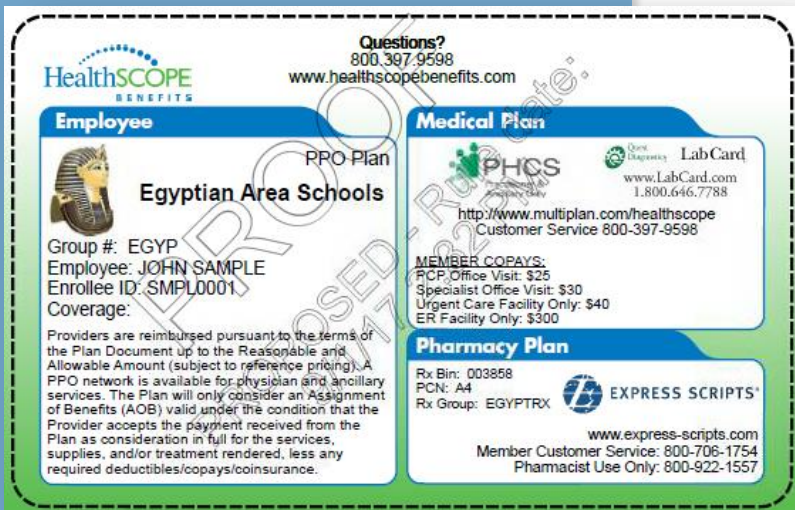
When you click this option, you can elect to place an order for a replacement ID card for the member(s) indicated or elect to view and print a temporary ID card.

To order a Replacement Card

Click the checkbox beside the member(s) name for which to order an ID card. Then click Submit Request.

To View/Print a Temporary Card:

Click the hyperlink to "View/Print ID Card" next to the member(s) for which you want to view a card. The screen will display the ID card like shown to the left. Click **Print ID Cards** to print it.



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Thursday, 09/14/2017 #4QZYOB

DEMO (CEN - DEMO)

Request ID Card Confirmation Page

Please print a copy of this page and keep it for your records.

[Print This Page](#)

[Back to Member Dashboard](#)

Your submission was successful.

ID Card Information

Primary Member: PARKER COOK

Submit Date/Time: 09/14/2017 12:33:53 CT
User: Parkertest
Transaction ID: DEMO_W_104

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Quick Links

- [Request ID Card](#)
- [Change COB Information](#)
- [Electronic Transactions Setup](#)
- [View Personal Information](#)

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- [Medical Claim Form](#)
- [Clean Claim and Medical Claim Form...](#)
- [Glossary of Medical Terms](#)

Links

- [PHCS](#)
- [Health Care Cost Estimator](#)
- [Express Scripts](#)

User Details

COOK, PARKER (Parkertest)
HealthSCOPE Benefits
Primary Insured
[Sign Out](#)

Member Info

PARKER COOK INSURED
Alternate ID: A00932271
Group Name: DEMO
Group ID: DEMO
Subgroup Name: DEMO PLAN
Subgroup ID: DEMO.PLAN

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If you placed an order for a replacement ID card, you will see this screen. We suggest you print a copy of this page for your records.

When complete with this screen, click **Back to Member Dashboard** to return.

Quick Links: View Personal Information:

When you click this option, the portal will display demographic information for each member enrolled.

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DEMO (CEN - DEMO)

Personal Information

Demographics | **COB**

PARKER COOK

Demographic Information

Address 1:	11 ANYWHERE COVE	Alternate ID:	A00932271
Address 2:	LITTLE ROCK	Group Name:	DEMO
City:	AR	Group ID:	DEMO
U.S. State:	72202	Subgroup Name:	DEMO PLAN
U.S. Zip:		Subgroup ID:	DEMO.PLAN

Phone:
Work Phone:
Email Address: parkercook@gmail.com

General Information

Birth Date:	02/05/1954	# of Dependents:	1
Age:	63	Late Enrollee:	
Gender:	FEMALE		
Marital Status:	MARRIED		

Job Information

Hire Date:		Termination Date:	
Bill Type:	GROUP	Retirement Date:	
Work Category:	A - ACTIVE	Health Class:	A - ALL EMPLOYEES
Cost Center:		Employee #:	

Supplemental Information

No Supplemental information has been provided.

JUDY COOK

Demographic Information

Address 1: 11 ANYWHERE COVE Phone:

Quick Links

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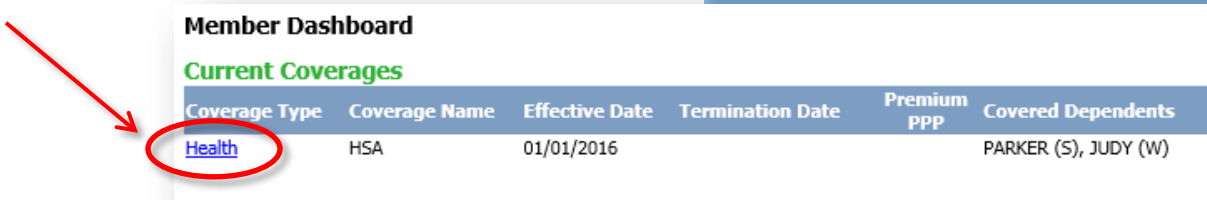
Member Info

PARKER COOK INSURED
Alternate ID: A00932271
Group Name: DEMO
Group ID: DEMO
Subgroup Name: DEMO PLAN
Subgroup ID: DEMO.PLAN

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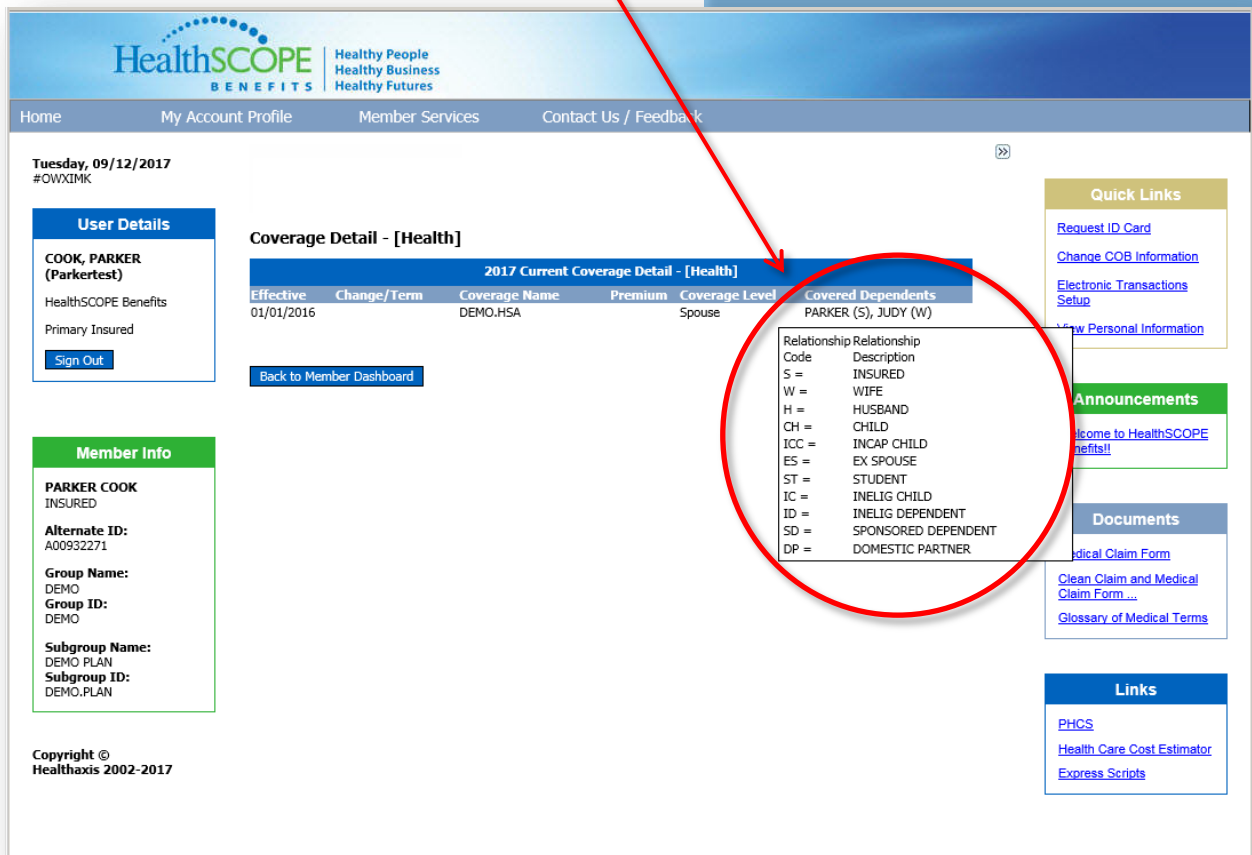
Member Dashboard: Current Coverages

Under Current Coverages on the Member Dashboard, click the Coverage Type to view coverage information by category (Health, Vision, or Dental).



At this Benefits screen, hover your cursor over the list of Covered Dependents to view a list of relationship descriptions.

To return to the Member Dashboard, click **Back to Member Dashboard**.



Member Dashboard: Recent Claims

Under Recent Claims on the Member Dashboard, click a Claim ID hyperlink to access details for a particular claim.

Claim ID	Claim Type	Patient	Service Date	Billed	Paid	Provider	Status	EOB
220082	Health	PARKER (S)	03/09/2017	\$103.00	\$0.00	Columbus Radiology Corp	Processed	

The Claim Details include information such as how a claim was processed, including any provider or patient responsibility, as well as any EOB comments.

To return to the Member Dashboard, click **Back to Member Dashboard**.

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Tuesday, 09/12/2017
#OVXIMK

User Details

COOK, PARKER (Parkertest)
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Claim Details

Claim Information Detail - [Health]

Patient: PARKER COOK
Status: Processed
Service Dates: 03/09/2017 - 03/09/2017
Trans #: 220082
Account #: C2866864

Process Date: 04/27/2017
Provider: Columbus Radiology Corp
Practitioner: Andrew G Burke MD

Service Date	Service Description	# Units	Billed Amount	Less Discount	Less Excluded	Less Adjust	Less Copay	Less Deduct	Equals Amount	(X) %	(=) Benefit
03/09/2017	Professional Service	1	\$55.00	\$30.00				\$25.00	\$0.00		\$0.00
03/09/2017	Professional Service	1	\$48.00	\$31.00				\$17.00	\$0.00		\$0.00
TOTALS:			\$103.00	\$61.00				\$42.00	\$0.00		\$0.00

PATIENT LIABILITY: **\$42.00**

COMMENTS: - This claim was processed per your Aetna contractual agreement. The member is not responsible for the difference between the billed covered charge and the contracted amount.

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Also while investigating Recent Claims, if a claim you are looking for is not listed, you can click **Search Claims** to conduct a search.

220088	Health	JUDY (W)	01/21/2017	\$11,030.00	\$7,721.00	Cleveland Clinic Beachwood Asc	Processed	
220089	Health	JUDY (W)	01/14/2017	\$3,836.72	\$334.00	Indu And Raj Soin Medical Beaver creek Medical Center Db	Processed	
220090	Health	JUDY (W)	02/13/2017	\$174,299.69	\$27,478.76	The Toledo Hospital Ambulatory Health Center	Processed	

Don't see the claim you're looking for? [Search Claims](#)

As shown below, there are numerous criteria options available to narrow a claim search. Complete the desired search criteria and click **Begin Search**.

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Thursday, 09/14/2017 #4QZY0B

DEMO (CEN - DEMO)

Claim Search

Note: Use this search option to view all unprocessed claims and all claims processed up to 7 years prior to today's date.

User Details: COOK, PARKER (Parkertest), HealthSCOPE Benefits, Primary Insured, Sign Out

Member Info: PARKER COOK INSURED, Alternate ID: A00932271, Group Name: DEMO, Group ID: DEMO, Subgroup Name: DEMO PLAN, Subgroup ID:

Member: All Members, PARKER COOK, JUDY COOK

Claim Details: Claim Type: Health, Category: ACCIDENT, Claim Status: Processed, Additional Search Options: ER Professional Fee, Provider: OHIO EMERGENCY PR, Payee: HIGHLAND HEALTH PR

Claim Date Range: From (mm/dd/yyyy), Through (mm/dd/yyyy), Define Date Criteria: Process Date

Buttons: [Begin Search](#), [Reset Search Fields](#), [Back to Member Dashboard](#)

Quick Links: Request ID Card, Change COB Information, Electronic Transactions Setup, View Personal Information

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Member Dashboard: Benefits Used

On the Member Dashboard, under the section titled Benefits Used, you are able to review a breakdown of benefits paid for each member and the entire account based on In-Network, Out-of-Network, Out-of-Area, and Combined accounts.

To view this information, use the drop-down box to select the plan year to view, then click the **Details** hyperlink.

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Benefits Used
Plan Year: 2017

Out of Pocket Spending	Deductible *		Copay *		Coinsurance *		Annual \$ Paid by your Plan		Lifetime \$ Paid by your Plan	
	Member	Ind/Fam	Ind/Fam	Ind/Fam	Individual	Individual	Individual	Individual		
	PARKER COOK	\$1,316.00/ \$4,000.00	\$0.00/\$0.00	\$16.20/\$4,182.20	\$64.80	\$64.80				
	JUDY COOK	\$2,684.00/ \$4,000.00	\$0.00/\$0.00	\$4,166.00/ \$4,182.20	\$36,408.76	\$36,408.76				

[Details](#) [Plan Limit Maximums](#)

* The dollars displayed in this section are used to satisfy Annual/Plan Year Deductible and/or Coinsurance Limits. To see other out-of-pocket dollars used (such as Copay), please use the appropriate filter in the 'Additional Search Options' drop down list on the Claim Search page.

The dollars displayed in this section do not contain prior year Deductible Carry Forward amounts.

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DEMO-CEN - DEMO

Medical Details

2017 Medical Benefits Used Detail				
Member	Network	Out of Area	Non-Network	Totals
PARKER COOK				
Deductible	\$1,316.00	\$0.00	\$0.00	\$1,316.00
QTR4 Deductible	\$0.00	\$0.00	\$0.00	\$0.00
Copay	\$0.00	\$0.00	\$0.00	\$0.00
Hospital Deductible	\$0.00	\$0.00	\$0.00	\$0.00
Coinsurance	\$16.20	\$0.00	\$0.00	\$16.20
\$ Subject to Coinsurance	\$81.00 @80%			\$81.00 @80%
JUDY COOK				
Deductible	\$2,684.00	\$0.00	\$0.00	\$2,684.00
QTR4 Deductible	\$0.00	\$0.00	\$0.00	\$0.00
Copay	\$0.00	\$0.00	\$0.00	\$0.00
Hospital Deductible	\$0.00	\$0.00	\$0.00	\$0.00
Coinsurance	\$4,166.00	\$0.00	\$0.00	\$4,166.00
\$ Subject to Coinsurance	\$20,830.00 @80%			\$20,830.00 @80%
	\$19,744.76 @100%			\$19,744.76 @100%
COMBINED FAMILY				
Deductible	\$4,000.00	\$0.00	\$0.00	\$4,000.00
QTR4 Deductible	\$0.00	\$0.00	\$0.00	\$0.00
Copay	\$0.00	\$0.00	\$0.00	\$0.00
Hospital Deductible	\$0.00	\$0.00	\$0.00	\$0.00
Coinsurance	\$4,182.20	\$0.00	\$0.00	\$4,182.20
\$ Subject to Coinsurance	\$20,911.00 @80%			\$20,911.00 @80%
	\$19,744.76 @100%			\$19,744.76 @100%

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Member Info
PARKER COOK
INSURED
Alternate ID: A00932271
Group Name: DEMO
Group ID: DEMO
Subgroup Name: DEMO PLAN
Subgroup ID: DEMO.PLAN

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Another feature in the Benefits Used area of the Member Dashboard is the Plan Limit Maximums.

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Benefits Used
Plan Year: 2017

Medical

Out of Pocket Spending	Deductible *		Copay *		Coinsurance *		Annual \$ Paid by your Plan	Lifetime \$ Paid by your Plan
	Ind/Fam	Ind/Fam	Ind/Fam	Ind/Fam	Ind/Fam	Individual	Individual	
Member								
PARKER COOK	\$1,316.00/ \$4,000.00	\$0.00/\$0.00	\$0.00	\$16.20/\$4,182.20		\$64.80	\$64.80	
JUDY COOK	\$2,684.00/ \$4,000.00	\$0.00/\$0.00	\$0.00	\$4,166.00/ \$4,182.20		\$36,408.76	\$36,408.76	

[Plan Limit Maximums](#)

* The dollars displayed in this section are used to satisfy Annual/Plan Year Deductible and/or Coinsurance Limits. To see other out-of-pocket dollars used (such as Copay), please use the appropriate filter in the 'Additional Search Options' drop down list on the Claim Search page.

The dollars displayed in this section do not contain prior year Deductible Carry Forward amounts.

When you click Plan Limit Maximums, a screen displays like shown below. This screen allows you to review Lifetime Maximum Met and Amounts Paid based on Category.

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Thursday, 09/14/2017 #4QZYOB

DEMO (CEN - DEMO)

Medical Maximums

Lifetime Medical Benefits Dollars Paid

PARKER COOK	\$64.80
JUDY COOK	\$36,408.76

2017 Medical Plan Limits Detail

Member	Network	Non-Network	Out of Area	Combined
	Individual	Individual	Individual	Individual
PARKER COOK				
All Categories	\$0.00	\$0.00	\$0.00	\$64.80
Illness	\$64.80	\$0.00	\$0.00	\$64.80
JUDY COOK				
All Categories	\$0.00	\$0.00	\$0.00	\$36,408.76
Illness	\$35,533.76	\$0.00	\$0.00	\$35,533.76
Accident	\$875.00	\$0.00	\$0.00	\$875.00

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PARKER COOK INSURED
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Group Name: DEMO
Group ID: DEMO

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