

Employer Portal

Step-by-step instructions

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Registration

1. Send an email to phpaccounts@providence.org to request access to the [employer portal](#). Please include the group name and number, first and last name, and email address(es) of the users who need to be registered.
2. Users will receive an email confirming that the registration is complete.

First time logging in

1. Visit the [employer portal](#) and click on "First time logging in, or forgot your password?"
 - a. Enter the registered e-mail address. From there, a password reset e-mail will be sent.
 - b. Click on the orange **confirm button** in the e-mail message and a pop-up window will appear to change your password. Change your password.
2. You will receive "your password has been reset successfully" email.
3. You're all set! Log in using your e-mail and password.

A screenshot of the Providence Sign in page. At the top is the Providence logo. Below it are links for "Sign in" and "Need help?". There are two input fields: one for email (containing "yours@example.com") and one for password (containing "your password" with an eye icon to toggle visibility). Below the fields is the text "First time logging in, or forgot your password?". At the bottom is a blue button labeled "SIGN IN >".

PROVIDENCE

[Sign in](#) [Need help?](#)

First time logging in, or forgot your password?

SIGN IN >

A screenshot of the Providence "Request your password" page. At the top is the Providence logo. Below it is the heading "Request your password" in red. The text says "Please enter your registered email address and then click send email. You will receive an email within a few minutes to create or reset your password." There is an input field for email (containing "yours@example.com"). At the bottom is a blue button labeled "SEND EMAIL >".

PROVIDENCE

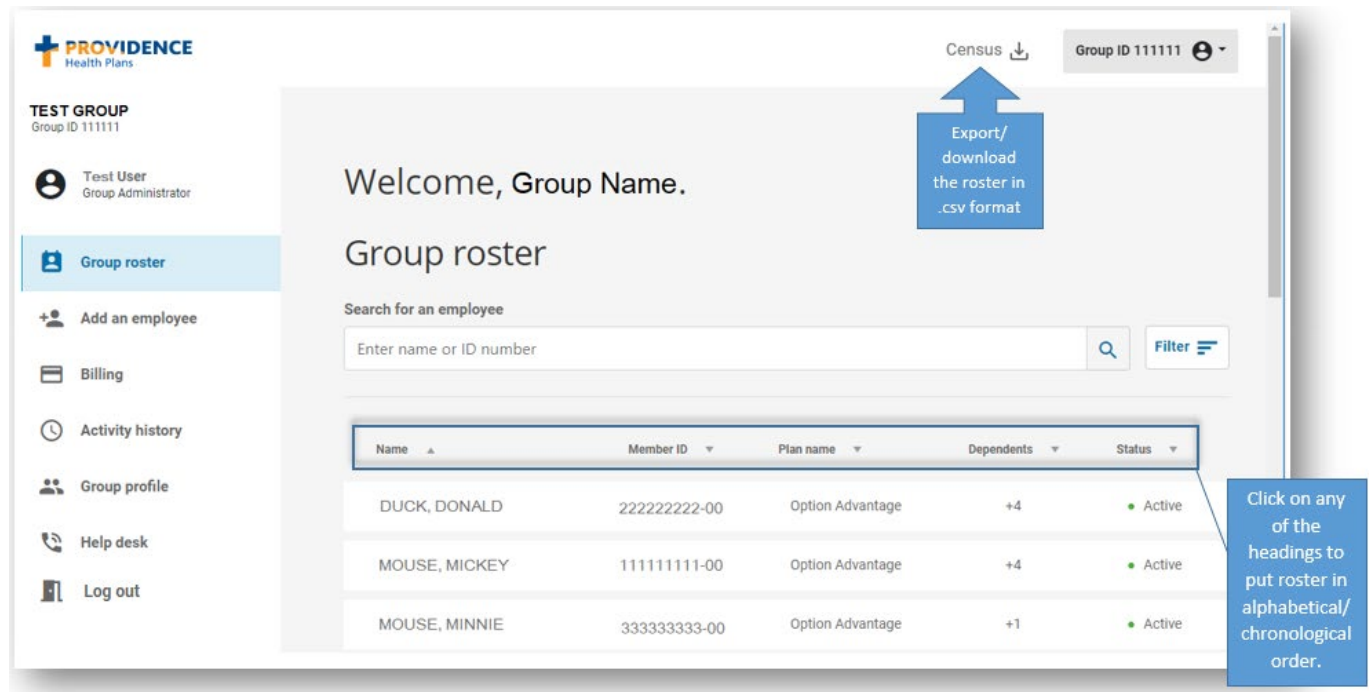
Request your password

Please enter your registered email address and then click send email. You will receive an email within a few minutes to create or reset your password.

SEND EMAIL >

Group Roster

Once you log in, you will be directed to the group roster landing page.



TEST GROUP
Group ID 111111

Test User
Group Administrator

Group roster

Add an employee

Billing

Activity history

Group profile

Help desk

Log out

Welcome, Group Name.

Group roster

Search for an employee

Enter name or ID number

Filter

Name	Member ID	Plan name	Dependents	Status
DUCK, DONALD	22222222-00	Option Advantage	+4	Active
MOUSE, MICKEY	11111111-00	Option Advantage	+4	Active
MOUSE, MINNIE	33333333-00	Option Advantage	+1	Active

Export/download the roster in .csv format

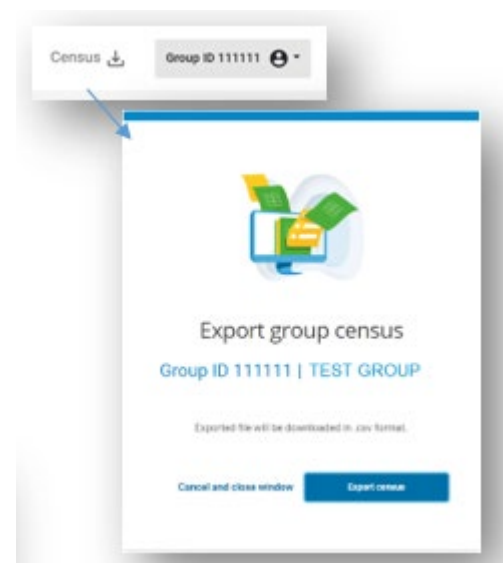
Click on any of the headings to put roster in alphabetical/chronological order.

The group roster will default to active and future effective member status, displayed in alphabetical order by last name. Current functionality will also display Cobra/State Continuation members listed as an active status. The roster will include all members on all subgroups.

Export/Download Roster

You may export the current group roster in an excel format. This will show all active and inactive subscribers and dependents, their ID numbers, and when they were originally enrolled. As noted on the previous page, this will include all members including Cobra/State Continuation.

1. In the top right corner of the page, click on **census**.
2. Then, a pop-up will appear, click on **export census**.
3. Open the excel file.



Census

Group ID 111111

Export group census

Group ID 111111 | TEST GROUP

Exported file will be downloaded in .csv format.

Cancel and close window

Export census



	A	B	C	D	E
1	Name	MemberId	Enrolled	Dependents	Status
2	MOUSE, MICKEY	111111111-00	6/1/2014	1	Active
3	MOUSE, MINNIE	111111111-01	6/1/2014	D	Inactive
4	DUCK, DONALD	222222222-00	6/1/2017	4	Active
5	DUCK, HUEY	222222222-01	6/1/2017	D	Active
6	DUCK, DEWEY	222222222-02	6/1/2017	D	Active
7	DUCK, LOUIE	222222222-03	6/1/2017	D	Active
8	DUCK, DAISY	222222222-04	6/1/2017	D	Inactive
9	MOUSE, MINNIE	222222222-00	7/1/2015	1	Active

Below are the column descriptions.

Column A: Name of each member.

Column B: ID number listed in numeric order.

Column C: Original effective date of each member.

Column D: On the same row of the subscriber, there will be a number of the corresponding dependents listed on the plan. Under each number, the "D" represents the member being a dependent.

Column E: Indicates if the member is active or inactive on the policy.

Filter Group Roster

To see all members that are both active and inactive:

1. Click on filter.
2. Select the status from the drop-down menu.
3. Click apply filters.
4. Clear filters will set back to the default of active status.

Note: By selecting active and future effective from the drop down, you can see the new employees who are on the roster, but not active yet.

Search for an employee

Enter name or ID number

Status

Active & Future Effective

All
Active
Future Effective
Active & Future Effective
Cobra
Inactive

Member ID	Plan name	Dependents	Status
[REDACTED]	Option Advantage	0	Active
[REDACTED]	Connect	-	Active

Search Group Roster

You can look for a specific member by typing their name or member ID in the search field, then clicking the magnifying glass or by pressing enter.

Search for an employee

Goofy

Click on Member ID, Plan Name, Dependents, or Status to view the numbered dependents listed

Click on name to view Employee's information. See next page for details

Name	Member ID	Plan name	Dependents	Status
GOOF, GOOFY	444444444-00	Option Advantage	+1	Active
GOOF, MAX	444444444-01	Option Advantage	06/01/2014	Inactive

1 - 1 of 1 items


Original Effective Date

Employee Information

To view employee and dependent information such as phone, e-mail, address, plan, subgroup, status, original effective date, termination date, date hired, marital status and gender, click on the name (as shown above). The ellipsis in the top right corner (shown below) gives the option to add a new dependent, remove employee, edit employee demographic information such as phone, e-mail, home/mailing address, marital status, and change plans.


Note: Date of birth and SSN will not be reflected for any member. Please call your Providence Health Plan Membership Accounting Representative if verification of data is required.

Employee information


GOOFY GOOF
 Employee ID 444444444-00

Phone	Plan	Option Advantage
-	Subgroup	S001
Email	Status	Active
-	Original effective date	06/01/2014
Home address	Termination date	
123 4TH ST Beaverton, OR, Washington, 97006	Date hired	05/24/2010
	Marital status	Married
	Gender	Male

Dependents (0 active)


MAX GOOFY
 Employee ID 444444444-01

INACTIVE

Phone	Plan	Option Advantage
-	Original effective date	06/01/2014
Email	Termination date	10/31/2016
-	Relationship to the employee	Son
Home address	Gender	Male
123 4TH ST Beaverton, OR, Washington, 97006		


...

- + Add dependent
- Remove employee
- ✎ Edit employee
- ✎ Change plan



Editing Employee

All fields below can be edited (with the exception of gender) at any time. If gender information needs to be changed, contact your Providence Health Plan Membership Accounting representative. See [Help Desk](#) for contact information. The county cell will auto-populate as you enter data or enter the first letter of the county. From there you can scroll until you find the county you need. Once editing is complete, click on **save**.



GOOFY GOOF
Employee ID 44444444-00

Phone number

(503) 503-5003

Email address

Mrgoofy@disney.com

Home address

Disneyland Resort PO Box 3232

City

Anaheim

County

ORANGE

State

California

Zip code

92803

☒ Mailing address is the same as Home address

Marital status

Married

Gender

Male

By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the [user agreement](#) for this site

Cancel



Save



Qualifying Events and Coverage Effective Dates

Qualifying Event	Coverage Effective Date
Qualified Medical Support Order	Date of event: Issuance of order If no date is specified on the order, coverage begins first of the month following date of event
Adoption, Placement of Adoption, or Legal Guardianship	Date of event: Placement or assumption of financial responsibility OR First of the month following date of event
Birth of Subscriber's Child or Grandchild	Date of event: Child's birth
Involuntary Loss of Other Coverage	First day after the other coverage ended or if member chooses first of the month following loss of coverage
Marriage	Date of event: Marriage OR First of the month following date of event
New Hire	In accordance with the group's probationary period
Newly Acquired Domestic Partner	Date of Event: Date in which they were registered with the State of Oregon (same sex), or the date the affidavit is signed (opposite sex) OR First of the month following date of event
Open Enrollment	In accordance with the group's renewal date
Promotion or Job Change	First of the month following promotion or job change

Add Dependent(s)

To add a dependent, click on the ellipsis in the top right corner  or  from the employee information page.

Outside of the Open Enrollment Period, a qualified event is required to add dependents to the policy. If a dependent needs to be added retroactively over 90 days, you must reach out to your Providence Health Plan Membership Accounting Representative. See [Help Desk](#) for contact information.

Required Fields:

- First and last name (no special characters or numbers)
- Other insurance coverage (yes or no; if yes, you'll be asked for more information)
- Gender
- Relationship
- Reason for event (qualifying event)
- Qualifying event date
- Coverage effective date (to determine when coverage is to become effective, see previous page)
- Date of birth

Once all fields are completed, click **submit**.



Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.

Add dependent

Employee ID 444444444

First name	Middle initial	Last name
<input type="text" value="Geef"/>	<input type="text"/>	<input type="text" value="Goofy"/>

Does this dependent have other insurance coverage?

☐ Yes, the same as the employee

☐ Yes, but it is different than the employee's

☒ No

Other coverage

Gender

☒ Female ☐ Male

Relationship to the employee

Reason for event

Date of event

When does the coverage become effective?

☒ First of the month following date of event

☐ On the date of event

Date of birth

Social security number

By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the [user agreement](#) for this site



Terminating Dependents

Only active dependents can be terminated. There will be an ellipsis in the top right of the dependent section that gives the option to remove the dependent. If submitting a retroactive request, the date of removal cannot be older than 90 days.

A screenshot of a web interface for managing dependents. At the top, there is a header bar with an orange "GG" logo, the name "GEEF GOOFY", and the "Employee ID 444444444-02". To the right of the header is a blue button with three white dots. Below the header, there is a table with two columns: "Phone" and "Plan". The "Plan" column shows "Option Advantage". A white pop-up menu is open from the three-dot button, showing a person icon and the text "Remove dependent".

A pop-up window will appear where the date of removal is required. Dependents should be removed based on the effective date. If the date entered is the first of the month, the termination date will automatically be pushed to the end of that month. For example, if you enter in the date of removal as 8/1, our system will reflect an 8/31 termination date.


A screenshot of a pop-up window titled "Remove dependent?". The window has a red header bar. Inside, there is a graphic of four overlapping white cards with blue borders and a red "X" over the top-left card. Below the graphic, the text "Remove dependent?" is displayed in a large font, followed by "GEEF GOOFY" in blue. A paragraph of text states: "Once removed, this dependent can only be reinstated under specific circumstances or during your group's open enrollment period." Below this, the label "Date of removal" is followed by a date input field containing "7/31/2019" and a calendar icon. At the bottom, there are two buttons: "Cancel and close window" and "Remove dependent".

Terminating an Employee

Only active employees can be terminated. There will be an ellipsis in the top right of the employee section that gives the option to remove the employee. If submitting a retroactive request, the date of removal cannot be older than 90 days.

Employee information

...



MINNIE MOUSE
Employee ID 33333333-00

Phone	Plan	Option Advantage
-	Status	Active
Email	Original effective date	12/01/2018

Add dependent
Remove employee
Edit employee
Change plan

A pop-up window will appear where the last day of employment is required. Cobra or state of continuation forms are available by clicking on the corresponding links.

Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.



Remove employee?

MINNIE MOUSE

Removing an employee also removes their dependents.

Last date of employment

07/25/2019

If the member is transitioning to COBRA or state continuation, follow the links below to access the enrollment/change of status forms. The link will open in a new window or tab. Please then click the "Remove subscriber" button below to complete your request.

[2018 Forms](#)

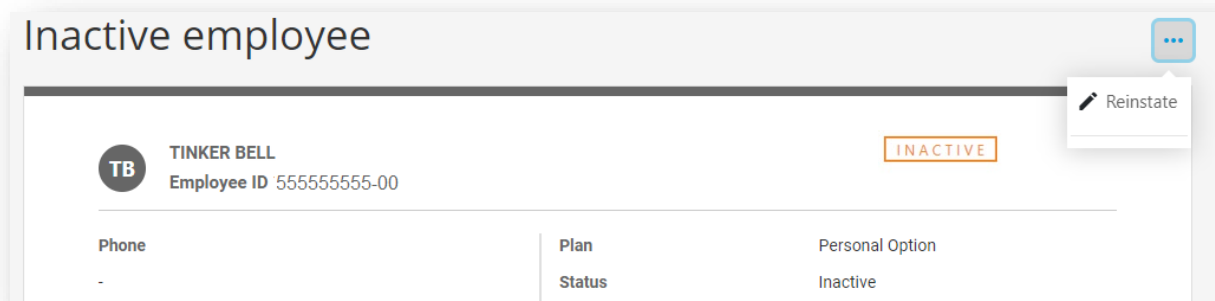
[2019 Forms](#)

Cancel and close window

Remove employee

Reinstate an Employee (Step 1 of 5)

Only inactive employees can be reinstated. There will be an ellipsis in the top right of the employee section that gives the option to reinstate. If submitting a retroactive request, the effective date cannot be older than 90 days.



Inactive employee

TINKER BELL
Employee ID 55555555-00

INACTIVE

Reinstate

Phone	Plan	Personal Option
-	Status	Inactive

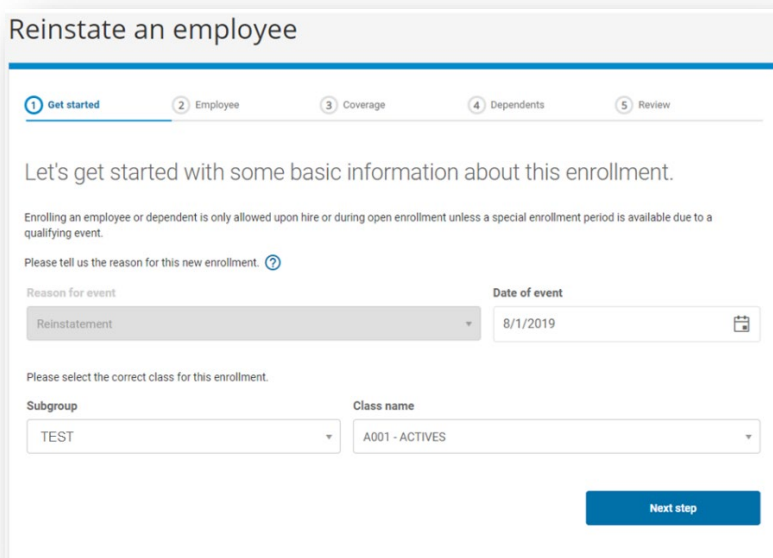
Required Fields to Process Reinstatement:

- Date of event

*Note: Future date of events will not be allowed. On step 3 you will be able to select **first of the month** following the date of event for coverage start date.*

- Subgroup selection from the drop down.
- Class name selection from the drop down.

Once all fields are complete, click **next step**.



Reinstate an employee

1 Get started 2 Employee 3 Coverage 4 Dependents 5 Review

Let's get started with some basic information about this enrollment.

Enrolling an employee or dependent is only allowed upon hire or during open enrollment unless a special enrollment period is available due to a qualifying event.

Please tell us the reason for this new enrollment. ?

Reason for event Date of event

Reinstatement 8/1/2019

Please select the correct class for this enrollment.

Subgroup Class name

TEST A001 - ACTIVES

Next step




Reinstate an Employee (Step 2 of 5)

Verify and/or change any demographic information for the employee.

First and last name and date of hire cannot be changed. If the employee's name needs to be changed, reach out to your Providence Health Plan Membership Accounting Representative. See [Help Desk](#) for contact information. *Note: County will auto-populate.*

The date of birth is required before moving forward. It is important the date of birth is entered correctly to ensure the policy is reinstated rather than creating a new, duplicate entry.

The SSN will remain hidden unless you click on 

Once all fields are complete, click **next step**.

Reinstate an employee

Get started

Employee

Coverage

Dependents

Review

Next, you'll need to provide some personal information about the employee.

First name

Middle initial

Last name

TINKER

BELL

Home address

123 DISNEY RD

City

County

Los angeles

Orange

State

Zip code

California

90001

☒ Mailing address is the same as Home address

Email address

Phone number

Gender

ex. (555) 555-5555

☒ Female ☐ Male

To ensure the privacy of our subscribers and the accuracy of subscriber information, we require re-entry of Date of Birth and Social security number for reinstatements.

Date of birth

Social security number

month/day/year

ex. 555-55-5555

Date of birth is required

Marital status

Date of hire

Married

4/13/2019

Go back

Next step



Reinstate an Employee (Step 3 of 5)

Select from the available plans.

Note: The 12/31/9999 date does not mean this plan is available on an ongoing basis. It is available until your next open enrollment.

To determine when coverage should become effective, see [Qualifying Events](#) page.

Once all fields are complete, click **next step**.

The screenshot shows a web form titled "Reinstate an employee" with a progress bar at the top indicating five steps: 1. Get started, 2. Employee, 3. Coverage (current step), 4. Dependents, and 5. Review. The main heading is "Please select a group plan and any additional coverage for this employee." Below this is a section "Select from the available plans" which lists "PE01 - Personal Option" with an "Effective Date: 01/01/2017" and "Term Date: 12/31/9999". A link "View full plan details" is to the right. A callout box on the right says: "For more information on the plan, click to download the benefit summary." Below the plan selection is the question "When does the coverage become effective?" with two radio button options: "First of the month following date of event" and "On the date of event" (which is selected). A callout box points to the "On the date of event" option, stating "Determined effective date of reinstatement." Below this, a box labeled "Coverage effective date" shows "08/01/2019". The next question is "Will this employee continue to be covered by any other medical plan?" with "Yes" and "No" radio button options, where "No" is selected. At the bottom right are "Go back" and "Next step" buttons.



Reinstate an Employee (Step 4 of 5)

Dependent(s) that were on the policy can be reinstated, and new dependents can be added. To reinstate a dependent, click the ellipsis in the top right corner. To add a dependent that is not listed, click **add new dependent** at the bottom of the page. If no dependents need to be added, click **reinstate**.

Dependent 1 of (1) Info

PETER PAN
Employee ID 55555555-01

Phone	Plan	Personal Option
-	Original effective date	07/01/2019
Email	Relationship to the employee	Husband
-		

Validate dependent information such as name, gender, and relationship to employee. Please note that the date of birth and other coverage fields are required to move forward.

Once all fields are complete, click **save**. A confirmation will pop-up stating the dependent has been added and the color around the dependent will change from gray to orange.

Once all desired dependents are reinstated/added, click **reinstate**.

✓ Get started

✓ Employee

✓ Coverage

4 Dependents

5 Review

Let's update the dependent information.

First name
PETER

Middle initial

Last name
PAN

Gender
☐ Female ☒ Male

Relationship to the employee
Husband

Date of birth
2/3/1967

Social security number
ex. 555-55-5555

Does this dependent have other insurance coverage?
☐ Yes, the same as the employee
☐ Yes, but it is different than the employee's
☒ No

Other coverage
Select a coverage

Save

Reinstate an Employee (Step 5 of 5)

Review the information for accuracy. The ellipsis in the top right corner of the employee information and dependent information will allow you to edit any fields entered in previous screens. If the plan chosen is an HSA with a Health Equity account, verify that the social security number is accurate. A social security number must be provided with this plan selection. Submit the application once the information is reviewed and ready for processing.

Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.

Reinstate an employee

✓ Get started
✓ Employee
✓ Coverage
✓ Dependents
5 Review

You're almost done!

Please review the information you've provided before you submit the application.

Please review all of the information you have entered and make any necessary edits. When everything is correct, submit the application.

Group ID 111111	Subgroup ID S002	Class ID A001
Group name TEST GROUP	Subgroup name TEST GROUP	Class name ACTIVES

This information is for review and cannot be edited.

TB

Employee Information
TINKER BELL

...

Phone	Date of birth	02/01/1968
-	SSN	-
Email	Gender	Female
-	Marital status	Married
Home address	Date of hire	04/13/2019
123 DISNEY RD Los angeles, CA, Orange, 90001	Reason event	Reinstatement
	Date of event	08/01/2019
	Effective Date	08/01/2019
	Group plan	PE01 - Personal Option
	Other coverage	No

pp

Dependent 1 Information
PETER PAN

...

Phone	Date of birth	02/03/1967
-	SSN	-
Home address	Gender	Male
123 DISNEY RD Los angeles, CA, Orange, 90001	Relationship	Husband
	Other coverage	No

By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the [user agreement](#) for this site. For new hires the probationary period must be satisfied prior to effective date listed; if not satisfied effective date is subject to change.

Go back
Submit application

Change Plans

Outside of open enrollment, a qualifying event is required to change plans. Click on the ellipsis in the top right corner from the employee information page and select **change plan**.

These are the available plans and their effective dates.

Note: The 12/31/9999 date does not mean this plan is available on an ongoing basis. It is available until your next open enrollment.

Please select the updated plan information

Employee ID 222222222

Choose event: Qualifying event Date of event: 6/15/2019

Select class: A001 - ACTIVES

Select from the available plans

☒ OD01 - Option Advantage
Effective Date: 06/01/2019 Term Date: 12/31/9999 [View full plan details](#)

☐ OD02 - Option Advantage
Effective Date: 06/01/2019 Term Date: 12/31/9999 [View full plan details](#)

When does the coverage become effective?
☒ First of the month following date of event
☐ On the date of event

Coverage effective date: 07/01/2019

Cancel Submit

A drop-down list will appear with available classes. A class must be selected to make a plan selection.

For more information on the plan, click to download the benefit summary.

Determined effective date of plan change based on all information.

To determine when coverage will become effective, see the [Qualifying Events](#) page. Once all fields are complete, click **submit**.

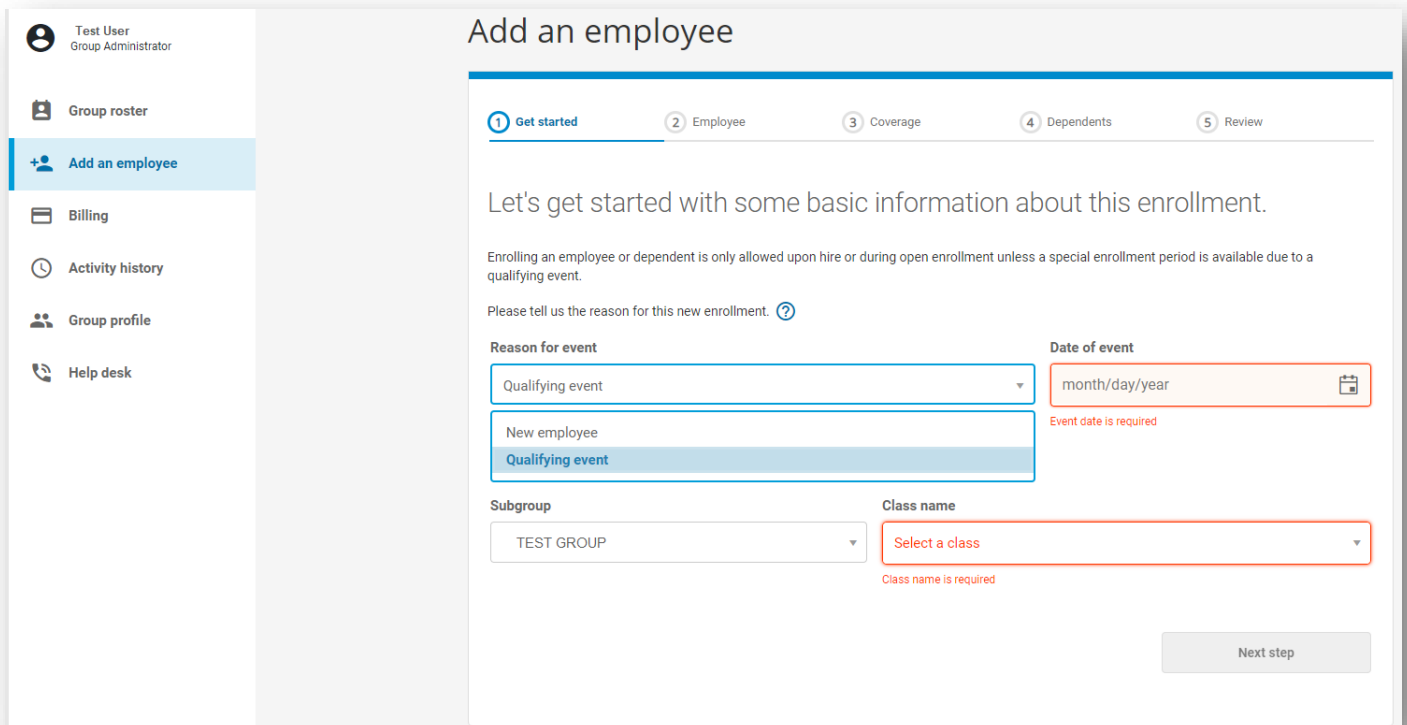
Add an Employee (Step 1 of 5)

Choose a reason from the drop-down menu for adding a new employee. An Open Enrollment event will be added once that date approaches. See the Open Enrollment page below for more information.

Ensure the required fields below are complete to proceed to the next step:

- Reason for event
- Date of event (if selecting a qualifying event)
- Class name

If submitting a retroactive request, the effective date cannot be older than 90 days.



The screenshot shows the 'Add an employee' form in the Providence Health Plan system. The form is titled 'Add an employee' and has a progress bar at the top with five steps: 1. Get started (active), 2. Employee, 3. Coverage, 4. Dependents, and 5. Review. The main content area says 'Let's get started with some basic information about this enrollment.' and includes a note: 'Enrolling an employee or dependent is only allowed upon hire or during open enrollment unless a special enrollment period is available due to a qualifying event.' Below this, it asks 'Please tell us the reason for this new enrollment.' with a help icon. There are two main sections: 'Reason for event' and 'Date of event'. The 'Reason for event' section has a dropdown menu with 'Qualifying event' selected, and a list of options: 'New employee' and 'Qualifying event'. The 'Date of event' section has a text input field with 'month/day/year' and a calendar icon, with a red error message 'Event date is required' below it. Below these sections, there are two more fields: 'Subgroup' with a dropdown menu showing 'TEST GROUP', and 'Class name' with a dropdown menu showing 'Select a class', with a red error message 'Class name is required' below it. At the bottom right, there is a 'Next step' button.

Note: The reason for the event, date of event, (or hire date) will determine the employee's effective date of coverage.



Add an Employee (Step 2 of 5)

To add an employee, make sure the required fields below are complete to proceed to the next step.

- First and last name (no special characters or numbers)
- Home address (if the mailing address is the same as the home address, check the box)
 - o Note: The county cell will auto-populate as you enter the data. You can also enter the first letter of the county and scroll until you find the correct one.
- Gender
- Date of birth
- SSN is not required unless the member is enrolling in an HSA plan with a Health Equity account
- Marital status
- Date of hire

Note: The date of hire will determine the employee's effective date of coverage based on the probationary period contracted with the group.

Once all fields are complete, click **next step**.

Get started 2 Employee 3 Coverage 4 Dependents 5 Review

Next, you'll need to provide some personal information about the employee.

First name: Pluto Middle initial: T Last name: Pup

Home address: 500 S Walt Disney

City: Burbank County: LOS ANGELES

State: California Zip code: 91521

☒ Mailing address is the same as Home address

Email address: Plutothepup@disney.com

Phone number: ex. (555) 555-5555 Gender: ☐ Female ☒ Male

Date of birth: 9/5/1950 Social security number: ex. 555-55-5555

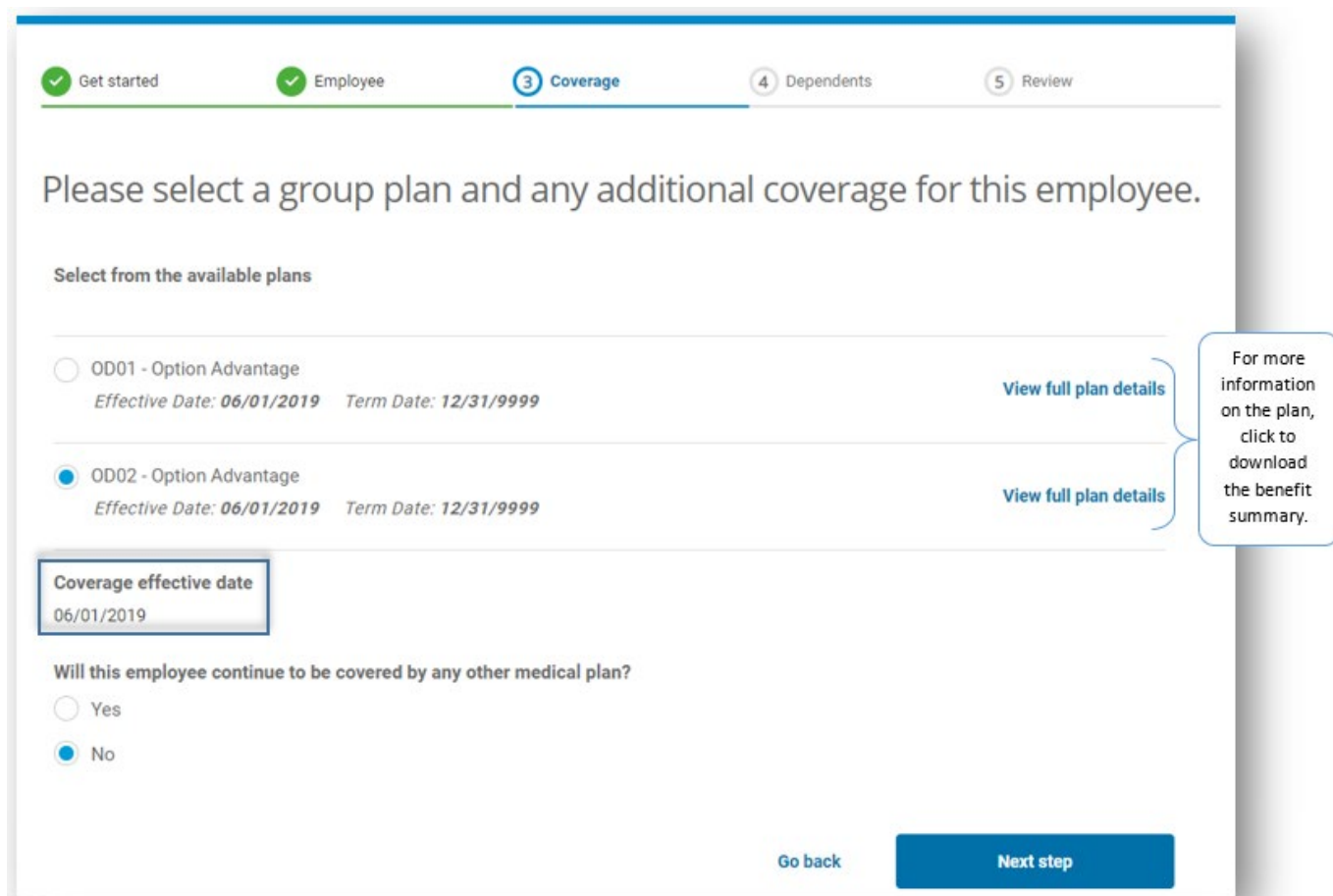
Marital status: Single Date of hire: 3/23/2019

Go back Next step

Click here to view the Social Security number entered.

Add an Employee (Step 3 of 5)

Please select from the available plans. The effective date of the plan is when the plan became available. The determined effective date is based on all entered information.

The screenshot shows a web form for adding an employee, specifically the 'Coverage' step (Step 3 of 5). The progress bar at the top shows five steps: 'Get started' (completed), 'Employee' (completed), 'Coverage' (current step), 'Dependents', and 'Review'. The main heading says 'Please select a group plan and any additional coverage for this employee.' Below this, a section titled 'Select from the available plans' lists two options: 'OD01 - Option Advantage' and 'OD02 - Option Advantage'. Both plans have an 'Effective Date: 06/01/2019' and a 'Term Date: 12/31/9999'. To the right of each plan is a link that says 'View full plan details'. A callout box on the right side of the form states: 'For more information on the plan, click to download the benefit summary.' Below the plan selection, there is a field for 'Coverage effective date' with the value '06/01/2019'. Further down, a question asks 'Will this employee continue to be covered by any other medical plan?' with radio button options for 'Yes' and 'No', where 'No' is selected. At the bottom right, there are two buttons: 'Go back' and 'Next step'.

Note: The 12/31/9999 date does not mean this plan is continuously available. It is available until your next open enrollment.

Once all fields are complete, click **next step**.



Add an Employee (Step 4 of 5)

If no dependents need to be added, select **no** and **review application**. Note: A dependent can be a spouse, life partner, child or grandchild.

If there are dependents, select **yes** and the number of dependents.

A screenshot of a web application interface for adding an employee. At the top, a progress bar shows five steps: "Get started", "Employee", "Coverage", "4 Dependents" (highlighted with a blue circle), and "5 Review". Below the progress bar, the text "Please add any dependents to be covered under this employee." is displayed. Underneath, there are two questions. The first is "Does the employee have any dependents?" with radio button options for "Yes" (selected) and "No". The second is "How many dependents?" with a dropdown menu showing the number "1". To the right of the dropdown, a small note says "Don't worry if you're unsure; you can add or remove dependents at a later time." At the bottom right, there are two buttons: "Go back" and "Continue".


Make sure the required fields below are complete to proceed to the next step.

- First and last name (no special characters or numbers)
- Gender
- Relationship
- Date of birth
- Other insurance coverage (yes or no; if yes, you'll be asked for more information)





Once all fields are complete, click **review application**.

Let's add some basic information about the employee's dependents.

 **Dependent 1 (of 1)**

First name	Middle initial	Last name
<input type="text" value="Dinah"/>	<input type="text"/>	<input type="text" value="Dachshund"/>

Gender	Relationship to the employee
<input checked="" type="radio"/> Female <input type="radio"/> Male	<input type="text" value="Life Partner - Female"/>

Date of birth	Social security number
<input type="text" value="5/9/1960"/> 	<input type="text" value="ex. 555-55-5555"/> 

Does this dependent have other insurance coverage?	Other coverage
<input type="radio"/> Yes, the same as the employee	<input type="text" value="Select a coverage"/>
<input type="radio"/> Yes, but it is different than the employee's	
<input checked="" type="radio"/> No	

[Go back](#)[Review application](#)

Add an Employee (Step 5 of 5)

Review the information for accuracy.

The ellipsis in the top right corner of the employee information and dependent information allows you to edit any fields entered in previous screens.

If the chosen plan is an HSA with a Health Equity account, verify the SSN is accurate. An SSN must be provided with this plan selection.

Submit the application once the information is reviewed and ready for processing.

Get started

Employee

Coverage

Dependents

5 Review

You're almost done!

Please review the information you've provided before you submit the application.

Please review all of the information you have entered and make any necessary edits. When everything is correct, submit the application.

Group ID 111111	Subgroup ID S001	Class ID A001
Group name TEST GROUP	Subgroup name TEST GROUP	Class name ACTIVES

This information is for review and cannot be edited.

PP

Employee Information

Pluto T. Pup

...

Phone	Date of birth	09/05/1950
-	SSN	-
Email	Gender	Male
Plutothepup@disney.com	Marital status	Single
Home address	Date of hire	03/23/2019
500 W Walt Disney Burbank, CA, LOS ANGELES, 91521	Reason event	New employee
	Effective Date	06/01/2019
	Group plan	OD02 - Option Advantage
	Other coverage	No

DD

Dependent 1 Information

Dinah Dachshund

...

Phone	Date of birth	05/09/1960
-	SSN	-
Home address	Gender	Female
500 W Walt Disney Burbank, CA, LOS ANGELES, 91521	Relationship	Life Partner - Female
	Other coverage	No

By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the [user agreement](#) for this site

Go back
Submit application

Note: This transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.



Open Enrollment

An Open Enrollment banner will appear 45 days prior to the renewal date and will remain for 60 days after the renewal date. During Open Enrollment, new employees/dependents can be added and existing employees can change plans. To add a new employee, click on **enroll now** from the banner, or select **add an employee** from the left hand side.

Note: If your banner isn't available as expected, please contact your membership accounting representative and supply a screen shot of your display. Your representative may offer an alternative.

A screenshot of a web banner. At the top, it says "Welcome,". Below that, a blue horizontal line separates the header from the main content. The main content area has a white background. On the left, it says "Open enrollment for your group begins on October 1, 2020". Below this, in smaller text, it says "Use this site to update employee enrollment selections during your company's open enrollment period." On the right side of the banner, there is a blue button that says "Enroll now!". Above the button, there is a small icon of a document with a checkmark inside a square box.

When adding an employee/dependent or changing plans, select **Open Enrollment** from the **reason for event** drop down menu. Follow the previous steps to complete desired transactions.

A screenshot of a dropdown menu. At the top, it says "Please tell us the reason for this new enrollment." followed by a question mark icon. Below this, the text "Reason for event" is displayed. The dropdown menu is open, showing four options: "Open enrollment", "New employee", "Qualifying event", and "Open enrollment". The "Open enrollment" option at the bottom is highlighted with a blue background.


Note: The transaction will appear as completed in the activity history once finished. Transactions may take up to 2 business days to complete.


Billing


You can view the monthly billing statements and/or pay the amount due. The most recent due date will be at the top of the page along with net due amount. Click on the **PDF icon** to download the billing statement that corresponds with the due date month. When you're ready to pay, click the **pay now** button to be directed to the US Bank payment.


Note: Once your invoice is generated, it will be uploaded in approximately 2 business days for portal viewing.


For support on how to use the US Bank online payment system, please refer to the [eBill user guide](#).


 Test User
Group Administrator


 Group roster

 Add an employee

 **Billing**

 Activity history


 Group profile

 Help desk


Billing statement / online payments ?

Selecting Pay Now will take you to US Bank. Each subgroup must be paid individually.

If you are unable to view your invoice please contact Membership Accounting 503-574-5754 or 855-210-1520.

Subgroup Name	Due Date ↓	Net Due Amount	Download
TEST GROUP	06/01/2019	\$33,053.93	 PDF

1 - 1 of 1 items



You're about to leave the
Providence Portal

We partner with US Bank to ensure that your premium payments are secure, efficient, easy and all of your payment history is archived in one convenient place.

Yes, continue to US Bank Online Payment

[I'd like to return to the Providence Portal](#)

Activity History

Each row will represent a single transaction submitted through the portal only. Transactions processed outside of the portal (i.e: manual transactions done by Membership Accounting) will not appear in this activity history.

By default, the display is in descending order based on the date submitted with the most recent transactions at the top.

Test User
Group Administrator

Group roster

Add an employee

Billing

Activity history

Group profile

Help desk

Activity history

This page provides an overview of your group activity, including status information. To easily find the history you're looking for, filter specific activity by name, activity, status, Member ID, effective date or date submitted.

Search for an employee

Name	Activity	Status	Member ID	Date effective	Date submitted
Pup, Pluto	New Enrollment	Pending	-	06/01/2019	08/03/2019
MINNIE MOUSE	Remove	Pending	333333333-00	07/31/2019	08/03/2019
GOOFY GOOF	Remove	Pending	444444444-00	07/31/2019	08/03/2019
GOOFY GOOF	Add	Completed	444444444-00	06/01/2019	08/02/2019
GOOFY GOOF	Update Info	Pending	444444444-00	NA	08/03/2019

Type of Activity:

- New enrollment
- Update information (demographics/plan change)
- Remove (employee or dependents)
- Add (new dependent)
- Reinstate

Status:

- Pending – Transaction is under review by a Providence Health Plan Membership Accounting representative.
- Completed – Transaction went through the Providence Health Plan system successfully.
- Cancelled – Transaction was not completed. This is typically due to issues with the information received.



You may click on the filter to look for a specific activity within a date range:

Search for an employee

Activity

New Enrollment

Status

Completed

Date submitted

From date

To date

Clear filters

Apply filters

Group Profile

The group file contains the 6-digit group ID number, group name, phone number, physical address, and PCN# / BIN# for pharmacy (also located on every member's ID card).

Test User
Group Administrator

Group roster

Add an employee

Billing

Activity history

Group profile

Help desk

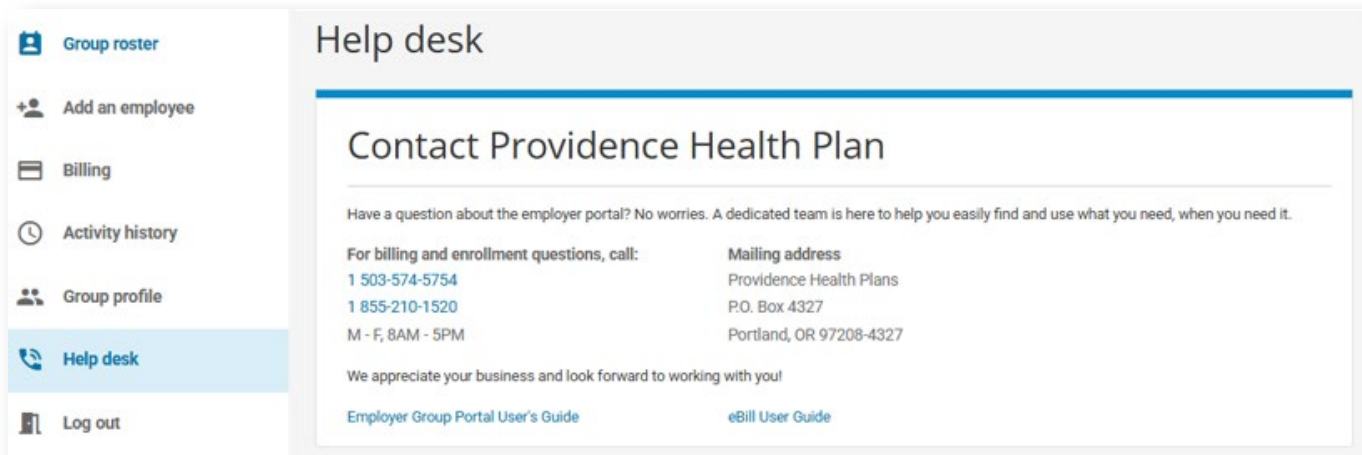
Group profile

TEST GROUP

Group ID	111111	Rx PCN#	06680000
Group name	TEST GROUP	Rx BIN#	600428
Phone	(555) 555-5555	PHP rep.	MA GROUP SERVICE TEAM HOOD
Address	123 SW TESTING LN, BEAVERTON, OR 97008	Email	PHPHood@Providence.org

Help Desk

If you have any questions or concerns navigating the portal, contact our dedicated team to get assistance at 503-574-5754 or 855-210-1520, Monday – Friday, 8 a.m. – 5 p.m. (Pacific Time).

A screenshot of the Providence Health Plan Help Desk page. On the left is a sidebar with navigation links: "Group roster", "Add an employee", "Billing", "Activity history", "Group profile", "Help desk" (highlighted in blue), and "Log out". The main content area is titled "Help desk" and contains a section "Contact Providence Health Plan". Below this title is a reassuring message: "Have a question about the employer portal? No worries. A dedicated team is here to help you easily find and use what you need, when you need it." This is followed by contact information for billing and enrollment questions, including two phone numbers (1 503-574-5754 and 1 855-210-1520) and the hours "M - F, 8AM - 5PM". To the right of this is the mailing address: "Providence Health Plans, P.O. Box 4327, Portland, OR 97208-4327". A closing statement reads "We appreciate your business and look forward to working with you!". At the bottom are two links: "Employer Group Portal User's Guide" and "eBill User Guide".