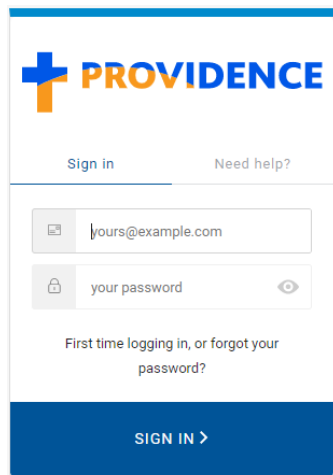


# Providence Employer Portal



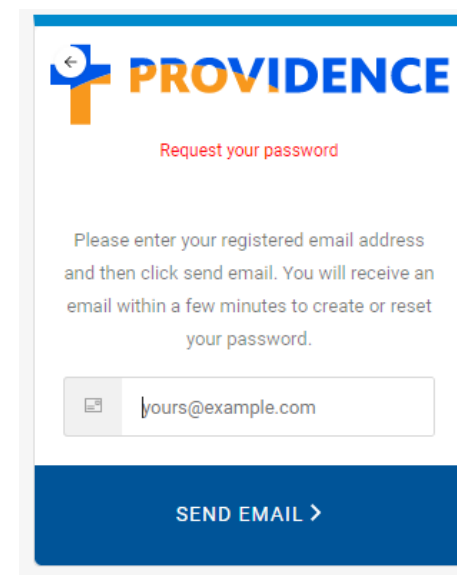
The screenshot shows the Providence Employer Portal sign-in interface. At the top left is the Providence logo, a blue cross with an orange vertical bar, followed by the word "PROVIDENCE" in blue. Below the logo are two links: "Sign in" and "Need help?". There are two input fields: the first is for an email address, containing "yours@example.com", and the second is for a password, containing "your password" with an eye icon to toggle visibility. Below the password field is the text "First time logging in, or forgot your password?". At the bottom is a blue button with the text "SIGN IN >".

## To Register:

1. Send an email to [phpaccounts@providence.org](mailto:phpaccounts@providence.org) to be set up. Please include the group name, number, first and last name of users to be registered and their email address.
2. You will receive an email containing your registered e-mail address.

## First time logging in:

1. Visit <https://employer.providence.org/Group> and click on “First time logging in, or forgot your password?”
  - a. Enter the registered e-mail. A password reset e-mail will be sent.
  - b. Click on the orange Confirm button in your e-mail and a pop up window will appear to change your password.
2. You will receive “your password has been reset successfully” message.
3. You’re all set! Log in using your e-mail and password.



The screenshot shows the "Request your password" page on the Providence Employer Portal. At the top left is the Providence logo, a blue cross with an orange vertical bar, followed by the word "PROVIDENCE" in blue. Below the logo is the text "Request your password" in red. Below that is the instruction: "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 an email address, containing "yours@example.com". At the bottom is a blue button with the text "SEND EMAIL >".

Proceed to next page for step by step guide on using the Providence Employer Portal.

# Navigating Portal

(Click on link to go to page)

## Table of Contents:

[Group Roster](#)

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[Terminating dependent\(s\)](#)

[Terminating employee](#)

[Reinstate employee](#)

[Change Plans](#)

[Add an employee](#)

[Open Enrollment](#)

[Billing](#)

[Make a Payment](#)

[Activity History](#)

[Group Profile/Help Desk](#)

## Group Roster

Once you log in, the landing page will be the Group roster.

PROVIDENCE Health Plans

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

Census ↓

Group ID 111111

Export/download the roster in .csv format

Name ▲	Member ID ▼	Plan name ▼	Dependents ▼	Status ▼
DUCK, DONALD	222222222-00	Option Advantage	+4	Active
MOUSE, MICKEY	111111111-00	Option Advantage	+4	Active
MOUSE, MINNIE	333333333-00	Option Advantage	+1	Active

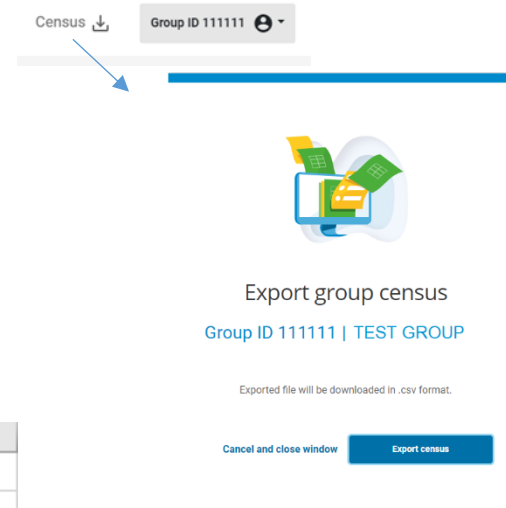
Click on any of the headings to put roster in alphabetical/chronological order.

The group roster will default to members with Active and Future Effective 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, as well their ID numbers and when members were originally enrolled. As noted on previous page, this will include all members including Cobra/State Continuation.

1. In the top-right corner of the page, click on Census.
2. A pop-up will appear, click Export census.
3. Open excel file:



	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

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 with 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: Whether 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 default of Active status.

The screenshot shows the 'Search for an employee' interface. At the top, there is a search bar with the placeholder text 'Enter name or ID number' and a magnifying glass icon. To the right of the search bar is a 'Filter' button with a hamburger menu icon. Below the search bar, there is a 'Status' dropdown menu currently set to 'Active'. The dropdown menu is open, showing options: 'All', 'Active' (highlighted), 'Cobra', and 'Inactive'. To the right of the dropdown menu are two buttons: 'Clear filters' and 'Apply filters'. Below the dropdown menu, there are four columns with dropdown arrows: 'Member ID', 'Plan name', 'Dependents', and 'Status'.

## Search Group Roster

Looking for a specific member? Type the name or ID in the search field and click the magnifying glass or press Enter.

The screenshot shows the 'Search for an employee' interface with the search term 'Goofy' entered in the search bar. The search results are displayed in a table with the following columns: Name, Member ID, Plan name, Dependents, and Status. The first row is highlighted with a blue box and has a callout pointing to it: 'Click on name to view Employee's information. See next page for details'. The second row is also highlighted with a blue box and has a callout pointing to it: 'Original Effective Date'. A third callout points to the 'Dependents' column of the first row: 'Click on Member ID, Plan Name, Dependents, or Status to view the numbered dependents listed'. The table shows two results: 'GOOF, GOOFY' (Member ID: 444444444-00, Plan name: Option Advantage, Dependents: +1, Status: Active) and 'GOOF, MAX' (Member ID: 444444444-01, Plan name: Option Advantage, Original Effective Date: 06/01/2014, Dependents: D, Status: Inactive). The bottom of the page shows '1 - 1 of 1 items' and a pagination control with the number '1' highlighted.

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

## Employee Information

To view the employee and dependents 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 gives the option to **add new dependent**, **remove employee**, **edit employee** demographic information such as phone/e-mail, home/ mailing address, and marital status, and **change plans**.

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

### Employee information

**GG** GOOFY GOOF  
Employee ID 44444444-00

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)

---

**MG** MAX GOOFY  
Employee ID 44444444-01 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

These fields can be edited (with the exception of gender) at any time:

The County cell will auto-populate as you enter data or, enter the first letter of the county and scroll until you find the desired outcome.

Once editing is complete, click on Save

**GG** **GOOFY GOOF**  
Employee ID 444444444-00

---

**Phone number** **Email address**

(503) 503-5003 Mrgoofy@disney.com

**Home address**

Disneyland Resort PO Box 3232

**City** **County**

Anaheim ORANGE

**State** **Zip code**

California 92803

Mailing address is the same as Home address

---

**Marital status** **Gender**

Married 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 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 <i>OR</i> 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 <i>OR</i> First of the month following date of event
New Hire	In accordance to 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) <i>OR</i> First of the month following date of event
Open Enrollment	In accordance to 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 Open enrollment, a qualifying event is required to add dependents on the policy. **If dependent is to be added retroactively over 90 days, you must reach out to your PHP 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 in the activity history.*

## 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

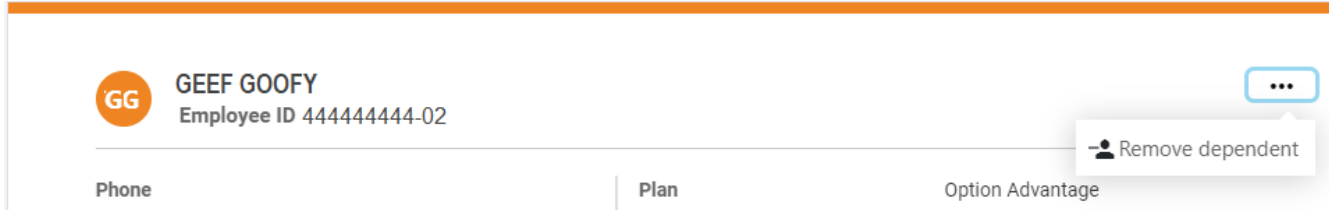
By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the [user agreement](#) for this site

Cancel

Submit

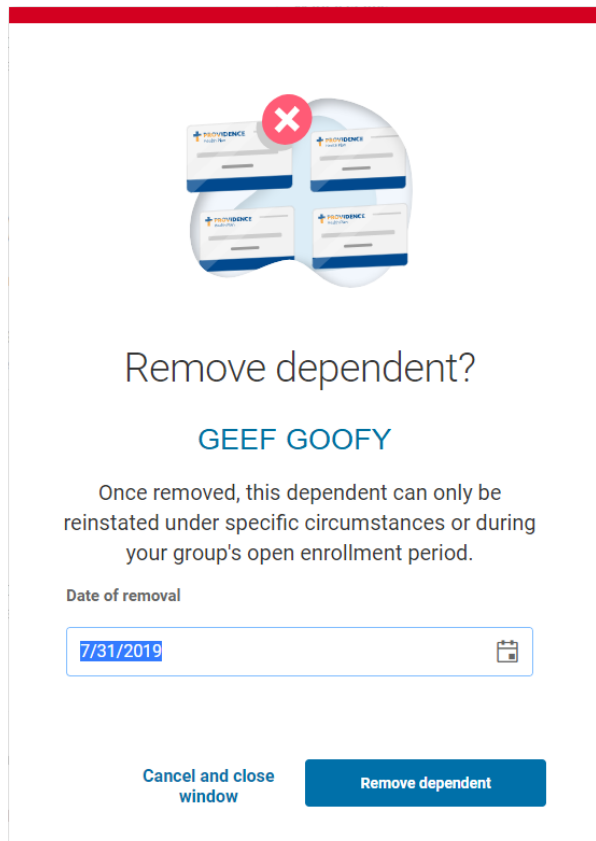
## Terminating Dependents

Only active dependents are able to be terminated. There will be an ellipsis in the top right of the dependent section that gives the option to remove the dependent **If dependent is to be terminated retroactively over 90 days, you must reach out to your PHP Membership Accounting Representative. See [Help Desk](#) for contact information.**



The screenshot shows a user profile for GEEF GOOFY with Employee ID 44444444-02. Below the name and ID, there are fields for 'Phone', 'Plan', and 'Option Advantage'. A three-dot menu icon is located in the top right corner of the profile section. A dropdown menu is open from this icon, showing a 'Remove dependent' option with a person icon and a minus sign.

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



The pop-up window features a red header bar. At the top center is an icon of four overlapping documents with a red 'X' over them. Below the icon, the text reads 'Remove dependent?' followed by 'GEEF GOOFY' in blue. A paragraph explains: 'Once removed, this dependent can only be reinstated under specific circumstances or during your group's open enrollment period.' Below this is a 'Date of removal' label and a date input field containing '7/31/2019' with a calendar icon to its right. At the bottom, there are two buttons: 'Cancel and close window' and 'Remove dependent'.

## Terminating Employee

Only active employees are able to be terminated. There will be an ellipsis in the top right of the Employee section that gives the option to remove the employee. **If employee is to be terminated retroactively over 90 days, you must reach out to your PHP Membership Accounting Representative. See [Help Desk](#) for contact information.**

### Employee information


**MM** 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 Continuation forms are available by clicking on the corresponding links.

*Note: This transaction will appear in the activity history.*



## Remove employee?

**MINNIE MOUSE**

Removing an employee also removes their dependents.

Last date of employment

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 Employee (Step 1 of 5)

Only inactive employees are able to be reinstated. There will be an ellipsis in the top right of the Employee section that gives the option to Reinstate. **If employee is to be reinstated retroactively over 90 days, you must reach out to your PHP Membership Accounting Representative. See [Help Desk](#) for contact information.**

Required fields to move forward:

- ✓ 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 date of event for coverage start date.*
- ✓ Subgroup selection from the drop down.
- ✓ Class name selection from the drop down.

Once all fields are completed, click Next Step

The screenshot shows an employee profile for Tinker Bell. The employee ID is 555555555-00. The status is 'INACTIVE'. There is a 'Reinstate' button in the top right corner. The profile also shows fields for Phone, Plan, Personal Option, and Status.

## Reinstate an employee

The screenshot shows the 'Reinstate an employee' form. The progress bar indicates the current step is '1 Get started'. The form includes the following fields:

- Reason for event:** A dropdown menu with 'Reinstatement' selected.
- Date of event:** A date input field with '8/1/2019' entered.
- Subgroup:** A dropdown menu with 'TEST' selected.
- Class name:** A dropdown menu with 'A001 - ACTIVES' selected.

A 'Next step' button is located at the bottom right of the form.


## Reinstate 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 employee's name is to be changed, **reach out to your PHP 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 social security number will remain hidden unless you click on 

Once all fields are completed, click Next Step

### Reinstate an employee

Get started **2 Employee** 3 Coverage 4 Dependents 5 Review

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

First name: TINKER Middle initial: Last name: BELL

Home address: 123 DISNEY RD

City: Los angeles County: Orange

State: California Zip code: 90001

Mailing address is the same as Home address

Email address:

Phone number: ex. (555) 555-5555 Gender:  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: month/day/year Social security number: ex. 555-55-5555

Date of birth is required

Marital status: Married Date of hire: 4/13/2019

[Go back](#) [Next step](#)

Once all fields are completed, click Next Step

## Reinstate Employee (Step 3 of 5)

Select from the available plans.

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

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



### Reinstate an employee

Get started ✓ Employee ✓ **3 Coverage** 4 Dependents 5 Review

Please select a group plan and any additional coverage for this employee.

Select from the available plans

PE01 - Personal Option  
Effective Date: 01/01/2017 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: 08/01/2019

Determined effective date of reinstatement.

Will this employee continue to be covered by any other medical plan?

Yes

No

[Go back](#) [Next step](#)

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

Once all fields are completed, click Next Step

## 4 Dependents

### Reinstate Employee (Step 4 of 5)

Dependent(s) that were once on the policy can be reinstated, and/or add new dependents. 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 there are no dependents to be added, click Reinstate.

Validate the information for the dependent such as name, gender, and relationship to employee.

Date of birth and other insurance coverage are required fields to move forward.

Once all fields are completed, 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.

Dependent 1 of (1) Info ⋮

**PP** PETER PAN  
Employee ID 55555555-01

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



Email -

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

Submit application once information is reviewed and ready for processing.

*Note: This transaction will appear in the activity history.*

### 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.*

---

#### 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

---

#### 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.

Available plans and when the plans became effective.

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

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

Once all fields are completed, click Submit

## Please select the updated plan information

Employee ID 222222222

Choose event

Qualifying event

Date of event

6/15/2019

Select class

A001 - ACTIVES

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

Select from the available plans

- OD01 - Option Advantage  
Effective Date: 06/01/2019 Term Date: 12/31/9999
- OD02 - Option Advantage  
Effective Date: 06/01/2019 Term Date: 12/31/9999

[View full plan details](#)

[View full plan details](#)

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

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

Determined effective date of plan change based on all information.

Cancel

Submit

## Add an employee (Step 1 of 5)

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

Required fields before proceeding to next step: Reason for event, date of event (if selecting qualifying event) and the class name selection from the drop down. **If employee is to be added retroactively over 90 days, you must reach out to your PHP Membership Accounting Representative. See [Help Desk](#) for contact information.**

**Add 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**

Qualifying event

New employee

Qualifying event

**Date of event**

month/day/year

Event date is required

**Subgroup**

TEST GROUP

**Class name**

Select a class

Class name is required

Next step

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

## Add an employee (Step 2 of 5)

Required Fields to move forward:

- ✓ First and Last name (no special characters or numbers)
- ✓ Home address (If mailing address is the same as the home address, check the box)
- Note: The County cell will auto-populate as you enter data or, enter the first letter of the county and scroll until you find the desired outcome.*
- ✓ Gender
- ✓ Date of birth
- ✓ SSN is not a required field unless member is enrolling on 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 probationary period contracted with the group.*

Once all fields are completed, 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.

<b>First name</b>	<b>Middle initial</b>	<b>Last name</b>
<input type="text" value="Pluto"/>	<input type="text" value="T"/>	<input type="text" value="Pup"/>

**Home address**

<b>City</b>	<b>County</b>
<input type="text" value="Burbank"/>	<input type="text" value="LOS ANGELES"/>

<b>State</b>	<b>Zip code</b>
<input type="text" value="California"/>	<input type="text" value="91521"/>

Mailing address is the same as Home address

**Email address**

<b>Phone number</b>	<b>Gender</b>
<input type="text" value="ex. (555) 555-5555"/>	<input type="radio"/> Female <input checked="" type="radio"/> Male

<b>Date of birth</b>	<b>Social security number</b>
<input type="text" value="9/5/1950"/>	<input type="text" value="ex. 555-55-5555"/>

<b>Marital status</b>	<b>Date of hire</b>
<input type="text" value="Single"/>	<input type="text" value="3/23/2019"/>

Go back
Next step

Click here to view the Social Security number entered.

## Add an employee (Step 3 of 5)

Select from the available plans. The effective date of the plan is when the plan became available.

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

Determined effective date based on all information entered.



Coverage effective date  
06/01/2019

- ✓ Get started
- ✓ Employee
- 3 Coverage
- 4 Dependents
- 5 Review

Please select a group plan and any additional coverage for this employee.

Select from the available plans

- OD01 - Option Advantage  
Effective Date: 06/01/2019 Term Date: 12/31/9999
- OD02 - Option Advantage  
Effective Date: 06/01/2019 Term Date: 12/31/9999

[View full plan details](#)

[View full plan details](#)

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

[Go back](#)

[Next step](#)

Once all fields are completed, click Next Step

## Add an employee (Step 4 of 5)

If there are no dependents to be added, select No and Review Application.

*Note: A dependent can be spouse, life partner, child or grandchild.*

If there are dependents, select Yes and the number of dependents.

### Required Fields:

- ✓ 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 completed, click Review Application

✓ Get started
✓ Employee
✓ Coverage
4 Dependents
5 Review

Please add any dependents to be covered under this employee.

Does the employee have any dependents?

Yes  No

How many dependents?

1

*Don't worry if you're unsure; you can add or remove dependents at a later time.*

Go back
Continue

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

**Dependent 1 (of 1)**

First name <input style="width: 95%;" type="text" value="Dinah"/>	Middle initial <input style="width: 95%;" type="text"/>	Last name <input style="width: 95%;" type="text" value="Dachshund"/>
Gender <input checked="" type="radio"/> Female <input type="radio"/> Male	Relationship to the employee <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Life Partner - Female</div>	
Date of birth <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">5/9/1960</div>	Social security number <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">ex. 555-55-5555</div>	
Does this dependent have other insurance coverage? <input type="radio"/> Yes, the same as the employee <input type="radio"/> Yes, but it is different than the employee's <input checked="" type="radio"/> No	Other coverage <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #f0f0f0;">Select a coverage</div>	

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

Submit application once information is reviewed and ready for processing.

*Note: This transaction will appear in the activity history.*

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.*

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PP

**Employee Information**

Pluto T. Pup

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

**Dependent 1 Information**

Dinah Dachshund

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<p><b>Phone</b></p> <p>-</p> <p><b>Home address</b></p> <p>500 W Walt Disney Burbank, CA, LOS ANGELES, 91521</p>	<p><b>Date of birth</b></p> <p>05/09/1960</p> <p><b>SSN</b></p> <p>-</p> <p><b>Gender</b></p> <p>Female</p> <p><b>Relationship</b></p> <p>Life Partner - Female</p> <p><b>Other coverage</b></p> <p>No</p>
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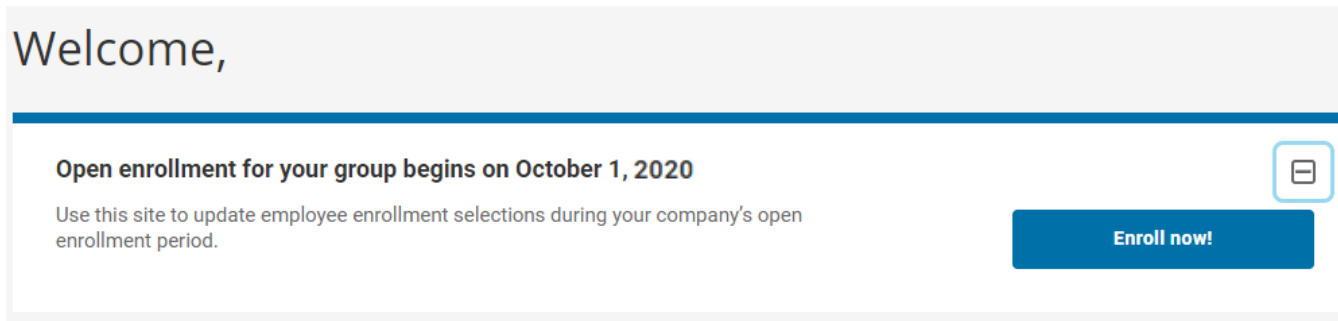
By clicking the "submit" button, you are attesting that the information you have provided is accurate and in accordance with the [user agreement](#) for this site. For new hires the probationary period must be satisfied prior to effective date listed; if not satisfied effective date is subject to change.

Go back
Submit application

## 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 as well as change plans for existing employees. 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.*



The screenshot shows a banner with a light gray background and a blue horizontal line. The text reads: "Welcome," followed by "Open enrollment for your group begins on October 1, 2020". Below this, it says "Use this site to update employee enrollment selections during your company's open enrollment period." On the right side, there is a blue button labeled "Enroll now!" and a small icon of a document with a minus sign.

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

Please tell us the reason for this new enrollment. [?](#)

### Reason for event

Open enrollment ▼

- New employee
- Qualifying event
- Open enrollment**

*Note: These transactions will appear in the activity history.*

## Billing

View the monthly billing statements and/or pay amount due. The most recent Due Date will be at the top along with Net Due amount. Click on the PDF icon to download the billing statement that corresponds with the due date month. When 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.*

The screenshot displays the 'Billing statement / online payments' interface. On the left is a navigation menu with options: Test User Group Administrator, Group roster, Add an employee, Billing (highlighted), Activity history, Group profile, and Help desk. The main content area shows a table with the following data:

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

Below the table, it indicates '1 - 1 of 1 Items'. A 'Pay now' button is located to the right of the table. A callout box on the right shows a confirmation dialog titled 'You're about to leave the Providence Portal' with a 'Yes, continue to US Bank Online Payment' button and a link to return to the portal.

**Note:** For support on how to use the US Bank Online Payment system please refer to the eBill User Guide.




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

Type of Activity:

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


 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

Status:

- ✓ Pending – Transaction is under review by a PHP Membership Accounting Representative.
- ✓ Completed – Transaction went through to PHP system successfully.
- ✓ Cancelled – Transaction was not completed successfully.

You may click on 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, PCN#/BIN# for pharmacy (also located on every member's ID card) along with your Providence Health Plan representative and contact e-mail address.

**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 ADAMS
Address	123 SW TESTING LN, BEAVERTON, OR 97008	Email	PHPAdams@providence.org

The PHP rep can be:  
MA Group Service Team Adams  
[PHPAdams@providence.org](mailto:PHPAdams@providence.org)  
**Or**  
MA Group Service Team Hood  
[PHPHood@providence.org](mailto:PHPHood@providence.org)

## Help Desk

Should you have any questions or concerns navigating the portal, give us a call and we will assist!

**Help desk**

**Contact Providence Health Plan**

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.

<b>For billing and enrollment questions, call:</b> 1 503-574-5754 1 855-210-1520 M - F, 8AM - 5PM	<b>Mailing address</b> Providence Health Plans P.O. Box 4327 Portland, OR 97208-4327
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We appreciate your business and look forward to working with you!

[Employer Group Portal User's Guide](#)      [Employer Group Portal Network Troubleshooting Guide](#)