Security Health Online Reference Guide

This reference guide illustrates how to register and use Security Health Plan’s Employer Portal for groups who are insured by Security Health Plan.

- **Changes** – If you are terming a member from one group and moving to another group number, term the current plan and enter a note regarding which plan to move member to.
- **COBRA** – If Security Health Plan is administering COBRA, in the comments section enter a note to send out cobra paper indicating family or single policy, and what benefits are to be offered dental, flex, HRA, vision, etc.
- **Future Enrollments** - Future enrollments will not appear in the portal until the effective date of coverage. Also, if an employer is adding a new employee to a group without current membership, a paper application is required.

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Registration

To register for **Security Health Online** click the following link and complete the **Employer Group Access Request** form: **Employer Group Access Request**

Or go to [www.securityhealth.org](http://www.securityhealth.org),

1. Select at the the top of the page.
2. Select .
3. Complete and return form to shpsalesupport@securityhealth.org
4. You will receive an email with your username, temporary password and access codes. You will need this information each time you login.

Logging In

Once registered and you have received your username/temporary password/access codes, you can log into the employer portal.
1. Go to [www.securityhealth.org](http://www.securityhealth.org)
2. Click .
3. Click .
4. Enter username and temporary password:
5. Click Login.
6. Enter requested number from your access card:

7. Click Next.
8. Change your password by entering New Password and Confirming New Password:

   ![Password Form](image)

   **New Password:**

   **Confirm New Password:**

   **Email Address:**

   **Confirm Email Address:**

9. Click Next.

10. Answer Security questions:

   ![Security Questions Form](image)

   **Security Question 1:**

   **Your answer (maximum 30 characters):**

   **Security Question 2:**

   **Your answer (maximum 30 characters):**

   **Security Question 3:**

   **Your answer (maximum 30 characters):**

11. Click Next.

12. In the authentication section, agree to terms by checking the box and click Next.
My Employees
Changes to employee demographics can be made here.
1. From My Employees tab, click Select Employee
2. Enter Social Security or subscriber (12 digits) number:
Changes/Requests include:
- Order new ID Card
- Name Change
- New Address/Phone
- New Family Member
- Remove Subscriber or Family Member
- Eligibility History
- Demographic History
- Certificate of Coverage

Order New ID Card
Note: To order ID cards for members who have future eligibility please call Security Health Plan Customer Service at 888-472-2363.
1. To order a new ID card, enter employee social security or subscriber number.
2. Select "New ID Card".
3. Enter number of card(s) requested.
4. Click "Submit".

Name Change
1. Select "Name Change".
2. Radio button name of employee or dependent.
3. Populate required fields, indicated by an *.
4. Select number of cards.
5. Populate required fields, indicated by an *.
6. Click "Submit".

New Family Member
1. Select "New Family Member".
2. Populate required fields, indicated by an *.
3. Click "Add".
   - Relationship refers to the relationship the new family member has with respect to the policy holder.
   - Effective Date indicates when you would like to add the new family member to your plan. Requested effective date will be reviewed.
   - Reason selected for adding the new family member.
Note: If the reason is adoption, mail placement papers to Security Health Plan. If the reason is loss of coverage, mail proof of loss papers to Security Health Plan.
Remove Subscriber or Family Member

1. Select Remove Subscriber or Family Member.
2. Radio button family member to be removed.
3. Select reason for removal.
4. Enter the effective date for removal, the first date of ineligibility.
5. Enter Comments and click Submit.
6. Click Yes to confirm.
7. If additional family members need to be removed, click yes to question #5 and complete steps above.

**Note:** All cancellations need to be reported no later than 60 calendar days following the event. Credit will not be given for anything past 60 calendar days.

**Note:** A Certificate of Coverage and ID cards will be mailed after removal of a family member.

Eligibility History
To view employee eligibility additions, cancellations or deletions:

1. Select Eligibility History.

Demographic History
The Demographic History displays demographic information associated with each employee.

Certificate of Coverage
To receive a certificate of coverage, select the radio button in front of employee/dependent(s) name requesting the certificate. If the subscriber is selected, a Certificate of Coverage will be sent for all family members.
My Group

Welcome to Security Health Online

<table>
<thead>
<tr>
<th>Employer</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email Address:</td>
</tr>
<tr>
<td></td>
<td>Last Login: 12/9/2020 11:41 AM</td>
</tr>
</tbody>
</table>

Welcome to Security Health Online

Security Health Online allows you to easily manage your employees’ membership. Using the “My Employees” menu you can request new ID cards for your employees; make name, address and phone changes; add and remove family members; view eligibility and demographic histories; and request a Certificate of Coverage.

Under the “My Account Profile” menu you can manage your portal account by changing your password and tracking the activity on this user account.

Using the “My Group” menu you can add a new subscriber, view statements and view your employee roster.

Announcements

Help your employees get care from wherever they are

Care My Way can help you get care, including prescriptions, for certain common illnesses by phone. [Learn more.](#)

Security Health Plan's secure email system helps protect protected health information and proprietary information. While secure email appears seamless to the sender, it impacts members, providers, employees, agents and other recipients of emails from Security Health Plan. To read the full article about the effects of secure email [click here.](#) To view a short Power Point presentation about secure email [click here.](#) We've also got answers to frequently asked questions [here.](#)

From **My Group** employers can make changes to the group’s demographics and view various reports.

1. Click
2. Navigate to the option needed by clicking on one of the following items:
   - New Subscriber Family
   - Roster
   - Forms & Documents - not active
   - Current Reports
   - Legacy Reports – not active
   - Form 5500 – not active
   - Employee Requests – not active

Last Updated: 12/9/2020
New Subscriber Family

1. Complete form listed below:
   **Note:** Please enter date of hire for Effective Date.

2. Click Next.
3. Enter required fields for spouse and/or dependents.
4. Complete fields below:

5. Click Next.

6. Complete questions in form and mail any requested documentation.

   Note: Request(s) will vary depending on previous coverage(s).
7. Click **Next**.
1. Review form for accuracy. Click \(\text{Edit}\) to edit forms/fields.

2. When complete, click \(\text{Yes}\).

View Statements – See Current Reports
Roster
1. To view member(s) of the group, specific group number, or the entire group, select one of the following options in the Roster form:

   **Employee Roster**

   **Employee Roster - Search**

   1. Enter a social security number or last name to limit the employee roster search.
   
   Social Security #: __________
   
   OR
   
   Last Name: __________ (you may use the first few letters)
   
   2. Select a group to limit the search further or you may select all groups.
   
   Group: All
   
   [Search] [Cancel]
   
   [View Entire Roster]

   2. Click [Search].

   **Note**: Additional options include [View Entire Roster]. This link is located at the bottom of the Employee Roster Search Form.

Forms & Documents – Not Active

Current Reports – To view billing statements for fully insured groups or employer reporting for self-funded groups.

Billing

1. To view statements, click the Employer Reports icon.
2. Click **Group Billing Statement** to view PDF view of statement

**Financial**

Click **Commercial Billing Statement Detail Report** to view a detailed report of your billing statement. This is an Excel file. 1st tab has the summary information and the 2nd tab has the detail by employee.

**Legacy Reports – not active**

**Form 5500 – not active**

**Employee Requests – not active**

**My Account Profile**

**My Account Profile** allows you to make changes to your administrative account for the group.

1. Click **My Account Profile**.
2. Select an option. Options include:
   - Change Password
   - Activity Log
   - Change Email Address
   - Account Administrator

**Change Password**

1. Click **Change Password**.

*Note:* Password must be at least 7 characters long and must contain 2 letters and 2 numbers or symbols.

2. Current Password:
3. New Password:
4. Confirm New Password:
5. Submit Change Password

**Activity Log**

1. Select a Start and End date.
2. Select an Activity option.
3. Click **Submit** to view activity log.

**Change Email Address**

1. Click **Change Email Address**.
2. Enter new email address.
3. Retype new email address to confirm.

**Account Administrator**

This section would allow you to update who has access from your group to update information on your portal.

**Note:** the Employee Features and New Enrollee Access Code is not active.

**Account Administrator**

Designated account administrators have access to enable/disable employee features, create/terminate new enrollee access codes and create/terminate account user access. For details about each feature read below.

<table>
<thead>
<tr>
<th>Employee Feature</th>
<th>Enabled</th>
<th>Notification</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Family Member</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Remove Family Member</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Remove Subscriber</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Name Change</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>New Address</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**New Enrollee Access Code**

Creating a new enrollee access code will allow your new Security Health Plan subscriber the ability to submit an electronic enrollment form. Once created, a handout will be generated that you can print from this page at any time. You will also have the ability to terminate the access code at any time.

**Update Account Users**

There are currently 1 users for this Rusk County/Memorial Hosp (emp00000000120) account. Click “Update” to create or terminate user accounts.

**Current Users**

Deb Hayes (Account Administrator)

**Help**

For more information about Security Health Online, call our Sales Department at 1-800-622-7790.

For Help, click **Contact Us** in the upper left-hand corner.