



Benefits Manager Manual

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Dear Benefits Managers:

Welcome to Avēsis and to the Benefits Manager portal, where you can manage every aspect of your company's vision insurance administration.

Our website was designed to be intuitive, but just in case you have questions about the many things you can do from www.avesis.com, this manual has all the answers. It's divided into two parts: Getting Started and Benefits Manager Tools. In each section, you'll learn how to do everything from setting security questions to terminating members. Screen grabs show everything you'll see.

Benefits management with Avēsis truly is a breeze.

Thank you for bringing our vision to your employees.

Getting Started



Sign Up for Online Billing

1. Navigate to <https://www.avesis.com/Commercial/BenefitsManagers/index.aspx>.
2. Scroll down to the following, and click **Sign up to Manage Group**.

Benefits Managers

USEFUL LINKS

- Provider Search
- Sign up to Manage Group**
- Eligibility Online
- Forms
- FAQ

3. Fill in the fields highlighted below:
 - a. Select the date that you would like to begin services.
 - b. Click **Submit**.

Carrier / Group Number:

Company Name:

Telephone:

Who will be administering these online services for your company?

First Name:

Last Name:

User Name (to log in):

Email:

Confirm Email:

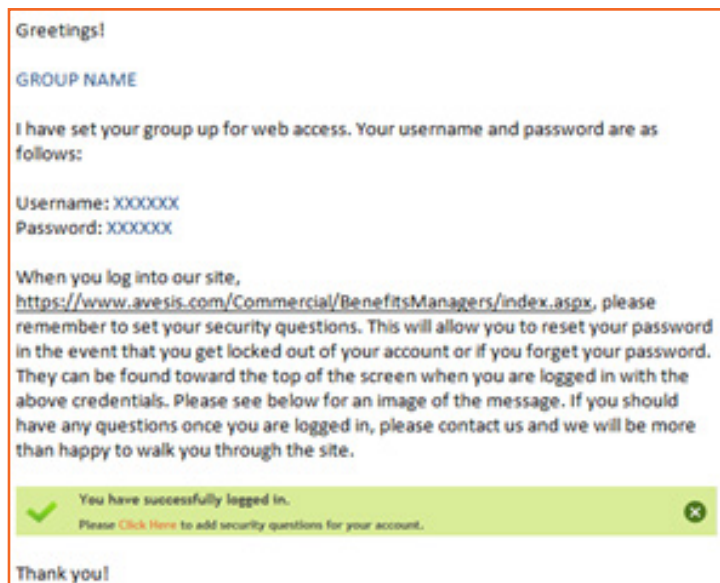
What month would you like to begin utilizing our online services?

(The first month you would like to verify an invoice online)

NOTE: If the administrator name entered above does not match that of the billing administrator currently on file with Avesis, we must validate this request before proceeding.

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Your request is then delivered to the Account Management Team. Please allow up to 72 hours for activation. Within that time, your account manager will send an email similar to the one below:

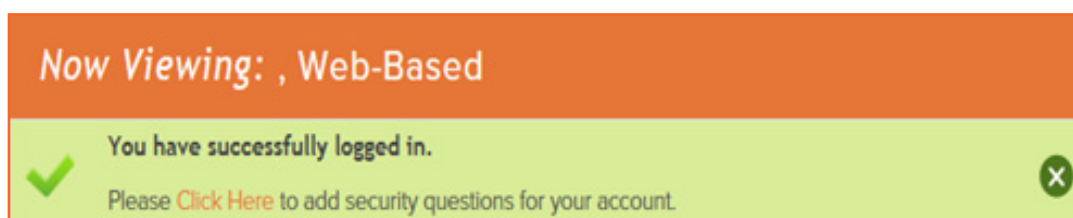


4. Log in at <https://www.avesis.com/Commercial/BenefitsManagers/index.aspx>.

Set Security Questions

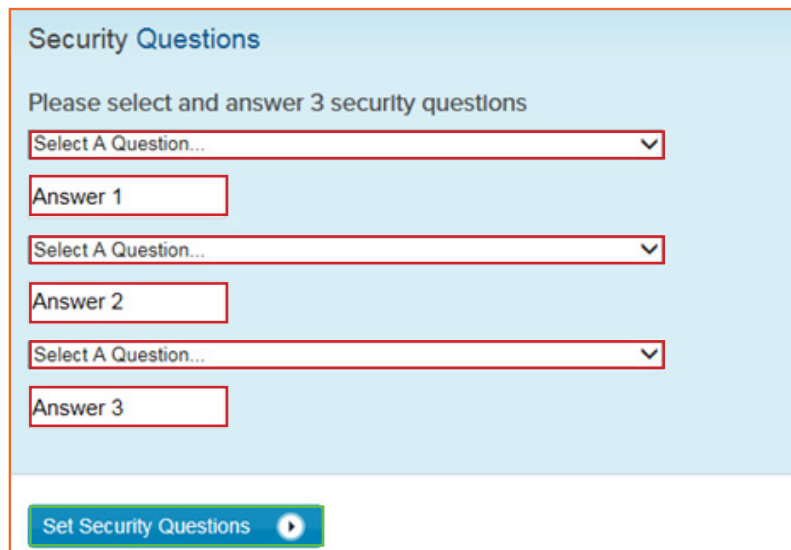
Setting security questions will allow us to reset your password in the event that you forget it or are locked out of your account.

1. Log into the benefits manager portal.
2. Find the green box at the top of the page, and click the **Click Here** link, which will take you to the Security Questions page.



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3. Select your three questions and fill in their corresponding answers.

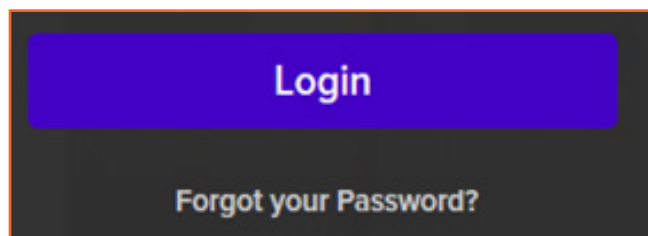


The screenshot shows a light blue form titled "Security Questions". Below the title, it says "Please select and answer 3 security questions". There are three rows, each consisting of a dropdown menu labeled "Select A Question...", an input field for the answer, and a "Set Security Questions" button at the bottom.

4. Click **Set Security Questions**. A popup message will thank you for setting them.
5. Click **Continue to Dashboard**.

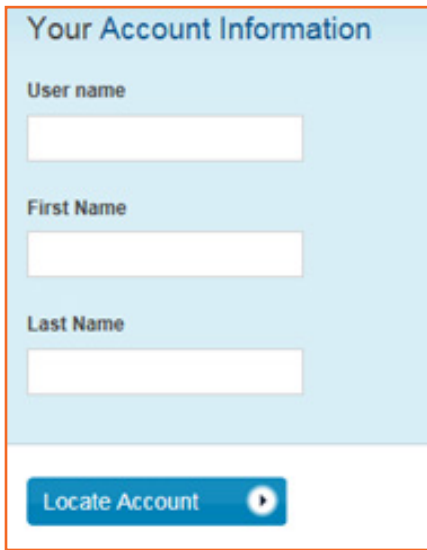
Recover Lost Password

1. Navigate to <https://www.avesis.com/Commercial/BenefitsManagers/index.aspx>.
2. Click **Forgot your Password**, directly below the **Login** button.



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3. Enter the username that is normally used to log into the benefits manager portal and the first and last names of the web administrator.



The screenshot shows a web form titled "Your Account Information" with a light blue background. It contains three input fields: "User name", "First Name", and "Last Name". At the bottom, there is a blue button labeled "Locate Account" with a right-pointing arrow icon.

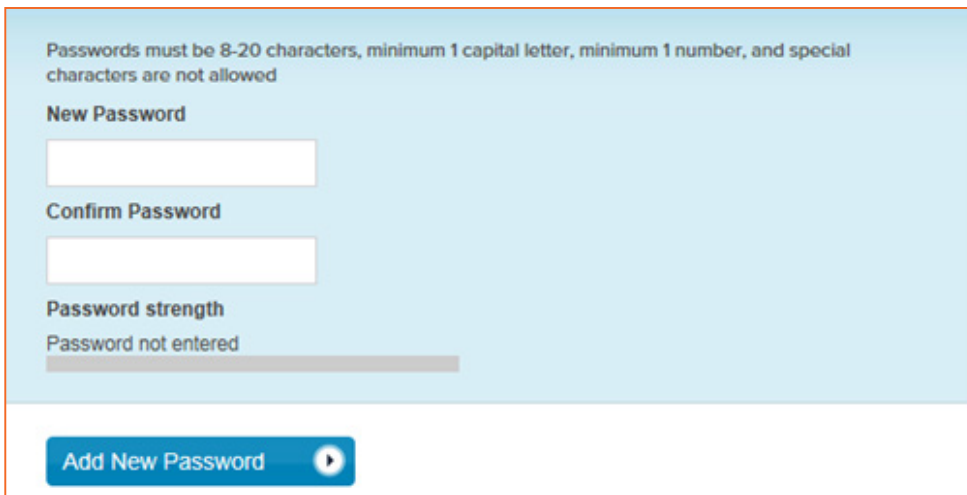
4. Click **Locate Account**. You will then be directed to your security questions.



The screenshot shows a web form titled "Your Security Questions" with a light blue background. It contains three questions, each followed by an input field: "What is the name of the High School you graduated from?", "What was the name of your first pet?", and "In what city did you get married?". At the bottom, there is a blue button labeled "Check Answers" with a right-pointing arrow icon.

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5. Fill in all three answers and click **Check Answers**.
6. Create a new password.



Passwords must be 8-20 characters, minimum 1 capital letter, minimum 1 number, and special characters are not allowed

New Password

Confirm Password

Password strength
Password not entered

Add New Password

- a. Passwords must be between 8 and 20 characters and include at least one capital letter and one number. Special characters are not allowed.
- b. Fill in the new password and confirm it.
- c. Click **Add New Password**.

You will then be redirected.

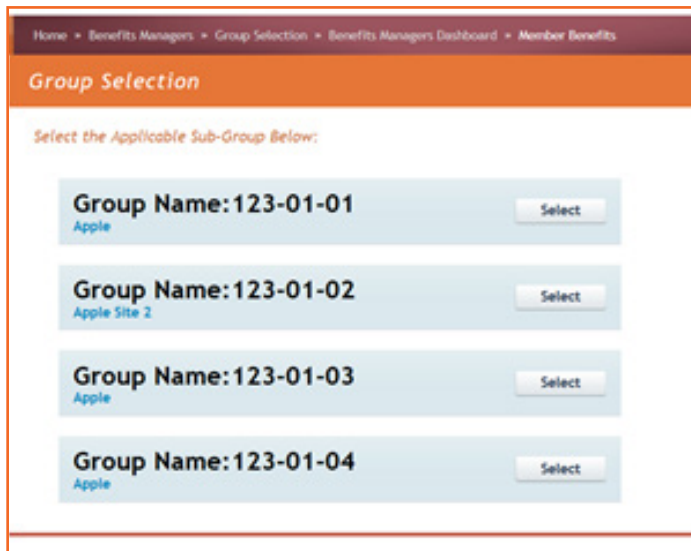
Create Subgroups

When companies have large numbers of members, subgroups play an important role. They allow for separate billing for different locations and for there to be multiple benefits managers maintaining the groups' eligibility updates.

If your organization has been implemented with subgroups, you will notice subtle differences in your benefits management.

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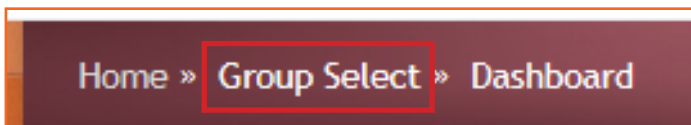
Once you log in, you'll see the subgroup selection page, shown below, where you can select the subgroup that you would like to view or modify.



The screenshot shows a web interface for "Group Selection". At the top, a breadcrumb trail reads: Home » Benefits Managers » Group Selection » Benefits Managers Dashboard » Member Benefits. Below this is an orange header with the text "Group Selection". The main content area is titled "Select the Applicable Sub-Group Below:" and contains four light blue selection cards. Each card displays a "Group Name" and a "Select" button. The first card shows "Group Name: 123-01-01" with "Apple" below it. The second card shows "Group Name: 123-01-02" with "Apple Site 2" below it. The third card shows "Group Name: 123-01-03" with "Apple" below it. The fourth card shows "Group Name: 123-01-04" with "Apple" below it.

Give your subgroup any name you wish, using location, store number, or other identifying detail. After selecting one subgroup, you will have the ability to view the current bill, see member information, or modify member information within that subgroup.

To return to the subgroup selection page, click **Group Select**, as shown below. Then select the next subgroup you'd like to view or modify.



Benefits Manager Tools



Manage Plan Members

Add a New Member

As new employees are hired or open enrollment attracts new vision plan members, it will be necessary to add them to the Avēsis eligibility database. This is the first option listed on the Electronic Billing and Eligibility menu. The steps for adding a new member follow:

1. Select **Manage Plan Members**.
2. Select **Add a New Member**.

The screenshot shows the Avēsis website interface for managing employee benefits. At the top, there are navigation links: HOME, ABOUT US, PROVIDER SEARCH, CONTACT US, CAREERS. Below the Avēsis logo, there are tabs for Programs, Members, and Providers. A breadcrumb trail reads: Home > Group Selection > Dashboard > Manage Employee Benefits. The main heading is 'Manage Employee Benefits'. Underneath, there is a 'Member Search' section with input fields for Member ID, First Name, and Last Name (Policy Holder), and a 'Locate Member' button. Below this, there is a section titled 'Select a Different Group' with a red arrow pointing to the 'Add New Member' button. Other buttons in this section include 'Reinstate a Member', 'Member Roster', and 'Change a Member's Subgroup'.

3. Enter the member's information, including effective date (date coverage will begin) and primary address.

The 'Member Information' form contains the following fields:

- Effective Date: *
- Prefix: Select A Prefix...
- First name: *
- Middle name:
- Last name: *
- Suffix: Select A Suffix...
- Email:
- Phone:
- Marital Status: Select A Status...
- Gender: Select A Gender...
- Date of birth: *
- Hire date: *
- Salary:
- Emp Status: Select A Type...
- Employment Status: Select A Status...
- SSN:
- Cobra Coverage?:

The 'Member's Primary Address' form contains the following fields:

- Zip Code: *
- City:
- Country: UNITED STATES (dropdown menu)
- County:
- State: Select A State... (dropdown menu)
- Address 1: *
- Address 2:

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4. If a member has dependents, enter the information for each, one at a time.
 - a. After selecting the **Add Dependent** button, you will be able to add another.
 - b. You must select **Add Dependent** before hitting **Submit**.
 - c. Select the dependent type from the drop-down menu.
 - d. Complete the dependent information form.
 - e. Select **Add Dependent**, and you will see the name you just entered in the box below it.
 - f. Add another dependent, if necessary.

Dependent Information:

You MUST click on the Add Dependent button to add each dependent. Only click on the SUBMIT button after you have added all necessary dependents. Each dependent added will show up in a grid below the add dependent button. If no spouse or dependents are necessary for this member, please skip this portion of the form and just press the submit button at the bottom of the page.

*Dependent Type: Dependent Address:

Address Same as member *Zip Code:

Prefix: *City:

*First Name: Country:

Middle Name: County:

*Last Name: *State:

Suffix: *Address 1:

*Gender: Address 2:

*Date Of Birth: (mm/dd/yyyy)

Email:

5. When finished adding dependents, select **Submit**.

Prefix	Dependent Name	Suffix	Gender	DOB	Email	SSN	Address1	Address2	Country	County	City	ZipCode
	Ginny Potter		F	08/01/1981			4 Privet Drive		US			21117
	Albus Potter		M	09/31/2005			4 Privet Drive		US			21117

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6. Select **Close** or **Add Another Member** to continue.

Prefix	Dependent Name	Suffix	Gender	DOB	Email	SSN	Address1	Address2	Country	County	City	Zip Code
	Ginny Potter		F	08/01/1981			4 Privet Drive		US			21117
	Albus Potter		M	09/31/2005			4 Privet Drive		US			21117

[Close](#) [Add Another Member](#) Member (Harry Potter): Added (Retro coverage added successfully)

Edit an Existing Member/Dependent

Editing a member or dependent is required when some aspect of that member's information has changed. It could be for a new address or a name change, or the member may have changed coverage, or perhaps you are correcting an error. Two options for editing an existing member or dependent follow:

Option 1

1. Select **Manage Plan Members**.
2. In the **Member Search**, search for the member you wish to edit (by one or all fields)

Member Search Find a Member from the Groups Below

Member ID First Name Last Name (Policy Holder)

[Locate Member](#)

3. Select **Locate Member**.
4. Select **Edit**.

Member Search Find a Member from the Groups Below

16019749 First Name Last Name (Policy Holder)

[Locate Member](#)

Term | [Edit](#) | [ID Card](#) | [Add Dep](#) Member ID 16019749 Member Name Johnny Appleseed

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5. Make changes to the member in the form.

Benefits Manager-Edit Member

Member Information

Prefix	Select A Prefix...
MemberID	16019749
First Name	Johnny
Middle Name	
Last Name	Appleseed
Suffix	Select A Suffix...
Gender	Male
Birth Date	10/01/1980
Marital Status	Select A Status...
Employee Status	Full Time
Employment Status	Active
Ethnicity	
Language 1	
Language 2	

6. Select **Save**.

Phone	0000000000
Email	

Save ← **Cancel**

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Option 2

1. Select **Manage Plan Members**.
2. Scroll through the list of members at the bottom to find the member you wish to edit.

The screenshot shows the 'Manage Employee Benefits' interface. At the top, there is a 'Member Search' section with three input fields: 'Member ID', 'First Name', and 'Last Name (Policy Holder)'. Below these is a 'Locate Member' button. Underneath, there is a 'Select a Different Group' section with four buttons: 'Add New Member', 'Reinstate a Member', 'Member Roster', and 'Change a Member's Subgroup'. Below that is a 'View Selected' button. The main part of the interface is a table with the following columns: 'Last Name', 'First Name', 'Effective Date', 'ID Number', 'Cov.', and 'ID Card'. The table contains eight rows of member data.

<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Cov.	ID Card
<input type="checkbox"/>	Appleseed	Johnny	10/01/2015	16019749	EMP	ID Card
<input type="checkbox"/>	Bueller	Ferris	10/01/2015	16019754	EMP	ID Card
<input type="checkbox"/>	Gruber	Hans	10/01/2015	16019764	EMP	ID Card
<input type="checkbox"/>	Hammond	John	10/01/2015	16019755	EMP	ID Card
<input type="checkbox"/>	Ketivich	Sloan	10/01/2015	16019750	EMP	ID Card
<input type="checkbox"/>	McClain	John	10/01/2015	16019761	EMP	ID Card
<input type="checkbox"/>	Quinn	Harley	10/01/2015	16019760	EMP	ID Card

3. Select the check box next to the member's name.

This is a close-up of the first row in the member list table. The first column contains a checked checkbox. The other columns contain the member's details: Last Name (Appleseed), First Name (Johnny), Effective Date (10/01/2015), ID Number (16019749), Coverage (EMP), and ID Card (ID Card).

<input checked="" type="checkbox"/>	Appleseed	Johnny	10/01/2015	16019749	EMP	ID Card
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4. Select **View Selected**, located above the list of members.

This screenshot shows the 'View Selected' button, which is a blue button with a white play icon. A red arrow points to the button from the right. Below the button is the first row of the member list table, which is the same row as in the previous screenshot, with the checkbox checked.

<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Cov.	ID Card
<input checked="" type="checkbox"/>	Appleseed	Johnny	10/01/2015	16019749	EMP	ID Card

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5. Select **Edit**.

Benefits Manager Selected Member List

After making changes, please reload or refresh page to see those changes.

Johnny Appleseed Member ID: 16019749

EDIT TERM ADD DEPENDENT

6. Make your changes.

Member Details

Member ID 16019749

Prefix

First Name

Middle Name

Last Name

Suffix

Gender

Birth Date (MM/DD/YYYY)

Marital Status

Employee Status

Ethnicity

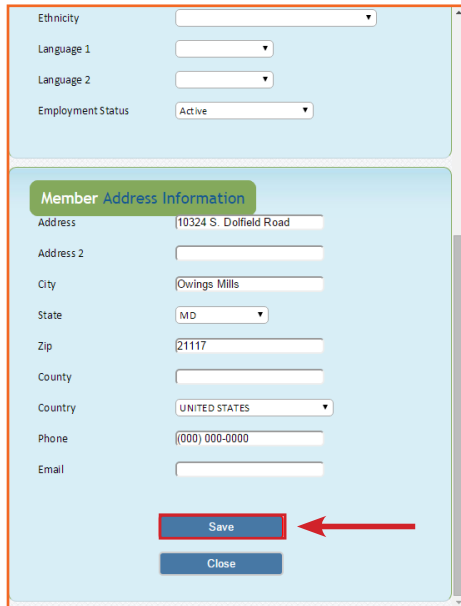
Language 1

Language 2

Employment Status

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7. Select **Save**.



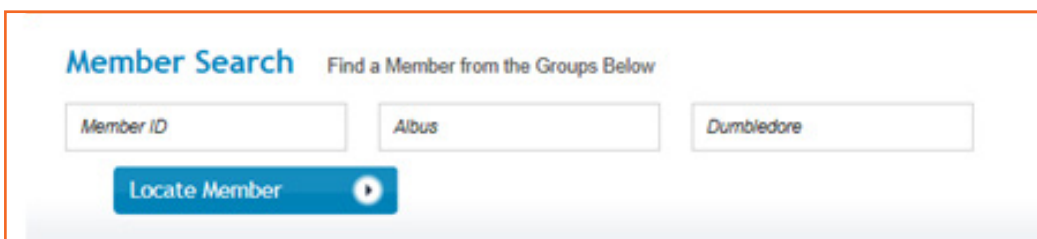
The screenshot shows a web form with several dropdown menus and text input fields. At the top, there are four dropdown menus labeled 'Ethnicity', 'Language 1', 'Language 2', and 'Employment Status' (set to 'Active'). Below these is a section titled 'Member Address Information' with a green header. This section contains the following fields: 'Address' (10324 S. Dolfield Road), 'Address 2', 'City' (Owings Mills), 'State' (MD), 'Zip' (21117), 'County', 'Country' (UNITED STATES), 'Phone' ((000) 000-0000), and 'Email'. At the bottom of this section are two buttons: 'Save' and 'Close'. A red arrow points to the 'Save' button.

Terminate an Existing Member/Dependent

When a member's employment is terminated, or the member has decided to no longer participate in the vision plan, you can remove him or her from the Avēsis eligibility database. Termination of a cardholder will automatically terminate the dependents attached to that cardholder, too. A member may also elect to no longer cover dependents but keep individual coverage. The two options for terminating a member or a dependent follow:

Option 1

1. Select **Manage Plan Members**.
2. In the **Member Search**, search by one or all fields for the member you wish to term.



The screenshot shows the 'Member Search' interface. It features a blue header with the text 'Member Search' and 'Find a Member from the Groups Below'. Below the header are three input fields: 'Member ID', 'Albus', and 'Dumbledore'. At the bottom of the search area is a blue button labeled 'Locate Member' with a magnifying glass icon.

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3. Select **Locate Member**.
4. Select **Term**.

Member Search Find a Member from the Groups Below

Member ID Albus Dumbledore

Locate Member

Term | Edit

Member ID 16019771

Member Name Albus Dumbledore

5. Complete the term screen with the termination date and reason.
The date entered will be the last date of coverage.

Benefits Manager

Terminate Member

Albus
Dumbledore

Termination as of

Term Reason

Terminate Member **Cancel**

6. Select **Terminate Member**.

Benefits Manager

Terminate Member

Albus
Dumbledore

Termination as of

Term Reason

Terminate Member **Cancel**

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Option 2

1. Select **Manage Plan Members**.
2. Scroll through the list of members at the bottom to find the member you wish to term.

Manage Employee Benefits

Member Search Find a Member from the Groups Below

Member ID: First Name: Last Name (Policy Holder):

Locate Member

Select a Different Group

Add New Member **Reinstate a Member** **Member Roster** **Change a Member's Subgroup**

View Selected

<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Cov.	ID Card
<input type="checkbox"/>	Appleseed	Johnny	10/01/2015	16019749	EMP	ID Card
<input type="checkbox"/>	Bueller	Ferris	10/01/2015	16019754	EMP	ID Card
<input type="checkbox"/>	Gruber	Hans	10/01/2015	16019764	EMP	ID Card
<input type="checkbox"/>	Hammond	John	10/01/2015	16019755	EMP	ID Card
<input type="checkbox"/>	Ketivich	Sloan	10/01/2015	16019750	EMP	ID Card
<input type="checkbox"/>	McClain	John	10/01/2015	16019761	EMP	ID Card
<input type="checkbox"/>	Quinn	Harley	10/01/2015	16019760	EMP	ID Card

3. Select the check box next to the member's name.

<input checked="" type="checkbox"/>	Appleseed	Johnny	10/01/2015	16019749	EMP	ID Card
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4. Select **View Selected**, located above the list of members.

View Selected

<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Cov.	ID Card
<input checked="" type="checkbox"/>	Appleseed	Johnny	10/01/2015	16019749	EMP	ID Card

Benefits Manager Manual

5. Select **Term**.

Benefits Manager Selected Member List

After making changes, please reload or refresh page to see those changes.

Johnny Appleseed Member ID: 16019749

EDIT TERM ADD DEPENDENT

6. Enter termination information—the date and reason.

Termination Information

Johnny Appleseed
16019749

Termination as of 10/28/2015

Term Reason Employment Termined

Terminate Member

Close

7. Close the window.

Termination Information

Albus Dumbledore
16019771

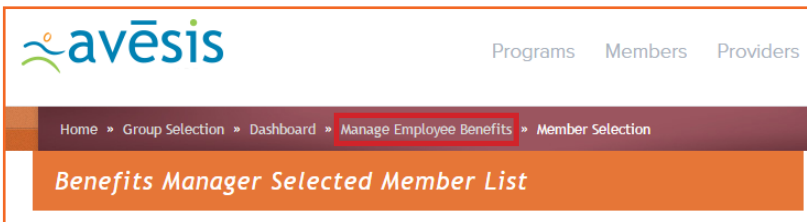
Member terminated successfully

Terminate Member

Close

Benefits Manager Manual

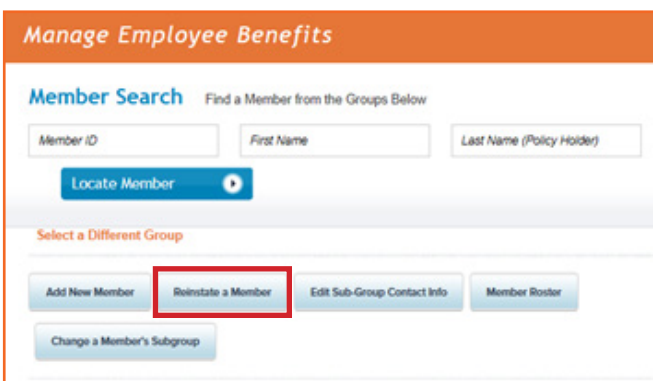
8. Select **Manage Employee Benefits** from the top menu to return to the dashboard.



Reinstate a Terminated Member

If a former employee is re-hired, or a former member wishes to participate in the Avēsis program again, it may be necessary to reinstate the member's status in the Avēsis eligibility database. The process of reinstating a member is as follows:

1. Select **Manage Plan Members**.
2. Select **Reinstate a Member**.



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3. Search for the member, and select **Search**.

The screenshot shows the 'Benefits Manager' interface with the 'Reinstate Member' section. A search bar contains 'John' in the 'First Name' field. A red arrow points to the 'Search' button.

4. Select **Reinstate Member**.

The screenshot shows the search results table. A red arrow points to the 'Select Reinstate Member' link in the first row.

Select Reinstate Member	Member ID	Member Name	DOB	Term Date	Relation
	16019749	Johnny Appleseed	10/01/1980	10/31/2015	Self

5. Enter the new effective date and coverage code.

The screenshot shows the member details form for Johnny Appleseed. The 'New Effective Date' field is empty, and the 'Coverage' dropdown is set to 'Employee + 1 Dependent'.

Member **Johnny Appleseed**

Original Effective Date: 10/1/2015
New Effective Date (mm/dd/yyyy):
Termination Date: 10/31/2015
New Termination Date: 12/31/9999
Cobra Coverage?

Coverage: Employee + 1 Dependent

Submit Close

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6. Select **Submit**.

Manage Groups - Reinstatement Member

Member Johnny Appleseed

Original Effective Date 10/1/2015

New Effective Date (mm/dd/yyyy)

Termination Date 10/31/2015

New Termination Date 12/31/9999

Cobra Coverage?

Coverage

Employee Only

Submit **Close**

6. Select **Close**.

Manage Groups - Reinstatement Member

Member Johnny Appleseed

Original Effective Date 10/1/2015

New Effective Date (mm/dd/yyyy)

Termination Date 10/31/2015

New Termination Date 12/31/9999

Cobra Coverage?

Coverage

Employee Only

Close

Reinstatement succeeded.

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Add a New Dependent

Adding a new dependent allows you to attach a dependent to a cardholder already in the Avēsis eligibility database. Here are the steps for adding a new dependent:

1. Select **Manage Plan Members**.
2. Scroll through the list at the bottom to find the member.

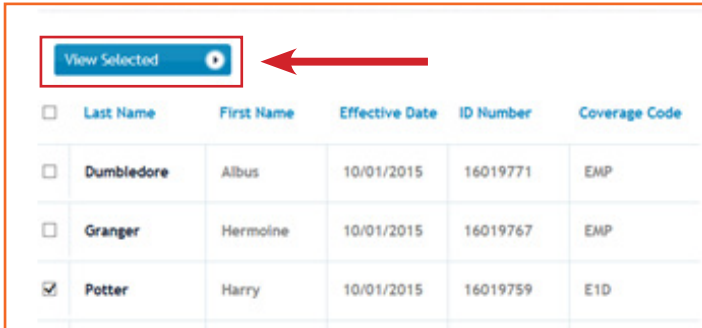
<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Cov.	ID Card
<input type="checkbox"/>	Bueller	Ferris	10/01/2015	16019754	EMP	ID Card
<input type="checkbox"/>	Gruber	Hans	10/01/2015	16019764	EMP	ID Card
<input type="checkbox"/>	Hammond	John	10/01/2015	16019755	EMP	ID Card
<input type="checkbox"/>	Ketivich	Sloan	10/01/2015	16019750	EMP	ID Card
<input type="checkbox"/>	McClain	John	10/01/2015	16019761	EMP	ID Card
<input type="checkbox"/>	Quinn	Harley	10/01/2015	16019760	EMP	ID Card
<input type="checkbox"/>	Tester	Test	10/01/2015	16023540	EMP	ID Card
<input type="checkbox"/>	Wayne	Bruce	10/01/2015	16019756	E1D	ID Card

3. Select the check box next to the member's name.

<input type="checkbox"/>	Quinn	Harley	10/01/2015	16019760	EMP	ID Card
<input type="checkbox"/>	Tester	Test	10/01/2015	16023540	EMP	ID Card
<input checked="" type="checkbox"/>	Wayne	Bruce	10/01/2015	16019756	E1D	ID Card

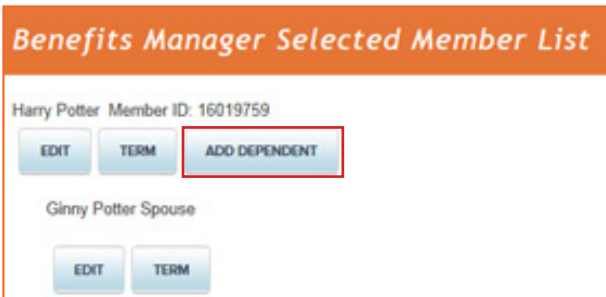
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4. Select **View Selected** from above the list.



<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Coverage Code
<input type="checkbox"/>	Dumbledore	Albus	10/01/2015	16019771	EMP
<input type="checkbox"/>	Granger	Hermoine	10/01/2015	16019767	EMP
<input checked="" type="checkbox"/>	Potter	Harry	10/01/2015	16019759	E1D

5. Select **Add a Dependent**.

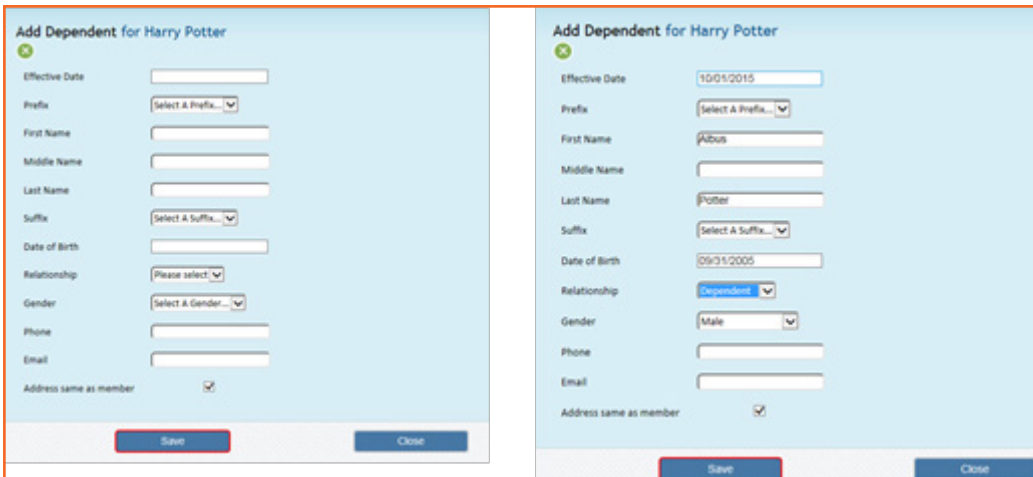


Benefits Manager Selected Member List

Harry Potter Member ID: 16019759

Ginny Potter Spouse

6. Complete the form.



Add Dependent for Harry Potter

Effective Date:

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Date of Birth:

Relationship:

Gender:

Phone:

Email:

Address same as member:

Add Dependent for Harry Potter

Effective Date:

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Date of Birth:

Relationship:

Gender:

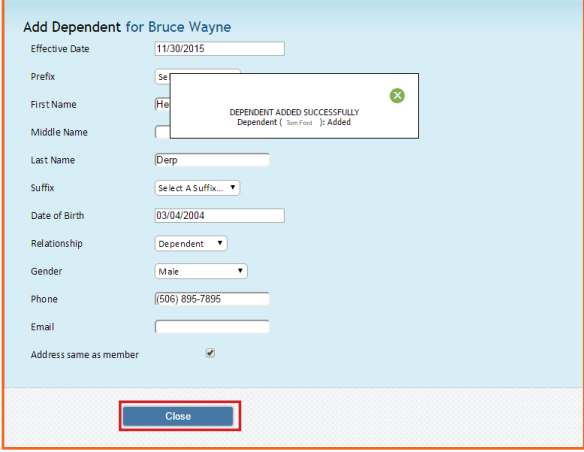
Phone:

Email:

Address same as member:

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7. Select **Save**.
8. Close the window.

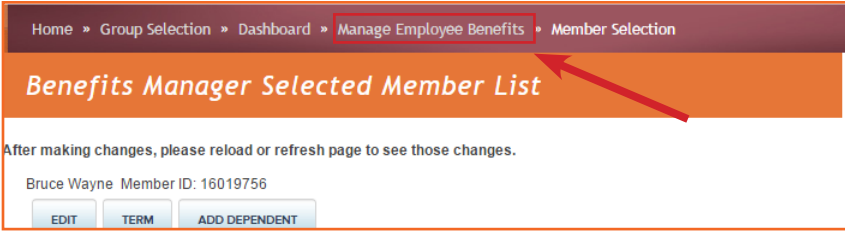


The screenshot shows a web form titled "Add Dependent for Bruce Wayne". The form contains the following fields and options:

- Effective Date: 11/30/2015
- Prefix: Se
- First Name: He
- Middle Name:
- Last Name: Derp
- Suffix: Select A Suffix...
- Date of Birth: 03/04/2004
- Relationship: Dependent
- Gender: Male
- Phone: (506) 695-7895
- Email:
- Address same as member:

A success message is displayed in a white box with a green checkmark: "DEPENDENT ADDED SUCCESSFULLY" and "Dependent (Name:) Added". A "Close" button is located at the bottom of the form.

9. Select **Manage Employee Benefits** from the top menu to return



The screenshot shows the "Benefits Manager Selected Member List" page. The breadcrumb navigation at the top reads: Home » Group Selection » Dashboard » Manage Employee Benefits » Member Selection. A red arrow points to the "Manage Employee Benefits" link. Below the breadcrumb is the heading "Benefits Manager Selected Member List". A message states: "After making changes, please reload or refresh page to see those changes." Below this message, the member information is displayed: "Bruce Wayne Member ID: 16019756". At the bottom, there are three buttons: "EDIT", "TERM", and "ADD DEPENDENT".

Benefits Manager Manual

Change a Member's Subgroup

1. Select **Manage Plan Members**.
2. Select **Change a Member's Subgroup**.

Manage Employee Benefits

Member Search Find a Member from the Groups Below

Member ID First Name Last Name (Policy Holder)

Locate Member

Select a Different Group

Change a Member's Subgroup

View Selected

<input type="checkbox"/>	Last Name	First Name	Effective Date	ID Number	Coverage Code
<input type="checkbox"/>	Dumbledore	Albus	10/01/2015	16019771	EMP
<input type="checkbox"/>	Granger	Hermoine	10/01/2015	16019767	EMP
<input type="checkbox"/>	Malfoy	Draco	09/01/2015	16019789	EMP
<input type="checkbox"/>	Potter	Harry	10/01/2015	16019759	FAM

3. Search for a member.

Change a Member's Subgroup

Search

First Name Last Name Member ID

Search

4. Select **Search**.
5. Select **Change Subgroup**.

Change a Member's Subgroup

Search

First Name Last Name Member ID

Search

Change Subgroup	Member ID	Member Name	DOB	Current Group
<input type="checkbox"/>	16019759	Bruce Wayne	10/01/1965	123-01-01

Benefits Manager Manual

6. Select a **New Subgroup** from the dropdown menu.

The screenshot shows a web form titled "Change a Member's Subgroup" within the "Benefits Manager" interface. The form contains the following fields:

- Member ID: 16019756
- Full Name: Bruce Wayne
- Current Group ID: 123-01-01
- Current Group Name: Apple
- New Group: A dropdown menu with options 123-01-01 (selected), 123-01, and 123-01-01.
- New Effective Date: A dropdown menu with options 123-01-01 (selected), 123-01-02, 123-01-03, and 123-01-04.
- Cobra Coverage?: A dropdown menu with options 123-01-01, 123-01-02, 123-01-03, and 123-01-04.

At the bottom of the form, there are two buttons: "Submit" (highlighted with a red box) and "Close".

7. Select **Submit**.

View or Print Member Roster

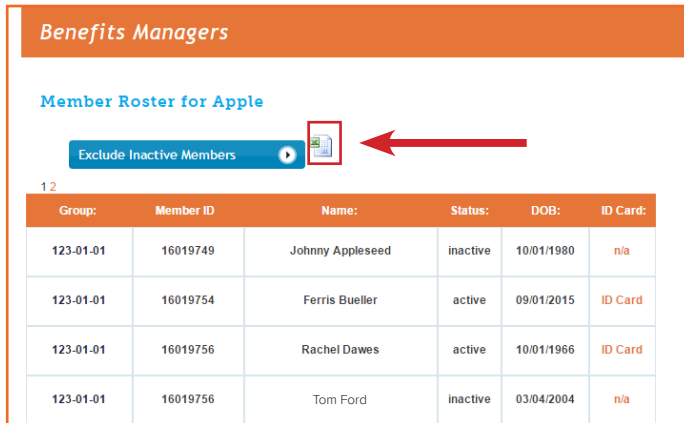
1. Select **Manage Plan Members**.
2. Select **Member Roster**.
3. Active Members: Select **Exclude Inactive Members**. (Inactive members include future-dated active members or currently termed members.)

The screenshot shows the "Member Roster for Apple" page. At the top, there is a button labeled "Exclude Inactive Members" with a play icon, which is highlighted with a red box. Below the button, there is a table with the following data:

Group:	Member ID	Name:	Status:	DOB:	ID Card:
123-01-01	16019749	Johnny Appleseed	inactive	10/01/1980	n/a
123-01-01	16019754	Ferris Bueller	active	09/01/2015	ID Card
123-01-01	16019756	Rachel Dawes	active	10/01/1966	ID Card
123-01-01	16019756	Tom Ford	inactive	03/04/2004	n/a



Benefits Manager Manual

4. Select the Excel icon to export to Excel.



Benefits Managers

Member Roster for Apple

Exclude Inactive Members  


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Group:	Member ID	Name:	Status:	DOB:	ID Card:
123-01-01	16019749	Johnny Appleseed	inactive	10/01/1980	n/a
123-01-01	16019754	Ferris Bueller	active	09/01/2015	ID Card
123-01-01	16019756	Rachel Dawes	active	10/01/1966	ID Card
123-01-01	16019756	Tom Ford	inactive	03/04/2004	n/a

View Member Benefits

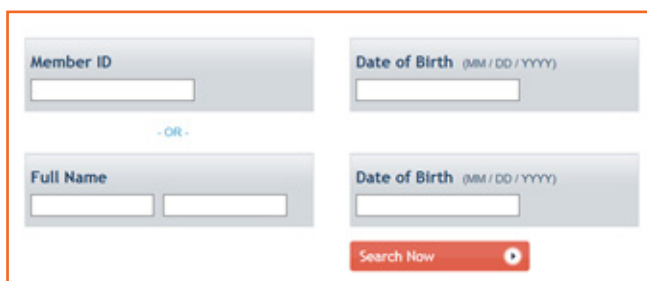
As a benefits manager, you will be able to view your employees' benefits. Once you have logged into your account, click on **View Member Benefits** on the home page.



 **View Member Benefits »**
Get an in-depth look at the plan design coverages offered as part of your group's vision care package.

To view an active member's eligibility:

1. Enter the member's date of birth and either the member's ID or the member's full name.




Member ID

Date of Birth (MM / DD / YYYY)

- OR -

Full Name

Date of Birth (MM / DD / YYYY)

Search Now 

Benefits Manager Manual

- a. When using the member's ID number, enter the information as shown.

Member ID <input type="text" value="16019730"/>	Date of Birth (MM/DD/YYYY) <input type="text" value="10/01/2000"/>
---	--

- b. To select by member's full name, enter the information as shown.

Full Name <input type="text" value="John"/> <input type="text" value="Doe"/>	Date of Birth (MM/DD/YYYY) <input type="text" value="10/01/2000"/>
--	--

2. Click **Search Now**, and you'll see the screen below.

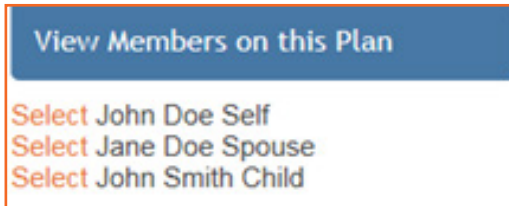
John Doe View Detail
DOB: 10/01/2000
Member No: 16019730
Suffix:
Plan ID: 976-Advantage Enhanced

3. Click on **View Detail** to view this member's benefits. You will then be able to view the following information: member's relationship to the employee, employer group, line of business, plan number, and effective date.

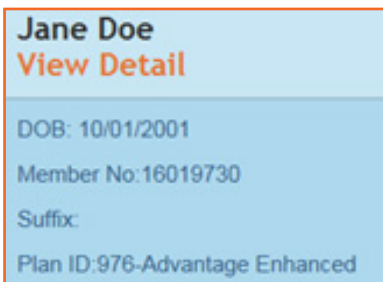
Benefits	
Relationship	Self
Group	Apple Site 2
LOB	Vision
Plan Number	976
Plan Name	976-Advantage Enhanced
Effective Date	10/1/2015 12:00:00 AM

Benefits Manager Manual

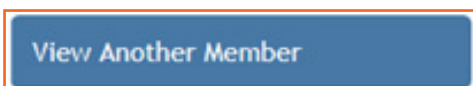
You may also view any other members on this plan by selecting **View Members on this Plan**, which will then prompt some options.



4. Click **Select** to view the member of your choice. The member's profile will then appear.



5. Search for another member by clicking on **View Another Member**, and you will be taken back to the original screen.



Benefits Manager Manual

Perform Other Management Tasks

COBRA

Our COBRA tool is in progress.

Print ID Cards

Our ID card printing tool is in progress.

Download a Vision Claim Form

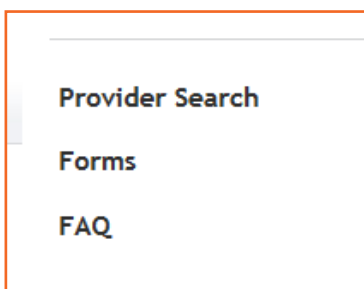
Members who receive out-of-network care (from a non-participating provider) must file a claim form. The member is responsible for payment in full to the provider at the time of the visit and should complete the Out-of-Network Vision Claim form soon after services have been rendered. It must be mailed, along with a receipt from the provider, to:

Avesis

Vision Claims Department
P.O. Box 7777
Phoenix, AZ 85011-7777

To download the form, follow the instructions below.

1. Select **Forms** on the right side of the dashboard.



Benefits Manager Manual

2. Select **Download Form**.

Avesis Out-of-Network Claim Form

Members are only responsible for filing a claim if they receive vision care services from a provider that is not currently participating in the Avesis network. At point of service, the member would be responsible for making payment-in-full of all charges to the non-Avesis provider. Afterwards, to receive reimbursement up to the plan specified schedule of allowances, members must fill out the attached form and mail it along with their receipts to:

Avesis Third Party Administrators, Inc.
Vision Claims Department
PO Box 7777
Phoenix, AZ 85011-7777

[Download Form](#)