

MEMBER *User guide*



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Welcome to Avēsis and this guide, which explains how to use the member portal at www.avesis.com. While the website was designed to be intuitive, having this manual by your side will make it even easier to manage your vision and/or dental benefits. Screenshots will show you the way everything appears only to eliminate any doubt. Let's get started!

NAVIGATING TO THE NEW PORTAL

1. Go to www.avesis.com.
2. At the top right corner, hover over “Log in” and select “Members” under Commercial.

The screenshot shows the Avēsis website homepage. The header includes the Avēsis logo, navigation links for Members, Providers, Government and MCO, Benefits Managers, Brokers, and About, and a 'Log in' button. A callout box highlights the 'Log in' button, showing a dropdown menu with options for Government (Providers, Members, Health Plan Administrators) and Commercial (Providers, Members, Employers, Brokers). The 'Members' option under Commercial is highlighted with a red box. Below the header, the main content area features a large image of a family and the text 'Complete specialty benefits'. At the bottom, there are three sections with questions and corresponding buttons: 'How do I use my Avēsis benefits?' with a 'Member support' button, 'How do I view information on Premier Access?' with a 'Premier Access' button, and 'How do I view information on Access Dental?' with an 'Access Dental' button.

Find a Provider premier access access dental Log in

avēsis Members Providers Government and MCO Benefits Managers Brokers About

Complete specialty benefits

Life should be experienced completely. Improved access, equity, and better outcomes drive our solutions. We're transforming how specialty benefits are delivered to improve people's lives.

How do I use my Avēsis benefits? Member support

How do I view information on Premier Access? Premier Access

How do I view information on Access Dental? Access Dental

access dental Log in

Government

Providers

Members

Health Plan Administrators

Commercial

Providers

Members

Employers

Brokers

CREATE NEW LOGIN ACCOUNT (FIRST TIME TO NEW PORTAL ONLY)

1. Once you access the commercial member log in from www.avesis.com, click on 'Create a New Login Account'.
2. From there, select 'Create Member Account'.
3. Fill in the required fields (First Name, Last Name, Preferred Email Address, Date of Birth, and your Member ID** or Social Security Number) and click 'Next'.

1

login

marked with an asterisk(*)

ess.

Forgot Password?

Are you new here?

Members and Healthcare Providers need to self-register a website account before they can login. Employers will need to [contact Avēsis](#) for registration.

➔ Create a New Login Account

2

Which type of account do you need?

 Members
I need to check my claims, find a doctor or review the benefits for myself or my family
✓ Create Member Account

 Healthcare Professionals
I am a doctor or work for
✓ Create Healthcare P

3

Enter your information exactly as it appears on your health ID card

All the required fields are marked with an asterisk(*)

First Name*

Last Name*

(Member ID or SSN is required)

Member ID*

OR

Social Security Number*

Date of Birth*

mm/dd/yyyy

Preferred Email Address*

The email address entered will be your username to sign into your Health Portal account.

Confirm Email Address*

> Next

CREATE NEW LOGIN ACCOUNT (FIRST TIME TO NEW PORTAL ONLY)

4. The next screen will prompt you to set up security questions and preferences.
5. Finalize your registration by reading and agreeing to the Web Confidentiality Agreement.
6. Congrats! Your account is created and you will now receive an email from **HPSmailSvc@VeriBen.Net** to validate your account and set up your password.
7. In the email, you will also have the option to select Yes or No to receiving Multifactor Authentication codes to your phone rather than your email.

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avēsis premier access dental

About Us Contact Us

Follow the instructions below to register for your Health Portal account

Security Questions

Security Question 1*
--Select One--

Secret Answer 1*

Security Question 2*
--Select One--

Secret Answer 2*

Localization Preferences

Language*
English

Country*
United States

Time Zone*
(UTC-06:00) Central Time (US & Canada)

5

Web Confidentiality Agreement

All the required fields are marked with an asterisk(*)

Web CONFIDENTIALITY Agreement

The information contained within this Internet Application is confidential patient data related to the pro... has completed the on-line registration form and has selected a unique name and password. This name... the bottom of this page, you indicate that you understand and agree that you are the person reference... for making this information available for on-line viewing, you also agree to release the Benefit Plan Spo... information.

 Agree*

6

Your Login Account is Created.

Please check your email to set your password
Your email will allow you to activate your account with one click.
Thank you for using AVESIS COMMERCIAL

7

Do you want to receive Multifactor Authentication codes to your phone?

By default, the Multifactor Authentication codes are sent to your email.

☒ Yes

SMS Text Number:

Country Code
United States +1

Area Code + Phone Number

ⓘ Ensure phone number entered is enabled to receive SMS text notifications

☐ No

[Back](#) [Next](#)

RETURNING USER LOGIN

Now that your account is set up, follow these steps to log in from now on:

1. Access the commercial member log in from www.avesis.com.
2. Under "Returning User Login", use your email address as your username.
3. Type in your password.
4. Hit "Login."

Health Portal

Returning User Login

All the required fields are marked with an asterisk(*)

Username*

This is typically your email address.

Password* [Forgot Password?](#)

☐ Show Password

[Login](#)

Are you new here?

Members and Healthcare Providers need to self-register a website account before they can login. Employers will need to [contact Avēsis](#) for registration.

[Create a New Login Account](#)

MULTIFACTOR AUTHENTICATION

1. Check your email for the 'Verification code'.
 - a. You can also check your phone number for the code if you change your contact preferences (see next page).
2. Return to the portal.
3. Enter the 'Verification code' to access your account.

The screenshot shows a web interface for 'Account Authentication'. At the top, a blue banner reads 'Account Authentication'. Below it, the 'Email Verification Code' section instructs the user to provide a code sent to a masked email address. A text input field is present, with a red arrow pointing to it from a red-bordered box containing the verification code '72996188'. Below the input field are 'Continue' and 'Resend new Code' buttons. To the right, an email preview is shown from 'HPSmailSvc@VeriBen.Net' to a masked address. The email body contains a security alert and the same verification code '72996188' highlighted in a red box. The email header includes a row of icons: a smiley face, a single left arrow, a double left arrow, a right arrow, a gift icon, and a three-dot menu icon. The time '12:59 PM' is shown in the top right corner of the email preview.

Account Authentication

Email Verification Code
An email with your verification code has been sent to n****n@****s.com. Provide the verification code below:

Verification code *

If the email message does not arrive within 5 minutes, check your spam folder or click [Resend new Code]

[Continue](#) [Resend new Code](#)

Verification code

HPSmailSvc@VeriBen.Net <supp...>
To: [Redacted]

12:59 PM

ALERT! - EXTERNAL EMAIL. [DO NOT OPEN ATTACHMENTS, CLICK ON LINKS OR SCAN QR CODES UNLESS YOU RECOGNIZE THE SENDER]. IF EMAIL IS SUSPICIOUS, CLICK ON THE REPORT PHISHING.

Verification code: 72996188

CONTACT PREFERENCES

To manage your portal notifications:

1. Navigate to your profile icon and select 'Contact Preferences' from the dropdown.
2. From here, you can choose if:
 - a. You want to receive email notifications.
 - b. You want to receive Multifactor Authentication codes to your phone (rather than your email).
3. If you make any changes and want to keep them, select 'Save' at the bottom.

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Eligibility and Benefits View Referrals View Authorizations

Change My Password
Change Security Questions
My Profile
Contact Preferences
Logoff

Contact Preferences

Tell us how you'd like to receive your web portal notifications.

Change Notification Settings

Internet Email Notifications

Do you want to receive email notifications?
Emails about account registration and password resets will always be allowed to be sent.

☐ Yes, send Internet email notifications.
☒ No, do not send Internet email notifications

Phone (SMS text) Multifactor Authentication

Do you want to receive Multifactor Authentication codes to your phone?
By default, the Multifactor Authentication codes are sent to your email.

☒ Yes
☐ No

SMS Text Number:

Country Code: United States ...
Area Code + Phone Number:

Ensure phone number entered is enabled to receive SMS text notifications

Session Time-out 13:25

Save

avesiscomm.veriben.net/Portal/Framework3/Pages/.../ContactPreferences.as...

WELCOME PAGE

As a member, you'll be able to access login and useful links through the [welcome page](#).

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Eligibility and Benefits View Referrals View Authorizations Claims Documents Provider

Welcome

Member Appeal Grievance Form

Complete specialty benefits

Life should be experienced completely. Improved access, equity, and better outcomes drive our solutions. We're transforming how specialty benefits are delivered to improve people's lives.

Provider Search

Claims History

Review My Policy

United Vision

My Shortcuts

Documents

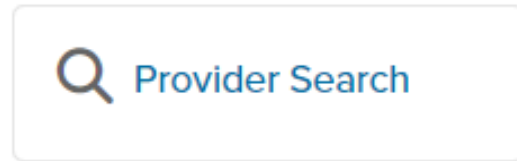
Session Time-out 11:39

Quick Links

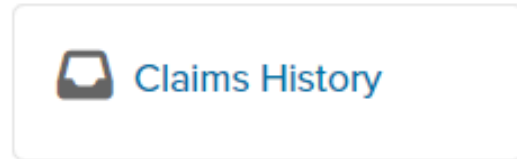
Keep in mind, after 17 minutes without activity, your session will automatically time out.

WELCOME PAGE (CONT.)

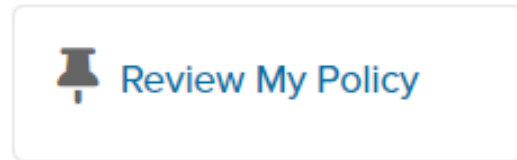
From the welcome page, you'll see the following tabs on the right-hand side of the screen:



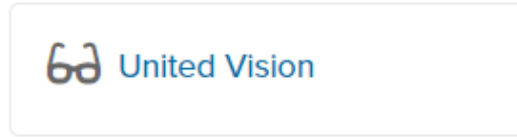
Allows you to find a doctor or location that fits your needs.
Skip to the Provider Search informational page [here](#).



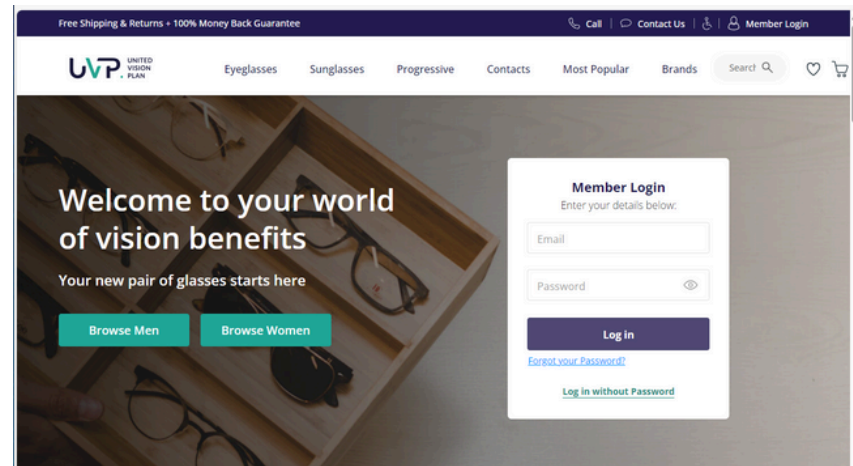
Displays your claims history.
Skip to the Claim informational page [here](#).



Displays your policies.
This can also be found under [Eligibility and Benefits](#) and [Documents](#).



Directs you to United Vision Plan where you can order a new pair of glasses with ease!

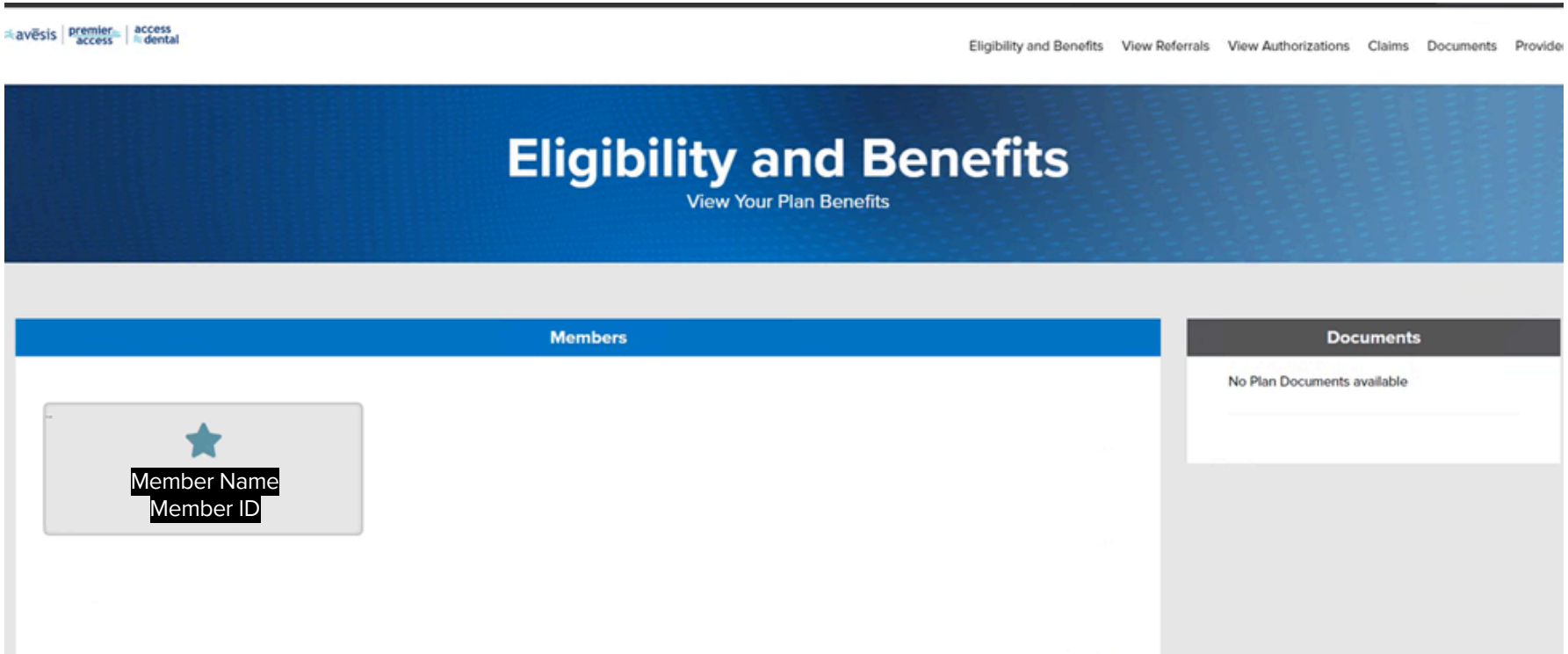


ELIGIBILITY AND BENEFITS

Check your eligibility and benefits in just a few simple steps!

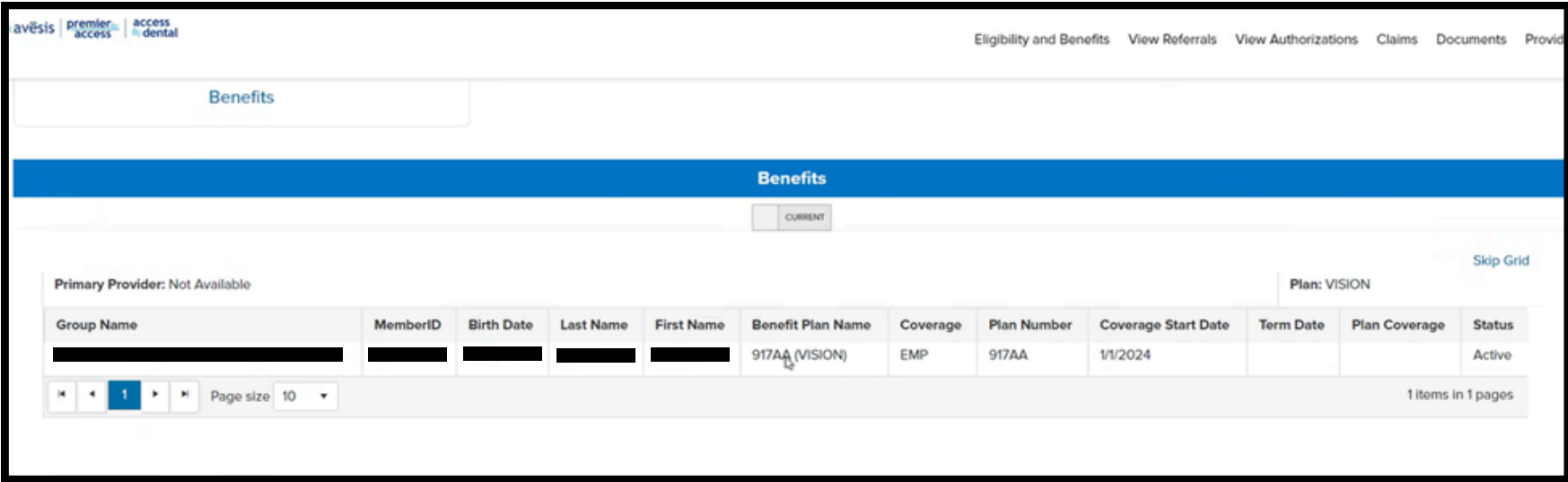
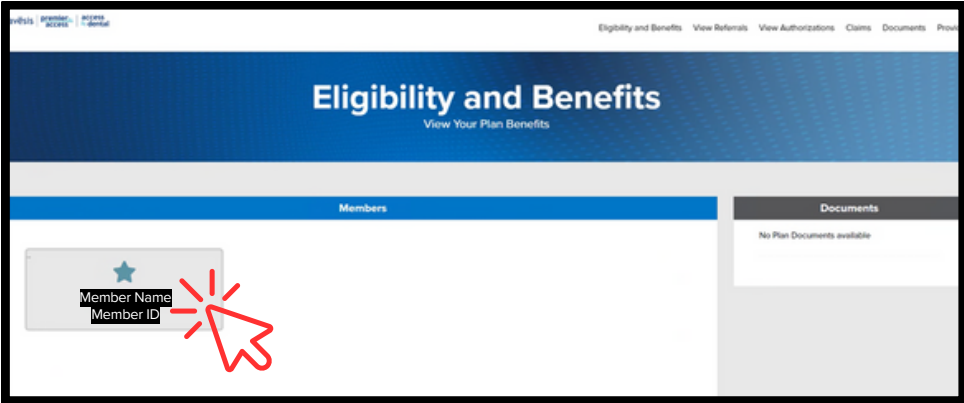
1. Navigate to the top right tabs and hover over ‘Eligibility and Benefits’ followed by clicking on ‘Eligibility Benefits’.
2. Here, all the information about your plan benefits, members, and documents is at your fingertips.

a. You'll notice members are neatly organized by the main subscriber (spot the star icon), spouse, and dependents.



ELIGIBILITY AND BENEFITS (CONT.)

- To see member benefits, select the member you're interested in to access their benefits.
- This will reveal details such as their group affiliation, member ID, birth date, full name, benefit plan name, type of coverage, plan number, coverage start date, status, and more.



ID CARDS

Need a temporary ID card? We've got you covered!

1. Hover over 'Eligibility and Benefits' in the top right corner. From the drop down, select 'Print ID Card'.
2. This will display a document containing your temporary ID. At the bottom of the screen, click on "Print Temporary ID Card."
3. A pop-up window will then appear, presenting your temporary ID. Feel free to save it, print it, or both.

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Eligibility and Benefits View Referrals View Authorizations Claims Documents Provider

Eligibility and Benefits
Print ID Card

ID Card

Lost or misplaced ID Card? No problem, we can help!

ID Card

Be sure your printer's orientation is set to portrait.

avēsis

MEMBER NAME

MEMBER #

PLAN # D-CODE

917AA EMP

How to Use Your Benefits

Print Temporary ID Card

Session Time-out 12:17

<https://avesiscomm.veriben.net/Portal/Framework3/Pages/MemberPortal/MyPolicy.aspx>

VIEW REFERRALS

To view the status of referrals:

1. Navigate to the top right corner and select 'View Referrals'.
2. From this view, you will see each referral's ID; Received Date; Status; Member ID; Member Name; Referred from and to Office Name, Provider ID, and Provider Name; and Group Name.

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Eligibility and Benefits | View Referrals | View Authorizations | Claims | Documents | Provider

View Referrals

View the status of referrals.

Tip: You may click a column header to sort your search results

	Referral ID	Received Date	Status Code	Member ID	Member Name	Referred From Office Name
No referrals found.						

◀ ◁ 1 ▷ ▶ ▶▶

Page size: 50 ▼

0 items in 1 pages

Export as CSV

VIEW AUTHORIZATIONS

To view your Prior Authorization requests quickly and securely:

1. Navigate to the top right corner and select ‘View Authorizations’.
2. From this view, you will see each authorization’s Number, Description, Effective Date, Thru Date, Status, Submitted Date, and Reference Number.

avēsispremier accessaccess dental

Eligibility and BenefitsView ReferralsView AuthorizationsClaimsDocumentsProvider

Prior Authorizations

View your Prior Authorization request quickly and securely

Skip Table

Tip: You may click a column header to sort the data

	Authorization #	Authorization Description	Effective Date	Thru Date
No Members found for the search term(s) entered				

CLAIMS

To view your claims history:

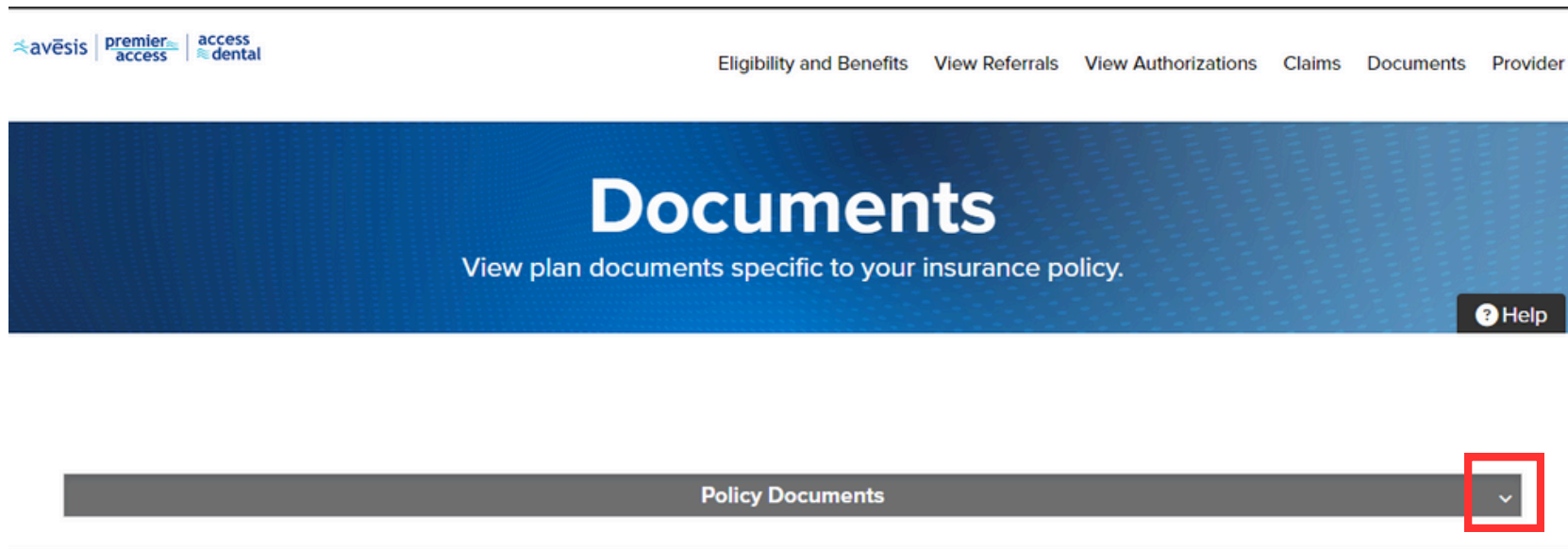
1. Hover over 'Claims' in the top right corner. From the drop down, select 'Claims History'.
2. From this view, you can see all of your claims as well as use the Search tool to look for a specific claim.

The screenshot shows the 'Claims for [redacted]' page. At the top, there is a navigation bar with links: Eligibility and Benefits, View Referrals, View Authorizations, Claims (highlighted with a red box), Documents, and Provider. Below the navigation bar, a large blue banner displays 'Claims for [redacted]' and a 'View claims history' link. To the right of the banner, a dropdown menu is open, showing 'Claims History' as the selected option, which is also highlighted with a red box. Below the banner, there is a search bar with a 'Search' button and a 'Clear Search' button. The main content area shows 'Claims for [redacted]' and a message: 'No Claims available at this time'. Below this message, there are pagination controls showing '1' of '9' items, with arrows for navigation. A 'Skip Grid' link is visible on the right. At the bottom, there is a 'Print' button.

DOCUMENTS

To view plan documents specific to your insurance policy:

1. Navigate to the top right corner and select 'Documents'.
2. Select the drop down for the documents you want to view.



The screenshot shows the 'Documents' page of a member portal. At the top, there is a navigation bar with links: 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims', 'Documents', and 'Provider'. The 'Documents' link is highlighted. Below the navigation bar, the page has a blue header with the word 'Documents' in large white text, followed by the subtitle 'View plan documents specific to your insurance policy.' and a 'Help' button. Below this, there is a grey bar labeled 'Policy Documents' with a dropdown arrow icon on the right, which is highlighted with a red square.

PROVIDER SEARCH

To find a doctor or location, follow these simple steps:

1. Go to the tabs on the top right and select 'Provider' followed by 'Provider Search'.
2. Choose either 'Find a Doctor' or 'Find a Location'.
3. Fill in the necessary fields and apply the filters to refine your search. Keep going until you find a doctor or location that fits your needs.
 - a. For vision, make sure to select “Commercial Vision” for Health Plan and “ComVision” for Health Plan Type.

The screenshot shows the 'Provider Search' interface. At the top, there are logos for 'avēsis', 'premier access', and 'access dental'. Below these are two tabs: 'Find a Doctor' (highlighted with a red box) and 'Find a Location'. To the right is a language dropdown set to 'English' and a user icon. A search bar is labeled 'Search Provider Name, NPI, Specialty, Condition, etc'. Below the search bar are filters for 'Specialty', 'Located Near' (with a zip code input), and 'Within' (set to '20mi'). There is an 'Additional Filters' button. A 'Filters' section on the left includes 'Relationship' and 'Language' dropdowns. Below these are two more dropdowns: 'Choose Your Health Plan' and 'Choose Your Health Plan Type', both highlighted with a red dashed box. A red callout box points to these two dropdowns, showing a magnified view of the options: 'Commercial Vision' for 'Choose Your Health Plan' and 'ComVision' for 'Choose Your Health Plan Type'. At the bottom left, there are 'Sort' buttons: 'Relevance', 'A-Z', and 'Z-A'. At the bottom right, it says 'Total Providers Found: 26740' and 'Print/Save PDF'. The bottom of the page shows two provider cards. The first card is for 'Optometry' with details: 'Languages Spoken: English', 'Health Plan: Commercial Vision', 'NPI: [redacted]', and 'Cultural Competency: N/A'. The second card is for 'Internal Medicine' with details: 'Health Plan: Commercial Vision', 'NPI: [redacted]', and 'Cultural Competency: N/A'.

Find a Location view.

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www.avesis.com

1295 W Washington St, Tempe, AZ 85281