

Hometown Health *Link* Portal Overview

The **Link** portal facilitates secure communication between Hometown Health and the external entities we have established relationships with, such as providers and employer groups.

Link is a secure web portal used to grant affiliates access to manage enrollment information for employees and their dependents, as well as view and pay employer group premium invoices.

As a Site Administrator, you will want to request Link access for your staff **prior** to January 1, 2022 to be ready to manage your employer group’s enrollment and pay your premium invoices (for groups of less than 100). For more information on Link including training session sign ups visit <https://www.hometownhealth.com/link/>

Manage the online enrollment process for your employees.

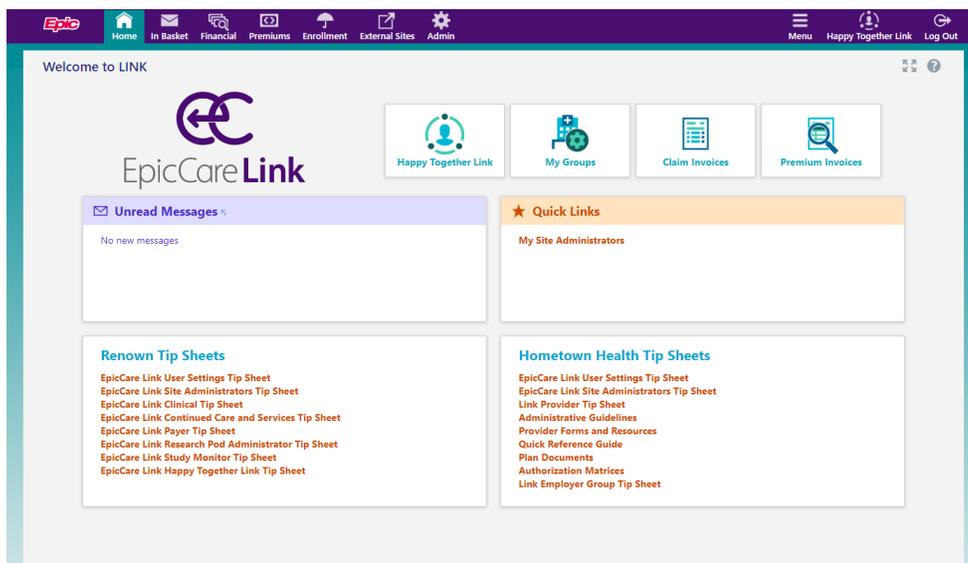
Employer group *Site Administrators* and delegated benefit administrators can submit applications on behalf of their employees, in addition to reviewing member eligibility and enrollment. You will also have view of your overall enrollment, in addition to pending requests.

View and Pay Premium Invoices

Employer groups can view and pay premium invoices through **Link**, making it easy to reconcile and track benefit enrollment costs. Employer groups can communicate with Hometown Health staff, as well as having communication history, with a secure Inbox. This tracks interactions without the need for further encryption, and provides security when sharing confidential member information.

Link Welcome Page

You will have access to secure email through **In Basket**, access to view and pay your premium invoices through **Financial**, and employee benefit management functionality through **Enrollment**. There is easy access to Messages and Icons for frequently used functions, as well as Quick Links to Training Materials and Tip Sheets. These Tip Sheets are proprietary and are not able to be downloaded or shared.

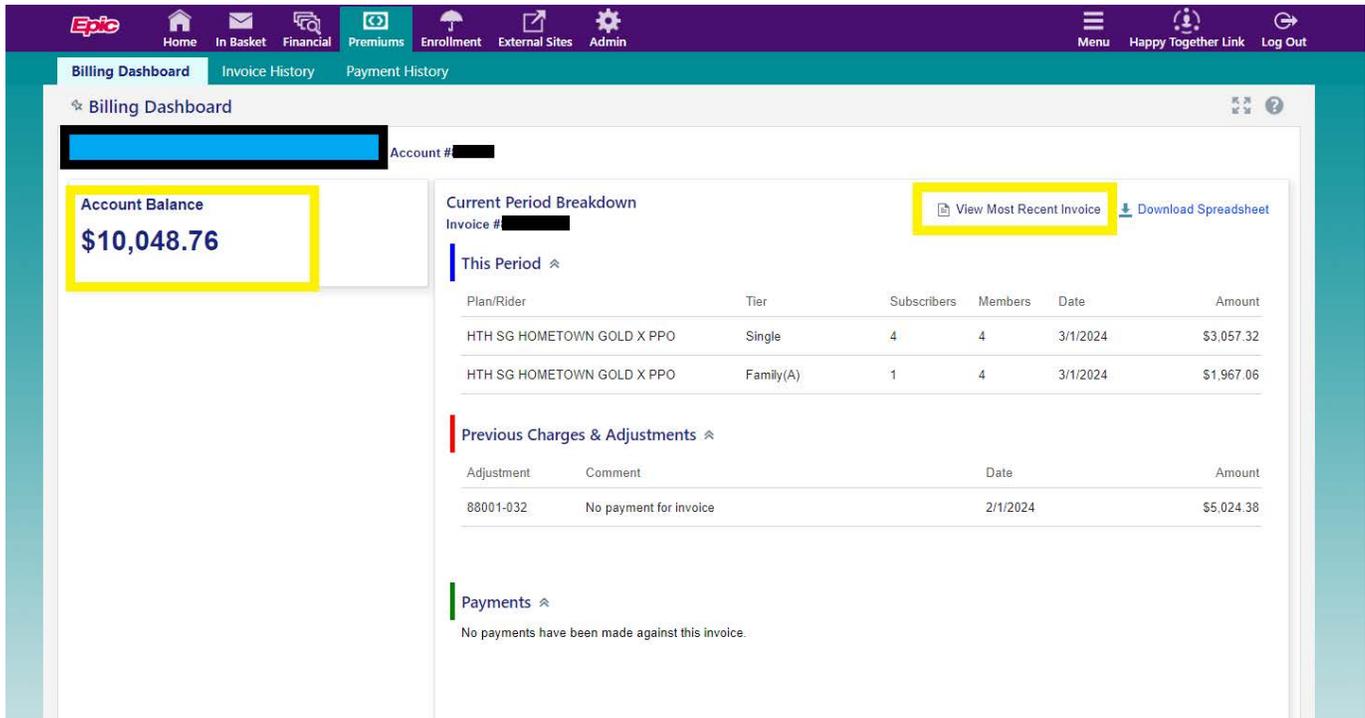


Secure Messages

From the Home screen, select **Unread Messages** to access your secure messages **OR** select the **In Basket** tab at the top left of the screen.

Access and Pay your Premium Invoices

1. From the Home screen, select the **Premiums** icon to access **Premium Invoices**.
2. This screen will show an overview of your account balance as well as a break down by plan.
3. You can review the most recent invoice.
4. To pay your bill online, select the <https://www.hometownhealth.com/make-a-payment> link as shown on the sample below.



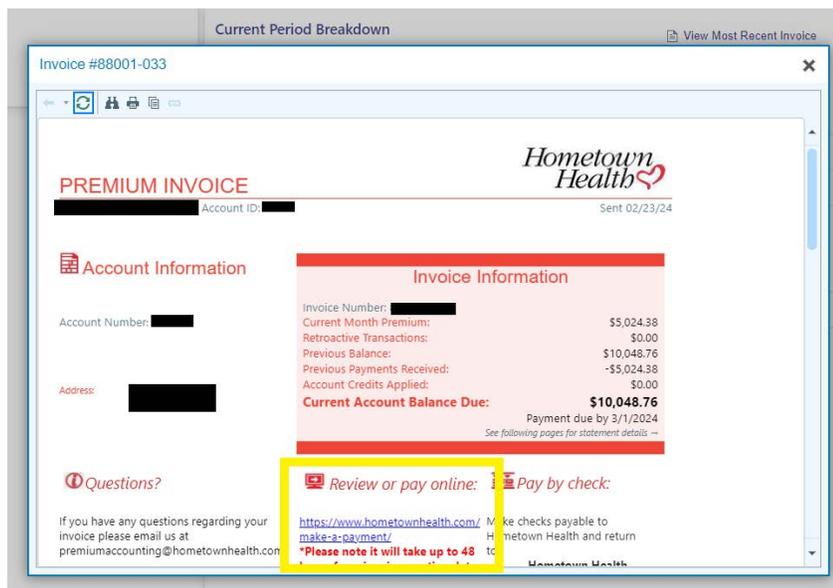
The screenshot shows the Epic Billing Dashboard. The account balance is highlighted in a yellow box as \$10,048.76. The current period breakdown table is as follows:

Plan/Rider	Tier	Subscribers	Members	Date	Amount
HTH SG HOMETOWN GOLD X PPO	Single	4	4	3/1/2024	\$3,057.32
HTH SG HOMETOWN GOLD X PPO	Family(A)	1	4	3/1/2024	\$1,967.06

Previous Charges & Adjustments:

Adjustment	Comment	Date	Amount
88001-032	No payment for invoice	2/1/2024	\$5,024.38

Payments: No payments have been made against this invoice.



The screenshot shows a Premium Invoice for account #88001-033. The invoice information is as follows:

Invoice Information	
Invoice Number:	[Redacted]
Current Month Premium:	\$5,024.38
Retroactive Transactions:	\$0.00
Previous Balance:	\$10,048.76
Previous Payments Received:	-\$5,024.38
Account Credits Applied:	\$0.00
Current Account Balance Due:	\$10,048.76

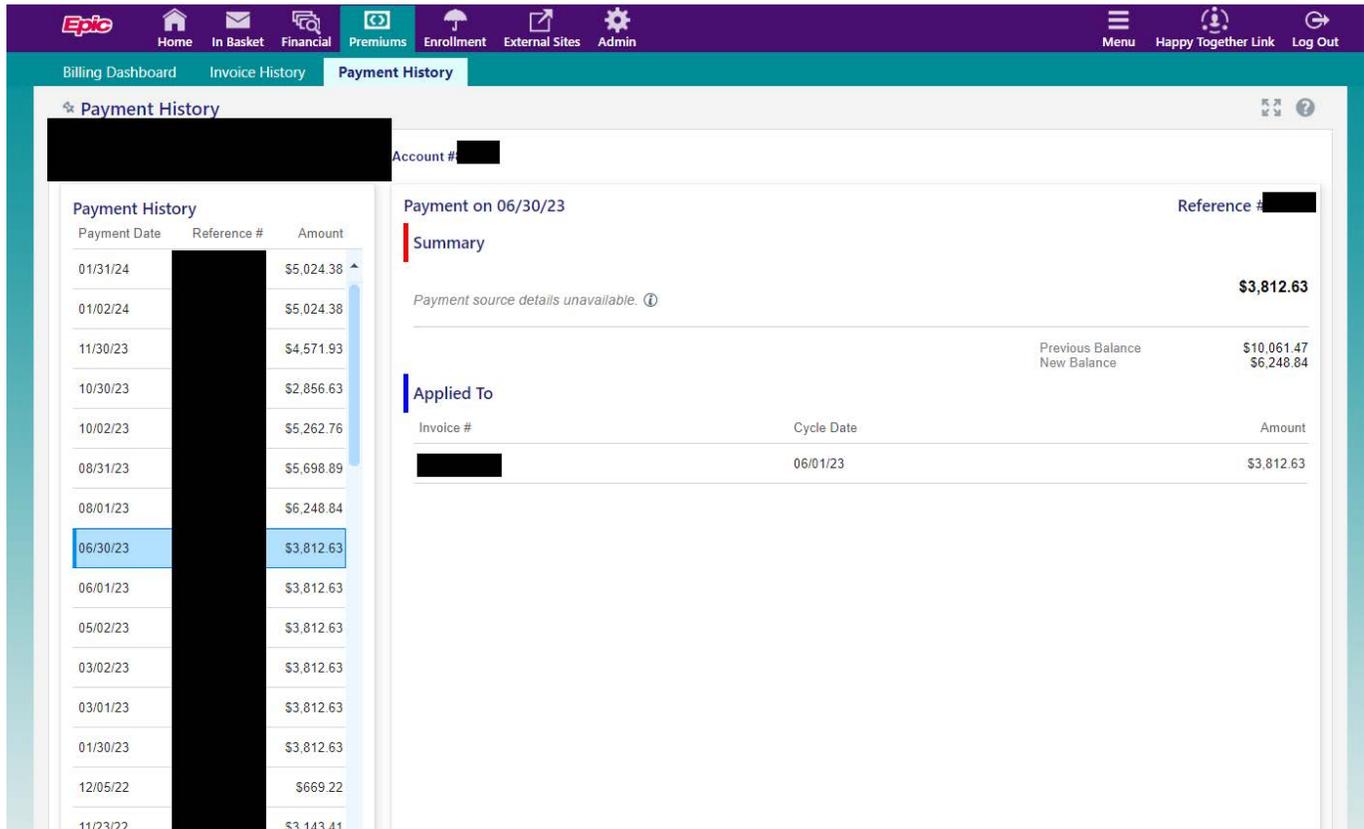
Payment due by 3/1/2024. See following pages for statement details.

Review or pay online: <https://www.hometownhealth.com/make-a-payment/> **Please note it will take up to 48** hours to process.

Pay by check: Make checks payable to Hometown Health and return to Hometown Health.

Payment History

Similarly, you can select the **Payment History** tab in order to view past payments made towards your premium.



The screenshot displays the Epic Billing Dashboard with the 'Payment History' tab selected. The account number is redacted. The left pane shows a list of payment history entries:

Payment Date	Reference #	Amount
01/31/24	[Redacted]	\$5,024.38
01/02/24	[Redacted]	\$5,024.38
11/30/23	[Redacted]	\$4,571.93
10/30/23	[Redacted]	\$2,856.63
10/02/23	[Redacted]	\$5,262.76
08/31/23	[Redacted]	\$5,698.89
08/01/23	[Redacted]	\$6,248.84
06/30/23	[Redacted]	\$3,812.63
06/01/23	[Redacted]	\$3,812.63
05/02/23	[Redacted]	\$3,812.63
03/02/23	[Redacted]	\$3,812.63
03/01/23	[Redacted]	\$3,812.63
01/30/23	[Redacted]	\$3,812.63
12/05/22	[Redacted]	\$669.22
11/23/22	[Redacted]	\$3,143.41

The right pane shows details for the payment on 06/30/23. The summary indicates a total payment of \$3,812.63. The balance section shows a Previous Balance of \$10,061.47 and a New Balance of \$6,248.84. The 'Applied To' section shows the payment was applied to an invoice on 06/01/23 for an amount of \$3,812.63.

5. Upon clicking on the online payment link, you will be taken to this landing page and select the option that applies:

Make A Payment

2022 Plans

Employer groups on Hometown Health Plans can make their premium payments online using the following links:

For groups with 100 or less employees we offer credit card or ACH payments:

Pay Premium - Credit Card

Pay Premium - ACH

For groups with 101 or more employees we offer ACH payments only:

Pay Premium - ACH

To pay your premium online, please have your invoice handy. You will need:

- Your invoice number
- Your account number
- The premium amount

If you have multiple invoices for HMO and PPO plan options, you will need to pay each one separately. Please be sure credit card name and address information matches *exactly* to the information your bank has on file or your payment could be declined.

If you have any questions regarding paying your premium online, please contact Premium Accounting via email at premiumaccounting@hometownhealth.com.

6. Your selection will take you to one of these pages:

Credit Card

ACH

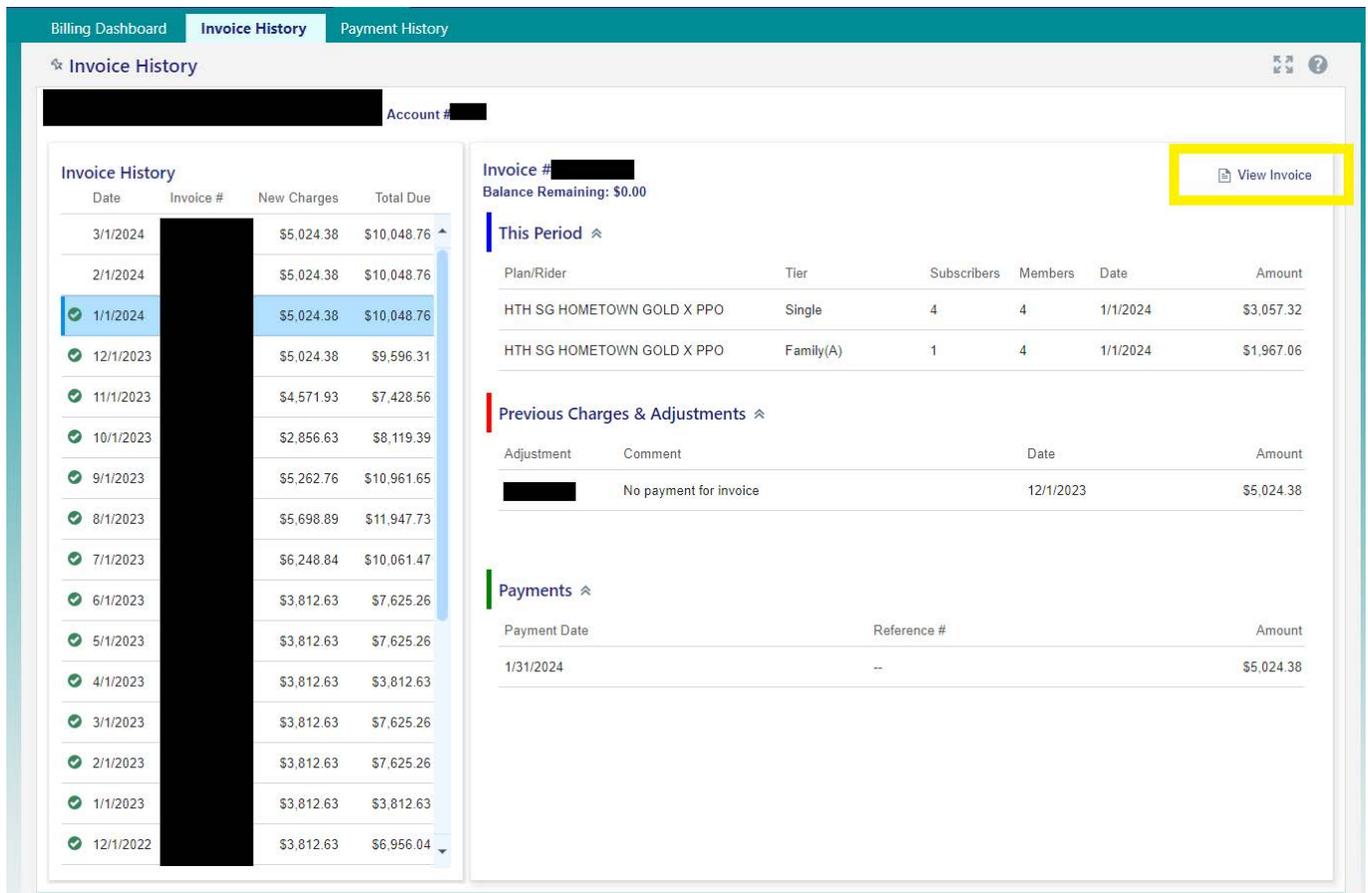
Accessing Premium Invoices

Click the **Premium** tab on the toolbar. Navigate to the **Premium Invoices** tab. You will be able to view past invoices in the **Invoice History** tab and previous payments made in the **Payment History** tab.



Invoice History

After selecting the **Invoice History** tab you will be taken to the screen below which will show a list of your previous invoices in order by month. Select any invoice in the left hand column in order to view that invoice breakdown or view/print that particular invoice by selecting **View Invoice**.



Invoice History

Date	Invoice #	New Charges	Total Due
3/1/2024	[REDACTED]	\$5,024.38	\$10,048.76
2/1/2024	[REDACTED]	\$5,024.38	\$10,048.76
1/1/2024	[REDACTED]	\$5,024.38	\$10,048.76
12/1/2023	[REDACTED]	\$5,024.38	\$9,596.31
11/1/2023	[REDACTED]	\$4,571.93	\$7,428.56
10/1/2023	[REDACTED]	\$2,856.63	\$8,119.39
9/1/2023	[REDACTED]	\$5,262.76	\$10,961.65
8/1/2023	[REDACTED]	\$5,698.89	\$11,947.73
7/1/2023	[REDACTED]	\$6,248.84	\$10,061.47
6/1/2023	[REDACTED]	\$3,812.63	\$7,625.26
5/1/2023	[REDACTED]	\$3,812.63	\$7,625.26
4/1/2023	[REDACTED]	\$3,812.63	\$3,812.63
3/1/2023	[REDACTED]	\$3,812.63	\$7,625.26
2/1/2023	[REDACTED]	\$3,812.63	\$7,625.26
1/1/2023	[REDACTED]	\$3,812.63	\$3,812.63
12/1/2022	[REDACTED]	\$3,812.63	\$6,956.04

Invoice # [REDACTED]
Balance Remaining: \$0.00

This Period

Plan/Rider	Tier	Subscribers	Members	Date	Amount
HTH SG HOMETOWN GOLD X PPO	Single	4	4	1/1/2024	\$3,057.32
HTH SG HOMETOWN GOLD X PPO	Family(A)	1	4	1/1/2024	\$1,967.06

Previous Charges & Adjustments

Adjustment	Comment	Date	Amount
[REDACTED]	No payment for invoice	12/1/2023	\$5,024.38

Payments

Payment Date	Reference #	Amount
1/31/2024	--	\$5,024.38

View Invoice

Enrollment

Overview tab

This tab will be your overview of any current enrollment applications or changes that are being processed.

Create coverage applications

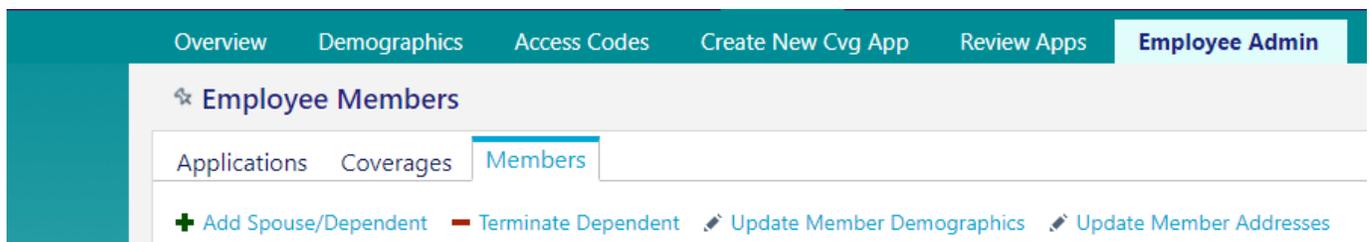
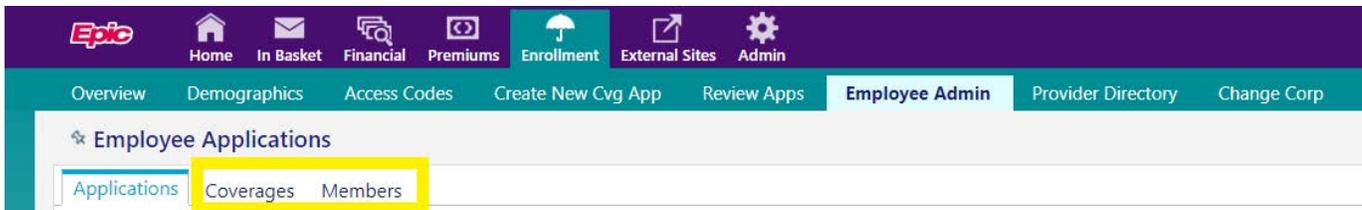
1. From the **Enrollment** activity on the toolbar, select **Create New Cvg App**
2. Select the relevant plan (**Division**) of your organization and click **Accept**.
3. Enter employee information in the **Subscriber** form.
4. Enter subscriber's information, with option to Add Dependent(s), click **Submit**. This will submit the application to Hometown Health, and you can check on the status of applications and enrollment requests by going to the **Overview** tab at the top left of the page.

Review Applications

1. From the **Enrollment** activity on the toolbar, select the **Review Apps** tab
2. This option can be used to review all open applications for coverage, including Subscriber, Due Date, Type, Qualifying Life Event, and Status.
3. View details and take action by selecting the individual ID numbers, or you can take quick actions on multiple applicants by using the *select all* box and then selecting *Approve, Edit, Revise, Deny or Remove*.

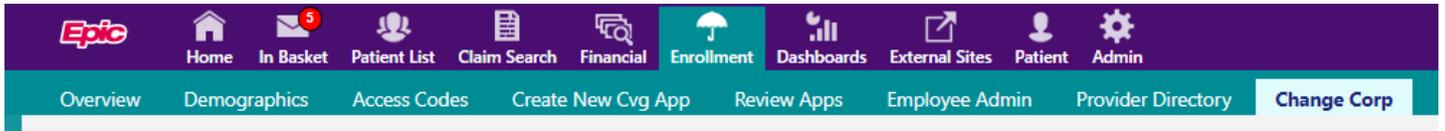
Employee Admin

1. This Tab will give you the ability to oversee and make changes for current subscribers in your plan. After clicking into the Employee admin tab at the top of the page it will display a list of all current subscribers on your group plan.
2. to make changes such as termination of subscriber, termination or addition of dependent click into the specified employee by selecting their name (this should be highlighted in blue)
3. From there you will be able to click into **Coverages** or **Members** in order to make changes.



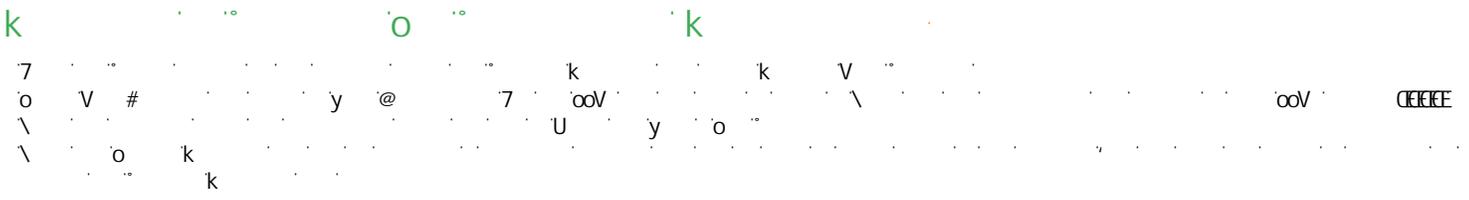
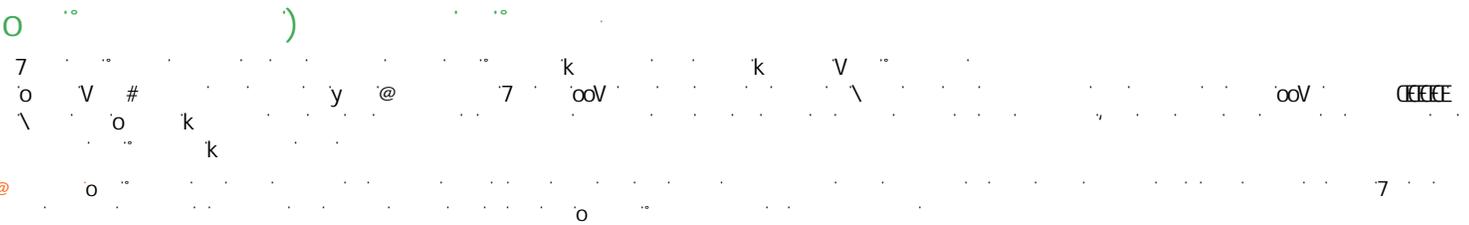
Change Corp (Brokers Only)

From the Enrollment activity, navigate to the Change Corp tab. Select the corporation that you would want to review (if you have access to more than one).



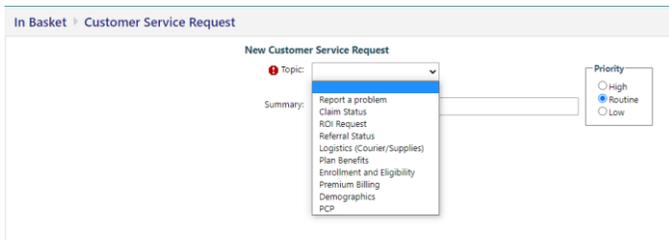
Provider Directory

We recommend using the Hometown Health Provider Directory for the most current Providers and Health Care Facilities that are in your contracted network available on the Hometown Health website under **Find a Doctor**.



Send a Message or Customer Service Request

1. From the Home screen, click In Basket.
2. Click New Message.
3. Select a topic from the drop-down options.
4. Select a subtopic.
5. Enter as many details as you can in the Communications field.
6. Click Submit to route the question to an appropriate user.



In Basket > Customer Service Request

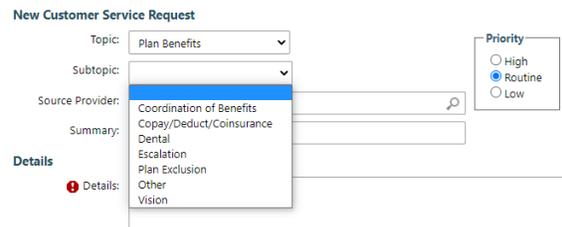
New Customer Service Request

Topic:

Priority: High Routine Low

Summary:

Details:



New Customer Service Request

Topic:

Subtopic:

Source Provider:

Summary:

Details

Details:

Priority: High Routine Low

Need Help?

If there are additional questions that the Site Administrators are unable to answer, the Renown Health EpicCare Link team, and Secure 24 team are available to assist with questions.

The Secure 24 team should be contacted to technical issues. Call (775)982-4042 to place a ticket regarding the issue.