Hometown Health

Tip Sheet

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.

Manage the online enrollment process for your employees.

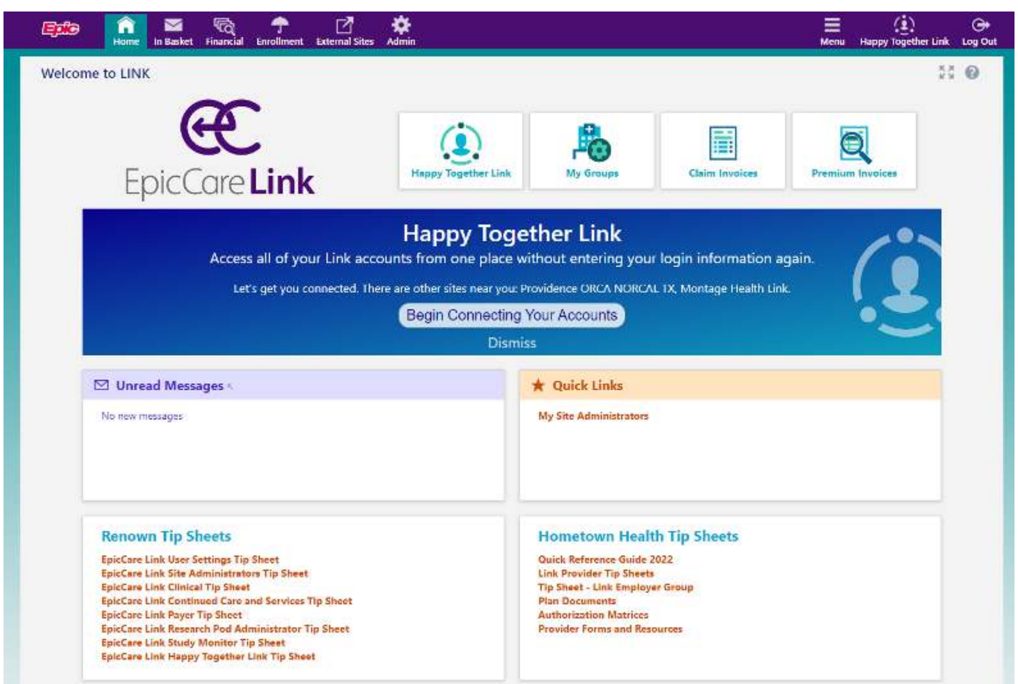
Employer group *Site Administrators* and delegated benefit administrators can submit applications on behalf of their employees, in addition to reviewing member eligibility and enrollment. You will also have view of your overall enrollment, in addition to pending requests.

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.



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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 **Premium Invoices** icon **OR** select the **Financial** activity on the toolbar at the top left of the screen, to access **Premium Invoices**.
2. Click on the Premium Billing **Account ID** to view the associated Premium Billing Invoices.
3. You can review current or previous invoices.
4. To pay your bill online, select the https://www.hometownhealth.com/make-a-payment link as shown on the sample below.

PREMIUM INVOICE

Hometown Health

[redacted]

Sent 12/23/21

Account Information

[redacted]

Address: [redacted]

Invoice Information

[redacted]

Current Month Premium:	$576.94
Retroactive Transactions:	$0.00
Previous Balance:	$1,610.60
Previous Payments Received:	-$559.48
Account Credits Applied:	$0.00
Current Account Balance Due:	**$1,628.06**

Payment due by 12/1/2021

See following pages for statement details →

Questions?

If you have any questions email us at premiumaccounting@hometownhealth.com

Review or pay online:

https://www.hometownhealth.com/make-a-payment/

Pay by check:

Make checks payable to Hometown Health and return attached payment stub

Keep this portion for your records

Detach this portion and return with your payment

[redacted]

AMOUNT ENCLOSED

$

Payment Due

$1,628.06

By

Payment due by 12/1/2021

Mail To

Hometown Health Premium Billing

10315 Professional Cir.

Reno, NV 89521

Payment Method

☐ Credit/Debit ☐ Check

Credit Card Information

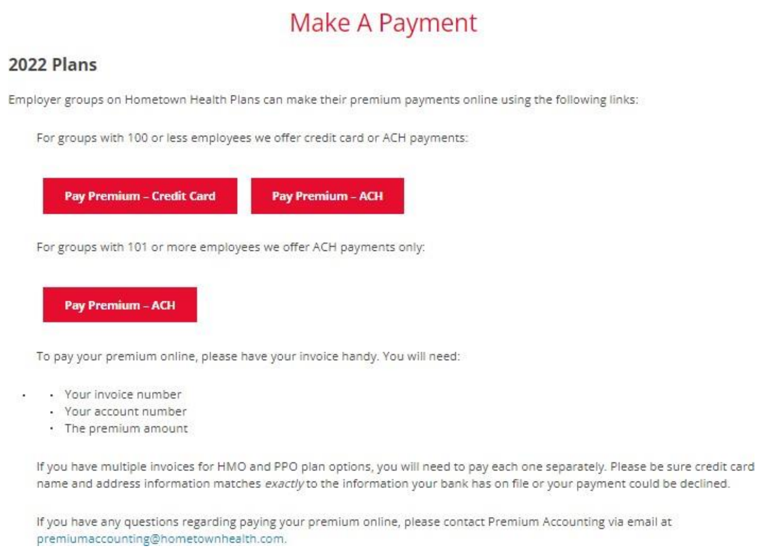
☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

CARDHOLDER NAME		
CARD #	EXP. DATE	CODE
SIGNATURE		

☐ My address or insurance has changed. The changes are on the back of this form.

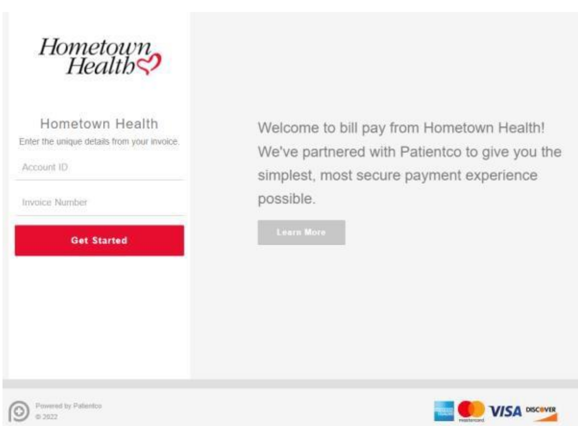
[redacted]

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

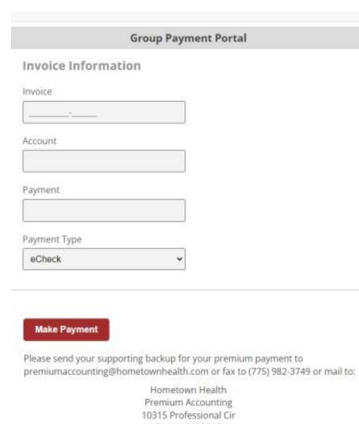


6. Your selection will take you to one of these pages:

Credit Card



ACH



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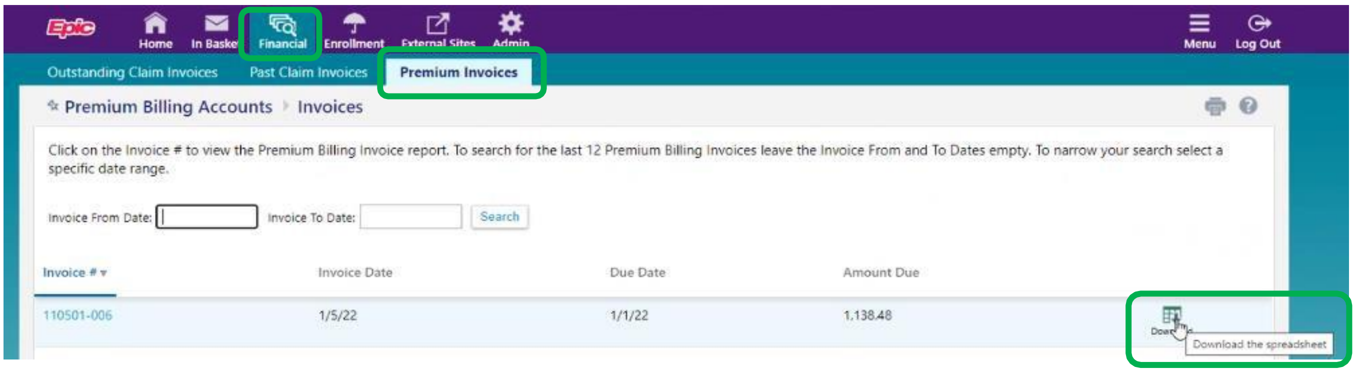
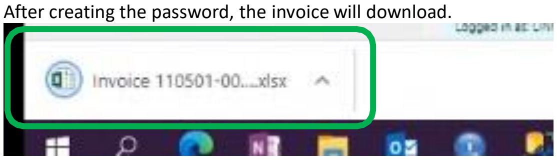
Accessing Premium Invoices

Click the **Financial** tab on the toolbar. Navigator to the **Premium Invoices** tab. Once an invoice has processed you can download an Excel copy by clicking on the Excel icon.

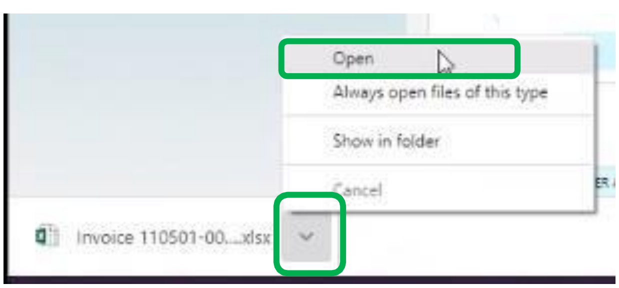


You will be prompted to **create a password** for the document you are about to download. This will password protect the document and will be required when opening after download. ***Note***: This is a password you are creating to protect the document.

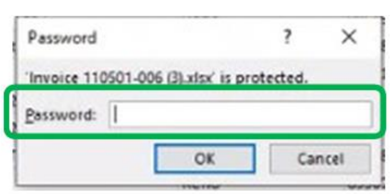
After creating the password, the invoice will download.



Click the arrow and open the document.



Excel will prompt you to enter the password you created earlier. After doing so, the document will open.



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Tip Sheet

Site Administrator Admin Functions

From the **Admin** activity on the toolbar, you can perform the following functions

- Edit User Demographics
- Change/Reset User Passwords
- Deactivate Users
- Unblock Users (for excessive log-in attempts and accounts that have been inactive too long)
- Access My Facilities to edit site demographics
- *Request additional Site Administrators*

Important Site Admin will need to verify the users for their site annually, to confirm that only active users have access to Epic Link. You will receive a pop-up alert requesting verification, with links directing you to this portal.

Enrollment

Create coverage applications

- From the **Enrollment** activity on the toolbar, select **Create New Cvg App**
- Select the relevant plan (**Division**) of your organization and click **Accept**.
- Enter employee information in the **Subscriber** form.
- 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.

Please note: *Before completion of the application for enrollment, the system will ask you for an "EVENT DATE" and "EFFECTIVE DATE" for your enrollee add/change. Please use the current date (today's date) as the EVENT DATE and the new coverage effective date as the EFFECTIVE DATE.*

Employer Group Demographics & Employer Group Contacts

- From the **Enrollment** activity on the toolbar, select the **Demographics** tab
- You can update your employer group's details with the **Demographics** option.
- You can view your current corporation group contacts' information under **Employer Contacts.**

Employee Admin

From the **Enrollment** activity on the toolbar, select the **Employee Admin** tab.
You can view all employees by search or selecting from display. Click on employee ID link.
For selected employee, you will have options to review **Application**, **Coverages** or **Members** associated with the employee.

- **Application** shows in process requests and status of requests.
- **Coverages** shows employee's current plan, where you will have the option to **Transfer** (change) **Coverage** or **Terminate Coverage**.
- **Members** shows employee's dependents, dates of birth, benefit plan, member IDs, and address. You have the option to **Add Spouse/Dependent, Terminate Dependent, Update Member Demographics,** and **Update Member Addresses.**

Adding Dependents

Process Coverage

- From the **Enrollment** activity on the toolbar, select **Employee Admin**
- Select the **Subscriber**
- Under Employee Members select the **Members** tab.
- Select **+Add Spouse/Dependent**.
- Enter subscriber's information, with option to ✓ Add Dependent(s). 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.

Terminating Coverage

Process Dependent Termination

- From the **Enrollment** activity on the toolbar, select **Employee Admin**
- Select the Subscriber
- Under Employee Members select the **Members** tab.
- Select **-Terminate Dependent, select dependent**.

- Enter the Qualifying Event, Event Date, Termination Date and Termination Reason, click **-Term Dependent**. This will submit the application to Hometown Health, and you can check on the status of applications and Term requests by going to the **Overview** tab at the top left of the page.

Process Subscriber Termination

- From the **Enrollment** activity on the toolbar, select **Employee Admin**
- Select the Subscriber
- Select the **Coverages** tab
- Select – **Terminate Coverage**
- Choose the plan, enter the Qualifying event, event date, termination date, termination reason and select **Term Coverage** at the bottom of the page to confirm.

Site Administrator Delegation of Access

- From the **Admin** activity on the toolbar, select the **Account Requests** tab**,** select **Request New Account.**
- Select **Non-Clinician** and enter all User Information. For the SSN, you will need to enter (5 Ones and the employee's last 4-digits of their SSN) 111-11-XXXX
- Once you Submit Request, you will be provided a reference number that can be used to check status of the request. You can view the status of requests by accessing the **Account Requests** tab.

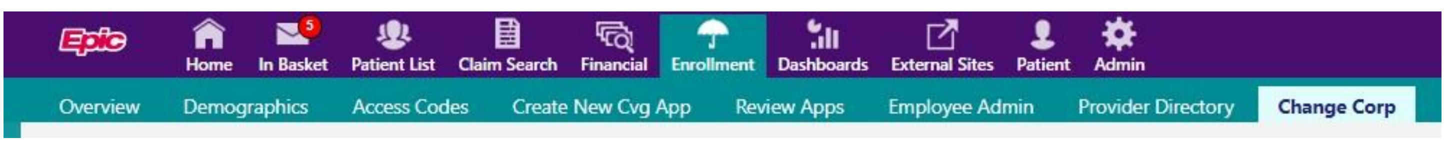
Important Site Admins will have security to unblock users if they have had too many unsuccessful login attempts or have been inactive for a long period of time. For all other blocked reasons, a message will appear asking you to ***call the System Administrator at 775-982-4042***.

Requesting an Additional Site Administrator (***Recommended***)

- From the **Admin** activity on the toolbar, select the **Account Requests** tab**,** select **Request New Account.**
- Select **Non-Clinician** and enter all User Information. For the SSN, you will need to enter (5 Ones and the employee's last 4-digits of their SSN) 111-11-XXXX
- Once the required fields are completed, check the box to **Make this User a Site Administrator.**
- Once you Submit Request, you will be provided a reference number that can be used to check status of the request. You can view the status of requests by accessing the **Account Requests** tab.

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

This application may be used to locate providers and detailed information, but we recommend using the [Hometown Health Provider Directory] for the most current Providers and Health Care Facilities that are in your contracted network.

Need Help?

For technical support or password reset with no delay in response, please call 775.982.4042, available 24hrs. You may also email AccountManagersHTH-HometownHealth@hometownhealth.com for assistance during normal business hours.