



# EmployerAccess online registration guide

Helpful tools to manage your health plan all in one spot

EmployerAccess puts you in charge of your company-sponsored health plan. From one simple, secure website, you can manage the following:

- Enrollments and cancellations
- Changes of address
- Online bill pay
- Transaction history
- Activity reports

Instant access means you'll get the information you need faster. Plus, you'll save time by not having to do things twice. And you don't have to wait to get started. You can register online today.

## Register online now for instant access

If you're an officer of your company, you can self-register for EmployerAccess online using the instructions in this guide. Once you're registered, you can manage access to your EmployerAccess website to suit your needs. Just follow these step-by-step instructions to get started. Make sure you have your tax ID and one of your five most recent invoices. You'll need this information.

### First-time self-registration for EmployerAccess

- 1 Start by going to the *Employer Portal Login* page <https://employer.anthem.com/ca/eea/public/index.html#/login> and selecting **Click here to sign up** It will then take you to the *Self-Registration* page.

EmployerPortal

### Login

Enter Your Login Information

User ID \*

Password (Case Sensitive) \*

Note: After 15 minutes of inactivity the system will log you out automatically and require that you log back in.

Forgot Your Password? [Click here to reset password](#)

For login questions, please call (866) 755-2683.

\* Indicates a Required Field

Login

1 New Group Administrator For Employer Portal? [Click here to sign up](#)

- 2 Enter your group number and choose the **Register Now** button.

Once you enter your **Group Number** on the *Self-Registration* page, the system will validate it. You'll then be taken to the *Group Information* page based on the group number.

EmployerPortal

### Employer Self Registration

Please Enter Group/Case Number \*

Register Now Cancel

EmployerPortal

### Group Information

Group Information

Group Number: A34577

Group Name: LORIS LIFE GROUP

Tax ID Number:

Note: Self Registration is only allowed for Officers of The Company Access for Agents and Brokers may be added to the Employer at their discretion.

Continue on Cancel

### 3 Enter required information.

(Note: You may add access for agents and brokers later.)

If you want to be the Site Administrator, check the **Site Administrator** box.

This allows you to add or disable additional users for your group, including your broker.

You'll also be able to reset passwords for the other users.

After you've put in the required information, select your User Access: Membership Full Access, Membership View Only, and/or Online Group Billing. Next, select the Continue button. Once your information is validated, the system will take you to the *User Agreement* page.

The screenshot shows the 'Add User' form in the EmployerPortal. At the top, there's a progress bar with three steps: Step 1: Group Information, Step 2: User Information (highlighted), and Step 3: User Agreement. Below the progress bar, a yellow banner states: 'Please make sure the information entered is correct. Once submitted, the User ID will be created and cannot be changed. Please make a note of the User ID as you will need it to login once your access is approved.' The 'User Information' section includes fields for 'Site Administrator' (Yes/No), 'Existing Employer User' (Yes/No), 'Existing User ID', 'First Name', 'Last Name', 'Email Address', 'Phone Number', 'Phone Ext.', 'Fax Number', 'Title', 'Broker/Agent' (Yes/No), 'Broker/Agency Name', and 'Generate User ID' (radio buttons). Below this is the 'User Access' section with checkboxes for 'Membership Full Access(Add Change and Terminate)', 'Membership View Only', and 'Online Group Billing(OGB)'. At the bottom are 'Continue >>' and 'Cancel' buttons.

### 4 Next, you'll see the EmployerAccess User Agreement page. Please read through the agreement and accept the terms, enter your electronic signature and select Submit.

Once you select Submit, your registration is complete and you'll get an email with your temporary password. This will let you to log in to EmployerAccess.

The screenshot shows the 'EmployerAccess User Agreement' page in the EmployerPortal. At the top, there's a progress bar with three steps: Step 1: Group Information, Step 2: User Information, and Step 3: User Agreement (highlighted). Below the progress bar, the 'Group Administrator Information' section contains a list of terms and conditions. Below the terms, there's a section for 'I, Test Testing, hereby ask to participate in the EmployerAccess program operated by Anthem, and its affiliates, through the Anthem website.' This is followed by a statement: 'By clicking "I Accept", I understand that I am entering into a legally binding contract and that I am assuming obligations under that contract and that I may have liability if I fail to perform these obligations. By clicking "I Accept", I intend to enter into that contract and assume these obligations. I understand that I should print a copy of this screen for my records.' Below this, there's a section for 'The printable/downloadable copy of the electronically signed Agreement will be available upon successful completion of the self-registration process.' This is followed by radio buttons for 'I Accept' and 'I Do Not Accept'. Below this are fields for 'First Name: Test' and 'Last Name: Testing'. Below these is the 'Electronic Signature:' field, which includes a sub-field for '(First Name Last Name)'. Below the signature field is the 'Signature Date: 05/14/2017' field. At the bottom are 'Submit' and 'Cancel' buttons.

- 5 You can now download or print a copy of the Internet Authorization Agreement for your records.

Select **Finish** to go to the *EmployerAccess Login* page.

The screenshot shows the 'EmployerPortal' header with the Anthem BlueCross logo. Below the header is a green bar. The main content area is titled 'Self-Registration Confirmation'. It contains a green box with a checkmark and text: 'Thank you for your request for access to the Employer Portal. Your User ID is W000002371. Please make note of it or print this page. Once your access has been approved, you will receive an email with your password to access the system.' Below this is a link: 'Click here to download/print a copy of the completed EmployerAccess User Agreement Form.' and a note: 'To add additional authorized users, please click on Admin (a) after logging into EmployerAccess application.' At the bottom is a red 'Finish' button.

- 6 Enter your user ID and temporary password to log in to EmployerAccess.

The screenshot shows the 'EmployerPortal' header with the Anthem BlueCross logo. Below the header is a green bar. The main content area is titled 'Login'. It contains a section 'Enter Your Login Information' with two input fields: 'User ID' (containing 'W000002371') and 'Password' (containing '\*\*\*\*\*'). Below the fields is a note: 'Note: After 15 minutes of inactivity, the system will log you out automatically and require that you log back in.' There are two links: 'Forgot Your Password? Click here to reset password.' and 'New Group Administrator For Employer Portal? Click here to sign up.' At the bottom is a red 'Login' button.

**7** You'll be prompted to change your temporary password.

Please be sure to make note of the new password you select.

**7** Please change your password, verify your email address, select a secret question and enter the secret answer.

Login Information for M5mbu2271  
[Please note that all Passwords are case sensitive. \(Password Rules\)](#)

Current Password: [\*\*\*\*\*]  
New Password: [\*\*\*\*\*]  
Re-enter New Password: [\*\*\*\*\*]

Email Address: [j.smith@company.com]  
Secret Question: [What was your high school mascot?]  
Secret Question Answer: [\*\*\*\*\*] ☐ Display as text

☐ Indicates a Required Field

Note: You will be asked for the answers to your secret question should you forget your password. [\(Access Rules\)](#)

[Continue on](#) [Cancel](#)

**8** You'll then get a confirmation screen showing the new password has been set.

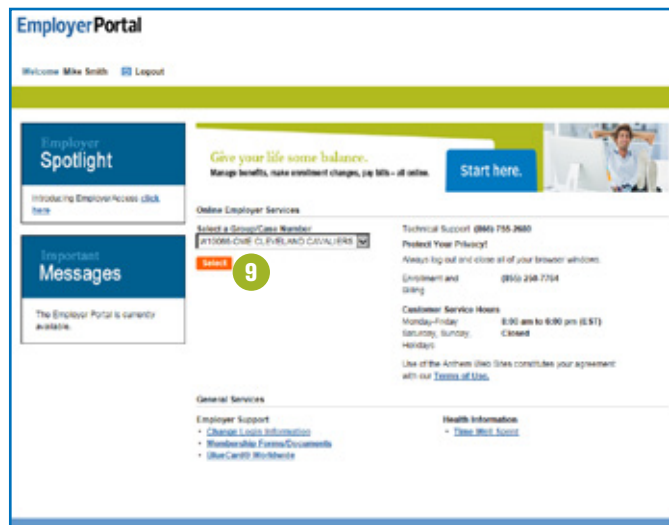
Select **Continue** to go on to EmployerAccess.

**8** Your Login Information was successfully changed.

Login Information for M5mbu2271

[Continue on](#)

- 9 Next, choose **Select** to continue to the *EmployerAccess* overview page.



- 10 You're now ready to view eligibility, process transactions and more.

Site Administrators have additional permissions. If you're a Site Administrator, begin by choosing the **Admin** tab, which other users will not have access to.

Please note: Your screen display may vary depending on your level of access.



## 11 Adding and removing user access is easy.

On the *Admin* page, you can add a new user (such as another employee) or disable an existing user. Select **Add Additional Users**.

The screenshot shows the 'EmployerPortal' interface. At the top, there's a navigation bar with 'Home', 'Admin', 'Membership', 'Employee', 'Billing', and 'Reports'. The 'Admin' tab is selected. Below the navigation bar, the 'Group Details' section is visible. It includes 'Group Information' with fields for 'Group Number' (W1900) and 'Group Name' (ONE CLEVELAND CAVALIERS). Below that is the 'User Information' section, which contains a table of users:

Name	UserID	User Type	Status
Jones, Mike	MD00001010	Site Admin	Active
Smith, John	T000015507	Site Admin	Active
Smith, Mike	MS00092001	Site Admin	Active

At the bottom right of the 'User Information' section, there is a button labeled 'Add Additional Users' with a circled '11' next to it.

## 12 For inquiry-only access, check the box by Membership View Only. To allow editing privileges, check the box by Membership Full Access (Add, Change, and Terminate). To view and pay invoices online, check the box by Online Group Billing (OGB).

Enter the user's information in the required fields. The user will immediately receive an email with a temporary password to log in to EmployerAccess.

Make sure you tell the user their new user ID.

**To grant access to your broker who has a user ID, see step 14.**

The screenshot shows the 'EmployerPortal' interface with the 'Add User' page. The 'User Information' section contains several fields: 'Site Administrator' (radio buttons for Yes/No), 'Existing Employer User' (checkbox), 'Existing User ID' (text field), 'First Name' (text field), 'Last Name' (text field), 'Email Address' (text field), 'Phone Number' (text field), 'Phone Ext.' (text field), 'Fax Number' (text field), 'Title' (text field), 'Broker/Agent' (checkbox), 'Broker/Agency Name' (text field), and 'Generate User ID' (radio buttons for Generate/Other Defined ID). Below the 'User Information' section is the 'User Access' section, which has three checkboxes: 'Membership Full Access (Add, Change, and Terminate)', 'Membership View Only', and 'Online Group Billing (OGB)'. A circled '12' is next to the 'User Access' section. At the bottom, there is a note: 'Note: Clicking on "Submit" will activate the user and send an email with the temporary password. User id must be communicated to the user.' and two buttons: 'Submit' and 'Cancel'.



**13 To remove a user's access, from the Admin page, select the user and then select the Disable button.**

Choose on the Group Information link to return to the previous page.

**14 Give brokers access to EmployerAccess.**

If your broker has a user ID, check the box next to Existing Employer User and enter the broker's user ID in the Existing User ID field. Enter the remaining required information for the broker and choose Submit.

(Note: Brokers only need one user ID and password to access all of their accounts.)

The broker will have immediate access to your group through EmployerAccess.

That's all there is to it. You can begin managing your group faster. With EmployerAccess, you have everything you need to manage your plan efficiently and accurately.