



Dear Member:

Enclosed, please find the step-by-step procedure on how to successfully create a log-in account for anyone who would like to have an access and view the status of all dental claim, vision claim, variable claim, and prescription claim.

1. Complete the Member and or Dependent Log-in account.
2. Set your preferences.

This procedure also applies to the member's dependent(s). Due to HIPAA Laws, dependent(s) are required to have their own log-in account to be created.

Please go to the following website:

**[www.dhclaims.com](http://www.dhclaims.com)**

For any difficulty you may encounter, please do not hesitate to contact DHC office at

(212) 505-5050 Extension 219.

Please be advised, this office follows the HIPAA Law.

Thank you for your cooperation:

Eric

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## My Preferences

The My Preference screen is the screen which the user will see the first time that they log into the system. Once the member presses the save button, this screen will not be presented to the user unless they select the "My Preferences" option from the menu on the left side of the screen. This screen allows the user to select the number of claims per page the system should display when the member views claims, as well as the time period for which the system should automatically display claims.

Member  
View Member Info  
My Plan  
Check Utilizations  
Find Provider  
Assigned Providers  
Claim Status  
Request Id Card  
Talk To Us  
Manage Users  
Member Resources  
**My Preferences**  
My Dependents  
Logoff

Viewing : Buren, Conna - ( M10405 ) - HSP Sample TPA Full-time, HSP Sample TPA Full-time Employees, Effective period: 1/1/2007-12/31/9999

Member #	Subscriber Name	Relationship	Group Name	Plan Name	Eff. Date	Exp. Date
Selected M10405	Buren-Smith, Rudi	Child	HSP Sample TPA Full-time Employees	HSP Sample TPA Full-time	1/1/2007	12/31/9999

1. Select your Coverage:

2. How many claims to display per page: 50 ▼

3. How many days back for claims lookup: Last Week ▼

To save any changes made to this screen, press the Save or Continue button at the bottom of the screen.

## Claim Status

The Claim Status link provides the Member with a way to search for his/her claims to check their status. The Claim Status screen is the default screen which appears each time a member logs into the website. The settings on the "My Preferences" page determine the number of claims and the time period for which claims are shown.

Viewing: Woodclaw, Dan - ( 23233232 ) - Sample Dental Benefit Plan, Dental Demo Group

Search: (Please fill out the search criteria)

Claim Type:  Claim Status:  From:  To:

1 Claim(s) found

Claim Number	Provider Number	Provider Last Name	Provider First Name	Patient Account Number	Est. CEN #	Claim Status	Service Date from	Service Date to
0000016909	P114	BAKER	ERNEST			Pending	7/2/2007	

To search for a claim(s):

- Select a Claim Type – Claim or Pre-estimate.
- Select a Claim Status – All, Pending, Paid, Denied, or Historical.
- Select the dates between which to search for claims.
- Press the Refresh button.
- The search results will display a row for each claim that includes information such as the Claim Number, Claim Status, Form Type, Service Date, Total Charges, Member Name, and Member Number.



The verbiage of each claim status can be customized by each client. These statuses are reference codes configurable on the Reference Codes screen in HSP Administrator.

## Member Log On

The method of logging on to i-Transact is the same for all users regardless of what type of user is accessing the system. Once the i-Transact website is located, a screen similar to the one below appears.

If a User Name and Password has already been issued, enter each into its respective field and press the Logon button.

If a User Name and Password has not already been issued, click on the statement, "[Click here to create a new user...](#)" The following screen appears.

For Question 1, select "Member," and click "Select" next to Question 1. Question 2 automatically appears.

The following fields are shown for question 2 of the Create an Account page.

Fields	Description
Member Last Name	Type the member's last name. The data must match a member already in MediTrac.
Date of Birth	Type the member's date of birth in the mm/dd/yyyy format. The data must match a member already in MediTrac.

Fields	Description
Last Four Digits of Insured SSN	Type the last four digits of the member's Social Security Number. The data must match a member already in MediTrac.
Account User Name	Create a user name for the member.
Account Password	Create a password for the member.
Confirm Password	Retype the password created in the previous field.

## Forgotten Password

If the primary web user (the first user created for each entity) forgets their password, they have the ability to reset it. This is done by completing the same information used to create their account. To access the screen on which they can reset their password, select "Forgot Password" from the Logon screen. A screen similar to the one below appears.

**Reset Password**

1. Choose the TYPE of user you would like to reset password for: Member ▼ Select

The user should select their type of user, Member click the "Select" button. The questions that appear next depend upon the user type selected. The user should complete the questions presented, including their current user name to reset their password.

**Reset Password**

1. Choose the TYPE of user you would like to reset password for: Member ▼ Select

2. Enter the following account information below:

Member Last Name:

Date of Birth (mm/dd/yyyy):

Last Four Digits of Insured SSN:

Account User Name:

New Password:

Confirm Password:

Reset Password

The following fields are shown for question 2 of the Reset Password page.

Fields	Description
Member Last Name	Type the member's last name. The data must match a Member already in MediTrac.
Date of Birth	Type the member's date of birth in the mm/dd/yyyy format. The data must match a Member already in MediTrac.

Fields	Description
Last Four Digits of Insured SSN	Type the last four digits of the member's Social Security Number. The data must match a Member already in MediTrac.
Account User Name	Type a user name for the member.
New Password	Create a new password for the member.
Confirm Password	Retype the password created in the previous field.

## View Member Info

The View Member Info link displays the member's general demographic information as found in the HSP system. If the member has an assigned Primary Care Physician (PCP), the provider's information is displayed at the bottom of the screen. A link is provided (circled in red below) to allow the member to acquire a map to the provider's office.

Member		Viewing : <u>Buren, Corina</u> - ( M10405 ) - HSP Sample TPA Full-time, HSP Sample TPA Full-time Employees, Effective period: 1/1/2007-12/31/9999	
<b>View Member Info</b>	<b>Personal Information</b>		
My Plan	Name:	Corina Buren	
Check Utilizations	DOB:	10/14/1990	Address:
Find Provider	Sex:	Female	17 Parkwalk Lane
Assigned Providers	Marital Status:	N/A	Apt 4
Claim Status	Home phone:	5165552481	HICKSVILLE, NY 11801 US
Request Id Card	Email:	cburen@anywhere.com	Work phone:
Talk To Us	Language(s):	English (Primary)	N/A
Manage Users	<b>Coverage - 01/01/2007 - 12/31/9999</b>		
Member Resources	Group Name:	HSP Sample TPA Full-time Employees	Group Number:
My Preferences	Benefit Plan:	HSP Sample TPA Full-time	TPA-Full
My Dependents	Subscriber Number:	M10801	Employer Name:
Logoff	Subscriber Name:	Buren-Smith, Rudi	Subscriber Policy Number:
	Member Number:	M10405	Relationship:
			Child

A list of coverage slices for the Member that includes the Group Name, Benefit Plan, Subscriber information, and coverage dates is provided in the Coverage section.

## My Plan

The My Plan link will display a Summary of Benefits for the Member. The Summary of Benefits will look similar to the following.

Member  
View Member Info  
**My Plan**  
Check Utilizations  
Find Provider  
Assigned Providers  
Claim Status  
Request Id Card  
Talk To Us  
Manage Users  
Member Resources  
My Preferences  
My Dependents  
Logoff

Viewing : Buren, Corina - ( M10405 ) - HSP Sample TPA Full-time, HSP Sample TPA Full-time Employees, Effective period: 1/1/2007-12/31/2007

Parameters | **Group Tree** | 1 / 13 | 100%

Main Report |

Dental  
Medical  
Pharmacy  
Vision

Click "Group Tree" to show the levels on the left.

**SUMMARY OF BENEFITS**  
HSP Sample TPA Full-time

	In Network	Out of Network
<b>Dental</b>		
Dental Diagnostic		
Comprehensive Oral Exam	<ul style="list-style-type: none"> <li>\$100,000 Aggregate Stop Loss Max</li> <li>\$25,000 Specific Stop Loss Max</li> </ul>	
Emergency Limited Oral Exam	<ul style="list-style-type: none"> <li>\$100,000 Aggregate Stop Loss Max</li> <li>\$25,000 Specific Stop Loss Max</li> </ul>	
Emergency Oral Exam	<ul style="list-style-type: none"> <li>\$100,000 Aggregate Stop Loss Max</li> </ul>	



If no active coverage is available, users will receive an error message displaying that no active coverage has been located for the member.



## Check Utilizations

The Check Utilizations link allows the member to view the liabilities that they have used and the next date on which a liability can become available.

Member: **Buren, Corina - ( M10405 ) - HSP Sample TPA Full-time, HSP Sample TPA Full-time Employees, Effective period: 1/1/2007-12/31/2010**

View Member Info  
My Plan  
**Check Utilizations**  
Find Provider  
Assigned Providers  
Claim Status  
Request Id Card  
Talk To Us  
Manage Users  
Member Resources  
My Preferences  
My Dependents  
Logoff

Member  
Start Date:  End Date:

\*Note - Next Available Date and Units will only be provided when the End Date for Utilizations is set to today

Liability Type Description	Liability Item Description	Period Start Date	Period End Date	Units Used	Unit Value	Unit Type	Period	Next Available Date	Units Available	Step Down Benefit Name
Individual Deductible	\$1,000 Individual Annual Deductible	1/1/2009	12/31/2009	\$0.00	\$1,000.00	Dollars	1 Calendar Years	N/A*	\$1,000.00	
Individual Deductible	\$1,000 Individual Annual Deductible	1/1/2010	12/31/2010	\$0.00	\$1,000.00	Dollars	1 Calendar Years	N/A*	\$1,000.00	
Major Medical Lifetime \$ Maximum	\$5,000,000 Lifetime Maximum	1/1/1900	12/31/9999	\$6,365.53	\$5,000,000.00	Dollars	1 Lifetime	11/3/2010	\$4,993,634.50	
Maximum Out Of Pocket	\$1,000 Maximum Out of Pocket	1/1/2009	12/31/2009	\$375.00	\$1,000.00	Dollars	1 Calendar Years	N/A*	\$1,000.00	
Maximum Out Of Pocket	\$1,000 Maximum Out of Pocket	1/1/2010	12/31/2010	\$0.00	\$1,000.00	Dollars	1 Calendar Years	N/A*	\$1,000.00	
Aggregate Stop Loss Max	\$100,000 Aggregate Stop Loss Max	1/1/2009	12/31/2009	\$3,314.20	\$100,000.00	Dollars	1 Benefit Year	N/A*	\$98,414.68	