



NEW ONLINE SERVICES FOR MEMBERS

You can now login to our NEW website, which is secure and HIPAA compliant, to view claim status, eligibility, and plan benefit information. You can also download forms and ask and receive answers to your questions. We hope you will enjoy the enhanced services provided by our new site.

Start by navigating to: www.groupresources.com

- 1) **CLICK ON “Portal Access”** in the top right portion of the screen then click on “Employees can” then you will be re-directed to a login screen.
- 2) **IF YOU HAVE NOT CREATED AN ACCOUNT PREVIOUSLY, CLICK CREATE ACCOUNT** and follow the directions to register. All the information you need can be found on your ID card. If you have created an account previously, go to Step #4.
- 3) **CREATE YOUR OWN USER NAME AND PASSWORD.** Pick a username and password only you will know. You will be prompted to choose a hint question and answer. This protects your account and allows you to reset your password if you ever forget it.
- 4) **SIGN IN AND USE THE SYSTEM** – You now have access to claims, eligibility, and benefit information!

KEY FEATURES



COVERAGE & BENEFITS – this section contains your plan booklet, precertification information, and links to your PPO and pharmacy vendors.

ELIGIBILITY - This will also show effective dates of coverage for you and your dependents



MEMBER RESOURCES – this section contains medical and dental claim forms. You'll also find a Claims Identification Record Form which can be attached to any claim that you submit directly to us. You can also download an authorization form for your spouse/dependents to fill out; this grants you access to their medical information.



CLAIMS – This section shows processed claims. For your convenience, you can submit questions about any claim directly from the claim view. Just click either: “Ask if this claim has been paid;” “Ask why more was not paid;” or, if you have a different question, click “Ask a general claim question” and manually type your question into the form.

ADDITIONAL FEATURES



MESSAGES – tracks your requests and replies. All questions and answers submitted through the web are handled over this secure site. Each has a time and date stamp for your convenience. When you login you will be notified if you have any new mail.



PROFILE – contains your user login information and is where you can change your password.

COMMON QUESTIONS



How current is the information?

Claim status and employee eligibility information is updated daily.

Is the information secure?

The patient information and your profile are managed in a system that meets the requirements as set forth by HIPAA for Privacy and Security of Personal Health Information.



Healthier employees for healthier businesses.