

Welcome to the Patient Advocates Online Services User Guide. This document is provided to assist you in using the website sponsored by Patient Advocates, LLC. The website is available 24 hours a day, 7 days a week.

Online Access

Sign-Up

To create a user account, click on the Member "Sign-up" link on the login screen as seen below.

The screenshot shows the Patient Advocates, LLC website. The header includes the logo and navigation links for Home and Getting Started. On the left side, there are sections for Members and Providers, both with a circled "Sign-Up" link. Below these is a login form with fields for Username and Password, and a "Login" button. The main content area features a welcome message and a collage of medical-related images.

You must accept the license agreement to continue the sign-up process.

The screenshot shows the "Registration" page with a "License Grant" section. The text describes the legal agreement between the user and the website producers. At the bottom, there are two buttons: "Agree" and "Disagree", with the "Agree" button circled in red.

After accepting the agreement, you will need to complete the registration form. The registration form contains two sections: "Personal" and "Create User ID (Username) and Password".

In the "Personal" section, enter your personal information for verification. The email address you enter will receive notifications of new claims activity. We do not share, rent or sell email addresses.

In the "Create User ID (Username) and Password" section create a username and password. A hint question is required for use in the instance that you forget your username or password.

Registration

Please fill in the fields below to create an account on the system. For validation enter your Date of Birth, Last Name, 5 digit Zip Code and Email Address. Enter your Group Number and Member ID as it appears on your ID card or Welcome Letter. Click continue at the bottom of the page when complete.

Need an E-Mail Address? [Hotmail](#) [Yahoo](#)

Personal

* Date of Birth:

* Last Name:

* Zip Code:

* E-Mail Address:

* Group Number:

* Confirm E-Mail Address:

* Member ID (Spouses add "-1"):

Create User ID (Username) and Password

* Username:
(At least 3 characters/Must begin with a letter)

* Password:
At least 8 characters/Alpha-numeric and special characters -_!#\$%&*~^{\?/+

* Hint Question:
(Select a hint question or enter your own below)
...Pick from the list or enter your own below...

Enter your own here:

*Denotes a required field.

For your protection, the system validates the information you enter. If it is unable to do so, you will receive the following message:

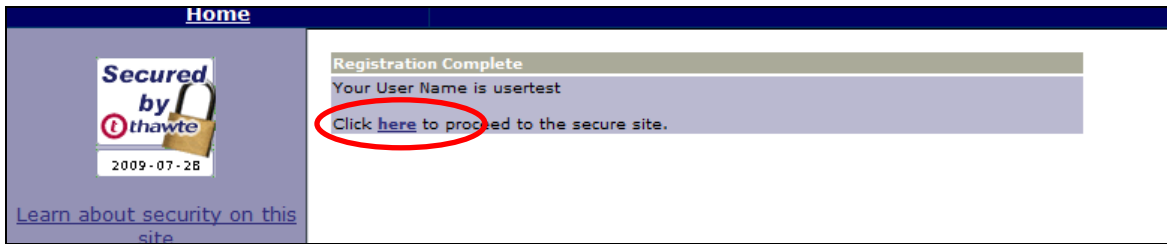
**The personal information you entered cannot be validated with our system!
Please check to make sure you entered everything correctly.**

Common causes of sign-up validation errors:

- Password entered with less than 8 characters
- Account is for a spouse. In this instance, enter "-1" after the member ID found on your card. (ex: 50099999-1)

For security purposes, the system prevents more than 2 attempts to create an account. Should you need assistance, contact Customer Service at 1-800-290-8559 or customerservice@patientadvocatesllc.com.

You will receive a confirmation screen once you have successfully created an account. Click on the link to start viewing your information.



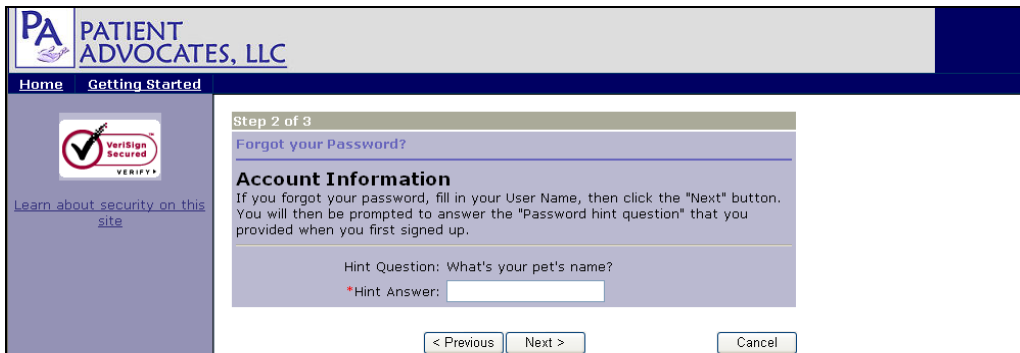
Login

To login, enter the username and password you created during the sign-up process and click on the "Login" button.



Forgot Username or Password

If you forget your username or password, click on the appropriate link below the Login button and follow the instructions. Your "hint" question and answer will be used for security, and your username or password will be emailed to the address specified upon signup.



Online Services Information

Now that you have successfully signed up and logged in, you will be able to view your eligibility and claims information online. The links available at the top and left sections of the page provide the navigation needed to perform eligibility and claim searches and much more.

Welcome Screen

Once you are logged in, the home page will appear. Your last login date and email address are noted on the home page. If your email address has changed, click on the "Update E-mail" link to go to the Personal Profile page. Another item on the home page is a "News" section where important announcements are posted.

The following quick links are available at the top of the page as you navigate throughout the website:

Home – Returns you to the home page.

Request Tracking – Allows you to view the history of questions and requests submitted online to Customer Service.

Personal Profile – Provides access to modify your online account information. You may change your email address, hint question and answer, and your password.

Logoff - Ends your online session and returns you to the login screen.

The screenshot shows the Patient Advocates, LLC website. At the top, the logo and name 'PATIENT ADVOCATES, LLC' are visible. Below the logo is a navigation bar with links: Home, Request Tracking, Personal Profile, and Logoff. These links are circled in red. On the left side, there is a 'My Menu' sidebar with a tree view structure. Under 'Patient Advocates, LLC', there are links for 'My Benefits' (Eligibility Status, My Claims, Plan Documents, PPO Links) and 'My Resources' (Announcements, Contact Us, Documents and Forms, FAQs, Links). Under 'SYSTEM', there are links for 'System Services' and 'System News'. A red arrow points to the 'System News' link. The main content area displays 'Welcome TEST USER' and 'Welcome to Patient Advocates Internet Services'. Below this, there is a section titled 'Our state-of-the-art website puts benefits and claims information at your fingertips.' with several small images. On the right side, there is a 'News' section with 'System News' and a link for 'Trouble seeing everything on the screen?'.

"My menu" on the left side of the screen contains a list of programs and services to which you have been subscribed. The items listed are based upon your eligibility and plan.

Eligibility Status

To verify the eligibility status for yourself or any dependents under the age of 18, click on the "Eligibility Status" link on the menu. A list of covered members is displayed. The eligibility details can be found by clicking on a member's name.

Note: Spouses will be unable to view each other's information. The new online system has been designed with the Health Insurance Portability and Accountability Act (HIPAA) in mind. What some families are doing is sharing logins and passwords to facilitate access. This allows them to review each other's claims but the site itself maintains HIPAA compliant. Given the law's prohibitions and the range of people we serve, prudence dictates we maintain uniform HIPAA compliance in our systems.

[Member Eligibility - Members - Sam Jones](#)

Additional information regarding benefit coverage may be available online. To review a benefit booklet, select the "Plan Documents" link on the menu. To confirm participating providers, select the "PPO Links" item on the menu.

[Click here if you have a plan coverage request or question.](#)
[Please send me a new I.D. card](#)
[What is my coverage effective date?](#)
[Have you received my Change Form, and has it been approved? Do you require any additional information?](#)
[Is the following healthcare provider, doctor or facility, such as a hospital or nursing home, a member or a participating provider in my plan or network?](#)
[Can you forward a copy of a Creditable Coverage Certificate?](#)

[Online View](#) | [Print View](#)

Subscriber					
Group #:	300				
Employee Name:	Sam Jones				
Address:	4401 Southern Cir Kirkland, MN 17960				
Member No:	6666666600	DOB:	01/05/1962	Gender:	Male
Original Effective Date:	03/01/2004	COBRA EE:	No	COB:	No

Above the Eligibility information are questions and requests that can be submitted through the website.

My Claims

To view your medical claims history, click on the "My Claims" link in the menu. There are 3 search options: Quick, Date Range, and Claim Number Search.

If multiple claims are found, a list is provided.

By clicking on a claim number, the individual claim is displayed.

Claim questions – If you have a question regarding the claim displayed, a list of questions are noted above the claim statement that can be submitted through the website.

[My Claims - Search Results - View Claim](#)

Additional information regarding benefit coverage may be available online. To review a benefit booklet, select the "Plan Documents" link on the menu. To confirm participating providers, select the "PPO Links" item on the menu.

[Click here if you have a claim request or question.](#)
[Have you received my claim?](#)
[Have you paid my claim?](#)
[Why was my claim denied?](#)
[My claim was paid, but why wasn't more of my claim paid?](#)
[Was the remaining balance of the claim I submitted due to a deductible or out-of-pocket/copayment amount? If so, how much?](#)
[Did you request and receive information from me or from the provider needed to process my claim?](#)
[If required, did the provider obtain prior authorization/precertification for the treatment or service performed?](#)
[Does my plan provide benefits for expenses incurred for treatment or services when they are provided out-of-state or out-of-the country?](#)

[Online View](#) | [Original EOB View](#) | [Print View](#)

CLAIM DETAIL FOR - N636186001	
Claim Identifiers	
Group	300 - Demo Group
Division	088 -

Plan Documents


Where available, your current Summary Plan Documents and other benefit plan links are found by clicking on the "Plan Documents" link on the menu.

PPO Links


PPO Links provide you with links to help you search for a provider.

PPO Links


To search for a provider, click on the following link:



To search for a provider outside of your primary geographical area, click on the following link:



To access pharmacy drug vendor information, click on the following link:



Announcements

Notifications will be posted within the "News" box on the home page. You will also find these notifications by clicking on the "Announcements" link on the menu.

FAQs

To view a list of frequently asked questions, click on the "FAQs" link on the menu. Click on the question to have the answer revealed.

Contact Us

If you have any questions and need to contact Patient Advocates, contact information can be found by clicking on the "Contact Us" link. You may submit a request or question online by clicking on the "Contact Us Securely Online" link.

Address, Phone Numbers and Email Information

Mailing Address
Patient Advocates
P.O. Box 1959
Gray, ME 04039

Phone Numbers
Toll-Free: 800-290-8559

Email Addresses
Customer Service
customers@patientadvocatesllc.com

[Contact Us Securely Online](#)