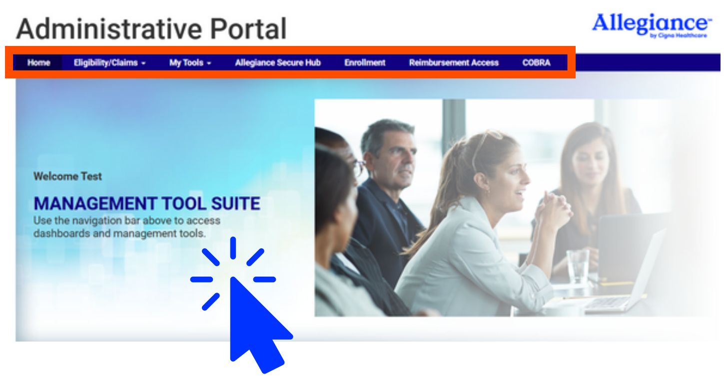
Employer Portal Walkthrough Guide

Allegiance℠ by Cigna Healthcare

Click here to watch a video walkthrough of the Employer Portal. Contact your Allegiance Account Team for any questions after reviewing this guide.

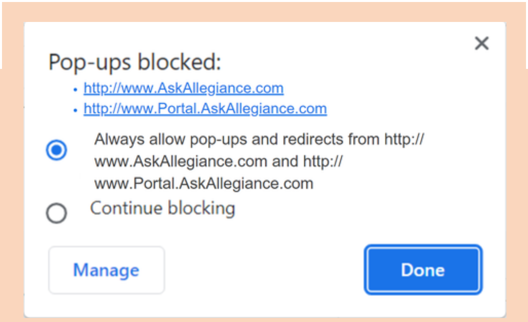
At Allegiance, our number one priority is taking care of our clients and members. The Allegiance Employer Portal puts benefits and claims information at your fingertips.

This guide walks through every page linked in the navigation pane of our online Employer Portal. The following pages may differ from your Employer Portal based on your health plan and the available programs.



Please Note

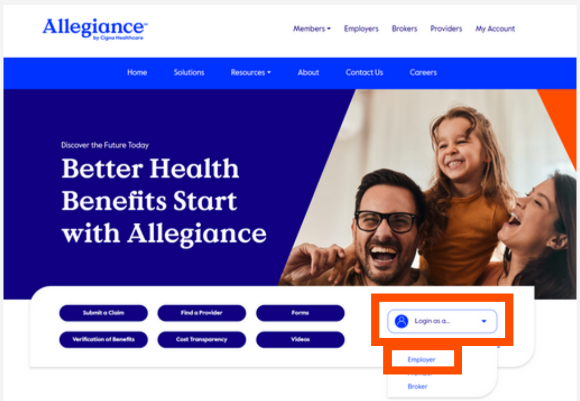
To be able to view all ID Cards, EOBs, and other important information, please be sure to "**always allow" pop-ups** from **www.AskAllegiance.com** and **www.Portal.AskAllegiance.com**.

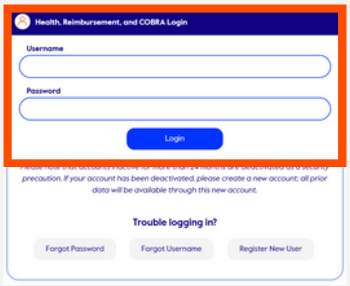


Before you log in, be sure to **obtain your login credentials**. You will receive these from your Account Team via secure email.

Once you have received your account credentials, log in at AskAllegiance.com. Click on **Login as a...**, then **Employer.** Enter your credentials and click **Login**.

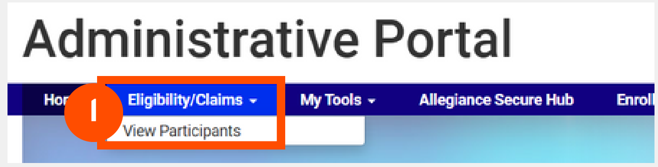
Groups with a custom Allegiance website may also log in via the login button on their custom site.



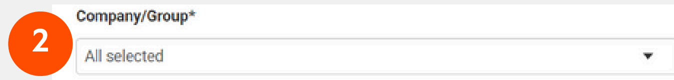


Eligibility/Claims Tab

1. Click on **Eligibility/Claims**, then **View Participants** to view participant eligibility and claims information.



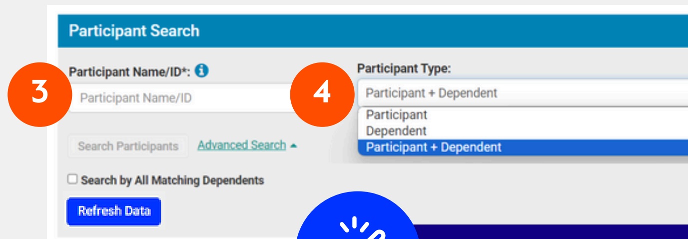
2. If you manage multiple groups, select your desired group under the **Company/Group** drop down bar.



3. Under **Participant Name/ID**, type in the first, last, or whole name of a participant or the participant's health plan ID number.

4. Choose the **Participant Type** from the drop down menu.

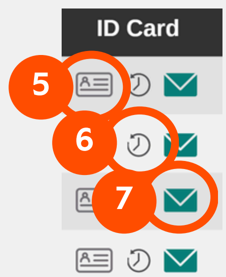
   If searching for a Dependent that may have a different last name than the enrolled participant, click **Advanced Search** and check the box next to **Search by All Matching Dependents.** Then click **Refresh Data.** All participants matching your search results will appear below.



Search for multiple members under a group by putting a space or comma in the search box between each name.

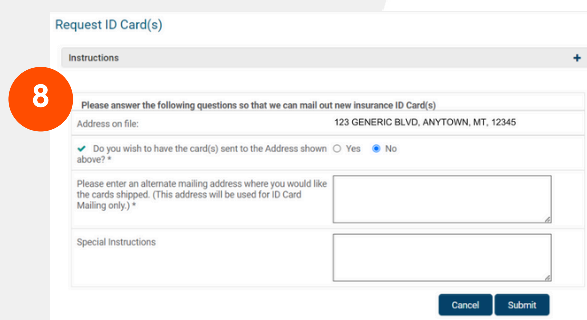
5. Under the ID Card column, click on the **ID Card icon** to display the participant's ID card as a PDF in a new tab in your browser.

6. Click on the **blue clock-like icon** to view ID Card request history.



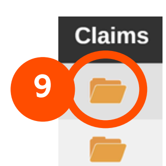
7. Click on the **green envelope icon** to request a new physical ID card. The mailing address for this request will default to the current address on file for the enrolled employee.

8. If you wish to have the card mailed to someone on the participant's plan that resides at a different address, **first check "No"** when asked if you wish to have the card sent to the address shown. Then **enter the alternate mailing address** where you would like the card mailed. In the Special Instructions box, indicate any special notes, such as how many cards you would like shipped. Then click **Submit.**



This address will be used for ID card mailing only and will not change the primary mailing address on the account.

9. Click on the **yellow folder icon** under the Claims tab to view **In-Process claims** at the top of the page and **Processed claims** further down the page.



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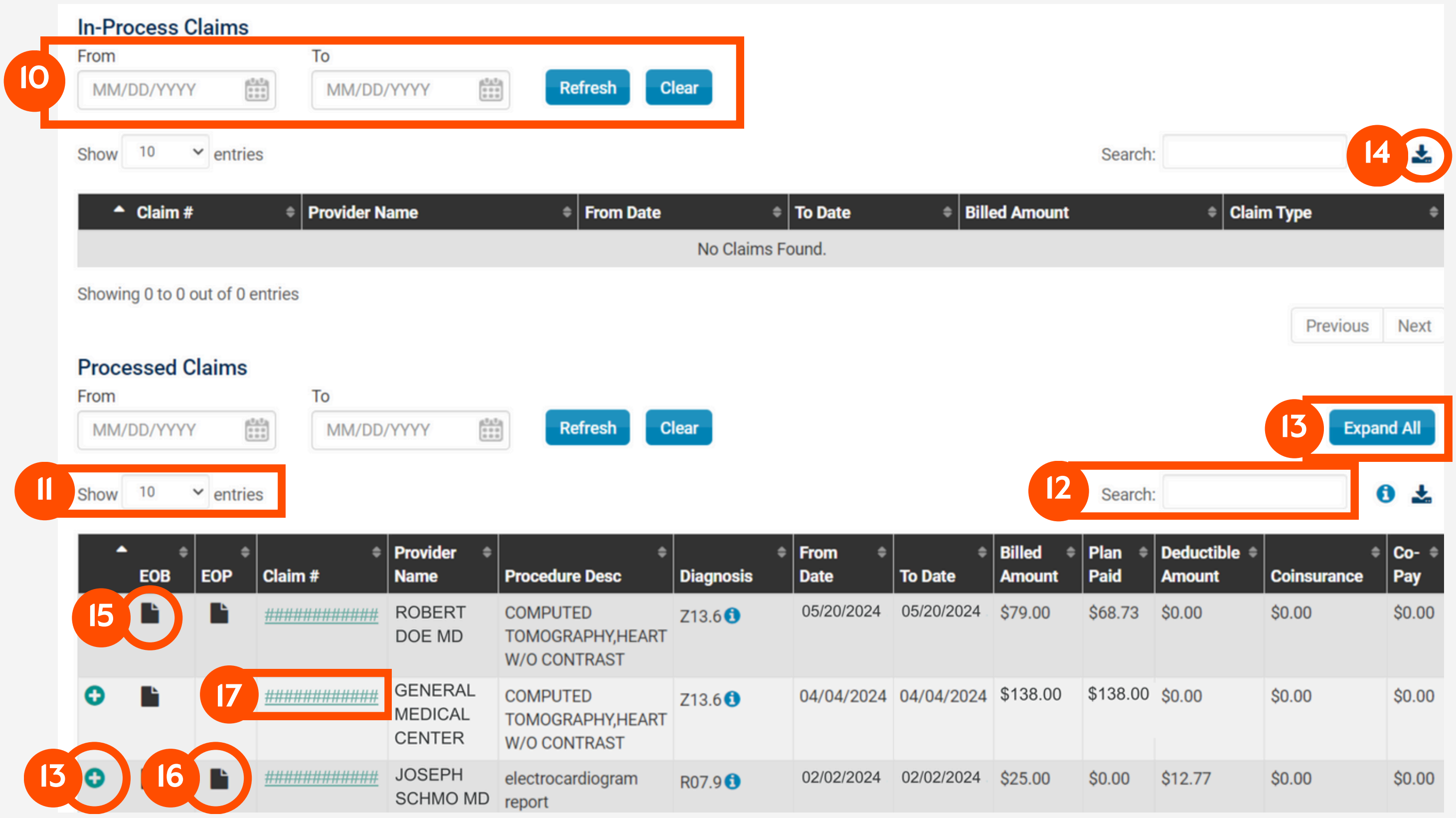


10 In each of these sections, you can **filter the results** to be within a chosen range of dates by **adjusting the "from" and "to" settings.** After changing these settings, click the **Refresh** button to apply the filters.

11 Click on the **Show 10 Entries** dropdown menu to change how many claims you can view on this page, or, use the numbered pages, previous, or next buttons to view more.

12 To search for a specific claim, type a keyword or phrase into the search bar. You can search for information from any field and can type in anything from "$50 claim", the name of a specific provider, a date of service and more. Results will automatically appear.

13 Use the **Expand All** button or click on the **plus sign in the green circle next to a claim** to expand the view for more information about that claim.

14 Export all filtered information into a Microsoft Excel document by clicking on the **export button**. The exported file can likely be found in your downloads folder or wherever you have set your downloads to save on your device.

15 For a full look at the Explanation of Benefits (EOB) for a processed claim, click on the **paper icon in the EOB column**. This will open up the EOB document in a new tab in your browser.

16 Click on the **paper icon in the EOP column** next to a claim to view all Explanation of Payment information for that claim.

17 Click on the **hyperlinked claim number** to view additional details about this claim.

Return to the Participant Search page by clicking on the **Back** button in your browser's navigation bar.

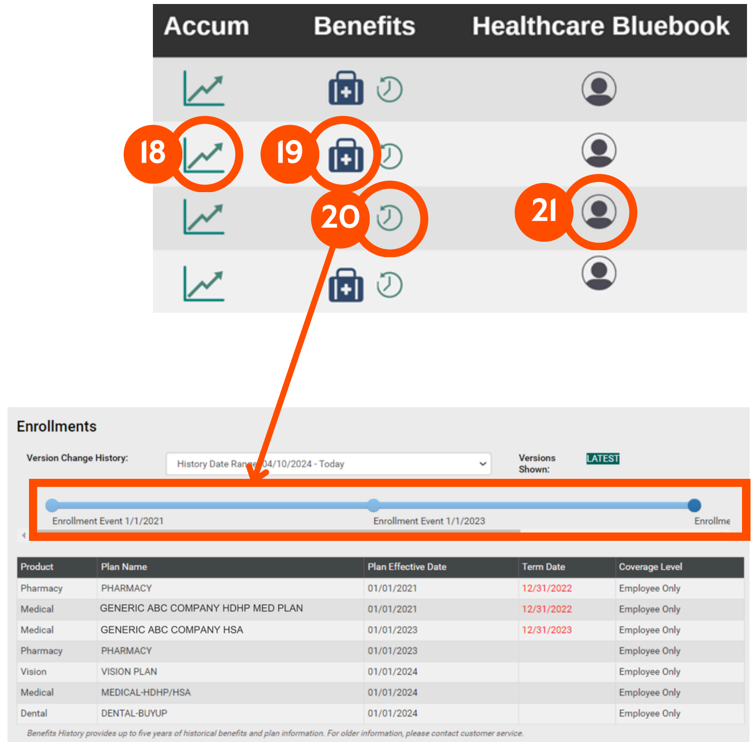
Eligibility/Claims Tab (continued)

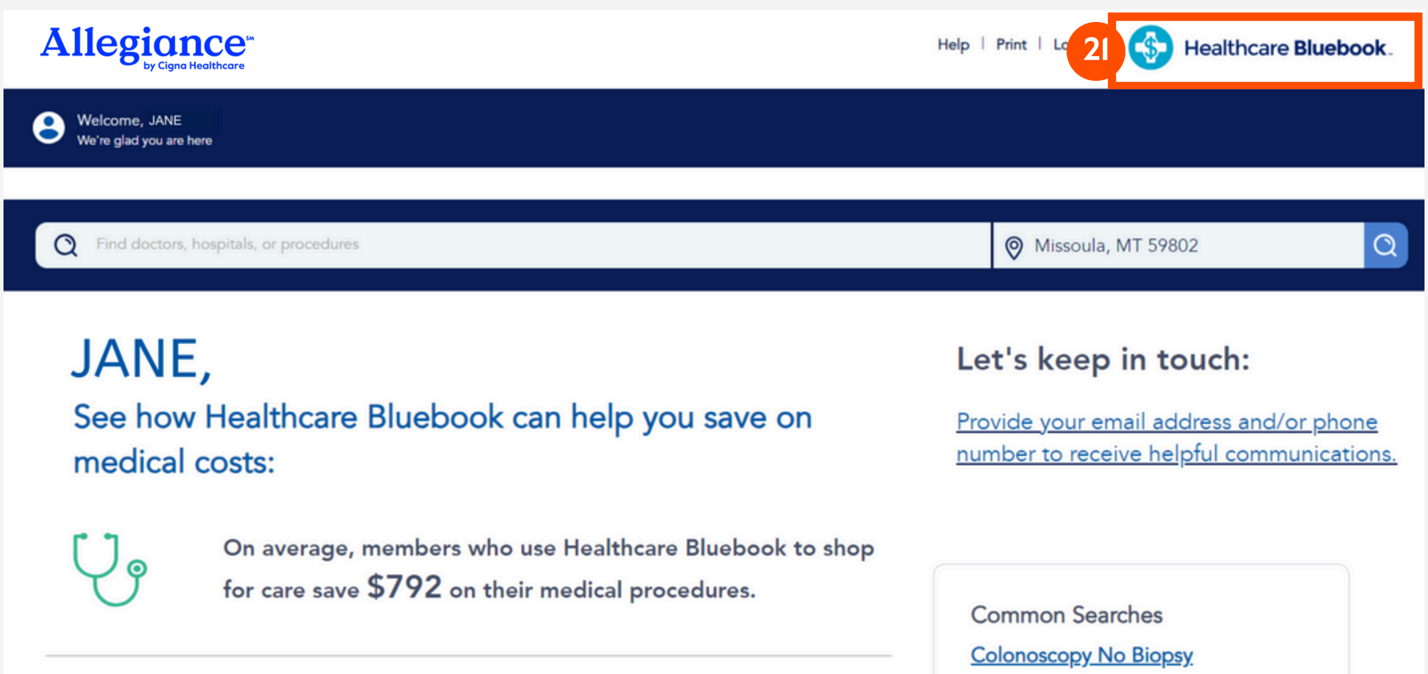
18 Click the **green graph icon** under the Accumulators tab to view all accumulator information like deductibles, coinsurance, and other accumulator amounts.

19 View the current benefits summary for the participant by clicking on the **blue medical bag icon**. Here you'll also find any prior benefits the participant was previously enrolled in.

20 Click the **green clock-like icon** to view Benefits history for this participant and any dependents that may also be enrolled. **Click through the timeline of events** to view changes throughout the participant's plan history.

21 Click on the **person icon** under Healthcare Bluebook to search for hospitals, doctors, procedures and more as that participant through **HealthcareBluebook.com.**





My Tools Tab

1 Under the My Tools menu, **The Activities tab** will display any recent ID card requests and their current fulfillment status.

2 Manage and download your Summary Plan Description and other published documents in the **My Documents tab.**

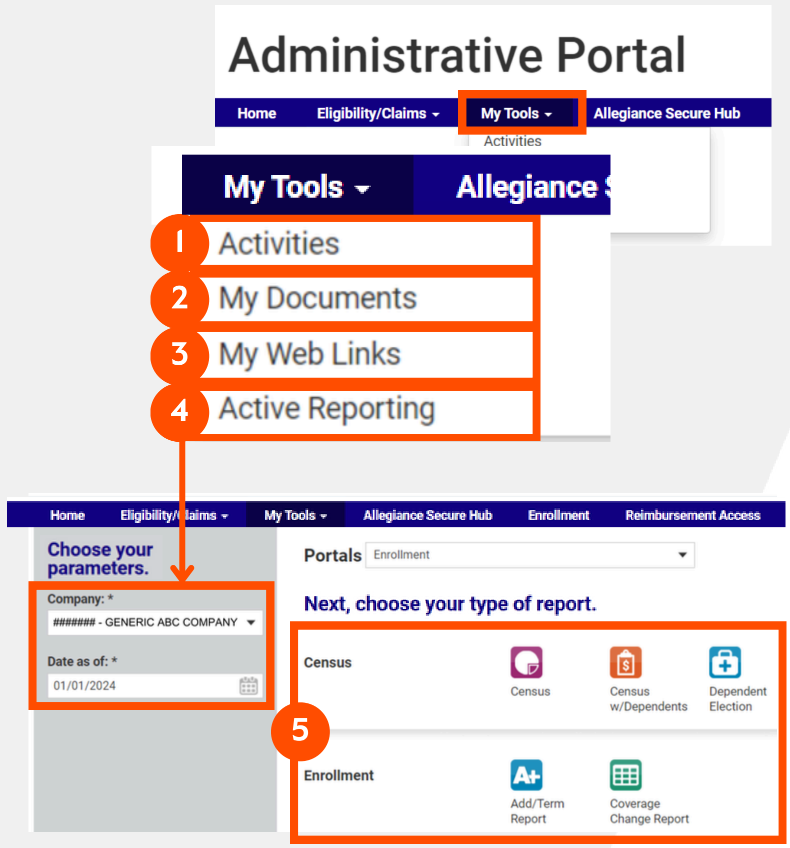
3 Click on **My Web Links** for quick access to our Verification of Benefits page, a link to your Pharmacy provider, Reimbursement Forms, Health Forms, a link to Cigna for a Cigna Provider Search, a link to your Telemedicine provider, and our Allegiance Submit a Health Claim page.

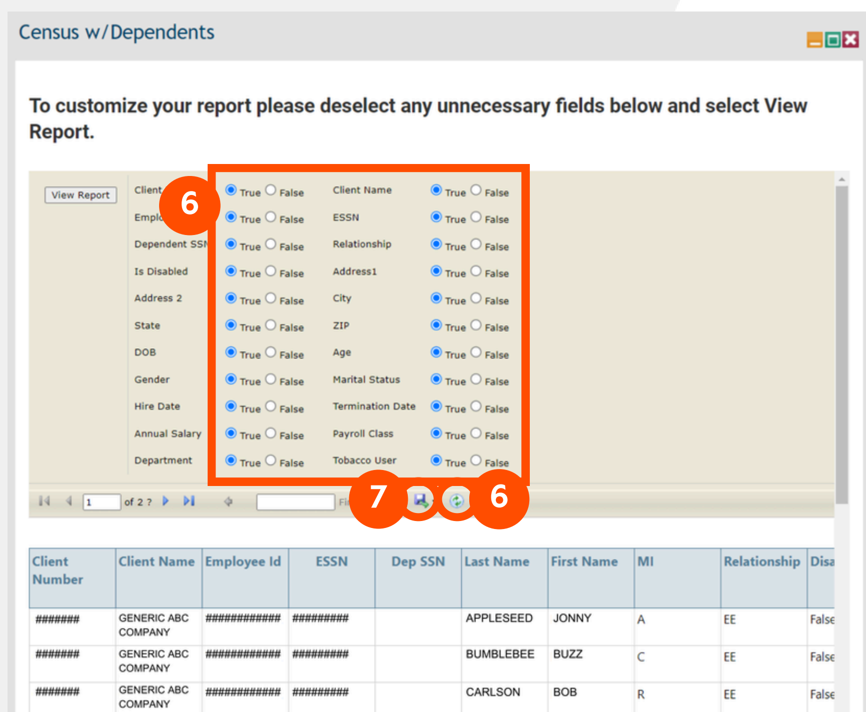
4 Click on **Active Reporting** to view census and enrollment data for your group. Choose your group from the **Company drop down menu**, then choose the **as of Date** and click **Apply**.

5 Next, choose the **type of report** you would like to run.

6 Filter the results with the **True or False buttons**, then click the **Refresh** icon.

7 Click the **Download icon** to export the report to an Excel spreadsheet.





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Allegiance Secure Hub, Enrollment Reimbursement Access, & COBRA Tabs

1 Allegiance Secure Hub | 2 Enrollment | 3 Reimbursement Access COBRA

1. Click on the **Allegiance Secure Hub tab** to share and receive secure information between you and your Allegiance Account Team.

2. If your group utilizes Allegiance's Comprehensive Enrollment Wizard (CEW), the **Enrollment tab** will be viewable in your navigation menu.

3. If Allegiance administers your group's Reimbursement Accounts and/or COBRA benefits, more information will be found under these tabs.

Pop-up blockers must be disabled for these functions.

Please be sure to "**always allow**" pop-ups from www.AskAllegiance.com and www.Portal.AskAllegiance.com.

When you're finished reviewing information through the Allegiance Employer Portal, **remember to log out by clicking on the Log Out button** in the top right of your screen.

Log Out

For any other questions on the Allegiance Employer Portal, reach out to your Allegiance Account Team.

We're here to help!