

## **Employer Portal Frequently Asked Questions (FAQs)**

### **General**

#### **Q: What is the Employer Portal?**

**A:** The Employer Portal is a secure system that provides registered users the ability to manage their employer accounts and communicate with AvMed about their account, members, benefits and other information.

#### **Q: What internet browsers can I use with the Employer Portal?**

**A:** The Employer Portal was designed for FireFox, Chrome and Safari. All features may not be fully functional with Internet Explorer. If you have problems entering or viewing information, please contact your designated AvMed Representative.

### **Registration**

#### **Q: How do I register for access to the Employer Portal?**

**A:** If you have AvMed group coverage, you simply need to enter the Employer Name, AvMed Account ID, and Federal Tax ID provided to you in your Employer Group Welcome Packet. If you do not know your AvMed Account ID, please call 1-800-882-8633 for assistance.

#### **Q: If I don't have an AvMed Account ID, what can I do?**

**A:** Please call 1-800-882-8633 for assistance.

#### **Q: How will I know when my registration has been processed?**

**A:** You will receive a confirmation email about your Employer Portal registration.

#### **Q: What if I forget my Sign In credentials?**

**A:** If you do not know your Sign In credentials, click on "Forgot Your Password?". You will be taken to a screen to enter your User ID and reset your password.

#### **Q: What if I want to change my password?**

**A:** You can change your password at any time from your profile page. Please note, you must know your current password to make the change. Be sure to follow the on screen instructions when creating your new password.

#### **Q: How do I know that my information is protected and secure?**

**A:** The Employer Portal was designed with a high level of security to ensure user and employer information is protected.

## **Employer Portal**

### **Q: What options are available for customers on their portal and menu?**

**A:** Dashboard, Quotes, My Application, Employer Details, Welcome Employer Name, Secure Messages, Manage Employees, Invitations, Reports and Invoice.

### **Q: What will I be able to do on the Employer Portal?**

**A:** As an employer you will be able to see your company detail and membership at a glance, manage your membership, pull reports, pull your invoices, request ID cards, send secure messages and more.

## **Administrators**

### **Q: Who will have access to the Employer Portal?**

**A:** The designated administrator for the employer, typically the owner, executive, high-level manager, or an individual designated to act on the employer's behalf would register to the portal. The administrator is responsible for managing the specified employer account in Employer Portal.

### **Q: How many administrators can there be for a client?**

**A:** There must be at least one administrator for a client in the Employer Portal. Each employer determines the number of administrators associated with the account. The administrator can send invitations to provide access to others to join the Employer Portal.

### **Q. Still have questions about Employer Portal?**

**A:** The User Guide provides how-to processes and other details about the Employer Portal. Access it from any screen in the Employer Portal by selecting the User Guide menu option.