



thehealthplan.com

Employer Web Manual



**GEISINGER
HEALTH PLAN®**

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Introduction

Welcome to the Employer section of thehealthplan.com. This employer Web manual details the information necessary for Employer Group Super Users to use the administrative function of the secured Employer section of thehealthplan.com.

Definitions

GHP Employer Representative – a GHP Employee that is the liaison between GHP and the Employer Group.

GHP Group Number – the 6-digit unique group number assigned by GHP for each Employer.

Employer Group Service Agreement Executor – the person from the Employer Group who signs the contract between GHP & the Employer.

Employer Group Super User – an employee of the Employer Group who has full access to the secured Employer section of the Web site and is responsible for adding and terminating other Employer Group Users.

Employer Group User – an employee of the Employer Group that can access the secured Employer section of the Web site but can not add or delete other Employer Users.

GHP Personal ID Number – an 8-digit random number that is sent by e-mail to each new User from the GHP Web Security Administrator. This number is required when creating a user name and password or using the forgotten password procedure.

User Roles

Employer Group Super User

As an Employer Group Super User, you are able to use all functionality of the secured Employer section of the Web site. You also have the ability to grant access for other Employer Group Users by adding and managing additional logins.

Employer Group User

An Employer Group User has full access to the secured Employer section, but does not have the ability to add or manage other Employer Group Users.

Account Information

An online employer account has been established for your organization to access the secured Employer section of the Web site. Only one account is allowed per company. You have been designated as the Employer Group Super User for your company. Each User needs a unique user name and password to access the Employer section of the Web site. Your user name and password are for your use only and should not be shared. For more details on our site's security measures and your responsibilities, click on "Terms of Use" on the site.

Initial Registration

To access the secured Employer section of thehealthplan.com, you will first need to select a user name and password by following the steps below.

1. After you receive an e-mail from the GHP Web Security Administrator which contains your GHP Personal ID Number, go to thehealthplan.com.

2. Click on "**New User Registration.**"

3. Click on "**Employer.**"

4. The next screen is titled "Employer Registration for User Name and Password." On this screen, enter your:

GHP Company Zip Code

Group Number (6 digits)

GHP Personal ID Number

Then click on "**Register**"

Your group number can be found on your premium billing statement and group service agreement. If you do not have these documents please contact the person that authorized your access to thehealthplan.com.

5. Accept the "Terms and Conditions" of the Web site.

6. The next screen is titled "**Choose Your User Name and Password.**"

Pick any user name & password that you would like as long as your password is 6-18 characters and contains at least one number. Do not use double letters or double numbers in your password.

7. Choose a challenge question and answer. If you should forget your password in the future, click on the "Forgot your Password" button, and type in the answer to the question that you chose, and you will be able to choose a new password.

8. After you have successfully registered, you will be able to enter the user name and password that you chose on the "Employers" screen to login to the Web site in the future.

Managing Web Access

After activating your account, you will be responsible for managing access to the Web site for your company. If there is a need to have other users established to access the Health Plan's Web site, you will be able to allow and remove access by clicking on the "Manage Web Access" button in the secured Employers section of our site. This page will list all current users that you granted access to your company's information.

Add an Employer Group User

Each Employer Group is set up to have one Employer Group Super User and up to three Employer Group Users. If your Employer Group has a need to have more users to have access to the website, please contact our GHP Web Security Administrator at webdatacoordinator@thehealthplan.com for more information.

Add an Employer Group User:

1. Click on the "Manage Web Access" button on the left navigational bar.
2. Click on the "Add New User" link.
3. Enter the user's name.
4. Enter the user's phone number and e-mail address.
5. Enter the work mailing address for the user.
6. Click on the "Submit" button.

An e-mail will then be sent to the user at the e-mail address that you provided from the GHP Web Security Administrator with the necessary steps for that user to complete registration.

Modify an Employer Group User's information:

1. Click on the user's name.
2. Re-type any information that needs to be updated.

Deactivate an Employer Group User

If an Employer Group User no longer needs access to the secured Employer section of the site, it is your responsibility to deactivate their access. See below for information on deactivating a user. As a reminder, we will send a letter to you biannually with a list of all current active users under your account.

If you no longer need access as the Employer Group Super User, the Employer Group Service Agreement Executor for your company should submit a new Change Employer Group Super User Registration Form to have a new Super User appointed for your account. A copy of this form can be found on page 9. This form can also be found in the secured Employer section of thehealthplan.com under the "Print Forms" button. If you have questions, contact your GHP employer representative.

Deactivate an Employer Group User's access:

1. Click on the user's name.
2. Click on "Terminate User."
3. Click "OK" to "Are you sure you want to terminate this user?"

To reactivate an Employer Group User's access:

If an Employer Group User's access has been deactivated, follow the steps under "To add an Employer Group Super User" to reinstate access.

Forgotten Password Procedure

During the initial registration process, all users are asked to select a challenge question and answer. If you forget your user name or password in the future, follow the steps below to view your user name or reset your password:

1. Click on "Enter Login Information" and then "Forgot Your Password?"
2. Enter your GHP Group Number (6 digits).
3. Enter your GHP Personal ID Number (this can be found on the e-mail sent to you by the GHP Web Security Administrator).
4. Enter your Company Zip Code.
5. Click on "Submit."
6. Answer the Challenge Question you selected when you registered for the site.
7. The next page will show your user name and ask you to select a new password.

If you lost your GHP Personal ID Number, or if you can not remember the answer to your challenge question, please contact our Web Security department by e-mail at webdatacoordinator@thehealthplan.com or by phone at (570) 271-5366.

Employer Group Users also need their Personal ID Number to reset their password. If they no longer have their Personal ID Number, you can resend it to them via e-mail by logging in, clicking on "Manage Web Access," clicking on their name and clicking on "Resend."

Contact Us

For website assistance:

Email: webdatacoordinator@thehealthplan.com

Phone: (570) 271-5366 M-F 9-5

GHP Sales Offices:

Danville	(570) 387-1114
Harrisburg	(717) 909-3351
Scranton	(570) 341-2020
State College	(814) 238-0018
Wilkes-Barre	(570) 821-2300



Employer Group Super User Registration for thehealthplan.com

Date: _____

New Change

Group/Company Name: _____

Employer Group Super User Information

Name: _____

Company Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ E-mail Address: _____

I agree to have the above named person act as Super User for our company to access the secured Employer section of thehealthplan.com with all rights and responsibilities, including allowing other employees to access the secured Employer section of the website. If this person should leave the company, a change form must be submitted to Geisinger Health Plan.

Requestor:

Signature of Contract Executor

Phone

Name (Print)

E-mail Address

Company Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Signature of GHP Employer Representative

Date

Employer Group Number

Return this form by fax to: (570) 271-7218 Attention: Web Security Administrator



Employer Group Super User Registration for thehealthplan.com

Date: _____

New Change

Group/Company Name: _____

Employer Group Super User Information

Name: _____

Company Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ E-mail Address: _____

I agree to have the above named person act as Super User for our company to access the secured Employer section of thehealthplan.com with all rights and responsibilities, including allowing other employees to access the secured Employer section of the website. If this person should leave the company, a change form must be submitted to Geisinger Health Plan.

Requestor:

Signature of Contract Executor

Phone

Name (Print)

E-mail Address

Company Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Signature of GHP Employer Representative

Date

Employer Group Number

Return this form by fax to: (570) 271-7218 Attention: Web Security Administrator

