

2019

CBA Blue ONLINE ACCESS

MEMBER MANUAL

Welcome to CBA Blue Online. CBA Web Access is a feature offered by CBA Blue for its Members. With this feature, you can utilize the internet to review your Enrollment, Summary Plan Description (SPD), Claims/EOBs, deductible accumulation and other information 24 hours a day, 7 days a week. This manual provides a brief overview of the application's primary functionality.

CBA Blue takes your privacy seriously. All information is password-secured and is encrypted in transit through a secured website. To ensure confidentiality, users each have a separate user ID and password. Any active subscriber or dependent may establish an account. However, to maintain confidentiality, subscribers are unable to view claims for their dependents age 12 or older without a completed Authorization to Release Information Form on file at CBA Blue. This form can be located on the Member Tab at www.cbabluevt.com/members.

CBA Blue ACCESO EN LÍNEA

MANUAL DEL MIEMBRO

Bienvenido a CBA Blue Online. El Acceso Web de CBA es una función que ofrece CBA Blue para sus miembros. Con esta función, puede utilizar Internet para revisar su inscripción, descripción resumida del plan, reclamaciones/explicaciones de los beneficios, acumulación de deducibles y otra información las 24 horas del día, los 7 días de la semana. Este manual proporciona una breve descripción de la funcionalidad principal de la aplicación.

[Haga clic aquí para español!](#)



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Getting Started

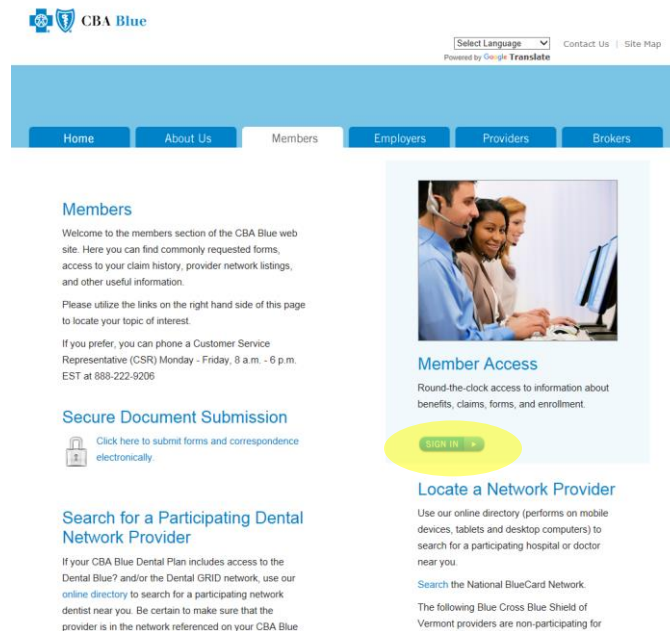
This section describes how to log-on to CBA Blue Online. The site is compatible with all standard web browsers.

Navigating to Your Main Employer Page

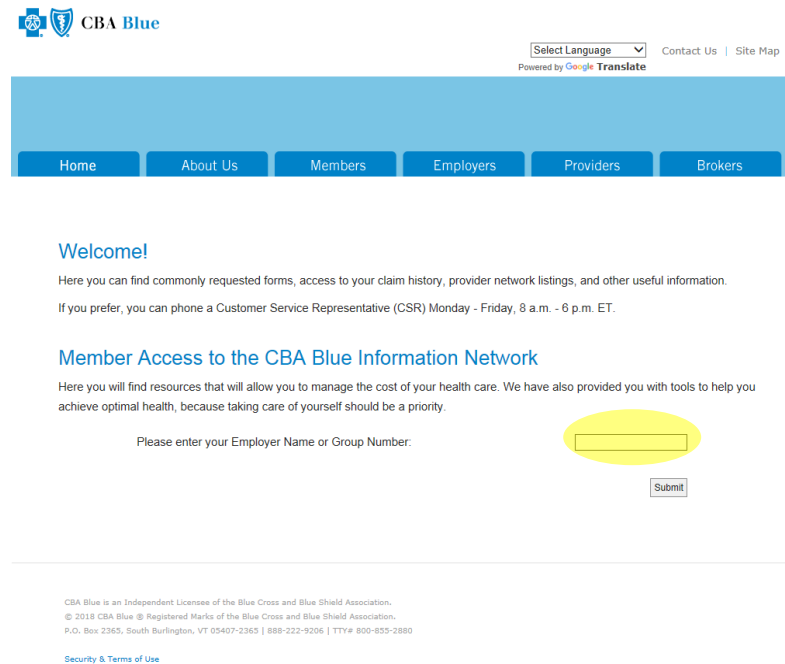
1. To access the CBA home page, point your browser to <http://www.cbabluevt.com/>
2. Select “Members” from the top navigation bar.



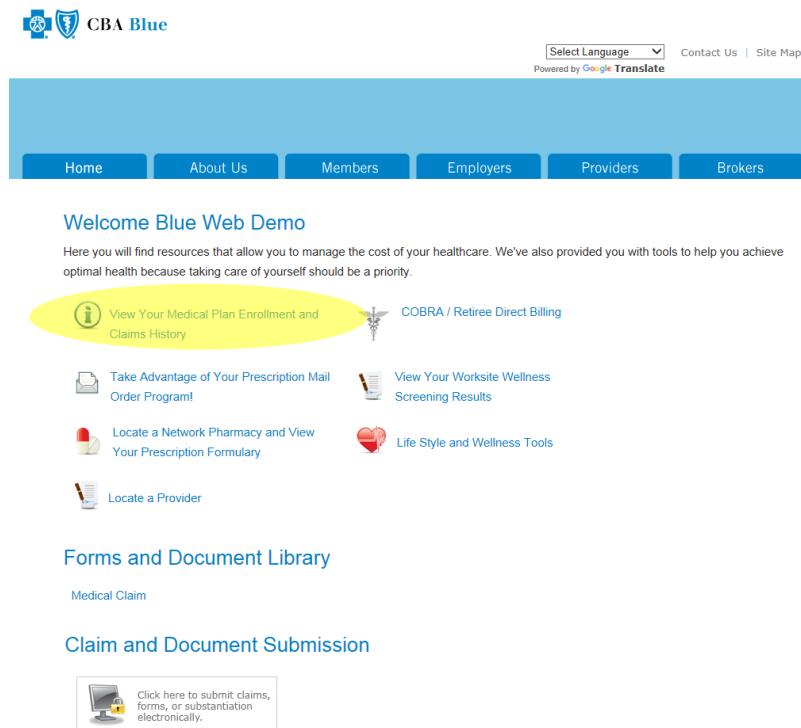
3. On the page that returns, select the “Sign In” button located underneath the heading **Member Access**



4. Next, enter your Employer Name or Group Number and click the “Submit” button.



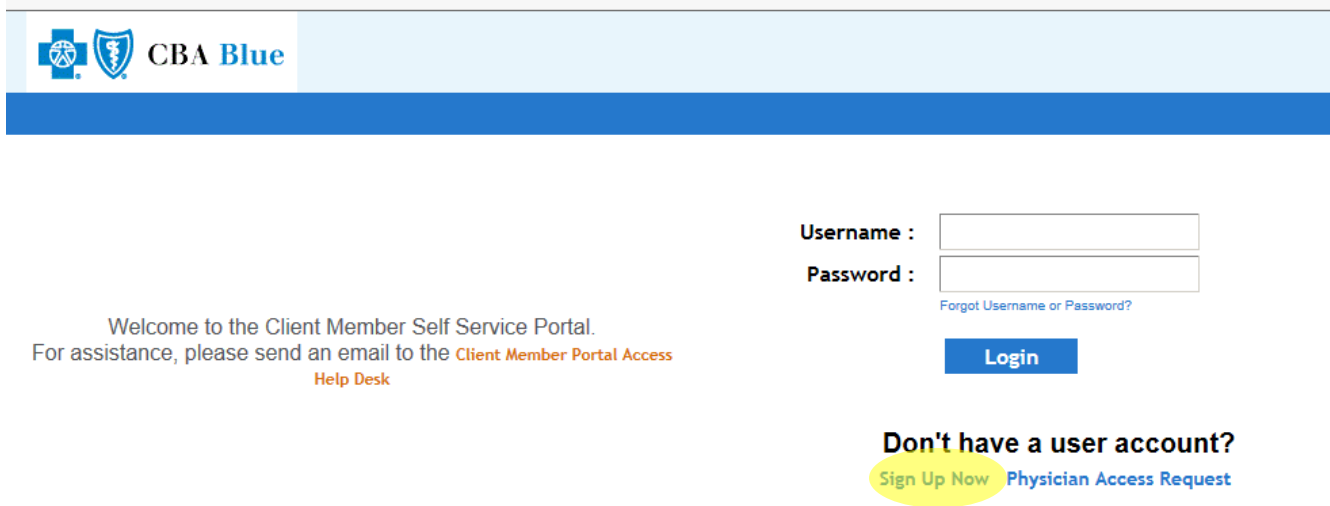
5. You have now landed on your employer specific mini-page. The links supplied on this page are specific to your particular benefit offerings and will vary by employer group. Select the link “[View your Medical, Dental and Enrollment Claims History](#)”. Your link name may vary slightly, based upon your employer group plan offerings.



New User Registration

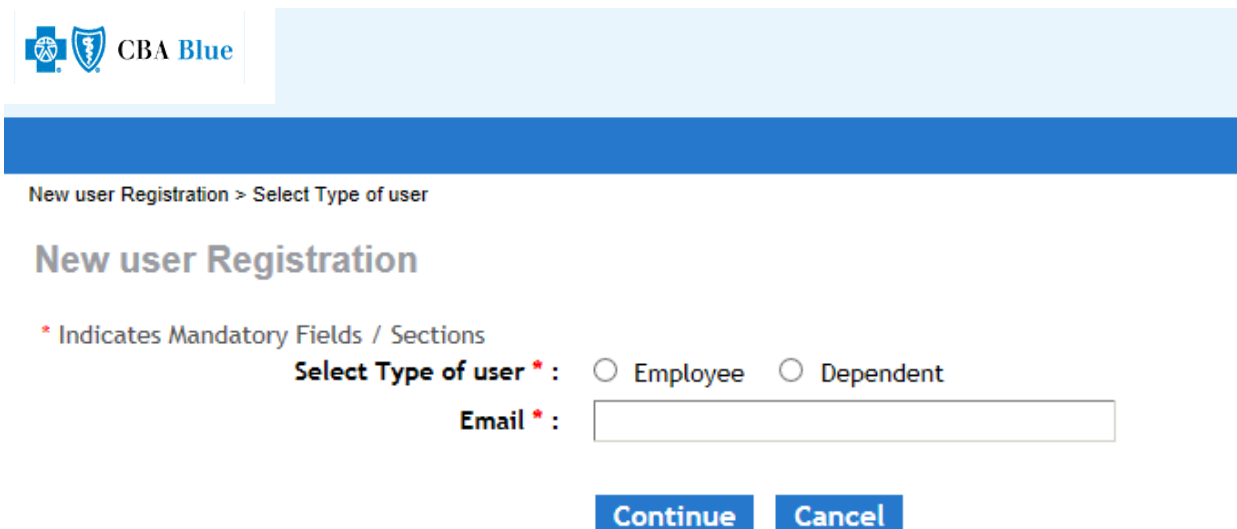
Members must have a Username and Password to proceed to the secure content area of the CBA Blue application.

1. To begin the New User Registration process, select the "Sign up Now" link.




The screenshot shows the CBA Blue login page. At the top left is the CBA Blue logo. Below it, there is a welcome message: "Welcome to the Client Member Self Service Portal. For assistance, please send an email to the [Client Member Portal Access Help Desk](#)". To the right, there are input fields for "Username" and "Password", with a "Forgot Username or Password?" link below the password field. A blue "Login" button is positioned below the password field. Below the login area, there is a section titled "Don't have a user account?" with two links: "Sign Up Now" (highlighted in yellow) and "Physician Access Request".

2. Next, select the Type of user (Employee or Dependent) and enter a valid email address.



The screenshot shows the "Select Type of user" registration page. At the top left is the CBA Blue logo. Below it, the breadcrumb "New user Registration > Select Type of user" is visible. The main heading is "New user Registration". A note states: "* Indicates Mandatory Fields / Sections". Below this, there are two radio button options: "Select Type of user * : Employee Dependent". Below the radio buttons is an input field for "Email * :". At the bottom, there are two blue buttons: "Continue" and "Cancel".

- Now, enter your Participant ID (from your CBA Blue Member Identification Card), your Social Security Number, First/Last Name, DOB and Postal Code (Zip). Click "Continue" to proceed.



New user Registration > Employee

New user Registration

* Indicates Mandatory Fields


Credentials

Participant ID * :

Social Security Number * :


First Name * :

Last Name * :

Date of Birth * : 

Postal Code * :

- Provided that you entered all information correctly, the system will retrieve a matching record. Verify the results by reviewing the Group, Name and Address fields. Click "Continue".



New user Registration > Employee > Matching Records

New user Registration - Matching Records

Information

System has found one record. If this is the correct one, please click "Continue" button.

Select	Block of Business	Group	Division	Member	Address
<input checked="" type="radio"/>	DEMO - Demonstration and Training	00001 - WEBCO	0001	George Jetson 100210855	37 Industrial Drive Suite E Exeter, NH 03833 Rockingham UNITED STATES

5. Now, create a Username and Password and choose a Security Question and Answer. Click “Continue”.

CBA Blue

New user Registration > Employee > Security Question

New user Registration - Security

* Indicates Mandatory Fields

Username & Password

First name * : George
Last name * : Jetson
Username * : gjetsen
Password * : ●●●●●●
Confirm Password * : ●●●●●●

Security Question *

Security Question * : favorite pet
Security Answer * : Astro

[Continue](#) [Cancel](#)

Passwords are case-sensitive and must contain a combination of upper-case letters, lower-case letters and numbers. They may be up to 20 characters long and can contain special characters (which are *not* mandatory). Passwords are valid for 365 days. You will be notified of expiring passwords 2 weeks before hand.

6. You will now be presented with a Summary of your registration. Verify the information and electronically “Sign” the form by typing your First and Last Name in the field provided. Click “Continue”.

CBA Blue

New user Registration > Employee > Security Question > Summary

New user Registration - Summary

* Indicates Mandatory Fields

Credentials

Group :
Participant ID :
Social Security Number :
First Name :
Last Name :
Date of Birth :
Postal Code :

[Edit](#)

Security Question

Security Question * : favorite pet
Security Answer * : Astro

[Edit](#)

Electronic Authorization Signature

First and Last Name * : George Jetson
Date * : 05/19/2017

[Continue](#) [Cancel](#)

7. You have successfully registered. Click “Go To Login Page” and enter your Username and Password.



[New user Registration](#) > [Employee](#) > [Security Question](#) > [Summary](#) > [Confirmation](#)


Confirmation

Congratulations!
You have been successfully registered.

[Go To Login Page](#)

Preferences

Located in the top right navigation of the return page, choose the “Preferences” link. The Preferences link allows you to change your password, update your email address or modify your security question at any time. You may also choose formatting for date and number to your liking.

Preferences Print Logout
user: mattaferg | Logged in at : 11:31:38 AM EST

[Home](#) [Accumulators](#) [Claim](#) [Eligibility](#) [Resources](#)

[Home](#) > [user Settings](#)

Preferences

* Indicates Mandatory Fields / Sections

Address

[View History](#)

Residence Address

Name :
Address 1 :
Address 2 :
Address 3 :
City :
State :
Zip :
County :
Country :

Contact Information

Mobile 1:	<input type="text"/>	Ext:	<input type="text"/>	Mobile 2:	<input type="text"/>	Ext:	<input type="text"/>
Home 1:	<input type="text"/>	Ext:	<input type="text"/>	Home 2:	<input type="text"/>	Ext:	<input type="text"/>
Work 1:	<input type="text"/>	Ext:	<input type="text"/>	Work 2:	<input type="text"/>	Ext:	<input type="text"/>
Fax 1:	<input type="text"/>			Fax 2:	<input type="text"/>		

Preferences

[View History](#)

user ID :

First Name * :

Middle Name :

Last Name * :

Suffix :

Password : [Change Password](#)

Language * :

Date Format :

Number Format * :

Email Address :

Security Question * :

Security Answer * :

Apply These Paperless Settings to ALL of My Dependents

[Save](#) [Reset](#) [Cancel](#)

Home Tab

The Home page displays a snapshot of your recent Claims & Transactions, Coverage Type(s) and current Deductible/Out of Pocket Accumulation. You are presented with two search functions: “Search For Claims” and “View Member Details”. Each will bring you to their respective tab, either “Claim” or “Eligibility”.

The screenshot shows the CBA Blue Home page. At the top, there is a navigation bar with 'Home', 'Accumulators', 'Claim', 'Eligibility', and 'Resources'. The 'Home' tab is active. Below the navigation bar, there are two main sections: 'Recent Claims & Transactions' and 'Summary'.

Recent Claims & Transactions

Date of Service	Status	Type	Charge
01/06/2018	PAID	Medical	34.42
11/16/2017	PAID	Medical	3.00
11/16/2017	PAID	Medical	125.00
11/16/2017	PAID	Medical	98.59
05/24/2017	PAID	Medical	15.87
01/25/2017	PAID	Medical	1793.00
01/24/2017	PAID	Medical	389.00

Summary

Member Name : [Redacted] Current Status : Active
 Participant ID : [Redacted] Social Security Number : [Redacted]
 Date of Birth : [Redacted] Original Benefit Effective Date : [Redacted]
 # of Dependents : 1 Coverage Thru Date : [Redacted]
 Current Benefit Effective Date : 01/01/2016

Product	Plan ID	Coverage Type	Other Coverage
Major Medical		Employee and Spouse	none

Medical

Deductible Out Network \$3000 single/\$6000 family	0.00
Deductible In Network \$1000 single/\$2000 family	0.00
OutOfPocket Out Network \$6000 single/\$12000 famil	0.00
OutOfPocket In Network \$3000 single/\$4500 family	0.00

Claim Search

The “Search For Claims” feature allows you search for claims by member, date of service or a particular claim number. Note that you are automatically brought to the Claim Tab.

The screenshot shows the CBA Blue Claim Search page. At the top, there is a navigation bar with 'Home', 'Accumulators', 'Claim', 'Eligibility', and 'Resources'. The 'Claim' tab is active. Below the navigation bar, there is a 'Claim Search' section.

Claim Search

* Indicates Mandatory Fields / Sections


Search Options

Show Claims For : --Select--
 Service Date From : [Date Picker]
 Service Date To : [Date Picker]
 Claim Number : [Text Input] [Text Input] [Text Input] All other fields not required and ignored if claim number is used

Search Clear Cancel

View Member Details

The “View Member Details” feature allows you to quickly view your current enrollment selection(s). Here, you will find your basic demographic information, as well as your association to your employer group’s plan(s) and the level of your coverage. Note that you are automatically brought to the Eligibility Tab.



[Preferences](#) [Print](#) [Logout](#)
 user: mattafery | Logged in at : 11:31:38 AM EST

Home
Accumulators
Claim
Eligibility
Resources

[Home](#) > [Eligibility](#)

Eligibility

[View Claims](#) | [View Accumulators](#)

Demographic

First Name :	Date of Birth :	Social Security Number :
Middle Name :	Age :	Participant ID :
Last Name :	Gender : Male	
Suffix :	Relationship to Insured : Self	
Block of Business :		Home Phone :
Group :		Work Phone :
Division : 0001		
Department :		Number of Dependents : 1

Residence Address

Address 1 :
Address 2 :
Address 3 :
City :
State :
Zip :
County :
Country : USA

Coverage

Status : Active	Original Benefit Effective Date : 01/01/2016	Coverage Thru Date :
Division : 0001	Current Benefit Effective Date : 01/01/2016	

[View Coverage History](#)

Product	Coverage	Plan	Level of Coverage	COB	Provider
Major Medical	Yes		Employee and Spouse	No	

Back

Recent Claims & Transactions

If you have recent Claims and/or Transactions, you may click on any Date of Service to view detail.

Recent Claims & Transactions

Date of Service	Status	Type	Charge
01/06/2018	PAID	Medical	34.42
11/16/2017	PAID	Medical	3.00
11/16/2017	PAID	Medical	125.00
11/16/2017	PAID	Medical	98.59
05/24/2017	PAID	Medical	15.87
01/25/2017	PAID	Medical	1793.00
01/24/2017	PAID	Medical	389.00

Summary

Member Name : [Redacted] Current Status : [Redacted]
 Participant ID : [Redacted] Social Security Number 004
 Date of Birth : 06/ [Redacted] Original Benefit Effective Date : 01/01/2016
 # of Dependents : 1 Coverage Thru Date : [Redacted]
 Current Benefit Effective Date : 01/01/2016

Product	Plan ID	Coverage Type	Other Coverage
Major Medical		Employee and Spouse	none

Medical

Deductible Out Network \$3000 single/\$6000 family	0.00
Deductible In Network \$1000 single/\$2000 family	0.00
OutOfPocket Out Network \$6000 single/\$12000 famil	0.00
OutOfPocket In Network \$3000 single/\$4500 family	0.00

Upon clicking on a date of service, the claim details for that transaction will appear. Click “View Explanation of Benefits” to view the associated EOB.

Claim Details

View Explanation of Benefits | View Eligibility | View Accumulators

Claim Type : Major Medical Claim Number : 218-0000034206-00 Date of Service From : 01/06/2018
 Date of Service Through : 01/06/2018 Received Date : 01/08/2018 Block of Business :
 Group : Network : Social :
 Participant ID :
 Claim Status : PAID Status Date : 01/19/2018
 Patient DOB : 06/ Patient Gender : Male
 Medical Record # : Total Charge : 34.42 Total Payment : 24.42
 Payment Method : 1 CHK/TRN ID : 20180108183001 Payment Date : 01/12/2018
 Payment Reconciliation Status : ISSUED Institutional Bill Type :

Service Line Details

Date	Units	Charge	Not Paid	Reason	Discount	Covered	Deductible	Co Insurance %	Co Insurance \$	Payment Amount
01/06/2018 - 01/06/2018	1	34.42	10.00	49	0.00	24.42	0.00		0.00	24.42
Total :		34.42	10.00		0.00	24.42	0.00		0.00	24.42

Patient Responsibility : 0.00 Adjustment Made to Claim Payment : 0.00
 Pool Payment Amount : Surchage :

Code Descriptions & Messages

Code	Reason Code Description	Code	Description
49	Service copayment applied		

[Back](#)

Accumulators Tab

The Accumulators tab provides you the ability to see Deductible/Out of Pocket amounts applied, as well as amounts applied against any plan maximums. You can customize the view by family member or plan year utilizing the drop-down menus.

Basic

Preferences Print Logout
user: mattaferg | Logged in at : 11:31:38 AM EST

[Home](#) [Accumulators](#) [Claim](#) [Eligibility](#) [Resources](#)

Home > View Accumulators

Plan Benefit Accumulators

* Indicates Mandatory Fields / Sections

***Family Member** **View** [Search](#)

[Basic](#) [Plan Benefits](#)

Medical (Current)		
Deductible Out Network \$3000 single/\$6000 family		0.00
Deductible In Network \$1000 single/\$2000 family		0.00
OutOfPocket Out Network \$6000 single/\$12000 famil		0.00
OutOfPocket In Network \$3000 single/\$4500 family		0.00

Plan Benefits

Preferences Print Logout
user: mattaferg | Logged in at : 9:24:01 AM EST

[Home](#) [Accumulators](#) [Claim](#) [Eligibility](#) [Resources](#)

Home > View Accumulators

Exception Accumulators

* Indicates Mandatory Fields / Sections


***Family Member** **View** [Search](#)

[Basic](#) [Plan Benefits](#)

Medical (Current)			
Medical Plan Benefit	Number Used	Total	Related Claim
Home Health Care	0	0.00	
Chiropractic Annual Max	0	0.00	

Claim Tab

The Claim tab retrieves your claims in date of service order, unless you specify otherwise. You have the option to change the order to a particular date range, or specific claim number.



[Preferences](#) [Print](#) [Logout](#)
 user: mattaferg | Logged in at: 11:31:38 AM EST

Home
Accumulators
Claim
Eligibility
Resources

[Home](#) > [Claim History Search Results](#)

Claim Search Results

* Indicates Mandatory Fields / Sections

Search ▾

Show Claims For : ▾

Service Date From :

Service Date To :

Claim Number :

All other fields not required and ignored if claim number is used

Search
Clear

Claim History - Search Results ▾

Show records per page << First | < Previous | Next > | Last >>


Claim Number Date of Service	Claim Type	Claim Status	Patient Name Date of Birth	Provider	EOB	Processed Date	Charge Amount	Payment Amount
218-0000034206-00 01/06/2018	Medical	PAID		MAGELLAN RX PHARMACY LLC	View	01/12/2018	34.42	24.42
218-0000034032-00 11/16/2017	Medical	PAID		MULTIPLAN, INC.	View	01/12/2018	3.00	3.00
217-0000290873-00 11/16/2017	Medical	PAID		LINDA MCDUGLA	View	12/18/2017	125.00	60.00
217-0000290328-00 11/16/2017	Medical	PAID		MAGELLAN RX PHARMACY LLC	View	11/27/2017	98.59	88.59
217-0000280260-00 05/24/2017	Medical	PAID		MAGELLAN RX PHARMACY LLC	View	06/05/2017	15.87	5.87
217-0000274283-00 01/25/2017	Medical	PAID		CITY OF CARIBOU	View	02/14/2017	1793.00	1739.21
217-0000274260-00 01/24/2017	Medical	PAID		CITY OF CARIBOU	View	02/17/2017	389.00	377.33
Total							2,468.88	2,288.42

Show records per page << First | < Previous | Next > | Last >>

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Eligibility Tab

The Eligibility tab feature allows you to view your current enrollment selection(s). Here, you will find your basic demographic information, as well as your association to your employer group’s plan(s) and the level of your coverage. You may also elect to view coverage history over time by clicking on the “View Coverage History” link.



[Preferences](#) [Print](#) [Logout](#)
 user: mattaferg | Logged in at : 11:31:38 AM EST

Home
Accumulators
Claim
Eligibility
Resources

[Home > Eligibility](#)

Eligibility

[View Family Eligibility](#) | [view Claims](#) | [view Accumulators](#)

Demographic

First Name :

Middle Name :

Last Name :

Suffix :

Date of Birth :

Age :

Gender : Male

Relationship to Insured : Self

Social Security Number :

Participant ID :

Home Phone :

Work Phone :

Number of Dependents : 1

Block of Business :

Group :

Division :

Department :

Residence Address

Address 1 :

Address 2 :

Address 3 :

City :

State :

Zip :

County :

Country : USA

Coverage

Status : Active Original Benefit Effective Date: 01/01/2016 Coverage Thru Date :

Division : 0001 Current Benefit Effective Date : 01/01/2016

[View Coverage History](#)

Product	Coverage	Plan	Level of Coverage	COB	Provider
Major Medical	Yes		Employee and Spouse	No	

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Resources

The Resources tab is intended to store important documents. Here, CBA Blue places frequently used items for easy reference. Your Employer Group's Summary Plan Description can be found by clicking on the link.

The screenshot shows the CBA Blue website interface. At the top left is the CBA Blue logo. To the right, there are links for 'Preferences', 'Print', and 'Logout'. Below these, the user information 'user: mattaferg | Logged in at: 11:31:38 AM EST' is displayed. A navigation bar contains the following tabs: 'Home', 'Accumulators', 'Claim', 'Eligibility', and 'Resources', with 'Resources' being the active tab. Below the navigation bar, a breadcrumb trail reads 'Home > Resources'. The main heading is 'Resources', followed by a sub-heading 'Documents and Forms'. Under this sub-heading, there is a single link: '[Health Benefits Plan Summary Description](#)'.