



myHealth Web eXchange

Member Center

The HealthSmart Web eXchange system is custom developed to provide the best possible online experience for members. Web eXchange is designed for all screen sizes and device types, and is tablet and mobile friendly. Within Web eXchange, members can explore coverage information, claims, accumulators, explanation of benefits, ID cards, plan documents, ask questions, submit online forms, and much more. As always, HealthSmart keeps security and privacy at the forefront. Web eXchange utilizes high level encryption technology to keep all information safe and secure. HealthSmart plan members utilize our myHealth portal for initial account creation and direction to additional areas of the employer's benefit plan. Web eXchange is part of myHealth, and will provide all the benefits listed above.

This document will provide a glimpse into a few of the primary features contained in the Web eXchange Member Center.

The myHealth Login Page

A screenshot of the myHealth login page. At the top is the HealthSmart logo. Below it is a blue header bar. The main content area has a light gray background. On the left, there's a "Log In" section with a light blue box containing a "User Name" input field, a "Password" input field, and a blue "Sign in" button. Below this is a "Self Service Tools" section with a light blue box containing four links: "Create Account", "Password Not Working", "I need my User Name", and "I forgot my Password". On the right, there's a "Welcome to myHealth" section with a paragraph of text, a link to download the app, and sections for "Claims Administration Assistance" and "Technical Assistance". At the bottom right, there are two buttons: "GET IT ON Google Play" and "Download on the App Store".

Log In

User Name

Password

Sign in

Welcome to myHealth

myHealth is your gateway to accessing all the tools to manage your health in a single website. You can also stay connected through our smartphone App that's designed to help you use and manage your healthcare coverage anywhere. It's an easy way to organize and access your health information wherever you are.

Click the appropriate icon below to download the app for your device.

Claims Administration Assistance

For claims filings and related customer service, please refer to the participant's identification card for the correct claims processing location, mailing address and customer service telephone number.

Due to privacy requirements, we cannot answer benefit or claim inquiry questions via our general email address. These questions should be directed to our Customer Service Representatives via telephone.

If you are a provider attempting to inquire about eligibility or claims, please go to HealthSmart.com

Technical Assistance

If you have technical questions with regards to the functioning of this website or our Employee, Customer, Provider websites, you may address them via email at support.information@healthsmart.com.

Our Help Desk can be reached at 1-800-638-0968 between the hours of 8:00 am and 5:00 pm Eastern Time, Monday – Friday.

Self Service Tools

- Create Account
- Password Not Working
- I need my User Name
- I forgot my Password

GET IT ON Google Play


Download on the App Store

The myHealth login page provides a user name and password entry area, options for recovery of those items if forgotten, and the ability to create a new account for first time users.

Create Account

Complete the information below to register.

If you do not know your Member ID or Group Number, please refer to your ID card.

 **Register**

Non-Benefit Members

☐ I don't have HealthSmart Benefits

***Member ID**

***Group Number**

***First Name**

***Date of Birth**

Month

▼

Day

▼

Year

▼

***User Name**

***Password**

***Confirm Password**

***Email**

Register

To gain instant access to the myHealth and Web eXchange Member Center, please fill out all required elements on the New Member Request form (Member ID and Group Number information can be found on the member ID Card), and select the **Register** button. The information entered will be matched against our core system database. If the new account matches the membership information HealthSmart has on file, the account will be instantly created, and available to use for login to myHealth and Web eXchange.

The Home Page

Home

Welcome JOE!

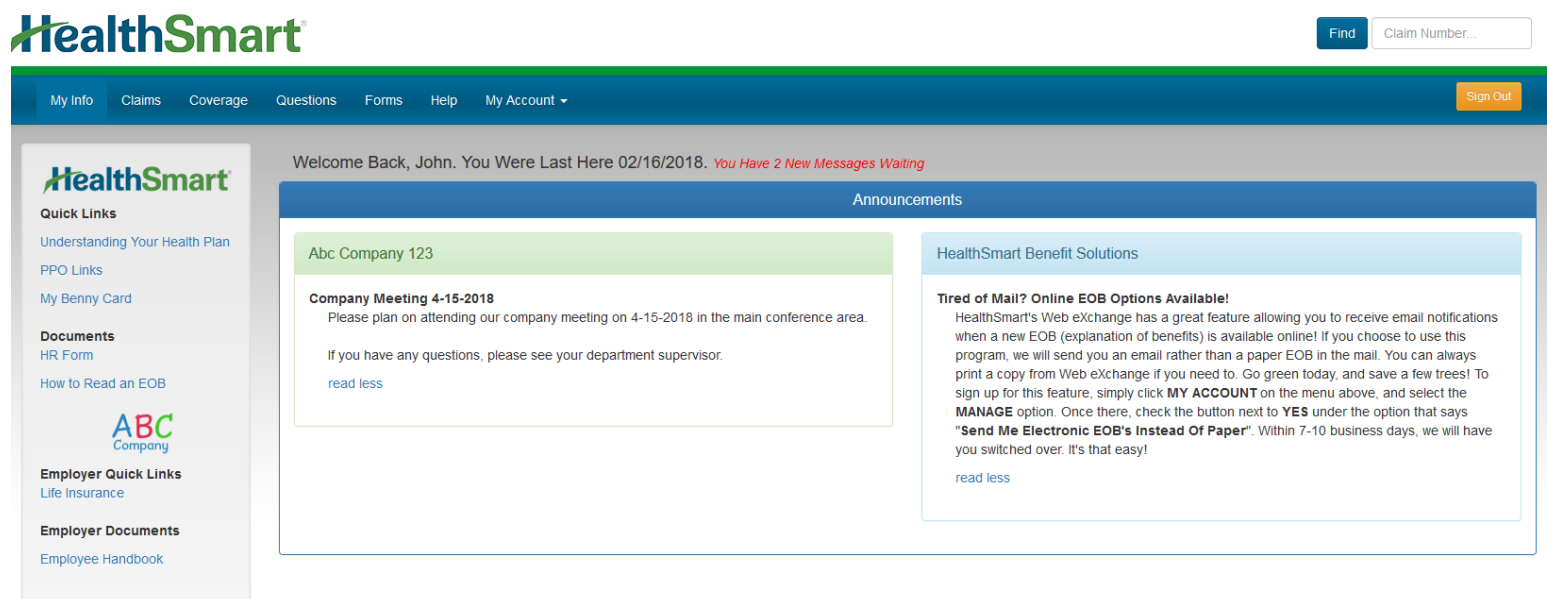
This is your home page. This page contains all services you may need to manage your healthcare. If you have benefits provided by multiple companies, then those services will be listed under the company that is providing those benefits. If network links are present please refer to your ID card to determine which applies to your plan.

Adding an email address under My Profile will allow you to retrieve your username if ever forgotten



To open the Web eXchange area, please click the “Access My Benefits And Claims” link under your employer header.

The My Info Page



Once logged in, the **My Info** page is displayed. This is the main hub of Web eXchange, and provides easy access to Quick Links, Announcements, Claims, Coverage, Questions, Forms, Help, and Account Settings.

- **The Top Menu Bar:** This menu is the primary navigation vehicle in Web eXchange. Use it to easily access everything Web eXchange has to offer. Simply click an option on the menu, and that area of the system will be displayed.
- **Quick Links:** These provide access to related websites and documents, and will vary depending on the company/employer and coverage available. Quick Links can be provided by HealthSmart, and by the company/employer.
- **Announcements:** In this area, both HealthSmart and the company/employer can provide custom information relevant to the member. Announcements can be related to specific events or even new features available in Web eXchange.
- **Messages:** If you have new messages available, a notification will display next to the welcome message. Messages are also available in the My Account area.

Claims

HealthSmart

Quick Links

- Understanding Your Health Plan
- PPO Links
- My Benny Card

Documents

- HR Form
- How to Read an EOB

ABC Company

Employer Quick Links

- Life Insurance

Employer Documents

- Employee Handbook

Claims

Click on a row to view the participants claims

Name	DOB	Access
JOHN NEALON	06-30-1961	
BECKY NEALON	04-25-1965	
KATHY NEALON	06-05-1988	
ERIN NEALON	01-01-2000	

Selecting the **Claims** option on the top menu will display the available family members. Simply select the desired member, and claims for that member will be displayed. **If a family member is over the age of 18, they must grant access to their private healthcare information (PHI) for it to be available. Click the red padlock next to a locked family member to see instructions for granting access to their PHI.*

Claims Accumulators Cobra Flex

Show 10 entries

Export to Excel

Claim No	DOS	Status	Charges	Plan Pays	Member Pays	Facility
21800000300	01/15/2018	Pending Payment	\$150.00	\$0.00	\$150.00	Drs Russell Berkebile & Assoc
21112204700	12/01/2011	Paid	\$150.00	\$75.00	\$75.00	Catherine A. Henry MD
21111095600	11/01/2011	Paid	\$2,000.00	\$1,442.88	\$557.12	DR. OFFICE VISIT
21106953200	07/01/2011	Paid	\$80.00	\$0.00	\$80.00	DR. OFFICE VISIT
21106953100	07/01/2011	Paid	\$10,280.00	\$0.00	\$10,280.00	SOUTHWEST GEORGIA REGIONAL MEDICAL CENTE
21106953000	07/01/2011	Paid	\$400.00	\$0.00	\$373.20	THE DOCTORS OFFICE LLC
20731817300	11/01/2007	Paid	\$100.00	\$0.00	\$65.00	Drs Russell Berkebile & Assoc
20707625400	01/15/2007	Paid	\$50.00	\$30.00	\$20.00	Frank G. Veres DO


Showing 1 to 8 of 8 entries

Previous 1 Next

- Claims can be sorted by any column by clicking the column name (Claim No, DOS, Status, etc.)
- Use the filter boxes at the top of each column to reduce the number of claims displayed. Only claims that match the information entered in the filter boxes will be displayed.
- The **Export to Excel** option can be used to send all listed claims to an Excel spreadsheet for offline viewing.
- To see details on any claim, simply select it from the list.
- **Accumulators** (deductible and Out of Pocket) can be displayed by selecting the Accumulators tab at the top of the display.
- If available, **COBRA** and **FLEX** information are also displayed using the appropriate tab.


Claim Details

Claim # 21106953000

 Ask a Question

Patient : NEALON, JOHN
DOB : 06-30-1961
Type : Medical
Status : Paid
Facility : The Doctors Office Llc
Provider : John Schuler

DOS : 07-01-2011
Total Charges : \$400.00
Total Plan Pays : \$0.00

 Downloads:

 Insured EOB

 Plan Document

Service Lines

From	To	Chg	Disct	Not Covered	Ovr UCR	Copay	Co %	Co-Ins	Deduct	Amt Pay
07-01-11	07-01-11	\$400.00	\$26.80 	\$0.00	\$0.00	\$0.00	80	\$0.00	\$373.20	\$0.00

OK

The **Claim Details** window will display all available information for the selected claim. Select the **OK** button to return to the claim list.

- **Ask A Question:** This option at the top of the window allows a question to be asked about this claim. The question will be sent directly to HealthSmart. The response, once available, will be displayed on the Web eXchange system.
- **Insured EOB and Plan Document:** Use these buttons to display a copy of the EOB (Explanation of Benefits), or the plan document associated with this claim.

Coverage

My Info

Claims

Coverage

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My Account

Sign Out

HealthSmart

Quick Links

Understanding Your Health Plan

PPO Links

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Documents

HR Form

How to Read an EOB

ABC Company

Employer Quick Links

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Employee Handbook

Coverage

Name

NEALON , JOHN P
210 N. MAIN ST
SUITE 350
ANN ARBOR , CA 90210

DOB : 06/30/1961

ID

Employer: 006GXX - Abc Company 123
SSN:
Alternate ID:

Temp ID Card

Products

Product	Cov Type	Plan	Org Effective	Effective	Trm Dt	Status	View Plan
Medical	EE + Spouse	006GXXA	01-01-03	10-01-12		Cobra	
Dental	EE + Spouse	006SXXA	01-01-03	10-01-12		Cobra	
Prescription	EE + Spouse	006SXXA	01-01-03	10-01-12		Cobra	
Vision	EE + Spouse	006GXXA	01-01-09	10-01-12		Cobra	
Flexible Spending	Family	940D63M	01-01-09	10-01-12		Cobra	

Covered Dependents

SSN	Name	DOB	Relation	Status
	NEALON, BECKY	04-25-1965	Spouse	School
	NEALON, KATHY	06-05-1988	Daughter	Terminated
	NEALON, ERIN	01-01-2000	Daughter	Terminated

The **Coverage** area displays all available demographic and coverage related information for the member and dependents. **This document shows sample products (Medical, Dental, Prescription, etc.) and coding. These will vary depending on the coverages and plans available to the member.*

- Select any **Product** row to see the coverage history for that product.
- Select the **View Plan** icon to see the related plan document(s).
- Select any **Covered Dependent** to see detailed product and coverage history information for that dependent.
- If available, an **Temp ID Card** icon will display in the ID section. Selecting this icon will display a copy of the member ID card that can be printed or saved.

Questions

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Member Question

What Type of Question is This?

General Questions

Please select a category for your question.

Type Your Question Below

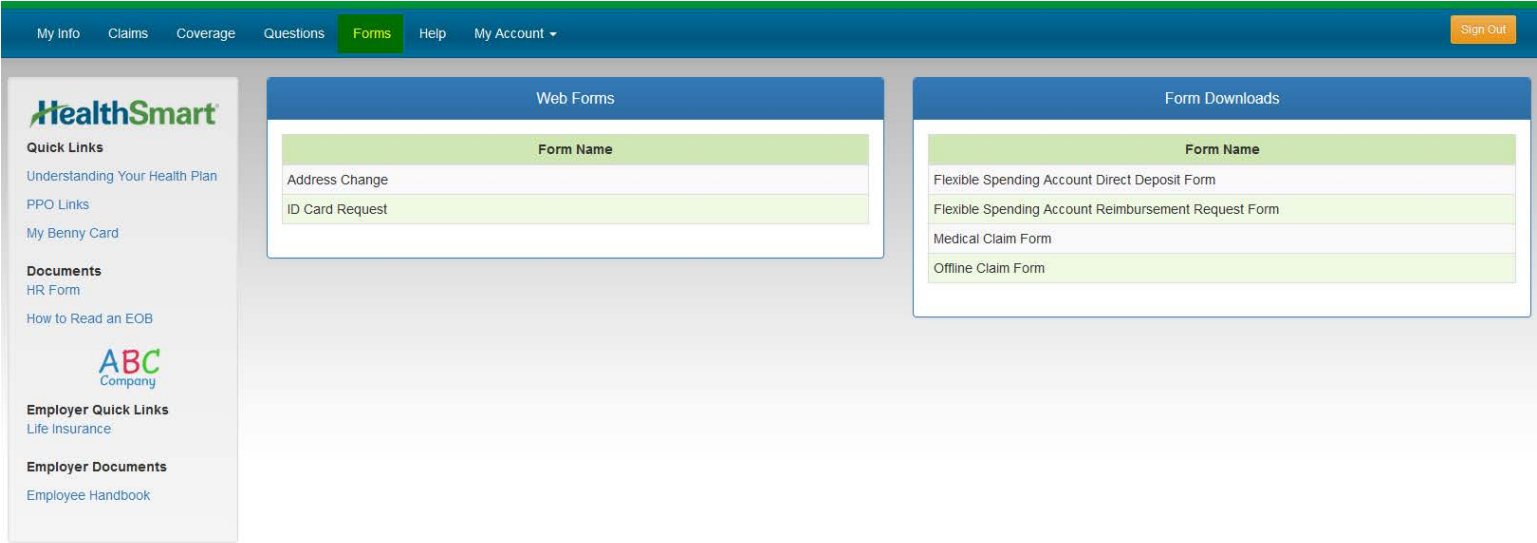
Be sure to provide complete information to help us better assist you.

Ask

Select the **Questions** top menu item to submit a question to HealthSmart. Choose a category, enter details about the question, and select the **Ask** button. The appropriate HealthSmart department will research, and respond to the question on Web

eXchange. Previously submitted transactions can be viewed and tracked under the **My Account** top menu item, and then the **My Transactions** option.

Forms



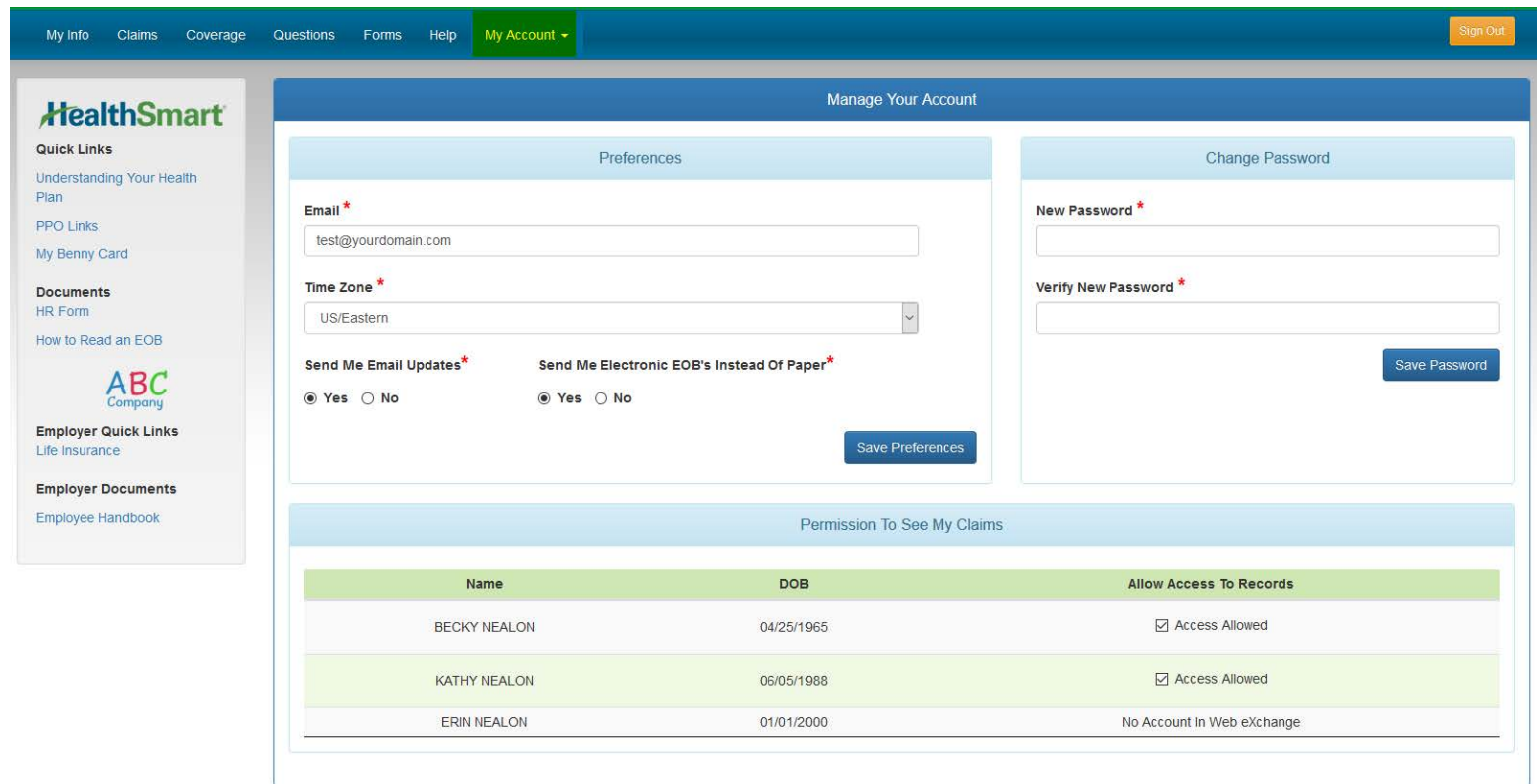
In the **Forms** area, members can fill out and submit **Web Forms** directly on the secure Web eXchange system, and use the **Form Downloads** section to save offline forms for submission via mail, fax, or secure email. **The forms shown in this document are for example only, and will vary depending on the company/employer.*

- **Web Forms**
 - Select the desired form link, fill out the form data, and select the **Save** button at the bottom of the form. The form will then be submitted to HealthSmart for processing.
- **Form Downloads**
 - Select the desired form link, save the form document to the local computer. Depending on the type of form, it can be filled out and resaved to the local computer, or printed to be filled out offline.

Help

Select the Help top menu option to view the comprehensive Web eXchange help system.

My Account



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Manage Your Account

Preferences

Email *

test@yourdomain.com

Time Zone *

US/Eastern

Send Me Email Updates *

☒ Yes ☐ No

Send Me Electronic EOB's Instead Of Paper *

☒ Yes ☐ No

Save Preferences

Change Password

New Password *

Verify New Password *

Save Password

Permission To See My Claims

Name	DOB	Allow Access To Records
BECKY NEALON	04/25/1965	<input checked="" type="checkbox"/> Access Allowed
KATHY NEALON	06/05/1988	<input checked="" type="checkbox"/> Access Allowed
ERIN NEALON	01/01/2000	No Account In Web eXchange

Under the **My Account** top menu, and then the **Manage** option, several standard user account settings can be maintained.

- Email address
- Time Zone
- Password
- Send Me Email Updates – Turn on/off email notifications regarding transactions on Web eXchange
- Send Me Electronic EOB's Instead Of Paper – Turn on/off paper EOB copies

Sign Out



My Info **Claims** **Coverage** **Questions** **Forms** **Help** **My Account** **Sign Out**

Use the **Sign Out** top menu option to log out of your account. This is always recommended when you are finished using Web eXchange to protect your personal information.