



WELCOME to BSI Online!
Benefit Services' website to check enrollment and status of claims
and view EOB's!

Getting Started -- Go to www.HCSHealthPlan.com

Click on the Green Benefit Services, Inc. button (at the left) and you will be sent the the Benefit Services website. You will see options now under Member Services.

Click "Online Services" to transfer to our secure website.

Enter your group number (QHCSLIB) in the Employer Sponsored Plan section and click [SUBMIT].

If this is your first time to sign in, you are a New User, so click [REGISTER]

You will be asked to fill out a user registration page to verify your identity.

- User Type is "Employee"
- Group Number is the same as above (QHCSLIB)
- Enter your first name as it appears on your ID card \ Only your first name, no middle initials
- Enter your last name as it appears on your ID card / Only your last name, no Jr., Sr.
- Date of birth needs to be in MM/DD/YYYY format

After you click [SUBMIT], scroll to the top of the new screen to see your verification.



Status of **NEW ENROLLEE**: This is **NOT** correct. **Cancel** your registration until you can contact Benefit Services at 1-800-367-3762 x 133.

Status of **EXISTING ENROLLEE**: If you are currently enrolled for benefits, **THIS IS CORRECT** – You are a new web registration, but an existing participant. Proceed down to your profile:

- Enter a user name that you create: Up to 10 characters
- Enter a password that you create: At least 6 characters. Cannot be the same as your user name.
- Confirm the password.
- Your e-mail address is requested. You will only receive e-mail relevant to your benefit plan. **NO SPAM!** You are not required to provide it, however, you cannot set up the "reset password" options without an e-mail address on file.

Once you click [Submit] after your profile, you should be directed to the User Welcome Page – which will greet you by name.

You are now logged in!

See page 2 for instructions on how to use the website to view claims and coverage information.

When you are finished, just click "Log Off" in the upper right corner (you may have to scroll your screen to the top).

Next time you want to log in, start at www.benefit-services.com to get to BSI Online, use the "Registered User" section and log-in with your user name and password.

Using the Web



Some of the options below require Adobe Acrobat Reader. If you do not already have this program on your PC, you can download it FREE. Just use the link "Click here to download Adobe Acrobat Reader" and follow the directions.

If you want to see:

- who is enrolled on your plan
- what benefits you selected
- PPO Network
- Schedule of Benefits
- Deductibles/ Plan Maximums

Select "***Coverage Inquiry***"

- "Date to Verify Coverage" - status in the system if you turned in a claim for that service date. (to see deductibles from last year, enter 12/31/06)
- Select a family member to see that person's deductibles and maximums met.
- Click [SUBMIT]
- Click on the "more info" link for a key to the table of accumulators and the benefit codes.
 - *This item requires the Adobe Reader.*
- Click on the Sample EOB for a guide to reading your EOB.
- To look at another family member, use the [BACK] button at the bottom of the screen.

If you want to:

- Check if a claim has been received
- View an EOB
- Check the status of a claim
- Reprint an EOB

Select "***Claims Inquiry***"

- From the drop-down list, select the family member who was the patient.
- Enter the date range you want to review.
- Click [SUBMIT].
- Claims Summary will show a list of claims for the selected person, during the selected time frame. (Blue "Modify" takes you back to select another person, or change dates.)
- Click on the eyeglasses under "View Details" (left column) to see the information that was on the Explanation of Benefits. (Blue "Return to Claim Summary" takes you back to the list.)
- The EOB/Checks button at the top right will open a new window and allow you to view and/or print a copy of the Explanation of Benefits that was sent on the claim you are viewing. *This item requires the Adobe Reader.*

If you want to:

- Link to a PPO or Prescription website
 - Get a prescription mail order or reimbursement
 - Print a claim form
 - See your plan document
- Click on "Links" then click the appropriate icon.