

WEB PORTAL QUICKSTART GUIDE



Welcome to your new Claims Web Portal, the one-stop portal to view and print all your Explanation of Benefits (EOB's).

- Secure/HIPAA Compliant and insures HIPAA Privacy.
- No Mailings of Explanation of Benefits.
- Easy to Use.
- Online access 24/7 with all information available in real-time.

Make sure you have your Claims Web Portal Welcome Sheet available

To begin you must login to the Web Portal at:

www.wltmediportal.com/mediclm/?clientId=1789

- 1) Enter your username (First initial, last name, last 4 digits of SSN).**
- 2) Select the password you would like to use.**
- 3) Click the Register button.**

A screenshot of the JFP Claims Web Portal login page. The page has a blue header with the JFP logo and 'BENEFIT MANAGEMENT, INC.' text. Below the header is a light blue bar. The main content area is white and contains a 'Returning Users Log In' section. This section has two input fields: 'User Name:' and 'Password:'. Below the password field is a note: '(Password minimum length 8, with at least 1 letter, 1 number and 1 of the following: !@#\$\$%^&(*))'. There is a 'Forgot Your Password?' link. A blue 'Log In' button is at the bottom of this section. Below the login section is a 'First Time User?' section with a blue 'Register' button.

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You will then be asked to select what type of user you are:

- 1) Select Employee/Insured or Dependent from drop down box.
- 2) Read and Accept the Statement of Understanding.
- 3) Click Next.

A screenshot of a web form titled "Sign Up for Your New Account". The form has a white background and a thin border. At the top, it says "I am a/an:" followed by a dropdown menu showing "Employee/Insured" with a downward arrow. Below this is a section titled "Statement of Understanding" with two radio buttons: "Accept" and "Decline". At the bottom of the form, there is a link that says "Need Help?" and a "Next" button.

The next screen will ask for the following information:

- First Name
- Last Name
- Date of Birth
- Member Id (which is the member's Alternate ID. This was in your enrollment letter.)

Complete the required fields and select Next.

A screenshot of a web form titled "Personal Information". The form has a white background and a thin border. It contains four input fields: "First Name:", "Last Name:", "Date of Birth:" (with a small calendar icon and the text "(Format DOB as MM/DD/YYYY)" above it), and "Member ID:". At the bottom of the form, there are two buttons: "Previous" and "Next".

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The screenshot shows a 'Sign Up' form with the following fields and options:

- User Name: [text input]
- Password: [text input]
- Confirm Password: [text input]
- E-mail: [text input]
- Confirm E-mail: [text input]
- Security Question: [text input]
- Security Answer: [text input]
- Receive Processed Claim Notification
- Medical Dental Vision Drug M&N LTD STD Flex Other

Below the form is a 'Create User' button.

The next screen will ask for your Username and Password. This is same information you previously entered. (For security you enter this information twice.)

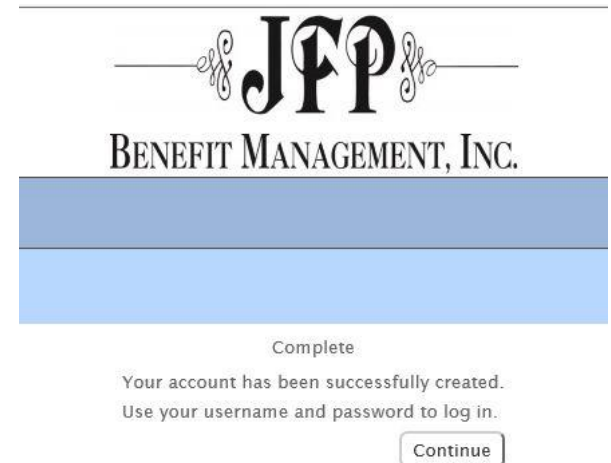
Continue to enter the requested information.

Indicate by checking the box to receive notification when claims have been processed. If checked, you will receive an email notification.

Select Create User.

The **Sign-in process is complete.**

Select **Continue** and you will then be redirected to the Log-In screen.



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You now have access to the Web Portal 24/7 in real-time.

To View your claims, go to the Log-In page www.wltmediportal.com/mediclM/?clientId=1789

Enter your username and password.

Select Log In.




BENEFIT MANAGEMENT, INC.

Returning Users Log In

User Name:

Password:

(Password minimum length 8, with at least 1 letter,
1 number and 1 of the following: !@#\$\$%^&(*))

[Forgot Your Password?](#)

First Time User?

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HOME PAGE

The home page shows you a menu of options on the left-hand side, benefit announcements, most recent claims (if any), dependents covered (if any) and specific links.

You will also see your **Most Recent Claims** on the left-side and if you have any dependents with claims, you will see **Your Dependent** claims listed on the right-side.

You can **SELECT** or **PRINT** a claim directly from the home page.

The screenshot displays the JFP Benefit Management, Inc. web portal. At the top, the user is logged in as 'TGerritsen!' on 4/12/2017 at 10:11 AM. The main content area is titled 'EHIM Pharmacy Benefit' and includes a 'Your Most Recent Claims' table and a 'Your Dependents' table. The 'Your Most Recent Claims' table has columns for Date, Provider, and Status. The 'Your Dependents' table has columns for First, MI, Last, Birth Dt., Age, Relation, and Status. Below the tables are sections for 'PPO NETWORKS' (Cofinity PPO), 'CASE MANAGEMENT' (Akeso Care Management), and 'OTHER LINKS' (HRConnection Portal, Benny Card Portal).

Navigation Menu:

- Claims
- Deductibles
- Eligibility
- ID Card
- Documents
- FAQ

Your Most Recent Claims Table:

Date	Provider	Status
Select 03/30/2017	EW SPARROW HOSPITAL	In Process

Your Dependents Table:

First	MI	Last	Birth Dt.	Age	Relation	Status
Select Ryan	N	Gerritsen	08/01/1942	74	Spouse	ACTIVE
Select Connie	L	Gerritsen	01/05/1988	29	Child	TERMED
Select Donald	J	Gerritsen	12/15/1993	23	Child	ACTIVE
Select Daniel	L	Gerritsen	12/15/1993	23	Child	ACTIVE
Select Michael		Gerritsen	01/26/1992	25	Child	ACTIVE
Select Andrew		Gerritsen	06/12/1997	19	Child	ACTIVE

PPO NETWORKS: Cofinity PPO

CASE MANAGEMENT: Akeso Care Management

OTHER LINKS: HRConnection Portal, Benny Card Portal

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CLAIMS LINK

On the Claims page, you will be able to see All Claims that JFP has processed (Medical, Dental, Vision and Short Term Disability) for both the Employee and Dependent.

These claims can be filtered by

- Actual Date
- Type of Benefit
- View by General Date
30/60/90 days/Current/ Last year.

By selecting the **REFRESH LIST** your new selections will be listed.

The system will show status of claims

IN PROCESS, COMPLETED, OR PAID.

You may also **SELECT** a claim you would like to **VIEW** or **PRINT** from this page

The screenshot shows the JFP Benefit Management, Inc. web portal. At the top right, it indicates the user is logged in as T.Gerritsen! on 3/10/2017 at 11:05 AM, with a Logout button. The navigation menu includes Home, Profile, Contact, and Us. The main content area features a search filter with 'Date From' and 'Thru' date pickers, 'Type' and 'View' dropdown menus, and a 'Refresh List' button. A sidebar on the left offers navigation options: Claims, Deductibles, Eligibility, ID Card, Documents, and FAQ. The 'Claims' option is highlighted. Below the filter is a table of claims with the following data:

	Patient	Date of Service	Paid Date	Type	Provider Name	Claim Number	Status	Charge	Patient Resp	
<input type="button" value="Select"/>	Tess	01/10/2017		Medical	EDWARD W SPARROW HOSPITAL ASSOCIATION	2017-068000337-0000	In Process	\$180.00	\$16.00	<input type="button" value="Print"/>
<input type="button" value="Select"/>	Tess	08/01/2016	08/03/2016	Medical	W A FOOTE MEMORIAL HOSPITAL	2016-216000341-0000	Completed	\$100.00	\$90.00	<input type="button" value="Print"/>
<input type="button" value="Select"/>	Tess	06/21/2012	07/03/2012	Dental	ROBERT L COLE DDS PC	2012-178000151-0000	Paid	\$98.00	\$0.00	<input type="button" value="Print"/>
<input type="button" value="Select"/>	Tess	06/15/2012	07/03/2012	Medical	SPARROW REGIONAL LABORATORY	2012-178000183-0000	Paid	\$27.25	\$7.23	<input type="button" value="Print"/>
<input type="button" value="Select"/>	Tess	01/25/2007	09/05/2007	Medical	BATTLE CREEK HEALTH SYSTEM	2007-226000005-0000	Paid	\$645.00	\$52.87	<input type="button" value="Print"/>
<input type="button" value="Select"/>	Ryan	02/15/2017		Medical	EDWARD W SPARROW HOSPITAL ASSOCIATION	2017-068000336-0000	In Process	\$150.00	\$15.00	<input type="button" value="Print"/>

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CLAIMS LINK (CONT)

If you **SELECT** a claim from the Claims Page, a new page will appear. This is your actual Claim with more detailed information displayed. You can **PRINT** the selected claim or if you have a question regarding this claim you can click **I HAVE A QUESTION** button to email your question directly to JFP.

You are logged in as: TGerritsen! 3/10/2017 12:42 PM [Logout](#)

[Home](#) [Profile](#) [Contact Us](#)



I would like to view ...

- [Claims](#)
- [Deductibles](#)
- [Eligibility](#)
- [ID Card](#)
- [Documents](#)
- [FAQ](#)

Claim Number: 2016-216000341-0000

Provider
 38-2027689/0000
 W A FOOTE MEMORIAL HOSPITAL
 DEPT 272801
 DETROIT, MI 48267
 PPO:

Service Type	Service From	Service Thru	Total Charge	Not Covered	Discount or Penalty	Eligible Expense	Expl Codes	Deductible Applied	Coinsurance Applied	Copay Applied	Paid At %	Benefits Paid
DXL	8/1/2016	8/1/2016	\$100.00	\$0.00	\$10.00	\$90.00	1	\$90.00	\$0.00	\$0.00	70	\$0.00
TOTALS			\$100.00	\$0.00	\$10.00	\$90.00		\$90.00	\$0.00	\$0.00		\$0.00

Expl Code **Description**

1	Applied to Deductible
---	-----------------------

[I have a question](#) [Print](#)

Claim Summary
 Total Charge: \$100.00
 Paid By Other Insurance Company: \$0.00
 Total Paid by Plan: \$0.00
 Patient Responsibility: \$90.00
 Check Issued To: Provider
 Check No:
 Paid Date: 8/3/2016

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DEDUCTIBLE LINK

Click the drop down arrow to display Deductibles, Coinsurance and Annual & Lifetime Limits.

You can sort information by **CURRENT** or **PREVIOUS** years and selecting the **REFRESH** button.

DEDUCTIBLES display In and Out of Network Amounts met by Individual and/or Family.

COINSURANCE display In and Out of Network Amounts met by Individual and/or Family.

ANNUAL & LIFETIME LIMITS will display for the current individual you are viewing. (the employee is the default and each dependent can be selected from the home page).

You can access the **HOME** page by clicking the home page button in the upper right hand corner.

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You are logged in as: TGerritsen! 4/11/2017 1:01 PM [Logout](#)

[Contact Us](#) [Profile](#) [Home](#)

Year selection: [Refresh](#)

I would like to view ...

- Claims
- Deductibles**
- Eligibility
- ID Card
- Documents
- FAQ

Deductibles

Out of Network			In Network		
Description	Individual Met	Family Met	Description	Individual Met	Family Met
Medical	\$0.00	\$0.00	Medical	\$0.00	\$0.00
Dental	\$0.00	\$0.00	Dental	\$0.00	\$0.00

Coinsurance

Out of Network			In Network		
Description	Individual Met	Family Met	Description	Individual Met	Family Met
Coinsurance	\$0.00	\$0.00	Coinsurance	\$16.00	\$16.00
	\$0.00	\$0.00		\$0.00	\$0.00

Annual & Lifetime Limits

Annual Limits Met		Family Annual Limits Met		Lifetime Limits Met	
Description	Amount	Description	Amount	Description	Amount
Chiropract	\$0.00			Lifetime Maximum	\$594.90
IP Mental	\$0.00			Alcohol	\$0.00
OP Mental	\$0.00			Organ	\$0.00
IP Alcohol	\$0.00			TMJ	\$0.00
OP Alcohol	\$0.00			Breavement	\$0.00
Home Health	\$0.00			Dental D	\$0.00
Skilled Nu	\$0.00			Space Maintainer	\$0.00
Dental A B	\$0.00				

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ELIGIBILITY

You can view **ELIGIBILITY** for you and/or your dependents by plan years.

Volumes will show for:

- Life
- Supplemental Life
- AD&D
- Supplemental AD&D
- Spouse Life
- Dependent Life
- Short term Disability(STD)
- Long Term Disability (LTD)

as applicable.

I would like to view ...

- Claims
- Deductibles
- Eligibility**
- ID Card
- Documents
- FAQ



You are logged in as: TGerritsen! 4/11/2017 12:50 PM [Logout](#)

[Contact Us](#) [Profile](#) [Home](#)

	From Date	Thru Date	Med	Den	Vis	Drug	Misc	Life	LTD	STD
Select	01/01/2012	12/31/2999	✓	✓		✓	✓	✓	✓	✓
Select	01/16/2001	12/31/2011	✓	✓		✓	✓	✓	✓	✓
Select	01/01/2001	01/15/2001	✓	✓		✓	✓	✓	✓	✓
Select	07/01/2000	12/31/2000	✓	✓		✓	✓	✓		✓
Select	04/07/2000	06/30/2000	✓							

Information for eligibility starting 1/1/2012

In-Network Plan Information for selected coverage period

PPO: (13) SPHN PPO

Plan: (1) Plan 1 - Example

Other Information for selected coverage period

Location: (0)

Life/AD&D Volumes

Life: \$50,000.00
 Supplemental Life: \$50,000.00
 AD&D: \$50,000.00
 Supplemental AD&D: \$0.00

Dependent/Disability Volumes

Spouse Life: \$25,000.00
 Dependent Life: \$10,000.00
 STD Volume: \$0.00
 LTD Volume: \$2,083.33

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TEMPORARY ID CARDS

Employees can **PRINT TEMPORARY ID CARDS** as applicable. This will open a new screen with the ID Card which you can print.

Employees can **REQUEST ID CARD** – (the request automatically generates an email to JFP Benefit Management).

The screenshot displays the JFP Benefit Management, Inc. web portal interface. At the top, the logo for JFP Benefit Management, Inc. is centered. To the right, a user is logged in as 'TGerritsen!' on 4/11/2017 at 1:19 PM, with a 'Logout' button. Below the logo, there are navigation links for 'Contact Us', 'Profile', and 'Home'. On the left side, a vertical menu titled 'I would like to view ...' contains buttons for 'Claims', 'Deductibles', 'Eligibility', 'ID Card' (which is circled in blue), 'Documents', and 'FAQ'. The main content area features two prominent blue buttons: 'Print Temporary ID Card' and 'Request ID Card'. Below this, a sample ID card is shown with the following information:

Date Printed: 4/11/2017

Sample JFP Company
Member Benefit Plan

Name: Tess Gerritsen
ID #: 082010000200
Group #: 8201

Dental benefits are self-funded by the Company and paid through JFP Benefit Management, Inc. All Payments are the R&C made by a dentist for necessary care. Benefits are not guaranteed until the claim is received and processed by JFP.

Pre-Determination:
Pre-Determinations must be submitted for charges over \$200

Submitting Claims:
Submit Dental claims to: JFP Benefit Management, Inc.
PO Box 189
Jackson MI, 49201

Eligibility and Benefits:
For Eligibility and Benefit questions please contact us at:
(517) 784-0535 or
(800) 589-7660

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DOCUMENTS

Under the Document Section, the employee can **VIEW** and **DOWNLOAD** documents.

The screenshot displays the JFP Benefit Management, Inc. web portal interface. At the top left is the JFP logo with the text "BENEFIT MANAGEMENT, INC." below it. At the top right, a user is logged in as "TGerritsen!" on "4/11/2017 1:20 PM" with a "Logout" button. Below the login information are navigation links for "Contact Us", "Profile", and "Home". On the left side, a vertical menu titled "I would like to view ..." contains buttons for "Claims", "Deductibles", "Eligibility", "ID Card", "Documents" (which is circled in red), and "FAQ". The main content area is titled "Member Documents" and shows a "Name" section with a folder icon for "Plan Documents" and a document icon for "JFP Health Benefits Plan.docx".

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PROFILE LINK

Under the Profile Link the employee finds their personal information.

The employee can select to have **EMAILS SENT** when a claim is processed (by benefit type).

The employee can also change the **EMAIL, SECURITY QUESTION/ANSWER** and their **PASSWORD**.

The screenshot displays the JFP Benefit Management, Inc. web portal. At the top, the user is logged in as 'TGerritsen!' on 4/11/2017 at 1:21 PM, with a 'Logout' button. Navigation links for 'Contact Us', 'Profile', and 'Home' are visible, with 'Profile' circled in blue. On the left, a sidebar titled 'I would like to view ...' contains buttons for 'Claims', 'Deductibles', 'Eligibility', 'ID Card', 'Documents', and 'FAQ'. The main content area is split into two panels. The left panel, 'Personal Information', lists details for Tess Gerritsen, including address, phone numbers, email, gender, DOB, SSN, and marital status. The right panel, 'Change your account settings', features a 'Receive Processed Claim Notification' checkbox (checked), a list of benefit types (Medical, Dental, Vision, Drug, M&N, LTD, STD, Flex, Other) with checkboxes, and options to 'Change Your Email' and 'Change Security Question/Answer'. A note states 'Password is required to change question/answer.' Below these options are 'Save Settings' and 'Change Password' buttons.

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BENEFIT MANAGEMENT, INC.

You are logged in as: TGerritsen! 4/11/2017 1:21 PM [Logout](#)

[Contact Us](#) [Profile](#) [Home](#)

I would like to view ...

- Claims
- Deductibles
- Eligibility
- ID Card
- Documents
- FAQ

Personal Information

Tess Gerritsen
2805 Lansing Ave
Jackson, MI 49201 Cnty:
Home Phone: 5177825517
Cell Ph:
Work Ph: Ext:
E-Mail:
Gender: F DOB: 8/28/1949
SSN: 123-45-6789
Marital Status: Dt: 99/99/9999

Change your account settings

Receive Processed Claim Notification

Medical Dental Vision Drug M&N LTD STD Flex Other

Change Your Email

Change Security Question/Answer

Password is required to change question/answer.

[Save Settings](#)

[Change Password](#)

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CONTACT US

- For direct email access to JFP Benefit Management, click the **CONTACT US** Button on the top right of your screen.
- Click **COMPOSE NEW**.
- Click the **TO** area on your email and it will pop-up a list of question types that you can select.
- Type your question.
- Click **SEND** and the email is forwarded to the appropriate person at JFP Benefit Management.
- Your email becomes a permanent record.

The screenshot displays the JFP Benefit Management web portal interface. At the top, the JFP logo is centered, with the text "BENEFIT MANAGEMENT, INC." below it. To the right, a user is logged in as "TGerritsen!" on 4/11/2017 at 1:22 PM, with a "Logout" button. A navigation bar includes "Contact Us" (circled in blue), "Profile", and "Home". Below the navigation bar, there are social media icons for Twitter and Facebook, and the text "Stay connected to JFP Benefit Management".

The main content area shows a "Compose New" email form. The "To:" field contains the text "Click the [To:] link to add message recipients". The "Subject:" field is empty. The "Attachments:" field has a "Browse..." button and an "Add" button. Below the form are "Send" and "Cancel" buttons.

On the left side, there is a sidebar with the text "I would like to view ..." and several buttons: "Claims", "Deductibles", "Eligibility", "ID Card", "Documents", and "FAQ".

At the bottom right, a "Recipient Selector" window is open, showing a list of question types with checkboxes: "Claims Question", "Eligibility Question", "Flex Question", "HRConnection Question", and "Prescription Question". Below the list are "Insert Checked Contacts" and "Cancel" buttons.

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EXIT

Remember to always exit the system properly by selecting the **LOGOUT** button on the top right side of your screen.

JFP
BENEFIT MANAGEMENT, INC.

You are logged in as: TGerritsen! 4/12/2017 10:11 AM **Logout**

Contact Us Profile Home

EHIM Pharmacy Benefit
EHIM is your Pharmacy Benefits Manager. For questions please call (800) 311-3446.

Your Most Recent Claims

Date	Provider	Status
Select 03/30/2017	EW SPARROW HOSPITAL	In Process

Your Dependents

First	Mi	Last	Birth Dt.	Age	Relation	Status
Select Ryan	N	Gerritsen	08/01/1942	74	Spouse	ACTIVE
Select Connie	L	Gerritsen	01/05/1988	29	Child	TERMED
Select Donald	J	Gerritsen	12/15/1993	23	Child	ACTIVE
Select Daniel	L	Gerritsen	12/15/1993	23	Child	ACTIVE
Select Michael		Gerritsen	01/26/1992	25	Child	ACTIVE
Select Andrew		Gerritsen	06/12/1997	19	Child	ACTIVE

PPO NETWORKS
Cofinity PPO

CASE MANAGEMENT
Akeso Care Management

OTHER LINKS
HRConnection Portal
Benny Card Portal