

MEMBER *User guide*



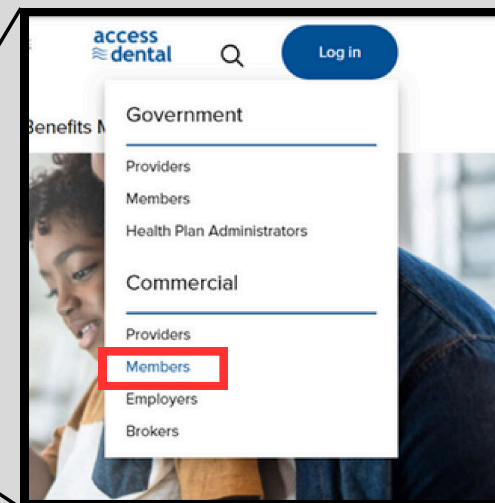
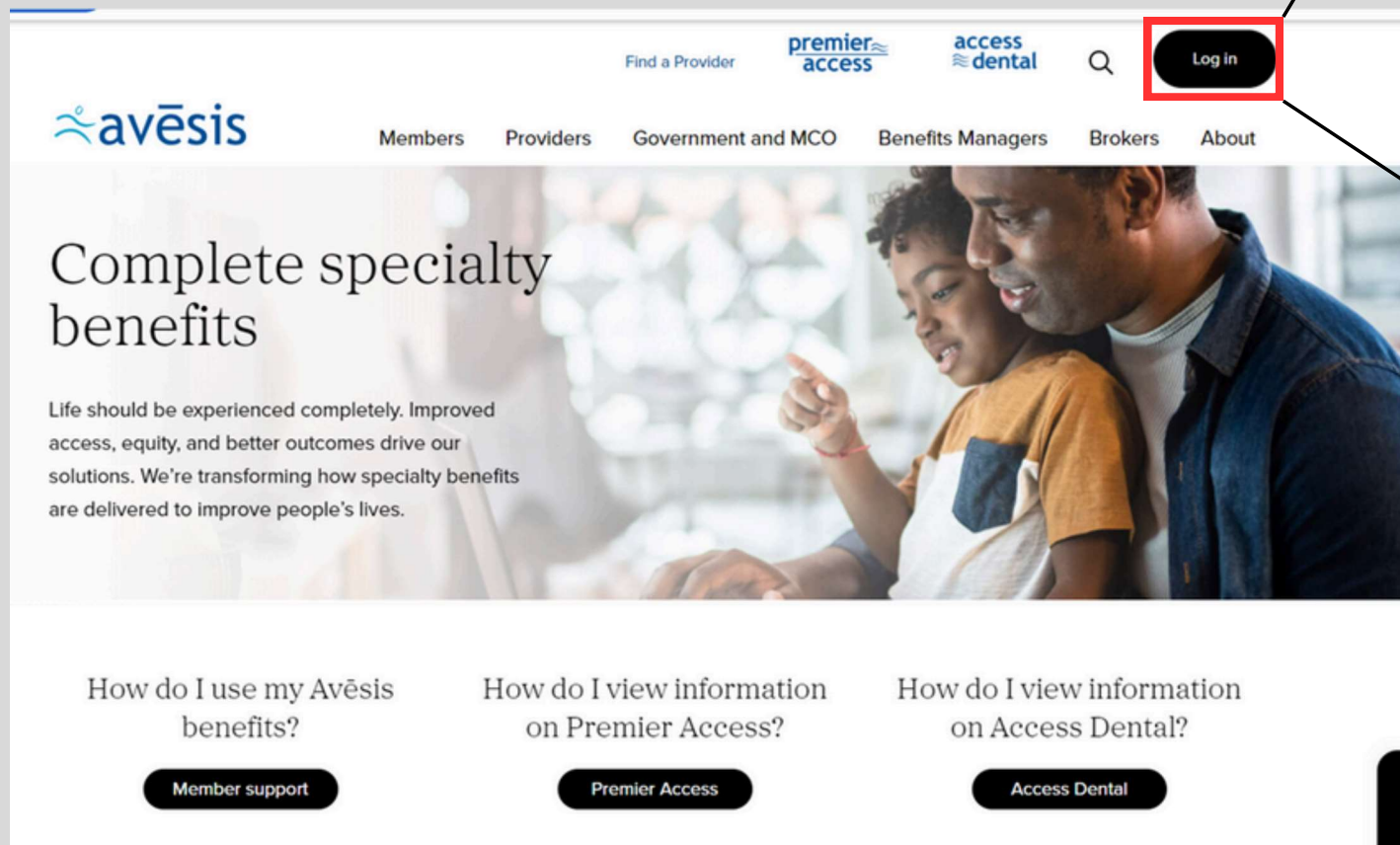
CONTENTS

- 3 [Navigating to the New Portal](#)
- 4 [Create a New Login](#)
- 6 [Returning User Login](#)
- 7 [Multifactor Authentication](#)
- 8 [Contact Preferences](#)
- 9 [Welcome Page](#)
- 11 [Eligibility and Benefits](#)
- 13 [ID Cards](#)
- 14 [View Referrals](#)
- 15 [View Authorizations](#)
- 16 [Claims](#)
- 17 [Documents](#)
- 18 [Provider Search](#)

Welcome to Avēsis and this guide, which explains how to use the member portal at www.avesis.com. While the website was designed to be intuitive, having this manual by your side will make it even easier to manage your vision and/or dental benefits. Screenshots will show you the way everything appears only to eliminate any doubt. Let's get started!

NAVIGATING TO THE NEW PORTAL

1. Go to www.avesis.com.
2. At the top right corner, hover over “Log in” and select “Members” under Commercial.



CREATE NEW LOGIN ACCOUNT (FIRST TIME TO NEW PORTAL ONLY)

1. Once you access the commercial member log in from www.avesis.com, click on 'Create a New Login Account'.
2. From there, select 'Create Member Account'.
3. Fill in the required fields (First Name, Last Name, Preferred Email Address, Date of Birth, and your Member ID** or Social Security Number) and click 'Next'.

1

login

marked with an asterisk(*)

ess.

Forgot Password?


Are you new here?


Members and Healthcare Providers need to self-register a website account before they can login. Employers will need to [contact Avēsis](#) for registration.

➔ Create a New Login Account

2

Which type of account do you need?

 Members
I need to check my claims, find a doctor or review the benefits for myself or my family
✓ Create Member Account

 Healthcare Professionals
I am a doctor or work for a healthcare organization
✓ Create Healthcare Professional Account

3

Enter your information exactly as it appears on your health ID card
All the required fields are marked with an asterisk(*)

First Name*

Last Name*

(Member ID or SSN is required)
Member ID*
OR
Social Security Number*

Date of Birth*
mm/dd/yyyy

Preferred Email Address*
The email address entered will be your username to sign into your Health Portal account.

Confirm Email Address*

> Next

CREATE NEW LOGIN ACCOUNT (FIRST TIME TO NEW PORTAL ONLY)

4. The next screen will prompt you to set up security questions and preferences.
5. Finalize your registration by reading and agreeing to the Web Confidentiality Agreement.
6. Congrats! Your account is created and you will now receive an email from **HPSmailSvc@VeriBen.Net** to validate your account and set up your password.
7. In the email, you will also have the option to select Yes or No to receiving Multifactor Authentication codes to your phone rather than your email.

4

avesis premier access dental

Follow the instructions below to register for your Health Portal account

Security Questions

Security Question 1*
--Select One--

Secret Answer 1*

Security Question 2*
--Select One--

Secret Answer 2*

Localization Preferences

Language*
English

Country*
United States

Time Zone*
(UTC-06:00) Central Time (US & Canada)

5

Web Confidentiality Agreement

All the required fields are marked with an asterisk(*)

Web CONFIDENTIALITY Agreement

The information contained within this Internet Application is confidential patient data related to the pro... has completed the on-line registration form and has selected a unique name and password. This name... the bottom of this page, you indicate that you understand and agree that you are the person reference... for making this information available for on-line viewing, you also agree to release the Benefit Plan Sp... information.

☒ Agree*

6

Your Login Account is Created.

Please check your email to set your password
Your email will allow you to activate your account with one click.
Thank you for using AVESIS COMMERCIAL

7

Do you want to receive Multifactor Authentication codes to your phone?

By default, the Multifactor Authentication codes are sent to your email.

☒ Yes

SMS Text Number:

Country Code
United States +1

Area Code + Phone Number

Ensure phone number entered is enabled to receive SMS text notifications

☐ No

RETURNING USER LOGIN

Now that your account is set up, follow these steps to log in from now on:

1. Access the commercial member log in from www.avesis.com.
2. Under "Returning User Login", use your email address as your username.
3. Type in your password.
4. Hit "Login."

Health Portal

Returning User Login

All the required fields are marked with an asterisk(*)

Username*

This is typically your email address.

Password* [Forgot Password?](#)

☐ Show Password

[Login](#)

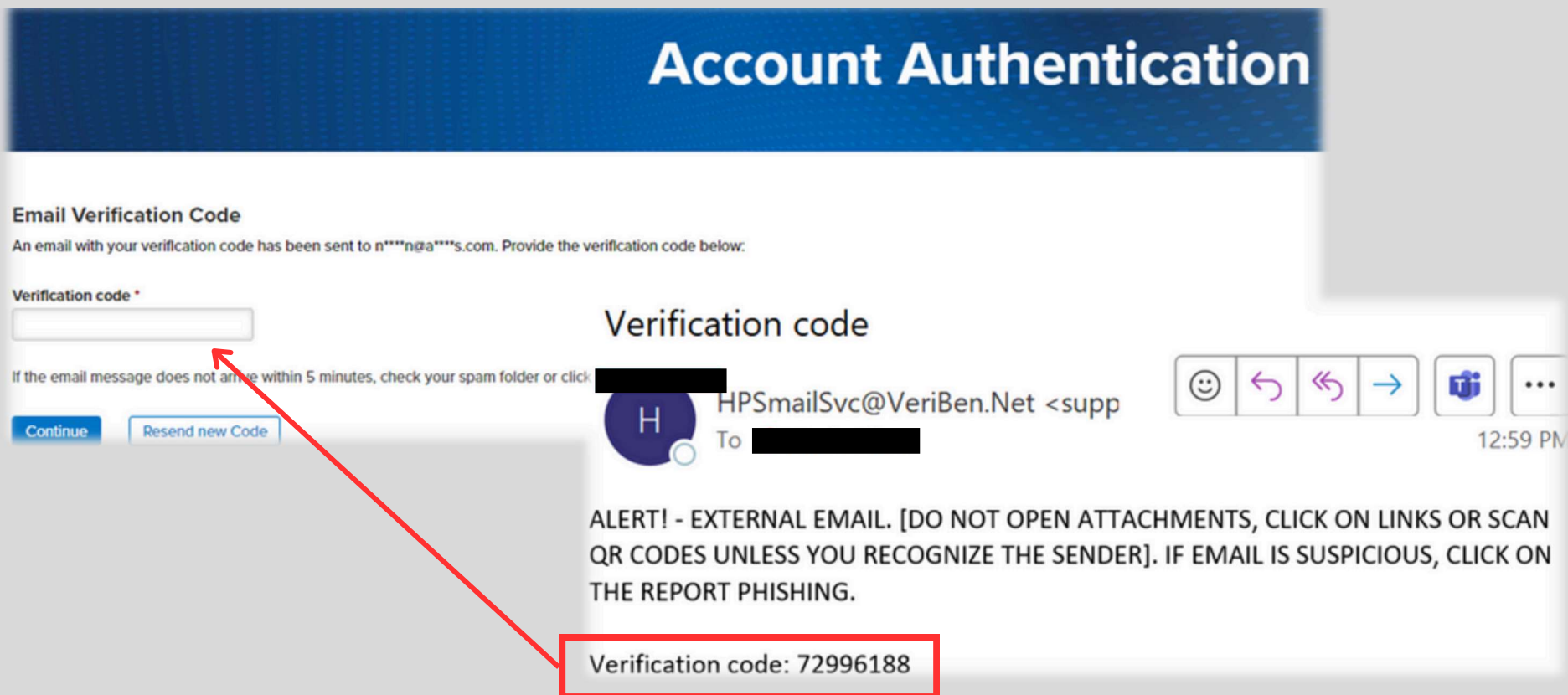
Are you new here?

Members and Healthcare Providers need to self-register a website account before they can login. Employers will need to [contact Avēsis](#) for registration.

[Create a New Login Account](#)

MULTIFACTOR AUTHENTICATION

1. Check your email for the 'Verification code'.
 - a. *You can also check your phone number for the code if you change your contact preferences (see next page).*
2. Return to the portal.
3. Enter the 'Verification code' to access your account.



CONTACT PREFERENCES

To manage your portal notifications:

1. Navigate to your profile icon and select 'Contact Preferences' from the dropdown.
2. From here, you can choose if:
 - a. You want to receive email notifications.
 - b. You want to receive Multifactor Authentication codes to your phone (rather than your email).
3. If you make any changes and want to keep them, select 'Save' at the bottom.

Contact Preferences
Tell us how you'd like to receive your web portal notifications.

Change Notification Settings

Internet Email Notifications
Do you want to receive email notifications?
Emails about account registration and password resets will always be allowed to be sent.

☐ Yes, send Internet email notifications.
☒ No, do not send Internet email notifications.

Phone (SMS text) Multifactor Authentication
Do you want to receive Multifactor Authentication codes to your phone?
By default, the Multifactor Authentication codes are sent to your email.

☒ Yes
☐ No

SMS Text Number:

Country Code: United States ...
Area Code + Phone Number: [input field]

Ensure phone number entered is enabled to receive SMS text notifications

Save

Session Time-out 13:25

WELCOME PAGE

As a member, you'll be able to access login and useful links through the [welcome page](#).

avēsis

premier
access

access
dental

Eligibility and BenefitsView ReferralsView AuthorizationsClaimsDocumentsProvider

Welcome

Member Appeal Grievance Form

Complete specialty benefits

Life should be experienced completely. Improved access, equity, and better outcomes drive our solutions. We're transforming how specialty benefits are delivered to improve people's lives.

Provider Search

Claims History

Review My Policy

United Vision

My Shortcuts

Documents

Session Time-out 11:39

Quick Links

Keep in mind, after 17 minutes without activity, your session will automatically time out.



WELCOME PAGE (CONT.)

From the welcome page, you'll see the following tabs on the right-hand side of the screen:



Allows you to find a doctor or location that fits your needs.
Skip to the Provider Search informational page [here](#).



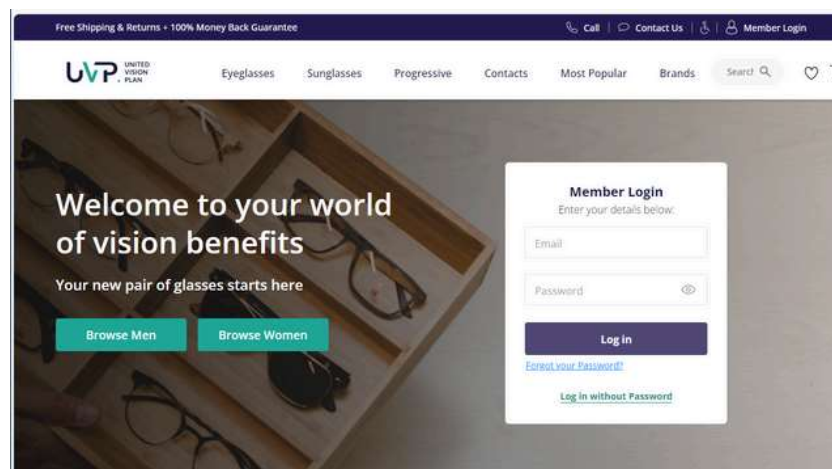
Displays your claims history.
Skip to the Claim informational page [here](#).



Displays your policies.
This can also be found under [Eligibility and Benefits](#) and [Documents](#).



Directs you to United Vision Plan where you can order a new pair of glasses with ease!



ELIGIBILITY AND BENEFITS

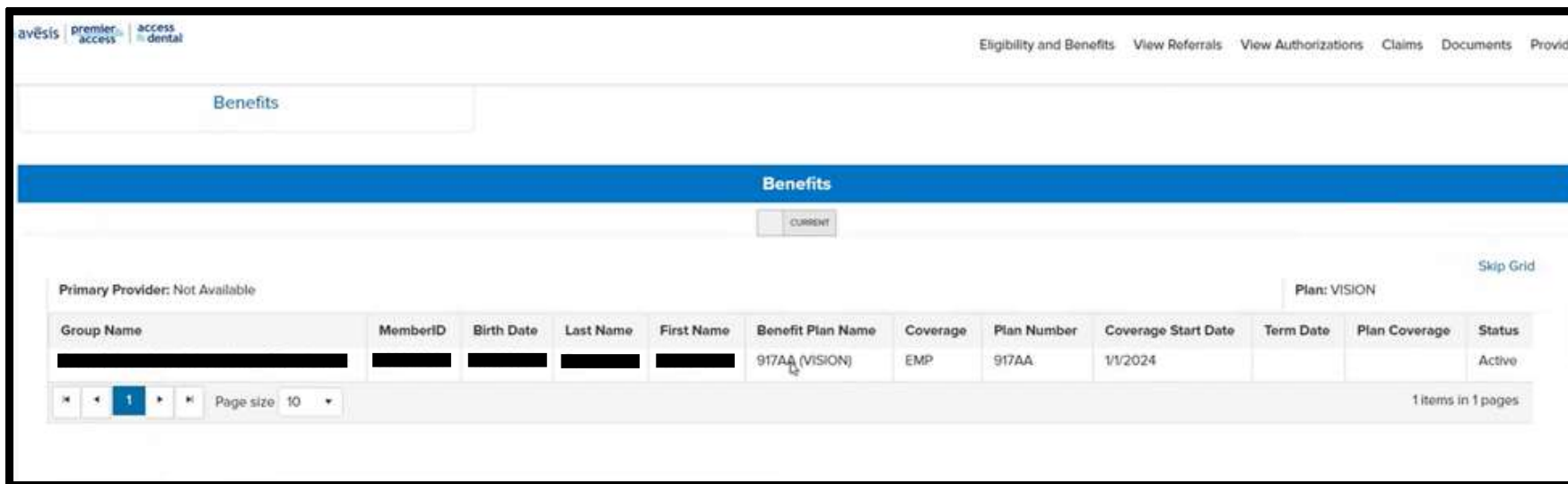
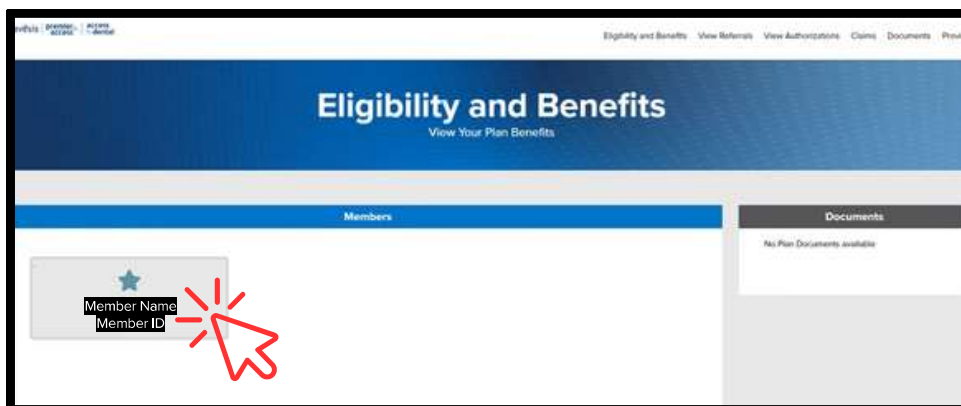
Check your eligibility and benefits in just a few simple steps!

1. Navigate to the top right tabs and hover over 'Eligibility and Benefits' followed by clicking on 'Eligibility Benefits'.
2. Here, all the information about your plan benefits, members, and documents is at your fingertips.
 - a. You'll notice members are neatly organized by the main subscriber (spot the star icon), spouse, and dependents.

The screenshot shows a web interface for 'Eligibility and Benefits'. At the top, there are logos for 'avēsis', 'premier access', and 'access dental'. To the right, a navigation bar contains links: 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims', 'Documents', and 'Provider'. The main header is a dark blue banner with the text 'Eligibility and Benefits' and 'View Your Plan Benefits' below it. The content area is divided into two main sections: 'Members' and 'Documents'. The 'Members' section has a blue header and contains a card with a star icon, 'Member Name', and 'Member ID'. The 'Documents' section has a dark grey header and displays the message 'No Plan Documents available'.

ELIGIBILITY AND BENEFITS (CONT.)

- To see member benefits, select the member you're interested in to access their benefits.
- This will reveal details such as their group affiliation, member ID, birth date, full name, benefit plan name, type of coverage, plan number, coverage start date, status, and more.



ID CARDS

Need a temporary ID card? We've got you covered!

1. Hover over 'Eligibility and Benefits' in the top right corner. From the drop down, select 'Print ID Card'.
2. This will display a document containing your temporary ID. At the bottom of the screen, click on "Print Temporary ID Card."
3. A pop-up window will then appear, presenting your temporary ID. Feel free to save it, print it, or both.

The screenshot shows the Avēsis Member Portal interface. At the top, there is a navigation bar with links: Eligibility and Benefits, View Referrals, View Authorizations, Claims, Documents, and Provider. The 'Eligibility and Benefits' link is highlighted with a red box. Below the navigation bar, the main content area has a blue header with the text 'ID Card' and 'Lost or misplaced ID Card? No problem, we can help!'. A dropdown menu is open under 'Eligibility and Benefits', showing the option 'Print ID Card' highlighted with a red box. Below this, there is a section titled 'ID Card' with a message: 'Be sure your printer's orientation is set to portrait.' and a sample ID card. The sample ID card displays the Avēsis logo and fields for MEMBER NAME, MEMBER #, PLAN #, and D-CODE. At the bottom of the page, there is a button labeled 'Print Temporary ID Card' highlighted with a red box. A session timeout message 'Session Time-out 12:17' is visible in the bottom left corner.

avēsis premier access dental

Eligibility and Benefits View Referrals View Authorizations Claims Documents Provider

Eligibility and Benefits
Print ID Card

ID Card

Lost or misplaced ID Card? No problem, we can help!

ID Card

Be sure your printer's orientation is set to portrait.

avēsis

MEMBER NAME
MEMBER #
PLAN # D-CODE
917AA 1MP

How to Use Your Benefits

Print Temporary ID Card

Session Time-out 12:17

<https://avesiscomm.veriben.net/Portal/Framework3/Pages/MemberPortal/MyPolicy.aspx>

VIEW REFERRALS

To view the status of referrals:

1. Navigate to the top right corner and select 'View Referrals'.
2. From this view, you will see each referral's ID; Received Date; Status, Member ID; Member Name; Referred from and to Office Name, Provider ID, and Provider Name; and Group Name.

avēsis premier access access dental

Eligibility and Benefits View Referrals View Authorizations Claims Documents Provider

View Referrals

View the status of referrals.

Tip: You may click a column header to sort your search results

	Referral ID	Received Date	Status Code	Member ID	Member Name	Referred From Office Name
No referrals found.						

1

Page size: 50

0 items in 1 pages

Export as CSV

VIEW AUTHORIZATIONS

To view your Prior Authorization requests quickly and securely:

1. Navigate to the top right corner and select ‘View Authorizations’.
2. From this view, you will see each authorization’s Number, Description, Effective Date, Thru Date, Status, Submitted Date, and Reference Number.

avēsis premier access access dental

Eligibility and BenefitsView ReferralsView AuthorizationsClaimsDocumentsProvider

Prior Authorizations

View your Prior Authorization request quickly and securely

Skip Table

Tip: You may click a column header to sort the data

	Authorization #	Authorization Description	Effective Date	Thru Date
No Members found for the search term(s) entered				

CLAIMS

To view your claims history:

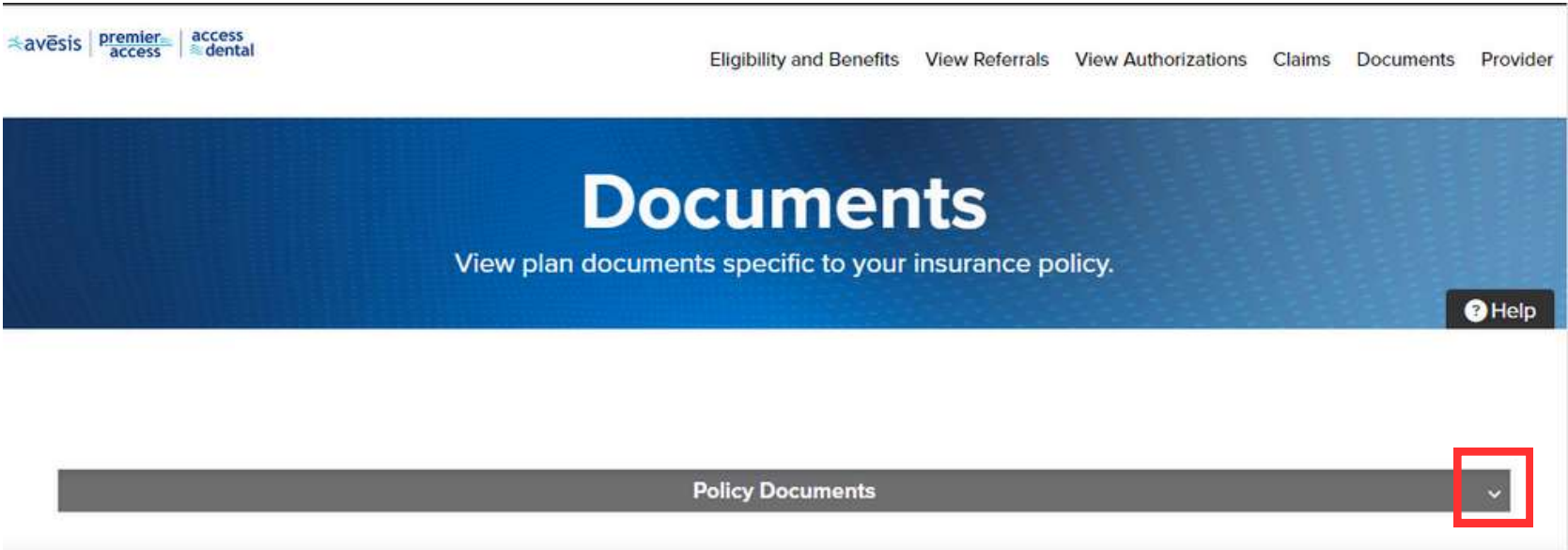
1. Hover over 'Claims' in the top right corner. From the drop down, select 'Claims History'.
2. From this view, you can see all of your claims as well as use the Search tool to look for a specific claim.

The screenshot shows the 'Claims for [redacted]' page. At the top, there are logos for 'avēsis', 'premier access', and 'access dental'. To the right is a navigation bar with links: 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims' (highlighted in blue), 'Documents', and 'Provider'. A dropdown menu from 'Claims' is open, showing 'Claims History' highlighted in a red box. Below the navigation bar is a large blue header with the text 'Claims for [redacted]' and a link 'View claims history'. Underneath is a search bar with a 'Search' button and a 'Clear Search' button. Below the search bar is another blue header with 'Claims for [redacted]'. The main content area is mostly empty, with the text 'No Claims available at this time' and a 'Skip Grid' link. At the bottom, there is a pagination control showing '1' of '9' items and a 'Print' button.

DOCUMENTS

To view plan documents specific to your insurance policy:

- 1. Navigate to the top right corner and select 'Documents'.
- 2. Select the drop down for the documents you want to view.



PROVIDER SEARCH

To find a doctor or location, follow these simple steps:

1. Go to the tabs on the top right and select 'Provider' followed by 'Provider Search'.
2. Choose either 'Find a Doctor' or 'Find a Location'.
3. Fill in the necessary fields and apply the filters to refine your search. Keep going until you find a doctor or location that fits your needs.
 - a. For vision, make sure to select “Commercial Vision” for Health Plan and “ComVision” for Health Plan Type.

The screenshot shows the 'Provider Search' interface. At the top, there are tabs for 'Find a Doctor' (highlighted with a red box) and 'Find a Location'. Below these is a search bar labeled 'Search Provider Name, NPI, Specialty, Condition, etc.' and a language selector set to 'English'. The main search area includes filters for 'Specialty', 'Located Near' (with a zip code field), and 'Within' (set to 20mi). A 'Filters' section on the left includes 'Relationship' and 'Language' dropdowns. To the right of the filters, there are two sections: 'Choose Your Health Plan' and 'Choose Your Health Plan Type'. The 'Choose Your Health Plan' section has a dropdown menu with 'Commercial Vision' selected (highlighted with a red box). The 'Choose Your Health Plan Type' section has a dropdown menu with 'ComVision' selected (highlighted with a red box). Below these sections are 'Clear All' and 'Submit' buttons. At the bottom, there is a 'Sort' section with 'Relevance', 'A-Z', and 'Z-A' options. The results section shows 'Total Providers Found: 26740' and a 'Print/Save PDF' button. Two provider cards are visible: one for 'Optometry' and one for 'Internal Medicine'. Each card displays a doctor icon, the specialty, 'Languages Spoken: English', 'Health Plan: Commercial Vision', 'NPI: [redacted]', and 'Cultural Competency: N/A'.

PROVIDER SEARCH

Find a Location view.

Find a Doctor **Find a Location** Language English

Search name, location, type, etc.

Specialty: Specialty Located Near: Enter Zip Code Within: 20mi [Additional Filters](#)

Filters


City: City State: State Zip: Zip Location Type: Location Type

Services Offered: Services Offered

[Clear All](#) [Submit](#)


Sort: [Relevance](#) [A-Z](#) [Z-A](#)

Total Locations Found: 45865 [Print/Save PDF](#)



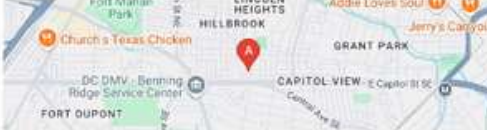
Address: [REDACTED]
Phone: Not stated
Fax: Not stated
Services Offered:
Location Type: Dental Provider


[View Location](#)




Address: [REDACTED]
Phone: (201) 489-6010
Fax: (201) 489-1885
Services Offered:
Location Type: Eye / Vision Provider


[View Location](#)







Address: [REDACTED]
Phone: Not stated
Fax: Not stated
Services Offered:
Location Type: Practice



Address: [REDACTED]
Phone: Not stated
Fax: Not stated
Services Offered:
Location Type: Practice



www.avesis.com

1295 W Washington St, Tempe, AZ 85281