

Instructions for the Auxiant Website

May 2007

Use the Auxiant website to work with healthcare claims.



Click the Auxiant logo on our Intranet, or go directly to www.auxiant.com

Look for the **Sign In** link for Auxiant Health Members.

| Members | |
|--|---|
|  | <h3>AuxiantHealth - Members</h3> <p>AuxiantHealth is an interactive web based application that provides access to health plan information 24 hours a day. Information available includes claim, eligibility, benefit, and provider network data.</p> <p>Sign In</p> |

| AuxiantHealth Member Login | | |
|--|------------------------------------|--------------------------------------|
| UserID: <input type="text"/> | Password: <input type="password"/> | <input type="button" value="Login"/> |
| First Time Member User | Password Reminder | |
| Please call 800-245-0533 ext 6344 if you need online account assistance. | | |

Click the First Time Member User link if you have not registered yet. During registration you'll create your own UserID and password.

| USER REGISTRATION | |
|---|---|
| Please enter your information as it appears on your health plan records. Fields marked with an asterisk (*) are required. | |
| User Name: <input type="text"/> | * |
| <small>(Select a username that you will remember. You will login with this.)</small> | |
| Password: <input type="password"/> | * |
| <small>(Your password must be at least 8 characters long.)</small> | |
| Confirm Password: <input type="password"/> | * |
| Name: <input type="text"/> | * |
| <small>First Name * M.I. Last Name *</small> | |
| Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> | * |
| Email: <input type="text"/> | * |
| <small>(username@domain.com)</small> | |
| Member ID: <input type="text"/> | * |
| <small>(Please enter your Member ID as it appears on your ID card.)</small> | |
| Address 1: <input type="text"/> | * |
| Address 2: <input type="text"/> | |
| <small>(optional)</small> | |
| City: <input type="text"/> | |
| State: <input type="text"/> | |
| Zip: <input type="text"/> | * |
| Phone: <input type="text"/> | |
| Date of Birth: <input type="text"/> | * |
| <small>(mm/dd/yyyy)</small> | |
| Do you agree to receive email notices from Auxiant? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| <input type="button" value="Submit"/> <input type="button" value="Clear"/> | |



NOTICE OF CONFIDENTIALITY, CERTIFICATION OF AUTHORITY and
RELEASE AND WAIVER OF LIABILITY

You have requested on-line access to confidential patient data and/or confidential information concerning the administration of insurance claims relating to a patient's care.

Auxiant and 'Your Company' take very seriously their obligation to maintain the confidentiality of information

I AGREE

I DISAGREE

You must agree to this notice.

Auxiant
Your Integrated Benefits Partner

Home | Plan Sponsors | Members | Broker Center | Providers

HOME :

Valley Bakers
COOPERATIVE ASSOCIATION

LOGGED IN - MEMBER

Your name and contact information show here

Click to update your information ▶

NEW MESSAGES

You have no new messages.

Click to check your messages ▶

Top Ten Frequently Asked Questions

1. [What is the status of my claim?](#)
2. [What Providers are available for this health plan?](#)
3. [Does this site show all claims that you have received for my dependents and myself?](#)
4. [What services need to be pre-certified?](#)
5. [How can I determine the status of a claim?](#)
6. [How do I request a new ID card?](#)
7. [Which Pharmacy is available under my plan?](#)
8. [What is the address to submit claims?](#)
9. [How do I determine an effective date?](#)
10. [How do I let you know my child is a full-time student?](#)

Healthcare Info
F.A.Q.
Auxiant Drug Store
Healthcare Advisor
Coverage Advisor
Download Forms
Customer Service
Change Password
Provider Directory
Benefit Information
Member User's Guide

LOGOUT

Search **GO** ▶

Use the navigation tool on the left side of the screen to get around.

- Healthcare Info
- F.A.Q.
- Auxiant Drug Store
- Healthcare Advisor
- Coverage Advisor
- Download Forms
- Customer Service
- Change Password
- Provider Directory
- Benefit Information
- Member User's Guide

Claims information is located under Healthcare Info link.
Communicate with Customer Service using the Customer Service link.

Healthcare Info
Enrollment
Claims

LOGOUT
Back One Level

Search
 [GO](#)

HEALTHCARE INFO



Enrollment

View your account including name, address, telephone number and benefit plan status.

[Click to check enrollment](#)



Claims

View the status and payment information on all of your submitted claims.

[Click to check claims](#)

Customer Service
Ask A CSR
Check Messages
Change Address

LOGOUT
Back One Level

Search
 [GO](#)

CUSTOMER SERVICE



Ask-a-CSR

Contact our Customer Service Representatives (CSRs) anytime and receive a response by the next business day.

[Click to ask a new question](#)



Check Messages

View responses to an existing customer service inquiry. You will be notified via e-mail each time a response has been posted for you to retrieve.

[Click to check your messages](#)