



CBCA Connect

Connecting you to Plan Management
Tools and Information

Member User Handbook
2009



Welcome to CBCCA Connect!

www.cbca.com

CBCCA Connect is a powerful web tool that puts the plan information you need right at your fingertips 24 hours a day, 7 days a week! Here's how to get started:

Log In Page



Registration Page



First-Time Registration:

As a new user, you will need to register for CBCCA Connect using the New User Registration Page. From the Log In Page, select **Sign Up** for first-time registration.

You will need to read and agree to the Terms and Conditions of the website before registration. If you agree, select **Agree** to continue to the registration page.

On the registration page, fill in the boxes with the requested personal information. You will also select your **User Name** and **Password** for future access to CBCCA Connect, and a **Hint Question** that will be used for security purposes should you ever need to reset your password.

Helpful Hints:

- Your **Group Number** is required for registration and can be found on your plan ID card.
- Your **User Name** must be at least 3 characters, and must begin with a letter.
- Your **Password** must be at least eight characters
- Select a **Hint Question** that will be easy for you to remember . You will be asked to answer this **Hint Question** for security purposes if you ever need assistance with accessing this site.
- Save your Log In page as one of your internet browser's Favorites for quick access in the future.

After your first-time registration, you will be able to log in directly from the Log In page using your chosen User Name and Password.

Navigating CBCA Connect

Welcome Page



My Menu:

Using the menu on the left hand side of the screen, you can navigate through all of the tools CBCA Connect has to offer.

My Benefits offers a list of options for you to check personal information, including:

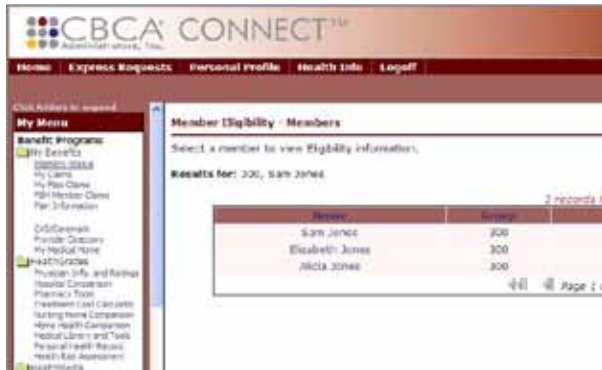
- Eligibility Status
- My Claims
- My Flex Claims
- Pharmacy Benefit Management Member Claims
- Plan Information
- Provider Directory
- My Medical Home

Other services located on **My Menu** vary according to your employer's specifications, and may include tools such as a Treatment Cost Calculator, a Health Risk Assessment, a Personal Wellness Advisor and more. See your Human Resources Department for details on what tools are available to you.



Check Eligibility Status

Eligibility Status



Select **Eligibility Status** from My Menu

Here you will find a list of you and your dependents. Select a name from the list for additional information regarding eligibility.

Member Eligibility



This page is an excellent source of plan information. You can also request a replacement ID card or access other tools according to your employer's specifications.



Check Claim Status

My Claims



You can use CBCA Connect to keep on top of the status of your claims.

Select **My Claims** or **My PBM Claims** from **My Menu**.

Here you will find multiple search options to locate a particular claim or a group of claims.

Helpful Hints:

- Use **Quick Search** for a list of your past several claims
- Use **Date Range Search** to locate claims that happened within a specified time frame
- Use **Claim Number Search** to find a particular claim, by entering the claim number without any dashes.

My Claims--Search Results



The results of your search will show a list of your claims, including the provider, dates of service, the member number, the status of the claim, and personal financial responsibility associate with the claim.

Helpful Hints:

- See the FAQ section to learn how to limit viewing of family members' claim details to view an individual plan participant.

Sample Claim--Additional Information



Click on the claim number for additional information.

Claims are posted for you to view as soon as they are processed. Claims marked as “adjudicated” or “processing” are being completed and an Explanation of Benefits (EOB) will be generated shortly. No further information is necessary from the member.



Using Express Request

Express Request Menu



Express Request is an optional feature that, if provided by your employer, allows you to request information from our Customer Service team via email and track responses to those inquiries.

To access the Express Request menu, select the **Express Request** tab at the top of the screen.

You will also have the option to include an attachment to your inquiry or request (such as a letter of medical necessity).

To submit a new request, select **New Requests**.

To read replies to your inquiries, select **New Replies**.

Use the remaining following options to track and organize your inquiries and responses:

- **Pending Replies**
- **Saved Requests**
- **Rejected Requests**
- **Cancelled Requests**
- **Update Messages**
- **Search History**



Update Your Personal Profile

Personal Profile Menu



The screenshot shows the 'Your Personal Profile' page on the CBCCA CONNECT website. The page has a navigation bar with 'Home', 'Express Requests', 'Personal Profile', 'Health Info', and 'Logout'. A 'My Home' sidebar lists various services like 'My Benefits', 'My Claims', and 'My Health'. The main content area is titled 'Your Personal Profile' and includes a note: 'Updating your personal profile on the System does not update your personal information Administrator or benefits administrator to update your information with your employer.' Below this is a 'Personal Information' section with a 'Design a required field' label. The form contains fields for 'First Name: Sean', 'Middle Name', 'Last Name: Jones', 'Username: saas.number', 'Phone: 866.271.8193', and 'E-mail: sean@all.com'. A 'Update Profile' button is at the bottom of the form.

You can update your CBCCA Connect profile by selecting the **Personal Profile** tab at the top of the page.

Here you can change your **User Name**, **Password** or **Hint Question** for the site.

Email notification

Provide your email address if you want to receive email notifications each time there is a new explanation of benefits (EOB) to review after any new claims are processed.

Paperless EOB

You can also choose to receive paperless EOBs by selecting **Paperless EOB Opt-In**.

