

# MEMBER *User guide*



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Welcome to Avēsis and this guide, which explains how to use the member portal at [www.avesis.com](http://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](http://www.avesis.com).
2. At the top right corner, hover over “Log in” and select “Members” under Commercial.

avēsis

Members Providers Government and MCO Benefits Managers Brokers About

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.

How do I use my Avēsis benefits?  
Member support

How do I view information on Premier Access?  
Premier Access

How do I view information on Access Dental?  
Access Dental

access dental

Log in

Government

Providers

Members

Health Plan Administrators

Commercial

Providers

Members

Employers

Brokers

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

1. Once you access the commercial member log in from [www.avesis.com](http://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

Fields marked with an asterisk(\*)

First Name\*

Last Name\*

Preferred Email Address\*

Confirm Email Address\*

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...  
[✓ 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\*

Preferred Email Address\*

Confirm Email Address\*

(Member ID or SSN is required)

Member ID\*

OR

Social Security Number\*

Date of Birth\*

mm/dd/yyyy

[➔ 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

The screenshot shows a registration form with two main sections: "Security Questions" and "Localization Preferences". Under "Security Questions", there are two rows, each with a "Security Question" dropdown menu (currently showing "--Select One--") and a "Secret Answer" text input field. Under "Localization Preferences", there are three dropdown menus: "Language" (set to "English"), "Country" (set to "United States"), and "Time Zone" (set to "(UTC-06:00) Central Time (US & Canada)").

5

The screenshot shows a "Web Confidentiality Agreement" page. At the top, it says "All the required fields are marked with an asterisk(\*)". Below that, the text reads: "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." At the bottom left, there is a yellow "Agree\*" button.

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

The screenshot shows a screen titled "Do you want to receive Multifactor Authentication codes to your phone?". Below the title, it says "By default, the Multifactor Authentication codes are sent to your email." There are two radio buttons: "Yes" (which is selected) and "No". Below this, there is a section for "SMS Text Number:" with a "Country Code" dropdown menu (set to "United States +1") and a "Area Code + Phone Number" text input field. At the bottom, there is a note: "Ensure phone number entered is enabled to receive SMS text notifications". There are "Back" and "Next" buttons at the bottom.

## 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](http://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.

### Account Authentication

**Email Verification Code**  
An email with your verification code has been sent to n\*\*\*\*n@a\*\*\*\*s.com. Provide the verification code below:

Verification code \*

If the email message does not arrive within 5 minutes, check your spam folder or click [Resend new Code](#)

[Continue](#) [Resend new Code](#)

### Verification code

HPSmailSvc@VeriBen.Net <supp...>  
To [Redacted]

12:59 PM

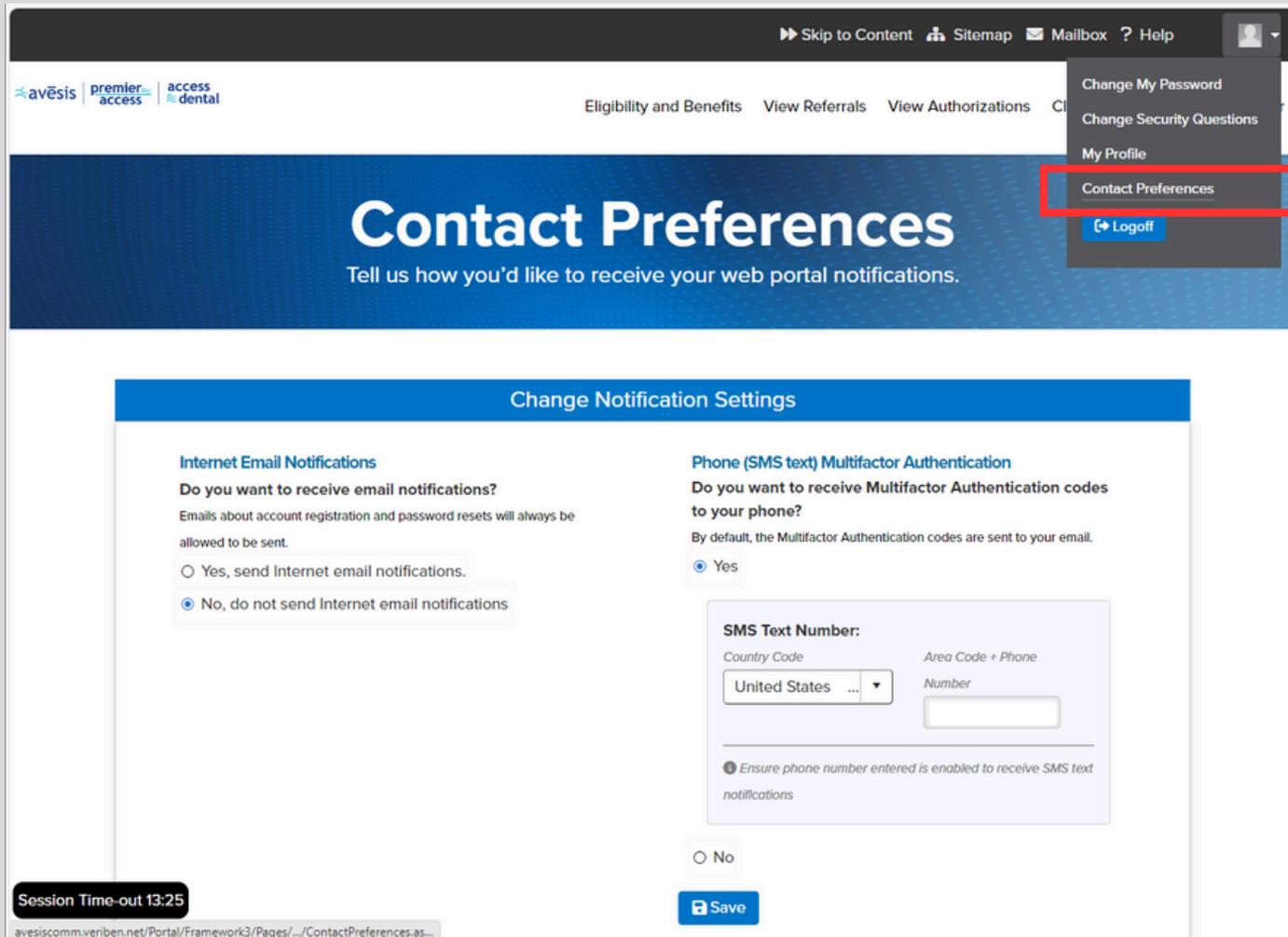
**ALERT! - EXTERNAL EMAIL. [DO NOT OPEN ATTACHMENTS, CLICK ON LINKS OR SCAN QR CODES UNLESS YOU RECOGNIZE THE SENDER]. IF EMAIL IS SUSPICIOUS, CLICK ON THE REPORT PHISHING.**

Verification code: 72996188

# 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.



## 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 Benefits | View Referrals | View Authorizations | Claims | Documents | Provider

# 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.)

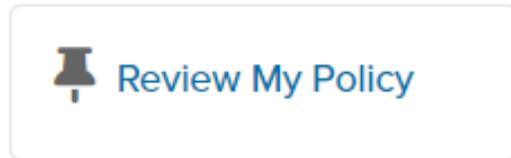
From the welcome page, you'll see the following tabs on the right-hand side of the screen:



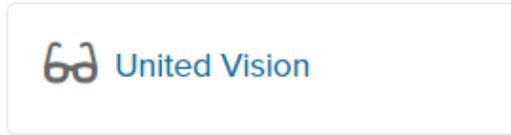
Allows you to find a doctor or location that fits your needs. Skip to the Provider Search informational page [here](#).



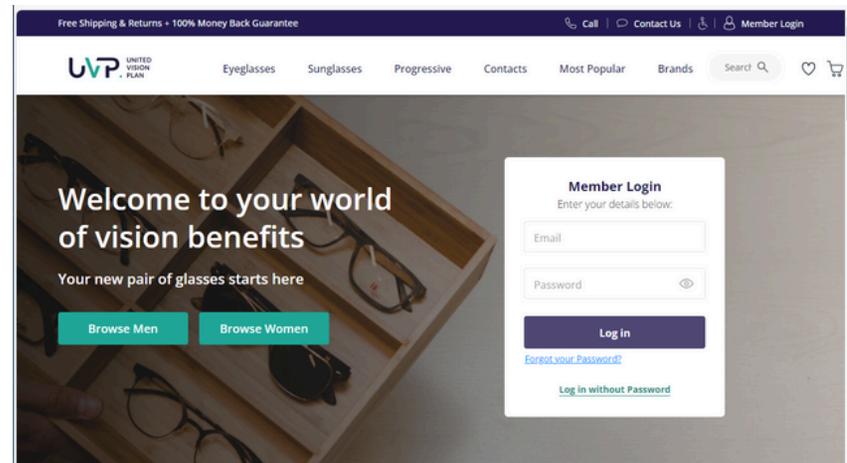
Displays your claims history. Skip to the Claim informational page [here](#).



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.

# Eligibility and Benefits

View Your Plan Benefits

## Members



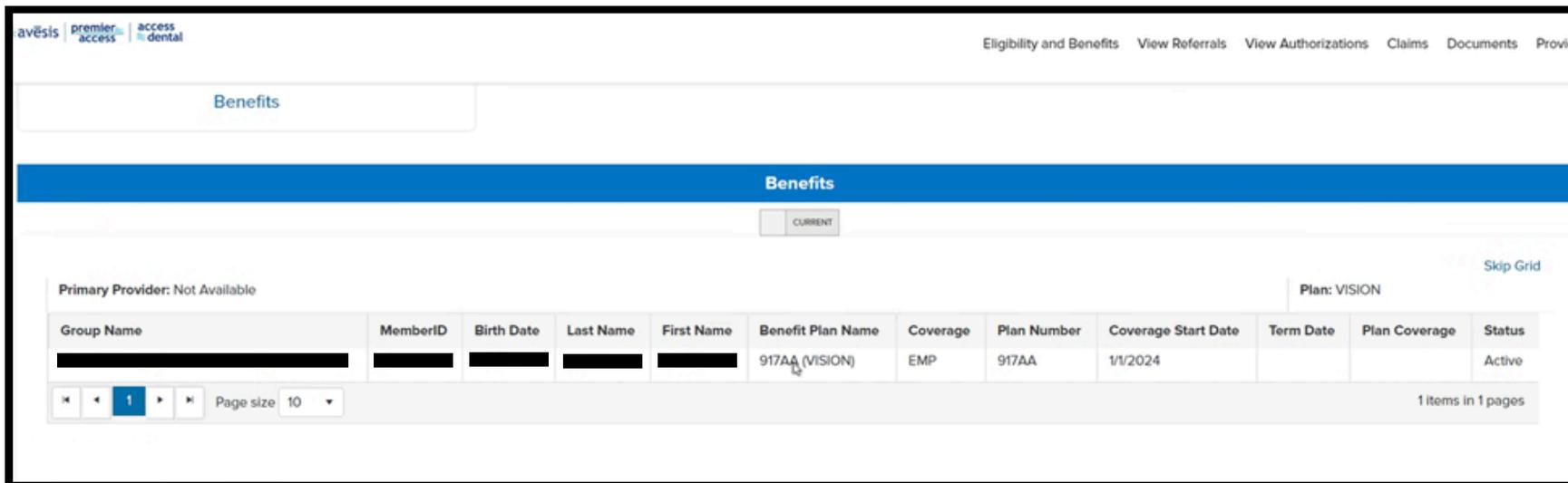
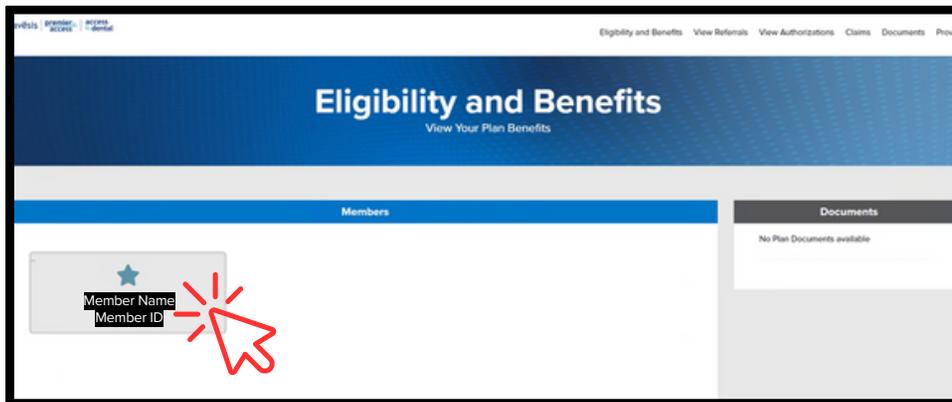
Member Name  
Member ID

## Documents

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 left, there are logos for avēsis, premier access, and access dental. The top right navigation bar includes links for Eligibility and Benefits, View Referrals, View Authorizations, Claims, Documents, and Provider. A dropdown menu is open under 'Eligibility and Benefits', with 'Print ID Card' highlighted in a red box. The main content area has a blue header with the text 'ID Card' and 'Lost or misplaced ID Card? No problem, we can help!'. Below this is a section titled 'ID Card' containing a preview of an ID card. The ID card preview includes the avēsis logo, fields for MEMBER NAME, MEMBER #, PLAN #, and D-CODE, and a note: 'Be sure your printer's orientation is set to portrait.' Below the preview is a link for 'How to Use Your Benefits'. At the bottom left, a button labeled 'Print Temporary ID Card' is highlighted in a red box. A session timeout notice 'Session Time-out 12:17' is visible in the bottom left corner. The URL at the bottom is 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.					

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 Benefits View Referrals **View Authorizations** Claims Documents Provider

# 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:

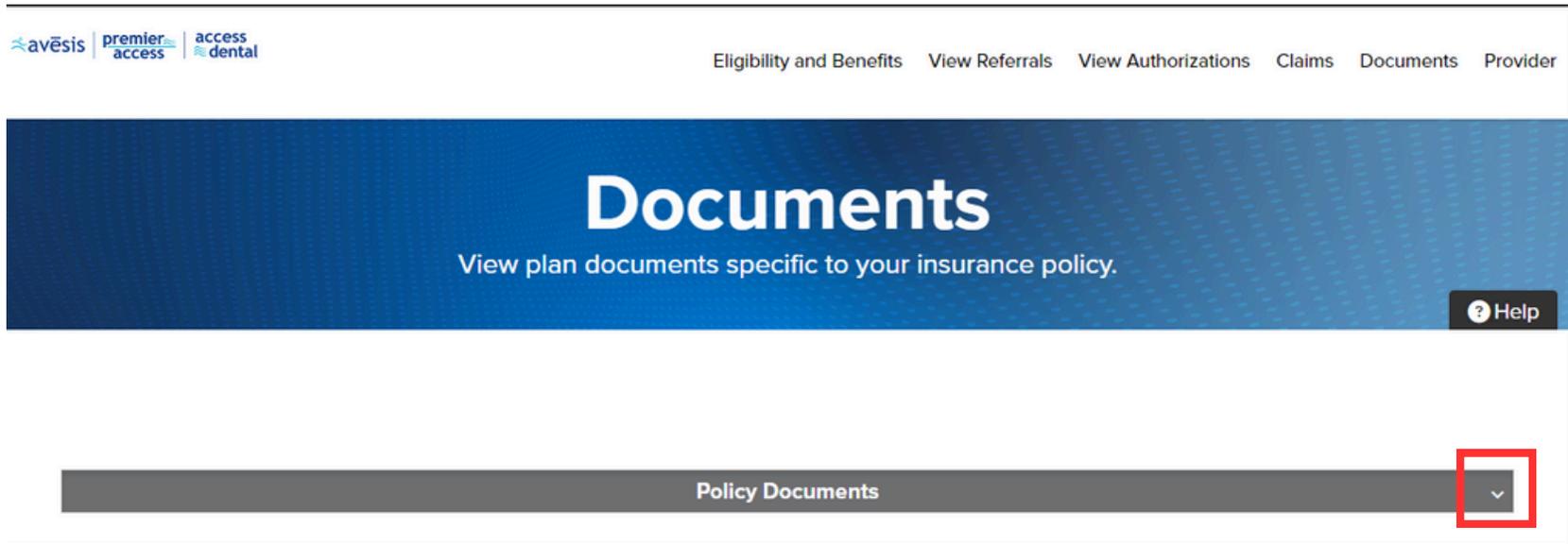
1. Hover over 'Claims' in the top right corner. From the drop down, select 'Claims History'.
2. From this view, you can see all of your claims as well as use the Search tool to look for a specific claim.

The screenshot shows the 'Claims' section of a member portal. At the top, there is a navigation bar with links for 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims', 'Documents', and 'Provider'. The 'Claims' link is highlighted with a green circle. A dropdown menu is open under 'Claims', and the 'Claims History' option is highlighted with a red box. Below the navigation bar, there is a large blue header area with the text 'Claims for [redacted]' and a 'View claims history' link. Underneath the header, there is a search bar with a 'Search' button and a 'Clear Search' button. Below the search bar, there is a blue bar with the text 'Claims for [redacted]'. The main content area is empty, displaying the message 'No Claims available at this time'. There are navigation controls for the grid, including arrows and a page number '1' out of '9'. A 'Print' button is located at the bottom center of the page.

## 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 displays the 'Provider Search' interface. At the top, there are navigation tabs: 'Find a Doctor' (highlighted with a red box) and 'Find a Location'. Below these is a search bar and filter options for 'Specialty', 'Located Near', and 'Within'. A 'Filters' section includes 'Relationship' and 'Language'. Two dropdown menus are highlighted with red boxes: 'Choose Your Health Plan' (set to 'Commercial Vision') and 'Choose Your Health Plan Type' (set to 'ComVision'). A red callout box points to these two dropdowns. At the bottom, two provider profiles are shown: one for 'Optometry' and one for 'Internal Medicine', both with 'Commercial Vision' as their health plan.

## PROVIDER SEARCH

Find a Location view.

Find a Doctor
Find a Location
Language English

Specialty

Specialty

Located Near

Enter Zip Code

Within

20mi

Additional Filters

**Filters**

City:

State:

Zip:

Location Type:

Services Offered:

Sort: Relevance A-Z Z-A

[Redacted Name]

Address: [Redacted]

Phone: Not stated

Fax: Not stated

Services Offered:

Location Type: Dental Provider

[Redacted Name]

Address: [Redacted]

Phone: Not stated

Fax: Not stated

Services Offered:

Location Type: Practice

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

[Redacted Name]

Address: [Redacted]

Phone: (201) 489-6010

Fax: (201) 489-1885

Services Offered:

Location Type: Eye / Vision Provider

[Redacted Name]

Address: [Redacted]

Phone: Not stated

Fax: Not stated

Services Offered:

Location Type: Practice



[www.avesis.com](http://www.avesis.com)

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