

MORE Health Online Portal

You have a lot of responsibilities, as a Plan Administrator. MORE Health is here to help you with tools that make it easy to make benefit administration changes (add new employees, family status changes and terminations). As plan administrator, you will have access to your company's information, as well as, your personal coverage.

If you are not the assigned plan administrator, please send the correct PA's name, email address and account name to monica.francis@morehealth.com.

Portal Activation

To activate your company portal information, please follow these steps:

1. Visit the following link for activation:

<https://benefits-administrator.morehealth.com/entry/register/activate>

You will see activation screen as pictured below. Enter the activation code you've received from MORE Health via email and click the Okay button.

2. The next screen will prompt you to input your email address. If you have provided us with an email address, it will be prefilled. Please verify and correct if needed.

MORE Health®

Welcome to MORE Health!

Please set up your login.

Login email



Please enter your verification code

Request Code

Please enter your new password

Re-enter password

3. **IMPORTANT STEP** - Click the Request Code button.

Your activation code will be sent to your email address indicated and is valid for only five (5) minutes. (You must complete this page by clicking the Next button within that time.)

MORE Health[®]

Welcome to MORE Health!

Please set up your login.

Login email

Please enter your verification code

Request Code



Please enter your new password

Re-enter password

4. Please check your email for the verification code.

Copy and paste the verification code.

Welcome to MORE Health!

Please set up your login.

Login email

Please enter your verification code

Request Code



Please enter your new password

Re-enter password

5. Create a password and confirm the password. Please keep your password safe.

Click the Next button to complete login creation.

Please set up your login.

Login email

Please enter your verification code

Request Code

Please enter your new password



Re-enter password

Next



6. Review all account information. If any information is incorrect, please note them and click the Ok button to proceed.

After activating your account, please send any corrections to monica.francis@morehealth.com. When the corrections are implemented, you will be notified.

7. **Congratulations!** You have now completed the MORE Health portal activation. Activation of the portal will give you the ability to view all your employee information, download and/or print out information.

Now that your portal activation has been successfully completed. You may log in any time at: <https://benefits-administrator.morehealth.com/> with the password you have created.

Employee Administration Guidelines & Instructions

Through the portal you may now update employee information. New hires, terminations and status changes may be sent by a simple upload of a census template.

You may now provide all employee changes at **one** time. Please provide employee updates **by the 20th of each month through the portal**. All changes will be effective on the first day of the following month of notification. See examples below:

New Hire example:

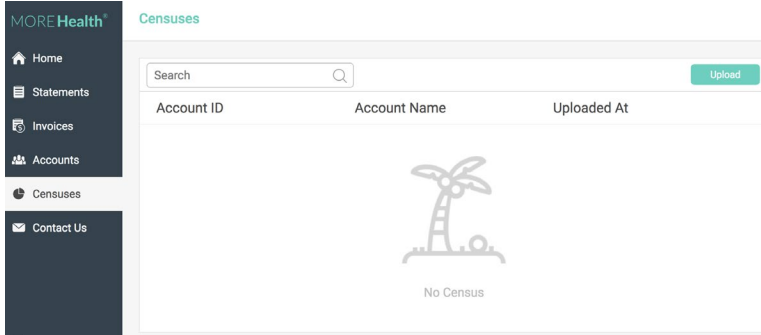
You hire Slade Lee on April 5, 2018. You send a census via the portal with employee updates on April 19, 2018. Slade will have an effective date of coverage of May 1, 2018.

Termination example:

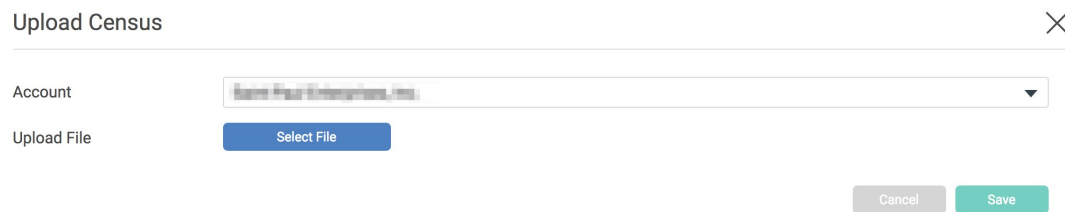
Judy Jetson leaves your company on April 15, 2018 and you provide a census update on April 20, 2018. Judy's coverage will be terminated on May 1, 2018

After the initial enrollment, you have two options on how to update your census:

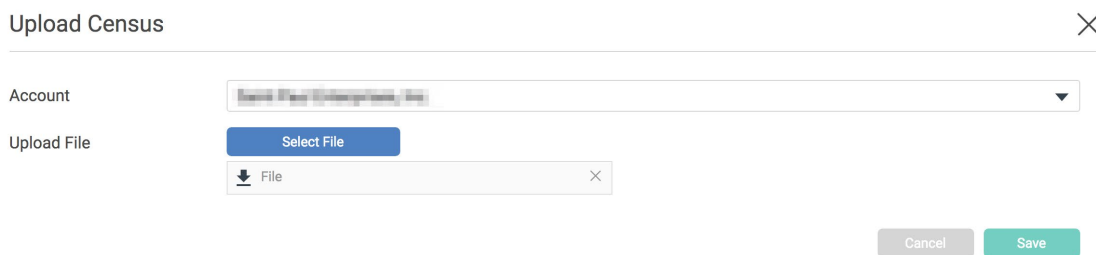
3. Visit the Censuses page in your administrator portal and click the Upload button



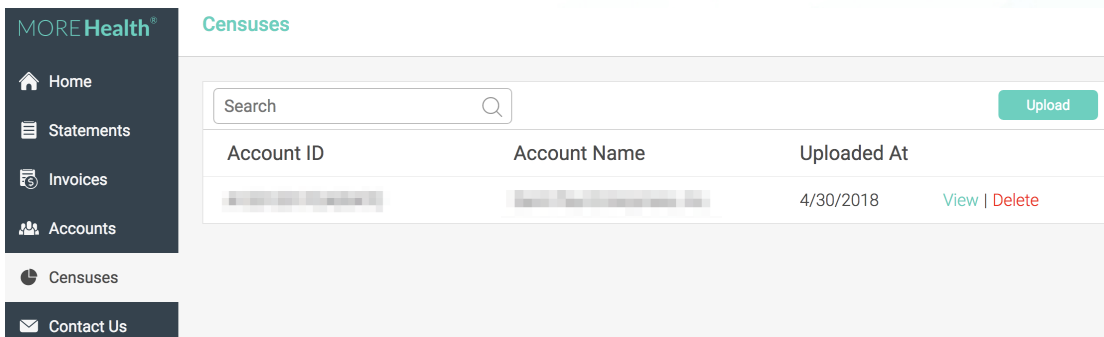
4. Select or verify the account you wish to upload the census for.



5. Click the Select File button and select the census file to upload.
6. When the file finishes uploading, click the Save button to confirm.



7. You can download (View) or remove (Delete) the files you've uploaded.



Census Template Guidelines:

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R |
|--------------|---------------|-----------|------------|-------------|-----------|--------|----------|-----------|-----------|------|-------|-----|-------|-----------|---------------|------------|----------|
| RELATIONSHIP | SUBSCRIBER_ID | MEMBER_ID | FIRST_NAME | MIDDLE_NAME | LAST_NAME | GENDER | BIRTHDAY | ADDRESS_1 | ADDRESS_2 | CITY | STATE | ZIP | EMAIL | TELEPHONE | SERVICE_CODES | START_DATE | END_DATE |
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- RELATIONSHIP* – Indicate the relationship of the person.

1: Employee

2: Spouse

3: Child
- SUBSCRIBER_ID* – Used to identify an employee and their dependents.

Unique employee ID, which is shared by an employee, their spouse and dependents
- MEMBER_ID*

Unique individual ID (i.e. employee ID or SSN)
- FIRST_NAME, MIDDLE_NAME, LAST_NAME*

All upper-case letters for names
- GENDER* – Indicate person's gender

F: Female

M: Male
- BIRTHDAY*

MM/DD/YYYY format
- ADDRESS_1, ADDRESS_2, CITY, STATE*

All upper-case letters for address
- ZIP*

5-digit zip code
- EMAIL*

All lower-case letters for email

- **TELEPHONE**
11-digit number without symbols or spaces: 1 (US country code), 3-digit area code, 7-digit telephone number
- **SERVICE_CODES**
Codes that identify the services the enrolled employee has (Please contact us if you're unsure which codes to use).
EE01: Employee only base service
EC01: Employee and child base service
ES01: Employee and spouse base service
EF01: Employee and family base service
PP01: Per person rate base service
- **START_DATE, END_DATE**
 - **ENROLLMENT:** Enter New Hire start date in MM/DD/YYYY format for START_DATE
 - **TERMINATION:** Enter termination date in MM/DD/YYYY format for END_DATE (for change files ONLY)

Activation for Employee Portal

We know each company has their own communication methods and needs. If you would like, your employees may also active their own MORE Health sites. For employee activation to occur, you will need the email address for each actively working employee.

Activation of the employee portal provides information regarding the program benefits, view who is covered and the ability to initiate a benefit for themselves or minor children (over the age of 18, must initiate benefits themselves). Employees do not need to activate their portal for benefit coverage to be initiated.

Do you have questions about the Plan Administration MORE Health Online Portal? Contact National Account Management via email.

Information Collection, Use, and Sharing

MORE Health is the sole owner of the information collected on this site. We only have access to collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill a benefit activation.