AultCare Employer Account Registration Guide

REVISED 9/26/2014

Background

Welcome to our AultCare family. Whether you are a new member, or have been with us for many years, we are proud to help you and your employees with one of your most precious commodities, your health.

We've created an area on www.aultcare.com designed just for you. You can use the online area to communicate with us, make changes to your groups, send and retrieve files, access your EOBs and more.

Before you or your group members can use the AultCare website as a logged in member, you must register for a secure online account. This document is designed to walk you through each step to create your online members account. Once you've created an account, we encourage you to read the other "Website How to Guides" for employers.

If you have questions, you can contact your group coordinator, or for technical assistance, email the AultCare Web Team at AultConnect@AultCare.com.

Sincerely,

Your AultCare Team

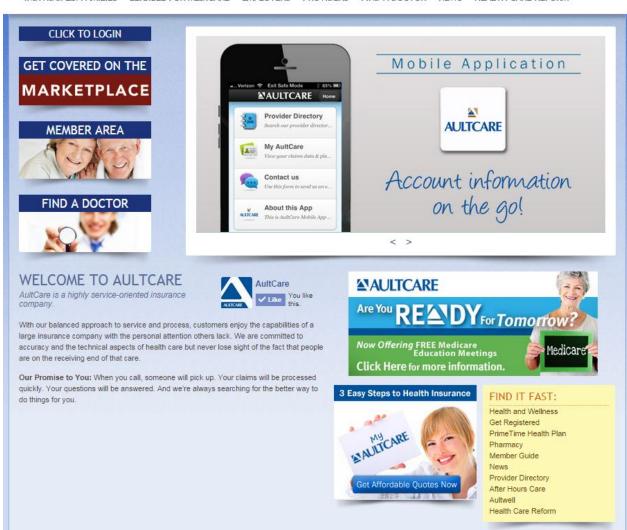## Creating your Employer login on the AultCare website

Open a web browser and go to www.AultCare.com

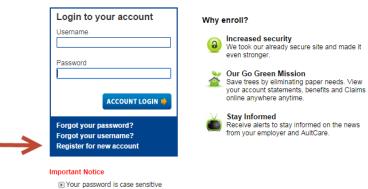Click on the **Login** link at the right of the screen.

Click on "Register for new account."

Select "Employers" as your "Membership Type" and click on the "SIGN UP NOW" button.

Step # 1

You must agree with our "**Terms of Service**" before you can create an account with us. From this page:

1. Select "I Agree" to agree with the "Terms of service" outlined on this page.
2. By entering your name next to the "By" textbox, you are signing your signature.

Click on "CONTINUE" button to proceed.

Step # 2
Enter the following information

- Your first name
- Your middle initial
- Your last name
- A phone number where we can reach you
- The title of your position at your company

Click on "CONTINUE" button to proceed.

Step # 3

Fill in the Fields Below as Required

1. Enter the 9 digit Tax ID number of your company (without the dash)
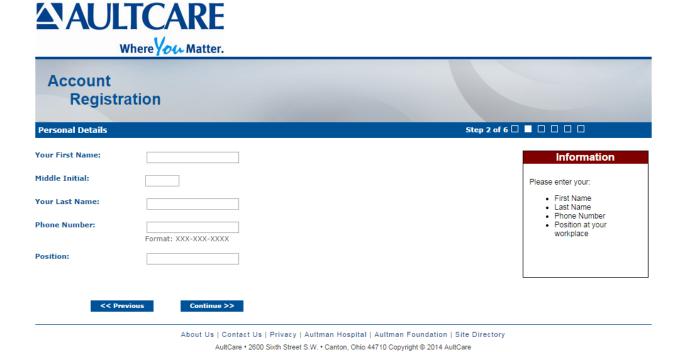2. Enter the name of your company
3. Enter the street address, City and State of your company

Adding Group Numbers

1. Enter the Group Number of your company
2. Click "Add" button
3. The Group Number will then appear in a listbox underneath
4. If you need to add more groups, repeat the steps in this section

Optional Information

If you already know someone at AultCare (e.g Account Coordinator), you can help us expedite the verification process for your employer account by supplying the following "optional" information:-

1. Enter Your Phone Number
2. Enter the name of the person you know at AultCare; (e.g. Group Account Coordinator)

Click on "CONTINUE" button to proceed.

Step # 4 - **Enter the following information:**

▪ **Username for your account**
When you enter a username, the system will tell you if it is already taken or not. If the username is already taken, please choose and enter a different username.

▪ **Password for your account**
The password that you choose should consist of:
  o 8 characters
  o At least one uppercase character **and** one lowercase character
  o At least one number

▪ **Your email address**
Please enter correct email address. We will use this email to communicate with you.

▪ **Three security questions with answers**
Please select your security questions carefully. We will ask you these questions if you forget your username and/or password.

Click on "CONTINUE" button to proceed.

Step # 5

Fill this page in the following manner

1. Reason for requesting access
   Select your reason(s) for requestng access. You can select more than one reason.

2. SFTP IP Addresses
   If you will be using secure FTP transfer **in addition to our website**, please list the IP address(s) that will be used.

3. Authorization to represent your company
   Select "I Agree" to state that you are an authorized representative of the company you are applying this account for.

   Sign your name electronically by entering your name in "By" textbox.

Optional Information on this page

If you need to send us a message or have a question, enter it in the comments box.

Click on "CONTINUE" button to proceed.

AULTCARE
Where *You* Matter.

Account Registration

Additional Information   Step 5 of 6 ☐ ☐ ☐ ☐ ■ ☐

Reason For Requesting Access:

Exchange Electronic Claims
Remits
Sending Eligibility
Receiving Month End Reports
Monthly Billing
Core 270/271
Online Eligibility Verification

Select reason(s) for requesting access so that we can process your request accordingly. (Hold the Ctrl to select multiple reasons)

If you will be using secure FTP transfer in addition to our website, please list the IP address(s) that will be used:

Information

Please enter, **at minimum**, the following information to assist us in setting up your requested account properly:

- Reason for requesting access
- Authorization to represent your company

Authorization

I, Deanna Albrecht, am an authorized representative of US Electronics.

○ I Agree   ○ I Do Not Agree

By: [_____] (typing your name will represent your signature)

🖶 Print this agreement

Please enter any message, comments, or additional notes here:

[<< Previous]   [Continue >>]
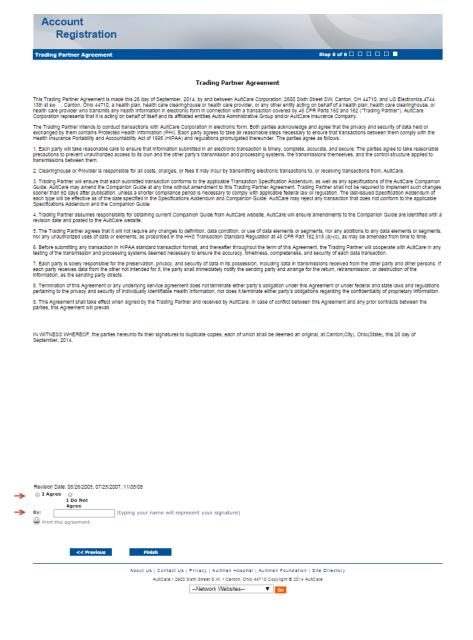
This is the final page of your account registration process. You must agree to the Trading Partner Agreement specified on this page. You can print this agreement by clicking on "Print this agreement".

From this page:

1. Select "I Agree" to agree to the "Trading Partner Agreement" outlined on this page;
2. Indicate your approval by entering your name in "By:" textbox;

Click on "FINISH" button to proceed.

Upon successful completion of your account registration, you will see the following message:

Thank you for the submission of your registration request. You will be receiving an email shortly advising on the next steps to complete the process.

What to expect next?

- Upon completion of the registration process, you should receive an email stating that the registration process has been completed. (Note: At this time, your account is not active yet)
- We will review the application and finish with the account setup process.
- When your account setup has been completed, you will receive an email informing you that your account has been set up and is ready for use. (Note: At this time, the process is complete and you will be able to login to our website)

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