

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.

The screenshot shows the AultCare website homepage. At the top left is the AultCare logo with the tagline "Where You Matter." To the right of the logo are navigation links: "About Us", "Contact Us", "Login", and "Change text size A | A | A". Below these links is a search bar with a red arrow pointing to it. A horizontal menu below the search bar contains links for "INDIVIDUALS/FAMILIES", "ELIGIBLE FOR MEDICARE", "EMPLOYERS", "PROVIDERS", "FIND A DOCTOR", "NEWS", and "HEALTH CARE REFORM".

On the left side of the page, there are four blue buttons: "CLICK TO LOGIN", "GET COVERED ON THE MARKETPLACE", "MEMBER AREA", and "FIND A DOCTOR". Below these buttons are images of a smiling couple and a doctor with a stethoscope.

The main content area features a large advertisement for the "Mobile Application". It shows a smartphone displaying the AultCare app interface with options like "Provider Directory", "My AultCare", "Contact us", and "About this App". To the right of the phone is the AultCare logo and the text "Account information on the go!".

Below the mobile app advertisement, there is a "WELCOME TO AULTCARE" section with a paragraph of text and a "Like" button. To the right of this section is a banner for "Are You READY For Tomorrow?" with the text "Now Offering FREE Medicare Education Meetings" and a "Click Here for more information." button.

At the bottom of the page, there are two more sections: "3 Easy Steps to Health Insurance" with a "Get Affordable Quotes Now" button, and a "FIND IT FAST:" section with a list of links: "Health and Wellness", "Get Registered", "PrimeTime Health Plan", "Pharmacy", "Member Guide", "News", "Provider Directory", "After Hours Care", "Aultwell", and "Health Care Reform".

Click on “Register for new account.”



Account Login

Login to your account

Username

Password

ACCOUNT LOGIN

Forgot your password?
Forgot your username?
Register for new account



Why enroll?

- Increased security**
We took our already secure site and made it even stronger.
- Our Go Green Mission**
Save trees by eliminating paper needs. View your account statements, benefits and Claims online anywhere anytime.
- Stay Informed**
Receive alerts to stay informed on the news from your employer and AultCare.

Important Notice

- Your password is case sensitive
- Multiple invalid tries will result in a lock on your account
- If your account is locked, please contact us

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



Steps for Registration

Sign up today to create your Web Account and View all the information you need. It's easy, secure and quick. Enjoy access to your information Information when you want it, not just during business hours. It's a 24x7 world.

- 1 Terms of service**
Read and get informed about our Service and Web Agreements.
 - 2 Identify yourself**
Enter your member id and select your Name.
 - 3 Create your User Name and password**
Pick a available username of your Choice and create a secure password.
 - 4 Select your secret Questions**
Select 3 secret questions and answers for your account .
- Review and Create your Account**
Confirm and Activate your Account by entering the activation code sent to your email

Why enroll?

- Increased security**
We took our already secure site and made it even stronger. Our site is tested regularly. AultCare is very careful to follow the latest internet security advice.
- Our Go Green Mission**
Save trees by eliminating paper needs. View your account statements, benefits and Claims online anywhere anytime.
- Stay Informed**
See your Care Alerts! These are health interventions recommended by doctors based upon generally accepted medical guidelines.

Top questions

- How long will it take?**
Signing up should take you about 10-15 minutes.
- What do I need to register?**
You will need your company information.
- I already have an account on AultCare.com or AultGroup.com, do I need to re-register?**
Due to new security, yes, you will have to re-register.
- I just registered but I cannot log in..**
Please give us at least two days to complete the approval process.

What membership type do I select?

- Members** - I have insurance and would like to check my personal information (claims, benefits, etc)
- Employers** - I am responsible for overseeing the insurance for the employees of my company
- Providers** - I provide healthcare to individuals
- Vendors** - I work on behalf of another company
- Non-members** - I am part of the AultCare Wellness program but do not have insurance through AultCare

Select Your Membership Type:

SIGN UP NOW

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.

AULTCARE
Where You Matter.

Account Registration

Terms Of Service Step 1 of 6

Request for Access / Non-Disclosure

"My AultCare" is a secure, web-based application. It requires a user name and password to access. By requesting a user name and password, you acknowledge that you have the authority to request such access. "My AultCare" is intended to assist AultCare's clients with their health care operations or payment activities, such as eligibility verification or claims submission. It is provided as a service to AultCare's clients. Misuse of this privilege may result in the revocation of your ability to access the "My AultCare"; application.

By using "My AultCare" you agree that "My AultCare" provides access to confidential protected health information, and that you will maintain this confidentiality in accordance with all applicable state and federal laws. You further agree that you will not share your username, password, or any information learned from this application, and that you will notify AultCare if you have reason to believe someone has learned your username or password. Furthermore, you agree that your duty to maintain the confidentiality of protected health information maintained on the "My AultCare" database survives the termination of your relationship with AultCare .

To access "My AultCare" go to www.aultcare.com .
The terms of this non-disclosure agreement also apply to using the AultCare FTP site which requires a separate login and password.

I Agree **I Do Not Agree**

By: (typing your name will represent your signature)

Print this agreement

Continue >>

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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.



Account Registration

Personal Details Step 2 of 6

Your First Name:

Middle Initial:

Your Last Name:

Phone Number:
Format: XXX-XXX-XXXX

Position:

Information

Please enter your:

- First Name
- Last Name
- Phone Number
- Position at your workplace

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.

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Account Registration

Company Details Step 3 of 6

Tax ID:
Please enter your numeric tax ID (no dashes)

Company Name:

Company Address Line 1:

Company Address Line 2:

City, State, and Zip-Code: City: State: Zip: -(XXXXX)

Please enter the group number/s to which you belong:

 Enter a Group number and click the 'Add' button to add it to the list

Company Phone Number:
Format: XXX-XXX-XXXX

Contact Information:
Enter the name of your contact person with Aultcare, Aultra, or PrimeTime

Information
Please enter at the minimum, your:

- Company's tax ID number
- Company's name
- Company's address

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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:
 - 8 characters
 - At least one uppercase character **and** one lowercase character
 - 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.

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Account Registration

Account Information Step 4 of 6

Username:
Enter a username

Please enter a password:

Confirm your password

Please enter your Email:

Be sure to enter an email address that is readily available.
The same value must be entered twice

Please select and answer a few security questions:

Select Password Question 1:
Answer:

Select Password Question 2:
Answer:

Select Password Question 3:
Answer:

Information

Please enter the following information that will represent your account information

- A unique username
- A password that contains:
 - 8 characters
 - At least one uppercase character
 - At least one lowercase character
 - At least one number
- Your email address
- Three security questions with answers

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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 Adresses](#)
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.



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:

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AULTCARE EMPLOYER ACCOUNT REGISTRATION GUIDE

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.

Account Registration

Trading Partner Agreement Step 6 of 6

Trading Partner Agreement

This Trading Partner Agreement is made this 26 day of September, 2014, by and between AultCare Corporation, 2600 Sixth Street SW, Canton, OH 44710, and US Electronics, 4744 13th St SW, Canton, Ohio 44710, a health plan, health care clearinghouse or health care provider, or any other entity acting on behalf of a health plan, health care clearinghouse, or health care provider who transmits any health information in electronic form in connection with a transaction covered by 45 CFR Parts 160 and 162 (“Trading Partner”). AultCare Corporation represents that it is acting on behalf of itself and its affiliated entities AultCare Administrative Group and/or AultCare Insurance Company.

The Trading Partner intends to conduct transactions with AultCare Corporation in electronic form. Both parties acknowledge and agree that the privacy and security of data held or exchanged by them contains Protected Health Information (PHI). Each party agrees to take all reasonable steps necessary to ensure that transactions between them comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and regulations promulgated thereunder. The parties agree as follows:

1. Each party will take reasonable care to ensure that information submitted in an electronic transaction is timely, complete, accurate, and secure. The parties agree to take reasonable precautions to prevent unauthorized access to its own and the other party's transmission and processing systems, the transmissions themselves, and the control structure applied to transmissions between them.
2. Clearinghouse or Provider is responsible for all costs, charges, or fees it may incur by transmitting electronic transactions to, or receiving transactions from, AultCare.
3. Trading Partner will ensure that each submitted transaction conforms to the applicable Transaction Specification Addendum, as well as any specifications of the AultCare Companion Guide. AultCare may amend the Companion Guide at any time without amendment to this Trading Partner Agreement. Trading Partner shall not be required to implement such changes sooner than 60 days after publication, unless a shorter compliance period is necessary to comply with applicable federal law or regulation. The last issued Specification Addendum of each type will be effective as of the date specified in the Specifications Addendum and Companion Guide. AultCare may reject any transaction that does not conform to the applicable Specifications Addendum and the Companion Guide.
4. Trading Partner assumes responsibility for obtaining current Companion Guide from AultCare website. AultCare will ensure amendments to the Companion Guide are identified with a revision date and posted to the AultCare website.
5. The Trading Partner agrees that it will not require any changes to definition, data condition, or use of data elements or segments, nor any additions to any data elements or segments, nor any unauthorized uses of data or elements, as proscribed in the HHS Transaction Standard Regulation at 45 CFR Part 162.915 (a)-(c), as may be amended from time to time.
6. Before submitting any transaction in HIPAA standard transaction format, and thereafter throughout the term of this Agreement, the Trading Partner will cooperate with AultCare in any testing of the transmission and processing systems deemed necessary to ensure the accuracy, timeliness, completeness, and security of each data transaction.
7. Each party is solely responsible for the preservation, privacy, and security of data in its possession, including data in transmissions received from the other party and other persons. If each party receives data from the other not intended for it, the party shall immediately notify the sending party and arrange for the return, retransmission, or destruction of the information, as the sending party directs.
8. Termination of this Agreement or any underlying service agreement does not terminate either party's obligation under this Agreement or under federal and state laws and regulations pertaining to the privacy and security of individually identifiable health information, nor does it terminate either party's obligations regarding the confidentiality of proprietary information.
9. This Agreement shall take effect when signed by the Trading Partner and received by AultCare. In case of conflict between this Agreement and any prior contracts between the parties, this Agreement will prevail.

IN WITNESS WHEREOF, the parties hereunto fix their signatures to duplicate copies, each of which shall be deemed an original, at Canton(City), Ohio(State), this 26 day of September, 2014.

Revision Date: 08/26/2005, 07/25/2007, 11/05/08

I Agree I Do Not Agree

By: (typing your name will represent your signature)

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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)

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