

MEMBER *User guide*



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Welcome to Avēsis and this guide, which explains how to use the member portal at <https://avesis.veriben.net>. 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!

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

Navigate to <https://avesis.veriben.net> and click on 'Create a New Login Account'.
From there, select 'Create Member Account'. Fill in the required fields and click 'Next'.

Note: Your Member ID can be found on your ID card. However, if you cannot find your ID card with your Member ID, please contact your benefits administrator or customer service (csassistance@avesis.com or [855-214-6777](tel:855-214-6777)).

1

login

Fields marked with an asterisk(*)

First Name*

Last Name*

Member ID*

Date of Birth*

mm/dd/yyyy

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
I am a doctor or healthcare provider
[✓ Create](#)

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*

Member ID*

Date of Birth*

mm/dd/yyyy

Preferred Email Address*

The email address entered will be your username to sign into your Health Portal account.

Confirm Email Address*

[➔ Next](#)

RETURNING USER LOGIN

Now that your account is set up, follow these steps to log in from now on:

1. Go to <https://avesis.veriben.net>.
2. 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.*
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](#)

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.

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Eligibility and Benefits View Referrals View Authorizations

Change My Password
Change Security Questions
My Profile
Contact Preferences
Logoff

Contact Preferences

Tell us how you'd like to receive your web portal notifications.

Change Notification Settings

Internet Email Notifications

Do you want to receive email notifications?
Emails about account registration and password resets will always be allowed to be sent.

☐ Yes, send Internet email notifications.
☒ No, do not send Internet email notifications

Phone (SMS text) Multifactor Authentication

Do you want to receive Multifactor Authentication codes to your phone?
By default, the Multifactor Authentication codes are sent to your email.

☒ Yes
☐ No

SMS Text Number:

Country Code: United States ...
Area Code + Phone Number: []

Ensure phone number entered is enabled to receive SMS text notifications

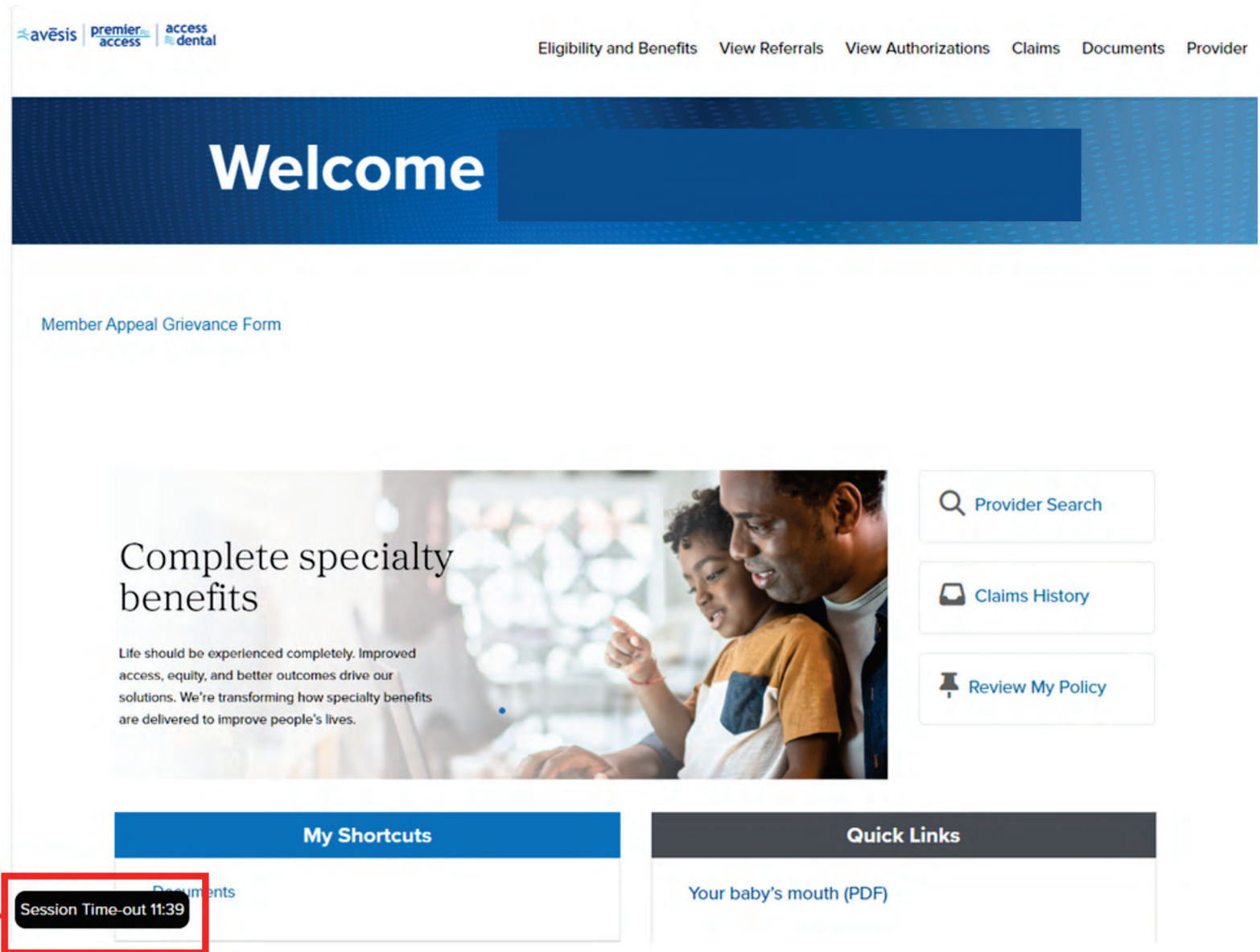
Session Time-out 13:25

Save

avesiscomm.veriben.net/Portal/Framework3/Pages/.../ContactPreferences.as...

WELCOME PAGE

As a member, you'll be able to access login and useful links through the [welcome page](#).



The screenshot shows the 'Welcome' page of a member portal. At the top, there are logos for 'avēsis', 'premier access', and 'access dental'. To the right, a navigation bar includes links for 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims', 'Documents', and 'Provider'. The main header is a large blue banner with the word 'Welcome' in white. Below this, there is a link for 'Member Appeal Grievance Form'. A large section titled 'Complete specialty benefits' features a photo of a man and a child looking at a laptop, with text stating: '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.' To the right of this section are three buttons: 'Provider Search', 'Claims History', and 'Review My Policy'. At the bottom, there are two columns: 'My Shortcuts' and 'Quick Links'. The 'My Shortcuts' column has a button for 'Documents' and a black box with white text that says 'Session Time-out 11:39'. The 'Quick Links' column has a link for 'Your baby's mouth (PDF)'.

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](#)

My Shortcuts

[Documents](#)

Session Time-out 11:39

Quick Links

[Your baby's mouth \(PDF\)](#)

Keep in mind, after 17 minutes without activity, your session will automatically time out.

ELIGIBILITY AND BENEFITS

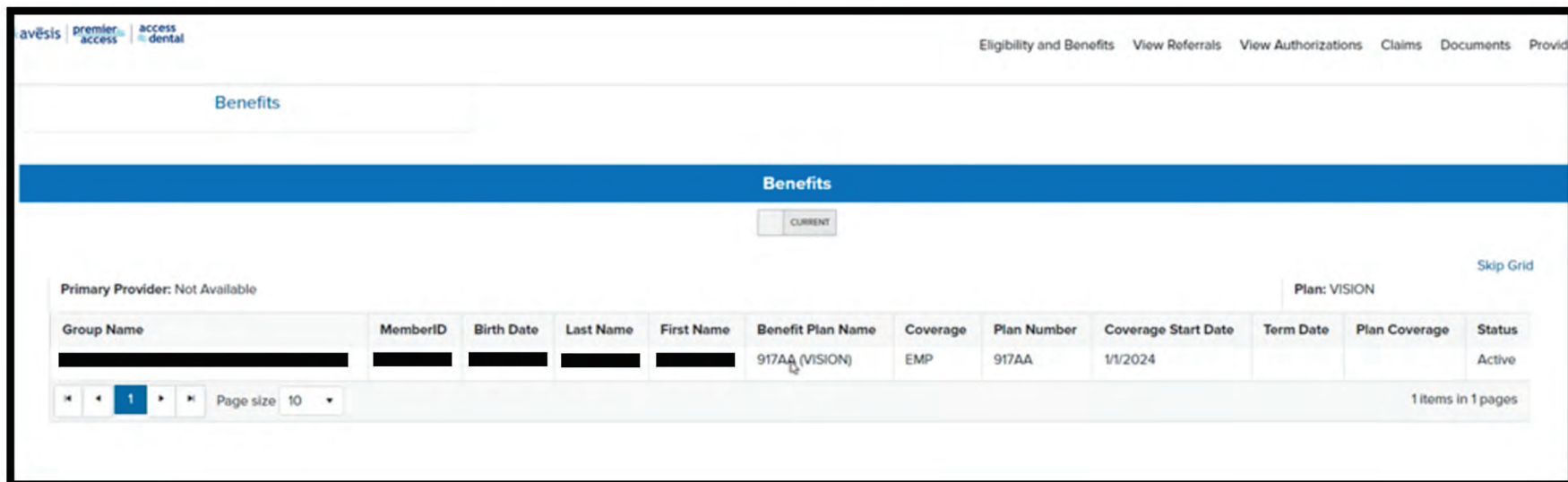
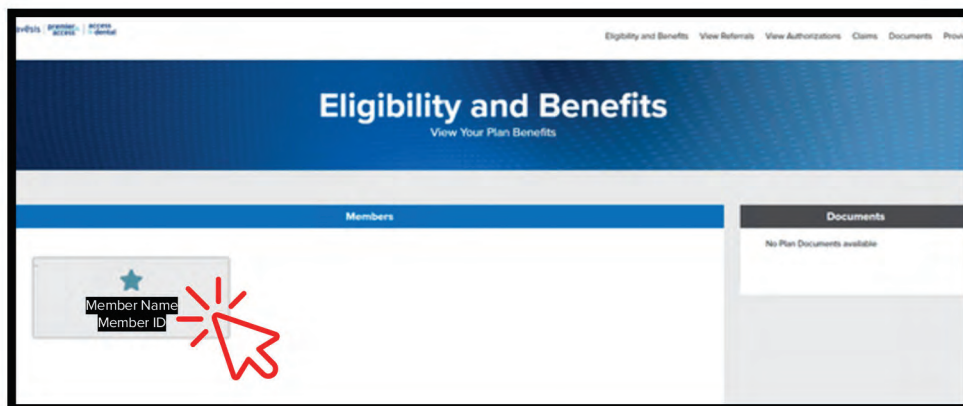
Check your eligibility and benefits in just a few simple steps!

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.

The screenshot shows a web interface for 'Eligibility and Benefits'. At the top, there are logos for 'avēsis', 'premier access', and 'access dental'. To the right, a navigation bar contains links: 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims', 'Documents', and 'Provider'. The main heading is 'Eligibility and Benefits' with the subtext 'View Your Plan Benefits'. Below this, the page is divided into two main sections: 'Members' and 'Documents'. The 'Members' section features a star icon and labels for 'Member Name' and 'Member ID'. The 'Documents' section displays the message '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 displays the Avēsis Member Portal interface. At the top, a navigation bar includes links for 'Eligibility and Benefits', 'View Referrals', 'View Authorizations', 'Claims', 'Documents', and 'Provider'. The 'Eligibility and Benefits' link is highlighted with a blue underline. Below this, a dark blue banner features the text 'ID Card' and 'Lost or misplaced ID Card? No problem, we can help!'. A red box highlights the 'Print ID Card' option in the 'Eligibility and Benefits' dropdown menu. Below the banner, a section titled 'ID Card' contains a placeholder for a temporary ID card. The placeholder includes the Avēsis logo and fields for 'MEMBER NAME', 'MEMBER #', 'PLAN #', and 'D-CODE'. A red box highlights the 'Print Temporary ID Card' button at the bottom left. A session timeout notice 'Session Time-out 12:17' is visible in the bottom left corner. The URL 'https://avesiscomm.veriben.net/Portal/Framework3/Pages/MemberPortal/MyPolicy.aspx' is shown at the bottom.

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Eligibility and Benefits View Referrals View Authorizations Claims Documents Provider

Eligibility and Benefits
Print ID Card

ID Card

Lost or misplaced ID Card? No problem, we can help!

ID Card

Be sure your printer's orientation is set to portrait.

avēsis

MEMBER NAME

MEMBER #

PLAN # D-CODE

917AA EMP

How to Use Your Benefits

Print Temporary ID Card

Session Time-out 12:17

<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.

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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.						

◀ ◻ ▶ ▶▶

1

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.

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Eligibility and BenefitsView ReferralsView AuthorizationsClaimsDocumentsProvider

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 for [redacted]' page. At the top, there is a navigation bar with links: Eligibility and Benefits, View Referrals, View Authorizations, Claims (highlighted with a red box), Documents, and Provider. Below the navigation bar, the page title 'Claims for [redacted]' is displayed, followed by a link 'View claims history'. A search bar is located below the title, with a 'Search' button and a 'Clear Search' button. Below the search bar, there is a section titled 'Claims for [redacted]'. A message states 'No Claims available at this time'. Below this message, there are pagination controls showing '1' of '9' items, with arrows for navigation. A 'Print' button is located at the bottom of the page.

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

Claims History

Claims for [redacted]

[View claims history](#)

Claims for [redacted]

No Claims available at this time

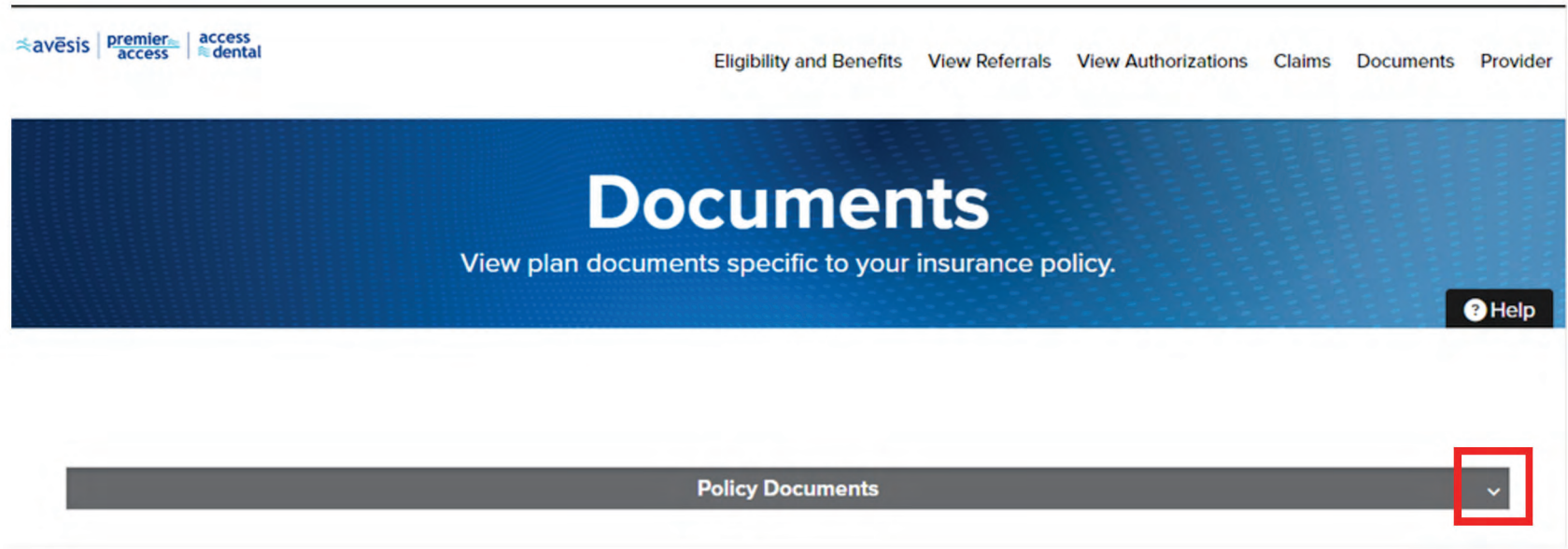
[Skip Grid](#)

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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.



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.



www.avesis.com

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