

# 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](mailto:csassistance@avesis.com) or [855-214-6777](tel:855-214-6777)).*

1

login

Fields marked with an asterisk(\*)

Press.

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  
[✓ 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\*\*\*\*ngra\*\*\*\*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.

Session Time-out 13:25

avēsiscomm.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](#).

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.

# Eligibility and Benefits

View Your Plan Benefits

### Members



Member Name

Member ID

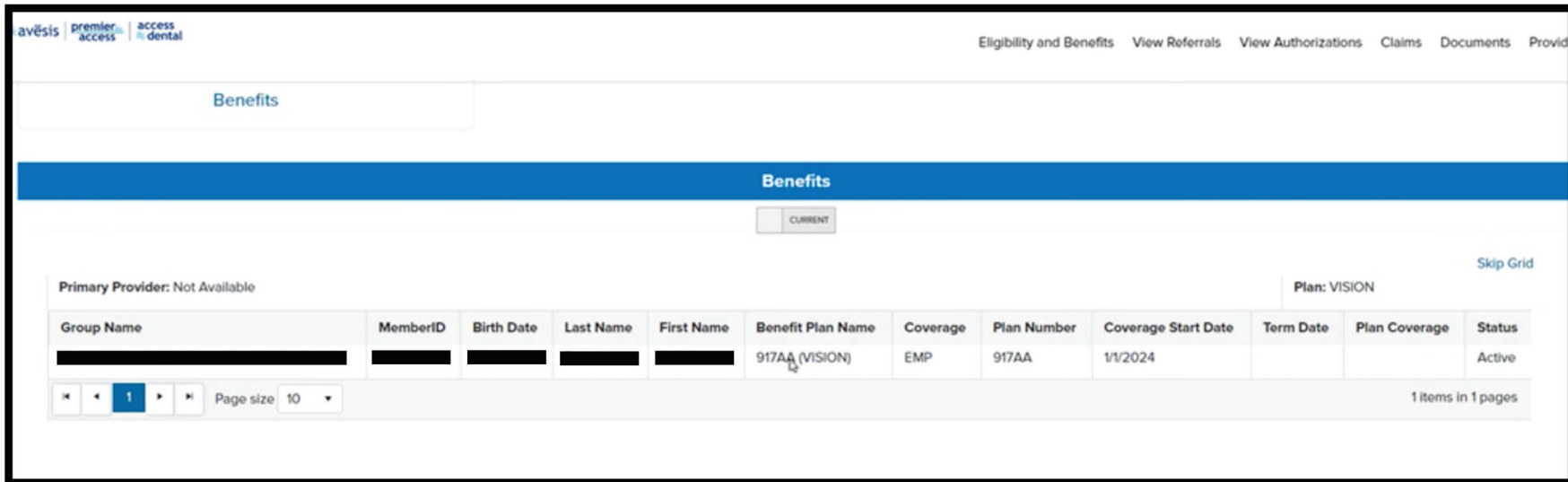
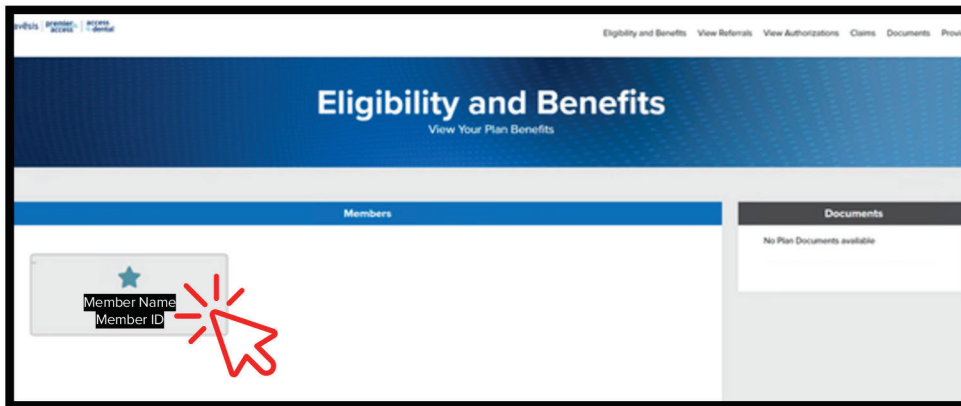
### Documents

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, there is a navigation bar with the following items: avēsis, premier access, access dental, Eligibility and Benefits, View Referrals, View Authorizations, Claims, Documents, and Provider. The 'Eligibility and Benefits' menu is open, and the 'Print ID Card' option is highlighted with a red box. Below the navigation bar, there is a large blue banner with the text 'ID Card' and 'Lost or misplaced ID Card? No problem, we can help!'. Below the banner, there is a section titled 'ID Card' with a sample ID card displayed. The sample ID card has the following fields: MEMBER NAME, MEMBER #, PLAN # (917AA), and D-CODE (IMP). Below the sample ID card, there is a link for 'How to Use Your Benefits'. At the bottom of the page, there is a button labeled 'Print Temporary ID Card' with a printer icon, which is highlighted with a red box. A session timeout message 'Session Time-out 12:17' is visible in the bottom left corner. The URL at the bottom of the page 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](#)

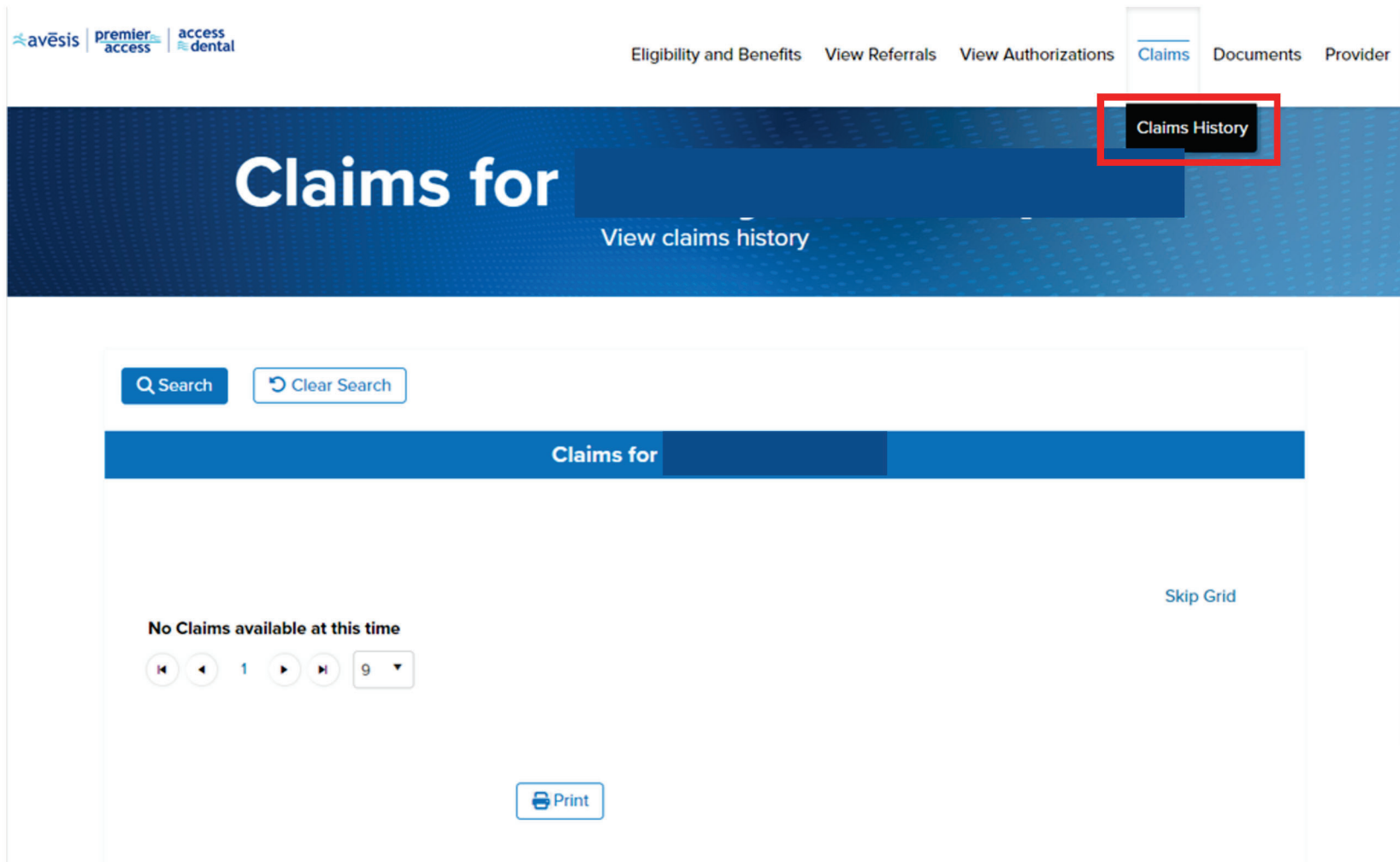
*Tip: You may click a column header to sort the data*

| 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.

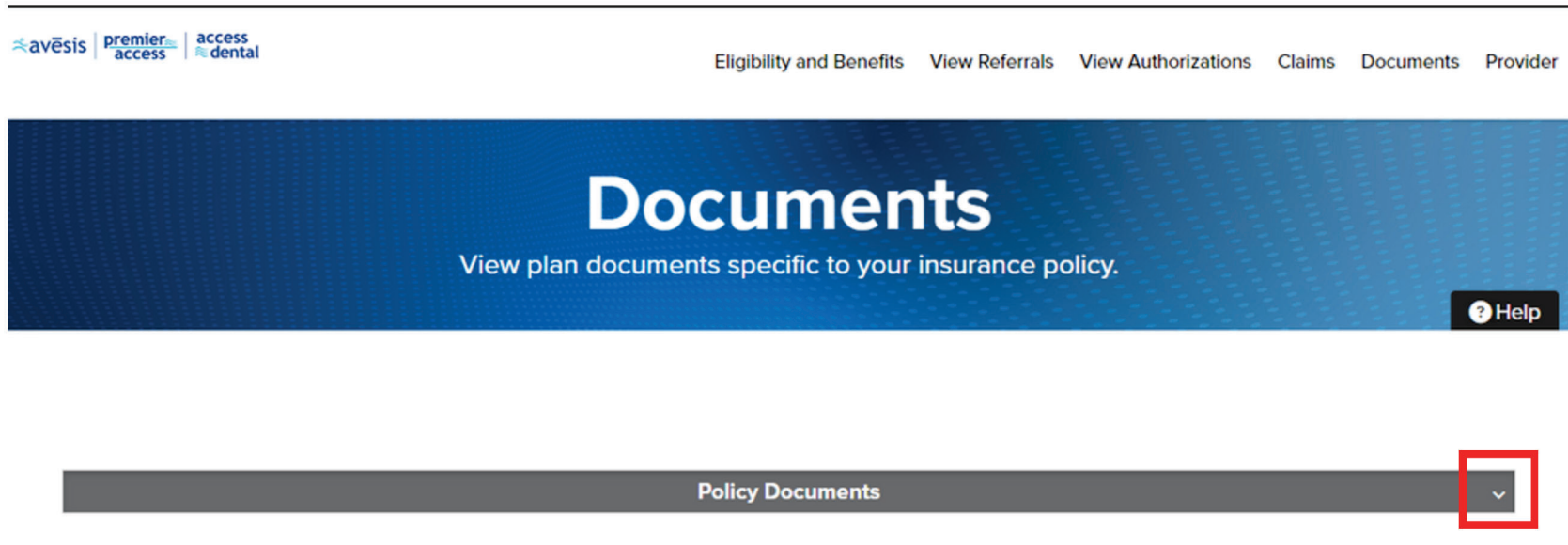




## DOCUMENTS

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 shows the 'Provider Search' page with the following elements:

- Logos for **avēsis**, **premier access**, and **access dental** at the top left.
- Navigation tabs: **Find a Doctor** and **Find a Location**.
- Language selector: **English**.
- Search bar: **Search Provider Name, NPI, Specialty, Condition, etc**.
- Filters: **Specialty** (Specialty), **Located Near** (Enter Zip Code), **Within** (20mi), and **Additional Filters**.
- Filters** section:
  - Relationship** (Relationship)
  - Language** (Language)
  - Choose Your Health Plan** (Choose Your Health Plan) - highlighted with a red dashed box.
  - Choose Your Health Plan Type** (Choose Your Health Plan Type) - highlighted with a red dashed box.
- Expanded view of the selected filters (highlighted with a red solid box):
  - Choose Your Health Plan**: Commercial Vision
  - Choose Your Health Plan Type**: ComVision
- Buttons: **Clear All** and **Submit**.
- Sort options: **Relevance**, **A-Z**, **Z-A**.
- Results summary: **Total Providers Found: 26740** and **Print/Save PDF**.
- Provider cards:
  - Optometry**: Languages Spoken: English, Health Plan: Commercial Vision, NPI: [Redacted], Cultural Competency: N/A.
  - Internal Medicine**: Health Plan: Commercial Vision, NPI: [Redacted], Cultural Competency: N/A.



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

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