

PLAN SPONSOR SECURE WEBSITE USER GUIDE



sponsors.benecare.com | 800.843.4727

CONTACT INFORMATION

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SECURE SPONSOR WEBSITE

The Benecare.com website has a number of resources to assist in managing your group dental plan. Including locating participating dentists, searching member claims history, updating and enrollment of members, updating group sponsor contact information.

Sponsor Registration

To register, visit <https://sponsors.members.com> and click on the *Register* button. On the following screen, enter the *Registration Code* included with your Welcome Packet and then enter the security code. Select *Next*.

SECURE PLAN SPONSOR WEBSITE LOGIN

Email Address:

Password:

LOGIN FORGOT PASSWORD

Not Registered? REGISTER

To register, click on the *Register* button.

SECURE REGISTRATION

Please enter the registration code included with your Welcome Packet.

Registration Code:

961623

Please enter the numbers that you see in the security image shown above.

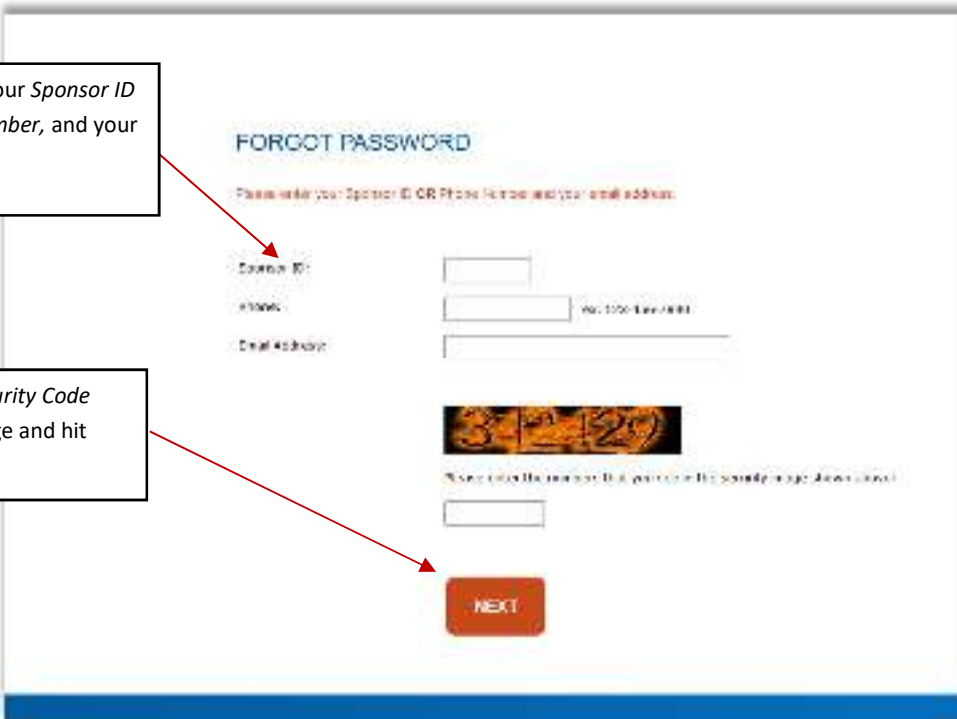
NEXT

Enter the *Registration Code* included with your Welcome Packet.

Enter the *Security Code* and select *Next*.

Sponsor Login - Forgot Password

If you forgot your password, select the *Forgot Password* button from the login page. Enter your *Sponsor ID OR Phone Number*, and your *Email Address*. Enter the *Security Code* contained in the image and select *Next*. Once completed, you will receive an email notification with a reset password link.



The screenshot shows a web form titled "FORGOT PASSWORD". At the top, it says "Please enter your Sponsor ID OR Phone Number and your email address." Below this are three input fields: "Sponsor ID", "Phone Number" (with a note "No. 100-444-4444"), and "Email Address". Below the email field is a security code image showing a pattern of numbers. Below the image is a text prompt "Please enter the number that you see in the security image above" and an input field for the code. At the bottom is a red "NEXT" button. Two callout boxes with arrows point to the first input field and the "NEXT" button.

Enter either your *Sponsor ID OR Phone Number*, and your *Email Address*.

Enter the *Security Code* from the image and hit *Next*.

My Account

The "My Account" displays the current sponsor contact address, and group contact name(s).

Secondary Accounts

This section allows a secondary user access to the sponsor account.



Click to add secondary account user.

Account CC

This feature can be utilized if you would like to designate other individuals within your organization that should be copied/informed on any group update requests.

Benefits Summary (PDF)

The Benefits Summary link will take you to a Summary of the group Dental Plan Benefits. The Summary will display the plan's annual maximum, coverage in- and out- of network, and applicable deductible.

Claim Inquiry

The Claim Inquiry tool will allow you to search for claims submitted for members and dependents within a given date range. To begin a search, enter both a start date and an end date, during which the dental treatment occurred. Choose a sort order (oldest first or newest first and the number of claims to display per page. Once you have successfully completed entering your search criteria, press 'Search'.



Click to access dental claim history

The results of the claim inquiry search will display a list of general member claim information. By clicking on the claim number in the search results, you can view the details of a member's claim.

Enrollment Details

This feature will provide a complete below is the complete list of your company's covered members, currently on file with BeneCare. This list can be generated into both Excel and PDF format. Select the link 'Export to Excel', or 'Export to PDF'.



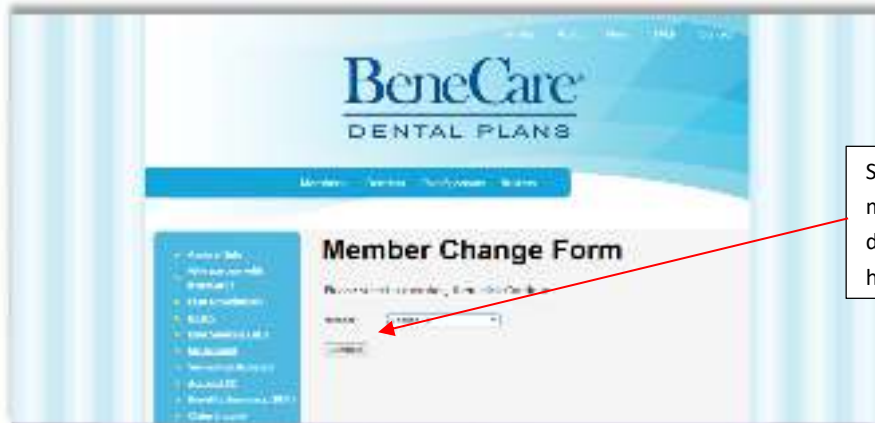
Add New Members

You can add new members to the group by following the prompts for member demographics, and member's effective date of coverage, secondary coverage, and clicking the "Add New Member" tab. The enrollment department processes enrollment updates within 1-3 business days of online submittal.



Member Change Form

This feature will allow you to change both group member's and dependent's contact information, by selecting a member from the drop-down box you will then be prompted update/edit the member's contact information. Once completed select the 'Submit Changes' tab at the bottom of the screen to save and complete change of information.



Select the group member from drop down box and click here.

Eligibility/Term Form

This feature allows the sponsor to choose a member and add and remove dependents only or a selection for termination of coverage for the member and their dependents. Select the member from the drop-down box on the web page and click 'Continue'. Follow the prompts and enter member/dependent information depending on form to either terminate or add coverage.



Select the group member from drop down box and click here.

Documents

Feature is currently inactive

Temporary ID Card

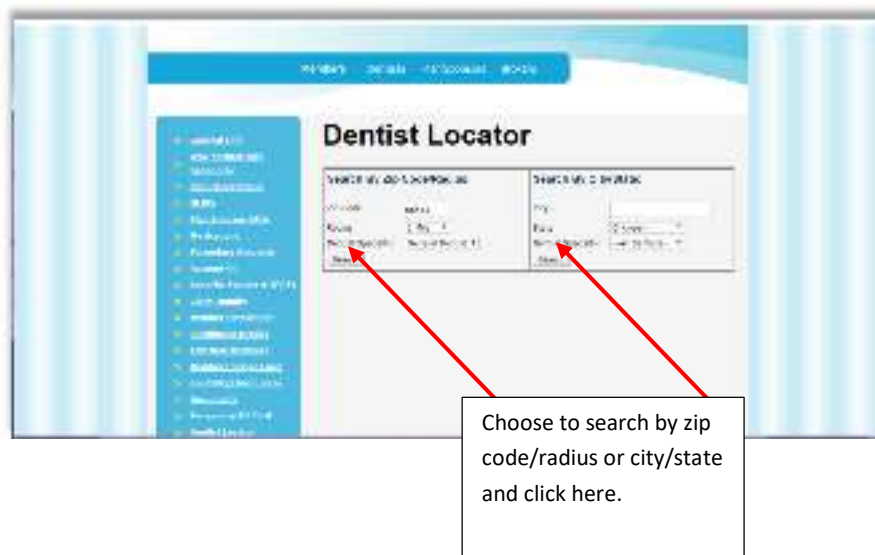
The Temporary ID Card option allows for printing of a Temporary member ID Dental Card until a permanent card arrives.

A permanent ID should arrive in the mail about 7-10 business days after the member is enrolled on one of BeneCare's Dental Plans. If the member does not receive a permanent card within two weeks of the effective date, please contact BeneCare Dental Plans at 1-800-843-4727.



Dentist Locator

The Dentist Locator tool enables you to identify dentists who participate in your group's plan. You may use this tool when you need to locate a general dentist or find a specialist for are. You may search for participating dentists within a given radius, i.e., zip code or city/state. Simply enter the geographic filter criteria you desire and press search.



Update Contact Info

Use this feature to update the organizations the Sponsor / organizations address and primary contact on file. You will be prompted to enter the new group Sponsor information and re-enter the current password for verification.

Change Email Address

If there is a new email address you would like to designate for group contact select this link. The current email address on file for the group is reflected. Type in the information for the 'New Email Address' in the first box located on the page. Then in the second box listed below enter the email address again in 'Verify Email Address'. Enter the 'password' and click 'Change Email Address'.

Change Password

If you wish to change a password for group access to the account type, enter 8-20 characters you choose into the box next to 'New Password' and in the second box type the same new password chosen again for 'Verify New Password'. You will then be prompted to enter the 'Current Password' and click on the "Change Password' tab to complete the action.



Logout

It is recommended that you log out of the benecare.com website after each session to maintain data security.