



User Guide: Member Portal

2023-2024

Thank you for choosing our Member Portal as your go-to resource for managing your account and accessing valuable information. This user guide is designed to assist you in navigating the portal effortlessly and making the most of its features.

Logging Into the Portal

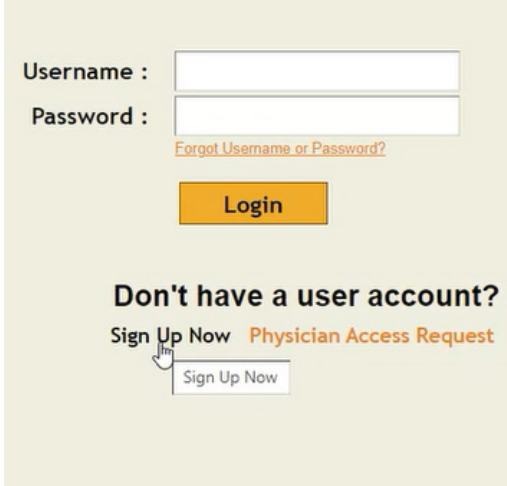
Visit <https://amps-pbg-mesa.javelinaweb.com>.

New Users:

If this is your first time visiting the member portal, you will need to select “Sign Up Now” and follow the prompts.

Returning Users:

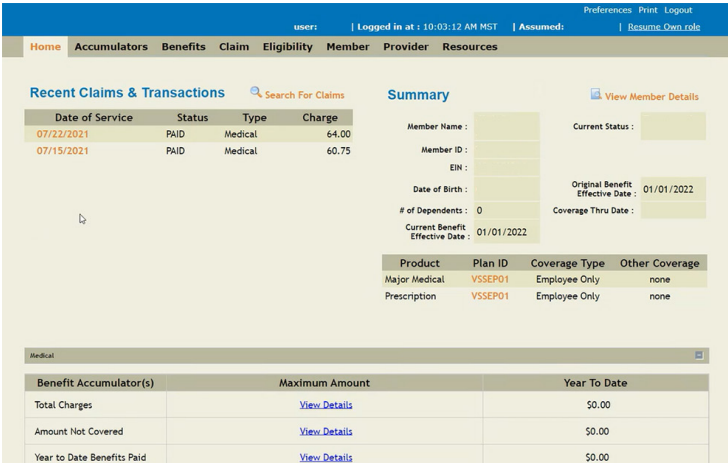
Should you already have a username and password, please enter your credentials using the fields provided. If you do not remember your password, please select “Forgot Username or Password?” to proceed. If for any reason you are able to get into the portal, please contact Vault Admin Services by calling 866.202.0029 or by email at clientservices@allthingsvault.com.



The login form contains the following elements:

- Username field
- Password field
- Link: [Forgot Username or Password?](#)
- Login button
- Section: **Don't have a user account?**
- Link: [Sign Up Now](#) (with a mouse cursor icon over it)
- Link: [Physician Access Request](#)
- Link: [Sign Up Now](#) (in a button)

Portal Capabilities



The screenshot shows the Member Portal home screen with the following sections:

- Navigation Bar:** Home, Accumulators, Benefits, Claim, Eligibility, Member, Provider, Resources. User info: Logged in at: 10:03:12 AM MST, Assumed: [Role], Logout, Reclaim Own role.
- Recent Claims & Transactions:** Search For Claims. Table with columns: Date of Service, Status, Type, Charge.

Date of Service	Status	Type	Charge
07/22/2021	PAID	Medical	64.00
07/15/2021	PAID	Medical	60.75
- Summary:** View Member Details. Fields: Member Name, Member ID, EIN, Date of Birth, # of Dependents (0), Current Benefit Effective Date (01/01/2022), Original Benefit Effective Date (01/01/2022), Coverage Thru Date.

Product	Plan ID	Coverage Type	Other Coverage
Major Medical	VSSEP01	Employee Only	none
Prescription	VSSEP01	Employee Only	none
- Medical:** Table with columns: Benefit Accumulator(s), Maximum Amount, Year To Date.

Benefit Accumulator(s)	Maximum Amount	Year To Date
Total Charges	View Details	50.00
Amount Not Covered	View Details	50.00
Year to Date Benefits Paid	View Details	50.00

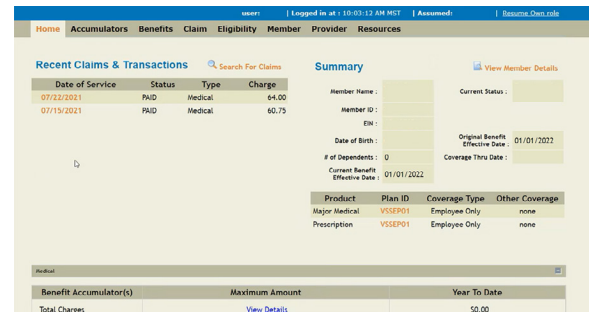
Once you are logged into the portal, you will be brought to the home screen, where you will have full transparency into your health plan.

You should have access to the following tabs upon login:

- Home
- Accumulators
- Benefits
- Claims
- Eligibility
- Member
- Provider
- Resources

Home

The “Home” screen is an overview of all other tabs within the portal. From the “Home” screen, you can view insights into your recent claims and transactions, search for claims, view member information, and recent accumulators (charges), all in one location. Should you need a more in-depth view, simply click on the corresponding tab to view more.

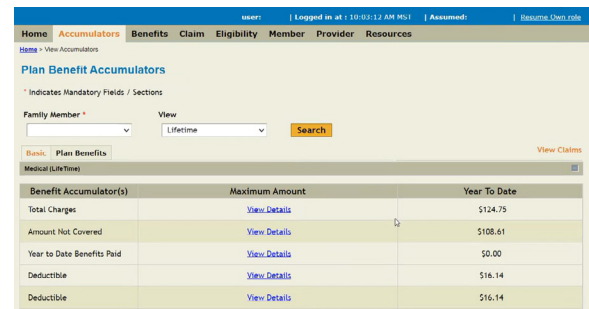


Date of Service	Status	Type	Charge
07/22/2021	PAID	Medical	64.00
07/15/2021	PAID	Medical	60.75

Benefit Accumulator(s)	Maximum Amount	Year To Date
Total Charges		50.00

Accumulators

The “Accumulators” tab shows the year-to-date or lifetime charges and maximums for each component of the benefit plan (i.e., total charges, amounts not covered, amounts applied to the deductible, deductibles, out-of-pocket amounts, copays, and more). If you click on the “Plan Benefits” tab, this will keep track of your visits, and corresponding charges.



Benefit Accumulator(s)	Maximum Amount	Year To Date
Total Charges		\$124.75
Amount Not Covered		\$108.61
Year to Date Benefits Paid		\$0.00
Deductible		\$18.14
Deductible		\$16.14

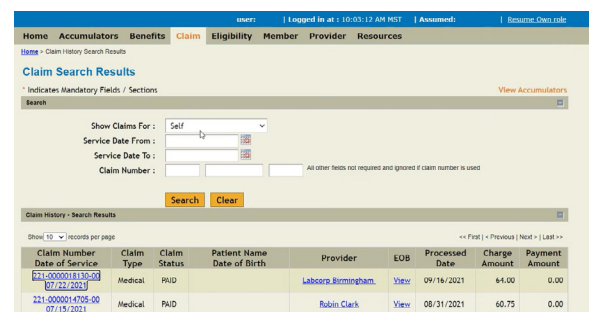
Benefits

The “Benefits” tab houses the Summary of Benefits and Coverage, SPDs, Pharmacy Benefits Summaries, and all other resources and guides dedicated to the plan. This is currently being updated for each client of Vault Admin Services to ensure a streamlined approach for its members.



Claims

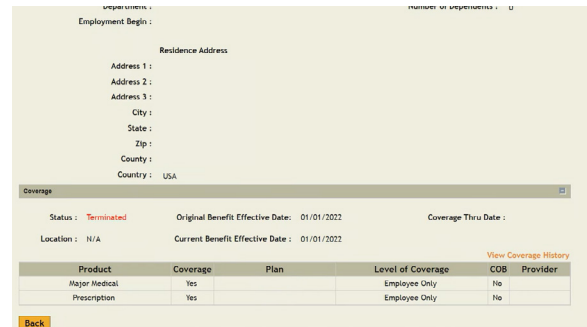
The “Claims” tab houses all open and paid claims to date. To search for a claim, you may input who the claim is for, dates, and the claim number to narrow the search. The claims history will show all claims for each person on the plan, the status of each claim, and you can view your Explanation of Benefits (EOB) directly by each claim listed to view your patient responsibility and the amount the plan covered.



Claim Number	Claim Type	Claim Status	Patient Name	Provider	EOB	Processed Date	Charge Amount	Payment Amount
221-0000014130-00	Medical	PAID		Labcorp Birmingham	View	09/18/2021	64.00	0.00
221-0000014705-00	Medical	PAID		Rubin Clark	View	08/31/2021	60.75	0.00

Eligibility and Member

The “Eligibility” and “Member” tabs are very similar. These tabs display member details, such as name, address, member ID, age, gender, dependents, and allows you to see which plans you are currently enrolled in, and the dates in which you are covered. Please make sure all information is accurate. If it is not, please contact Vault Admin Services as soon as possible to update.



Employment Begin : Member ID : 123456789012

Residence Address

Address 1 :
Address 2 :
Address 3 :
City :
State :
Zip :
Country : USA

Coverage

Status : **Terminated** Original Benefit Effective Date: 01/01/2022 Coverage Thru Date :
Location : N/A Current Benefit Effective Date : 01/01/2022

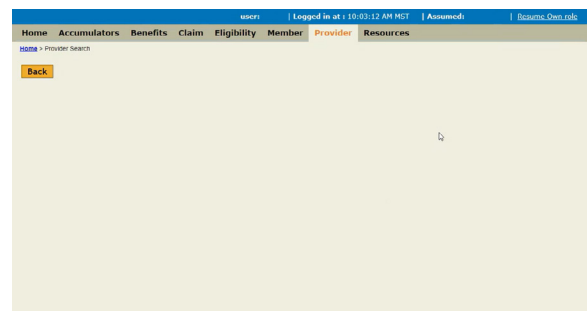
[View Coverage History](#)

Product	Coverage	Plan	Level of Coverage	COB	Provider
Major Medical	Yes		Employee Only	No	
Prescription	Yes		Employee Only	No	

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Provider

The “Providers” tab should currently be empty unless a group has contracted providers within its plan or network. During a future release, Vault Admin Services will provide the links to the provider locator for each plan, so members can easily search for an in-network provider. *(Coming soon!)*

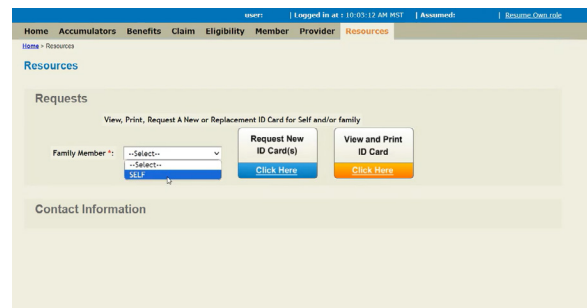


Home Accumulators Benefits Claim Eligibility Member **Provider** Resources

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Resources

Are you wondering where your ID card is, so that you can visit your provider? We have you covered! The “Resources” tab allows you to view, print, and request a new/replacement ID card for yourself, or any family members on the plan. This self service portal allows you to take care of everything all in one place, at your convenience!



Home Accumulators Benefits Claim Eligibility Member Provider **Resources**

Resources

Requests

View, Print, Request A New or Replacement ID Card for Self and/or family

Family Member : --Select-- --Select--

[Request New ID Card\(s\)](#) [View and Print ID Card](#)

[Click Here](#) [Click Here](#)

Contact Information

Questions?

Your experience with the Member Portal is important to us. If you have suggestions for improvement, encounter any difficulties, or have questions along the way, our support team is ready to assist you. Please contact Vault Admin Services by calling 866.202.0029 or by email at clientservices@allthingsvault.com.

Thank you for being a valued member!

// **BENEFITS YOU CAN BANK ON**