

Welcome to **Consociate • Dansig Online Claims Access**, an online source to your benefit and claim information. We encourage you to utilize this guide to make the most of this convenient informational tool.

## GETTING STARTED

- Using your internet browser, go to [www.consociatedansig.com](http://www.consociatedansig.com)
- Under the employee Customer Quick Tools click on **Medical Claims Access** to enter the site.

### New User

- If you are a new user click **Register**.
- Select your User Type from the drop down list
  - Employee if you are the member
  - Dependent if you are an insured other than the employee member (i.e. spouse or child)
- Enter your pertinent information as it appears on your health identification card or on your enrollment form.
- Click **Next**
  - If you are an insured, enter a Username and Password of your choosing and fill in the remaining fields.
  - If you are a dependent, enter a Username, and a password will be assigned and mailed to you.

**Please Note:** Passwords are case sensitive.

### Registered User

Simply enter your Username and Password and click **Submit**

## TOOLS FOR YOUR USE

Following you will find a brief description of the tools the *Online Claims Access* program has to offer. All navigation tools are on the left side of your screen. Simply click on the heading pertinent to the task you wish to complete.

### Security

The Security feature allows you to:

- Change your User Name
- Change your Password
- Change your email address
- Simply enter your changes and click **Submit**

**Please note:** Any other changes made to your *e-benefits* profile cannot be completed online. Please contact your benefits department to make name, address and social security number changes.

### Enrollment

The enrollment feature allows you to change your enrollment details. Choose from the following functions.

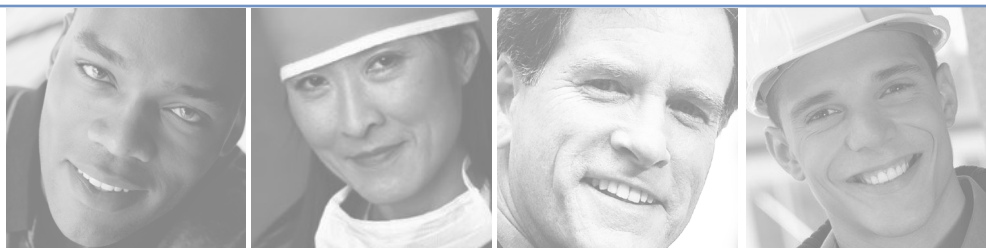
**Please note:** The Enrollment feature is not offered for all employer groups.

- Change Your Enrollment
  - Once you click on this feature, you will select from the following topics in the drop down list for your desired action.
    - Add Dependent  
(if you are adding a new dependent to your coverage)
    - Change Employee Information  
(i.e. address, telephone number change)
    - Change Enrollment Information  
(i.e. add or decline medical or dental benefits)
    - Open Enrollment  
(i.e. use this to add dependents or enroll in your employer group health plan during a period of open enrollment)
- View Your Enrollment History
- Print Your Enrollment Form

### ID Cards

This feature allows you to print a temporary ID card.

- Click **Temporary ID card**.
- Enter your Corporate Code (this is your group number listed on your ID card). If you have lost your card, you can find this number under **my profile** in this program. To confirm, contact us at 217-423-7788 or toll free at 800-798-2422.
- Your benefit information will appear in a new window.
- You can print this information by clicking on your browser Print button.



## Inquiry

The features under Inquiry allow you to research your claims and verify your coverage.

**Please note:** this verification of coverage and benefit information is based upon available data. It does not constitute a guarantee of coverage or payment of any claims. Be aware there may be outstanding claims not yet posted to our systems.

- **Flexible Spending Account Inquiry**  
This feature allows you to view your Annual Election, YTD contribution, YTD payments, current balance and remaining unused election for your medical, dependent care, and HRA reimbursements.
  - To view a Balance report:
    - Click **Cafeteria Plan**
    - Select the name of the insured and click **Submit**
    - A summary of your plan appears.
    - Click on the eyeglass icon to view details regarding contributions and disbursements.
  - **Claims Inquiry**  
This feature allows you to check on the status of a claim, or view an Explanation of Benefits (EOB).
    - To view a claim:
      - Click **Claims Inquiry**
      - Select the name of the claimant you wish to inquire about from the drop down list
      - Enter a date range in which the claim occurred
      - Click **Submit**

A Claim Summary screen will appear with all the pertinent information regarding your claim search

    - To view claim detail:
      - Click on the eyeglass icon to the left of the claim you wish to view.
      - In this screen you can view a copy of the Explanation of Benefits (EOB) page that is mailed to the insured or a copy of checks dispersed. Simply click on the **EOB/Checks** button.

- Also within this screen you can view the Message Code Explanation. Simply click on the blue number under the "Message" heading.

- **Coverage Verification**  
This feature allows you to review your coverage including: coverage type, deductible amounts, and accumulators met. To access this information:
  - Click **Coverage Verification**
  - Enter a date for which you want to verify coverage
  - Choose claimant you'd like to verify from the drop down list
  - Click **Submit**
  - The claimant's eligibility will then appear.

**Please note:** If your employer's Summary Plan Description (SPD) is available, you will find a link to this document on this screen.

## Links

When you click on this feature, you have easy access to the web sites of specific organizations that pertain to your group.

## Help

If at any point you are having trouble navigating the site or have a question:

- Click on **Contents** on the left-hand side of the screen.
- Click on **Enrollee Tasks**.
- A new screen will come up where you will find a Table of Contents. Click on the topic of your inquiry.
- If you'd like to speak to customer service directly, feel free to call us at 217-423-7788 or toll free at 800-798-2422.

## Consociate • Dansig

217-423-7788 • 800-798-2422 • [www.consociatedansig.com](http://www.consociatedansig.com)

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