

MEMBER *User guide*



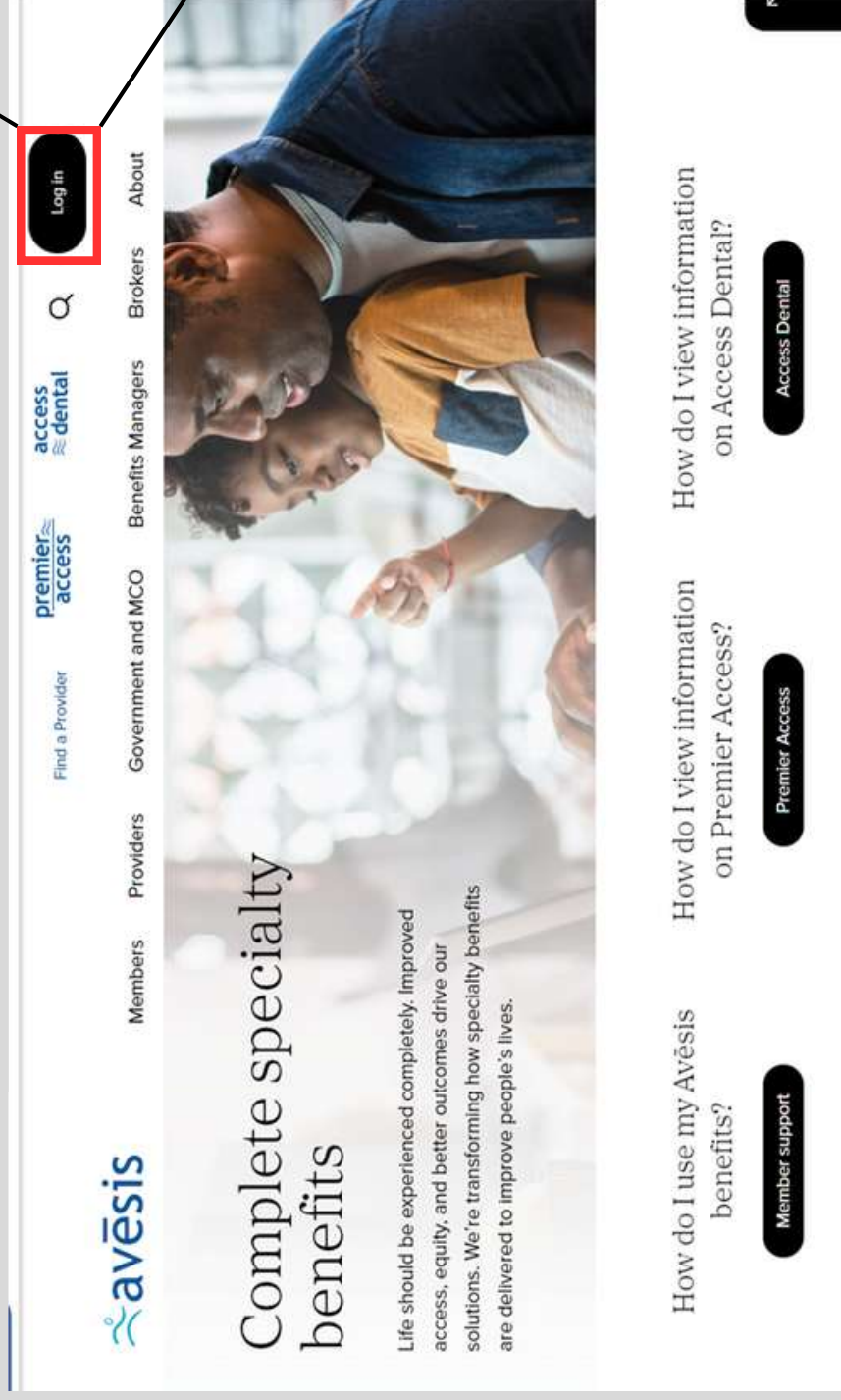
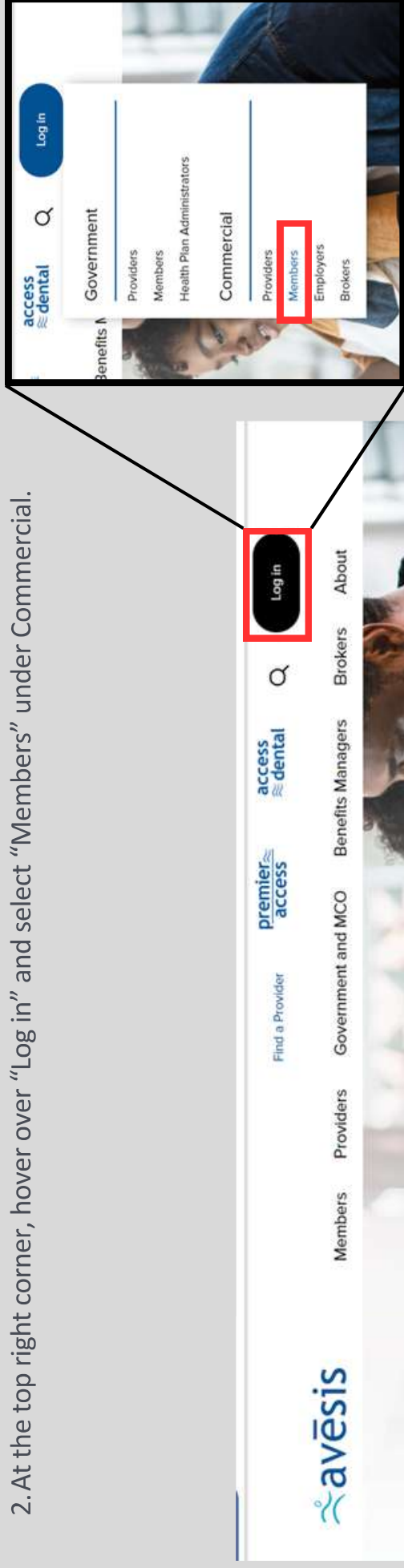
CONTENTS

- 3** [Navigating to the New Portal](#)
- 4** [Create a New Login](#)
- 6** [Returning User Login](#)
- 7** [Multifactor Authentication](#)
- 8** [Contact Preferences](#)
- 9** [Welcome Page](#)
- 11** [Eligibility and Benefits](#)
- 13** [ID Cards](#)
- 14** [View Referrals](#)
- 15** [View Authorizations](#)
- 16** [Claims](#)
- 17** [Documents](#)
- 18** [Provider Search](#)

Welcome to Avēsis and this guide, which explains how to use the member portal at www.avesis.com. 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!

NAVIGATING TO THE NEW PORTAL

1. Go to www.avesis.com.
2. At the top right corner, hover over “Log in” and select “Members” under Commercial.



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

1. Once you access the commercial member log in from www.avesis.com, click on 'Create a New Login Account'.
2. From there, select 'Create Member Account'.
3. Fill in the required fields (First Name, Last Name, Preferred Email Address, Date of Birth, and your Member ID** or Social Security Number) and click 'Next'.

1

login

marked with an asterisk(*)

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 Avësis 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 Professionals

I am a doctor or work for a healthcare organization

[✓ Create Healthcare Professional Account](#)

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 or SSN is required)
Member ID*

OR
Social Security Number*

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](#)

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

- 4. The next screen will prompt you to set up security questions and preferences.
- 5. Finalize your registration by reading and agreeing to the Web Confidentiality Agreement.
- 6. Congrats! Your account is created and you will now receive an email from **HPSmailSvc@VeriBen.Net** to validate your account and set up your password.
- 7. In the email, you will also have the option to select Yes or No to receiving Multifactor Authentication codes to your phone rather than your email.

4

AVESIS premier access portal

Follow the instructions below to register for your Health Portal account

Security Questions

Security Question 1*
Select One

Secret Answer 1*

Security Question 2*
Select One

Secret Answer 2*

Localization Preferences

Language*
English

Country*
United States

Time Zone*
BUTC-06:00: Central Time (US & Canada)

Web Confidentiality Agreement

All the required fields are marked with an asterisk(*)

Web CONFIDENTIALITY Agreement

The information contained within this Internet Application is confidential patient data related to the provider who has completed the on-line registration form and has selected a unique name and password. This name and password will be used to access the Health Portal. At the bottom of this page, you indicate that you understand and agree that you are the person responsible for making this information available for on-line viewing, you also agree to release the Benefit Plan Sponsor information.

Agree*

5

6

Your Login Account is Created.

Please check your email to set your password

Your email will allow you to activate your account with one click.

Thank you for using AVESIS COMMERCIAL

7

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 +1

Area Code + Phone Number
[Redacted]

☒ Ensure phone number entered is enabled to receive SMS text notifications

Back

Next

RETURNING USER LOGIN

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

1. Access the commercial member log in from www.avesis.com.
2. Under “Returning User Login”, 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*

☐ Show Password

Forgot 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.

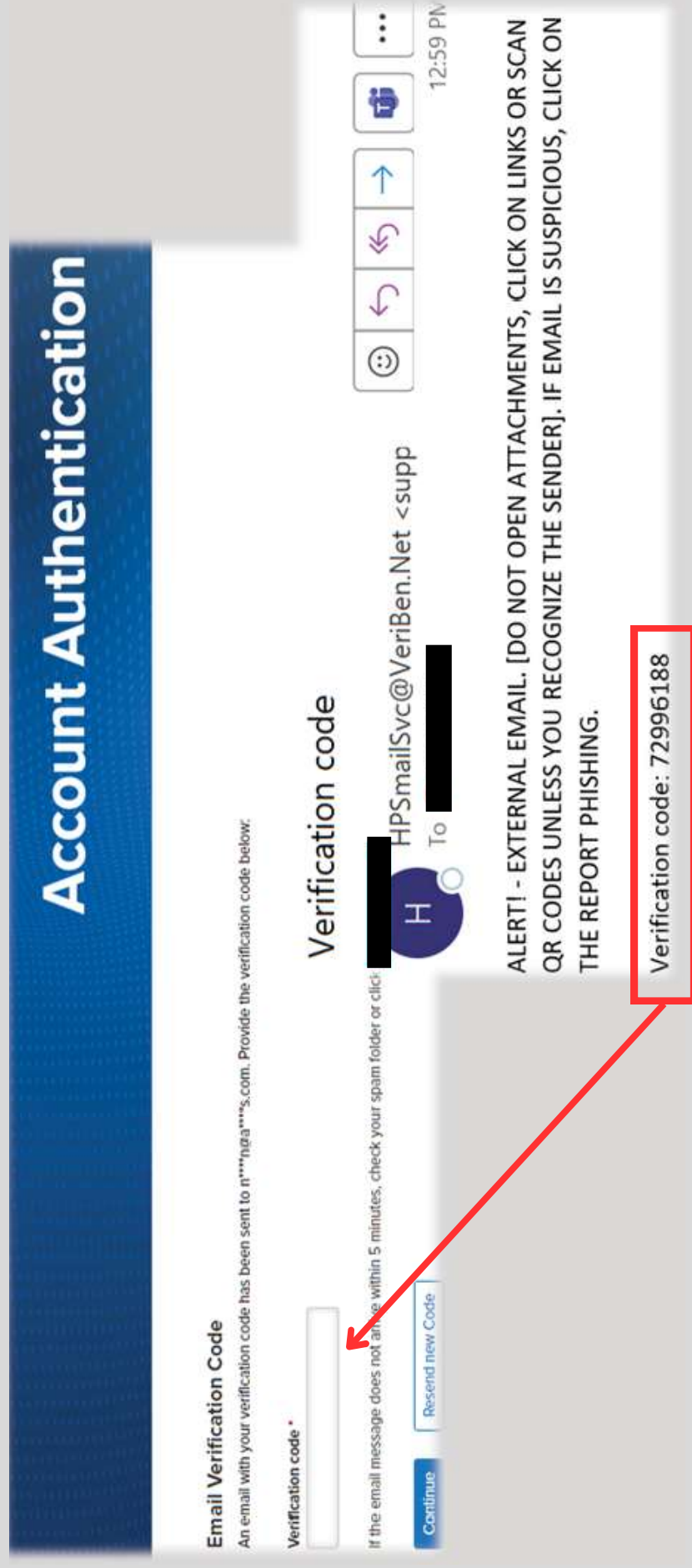
→ Create a New Login Account

Member Guide

6

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 (see next page).
2. Return to the portal.
3. Enter the 'Verification code' to access your account.



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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[Skip to Content](#) [Sitemap](#) [Mailbox](#) [Help](#)

[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: Area Code + Phone Number:
☒ Ensure phone number entered is enabled to receive SMS text notifications

☐ No ☒ Save

Session Time-out 13:25
avesiscomm.veribm.net/Portal/Framework3/Pages/_/ContactPreferences.aspx

WELCOME PAGE (CONT.)

From the welcome page, you'll see the following tabs on the right-hand side of the screen:



Allows you to find a doctor or location that fits your needs.
Skip to the Provider Search informational page [here](#).



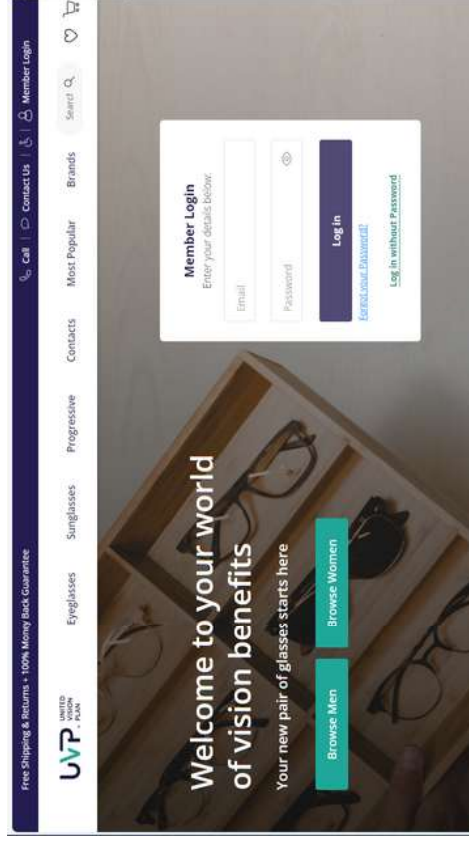
Displays your claims history.
Skip to the Claim informational page [here](#).



Displays your policies.
This can also be found under [Eligibility and Benefits](#) and [Documents](#).



Directs you to United Vision Plan where you can order a new pair of glasses with ease!



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.

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Eligibility and Benefits | View Referrals | View Authorizations | Claims | Documents | Provide

Eligibility and Benefits

View Your Plan Benefits

Members

★

Member Name

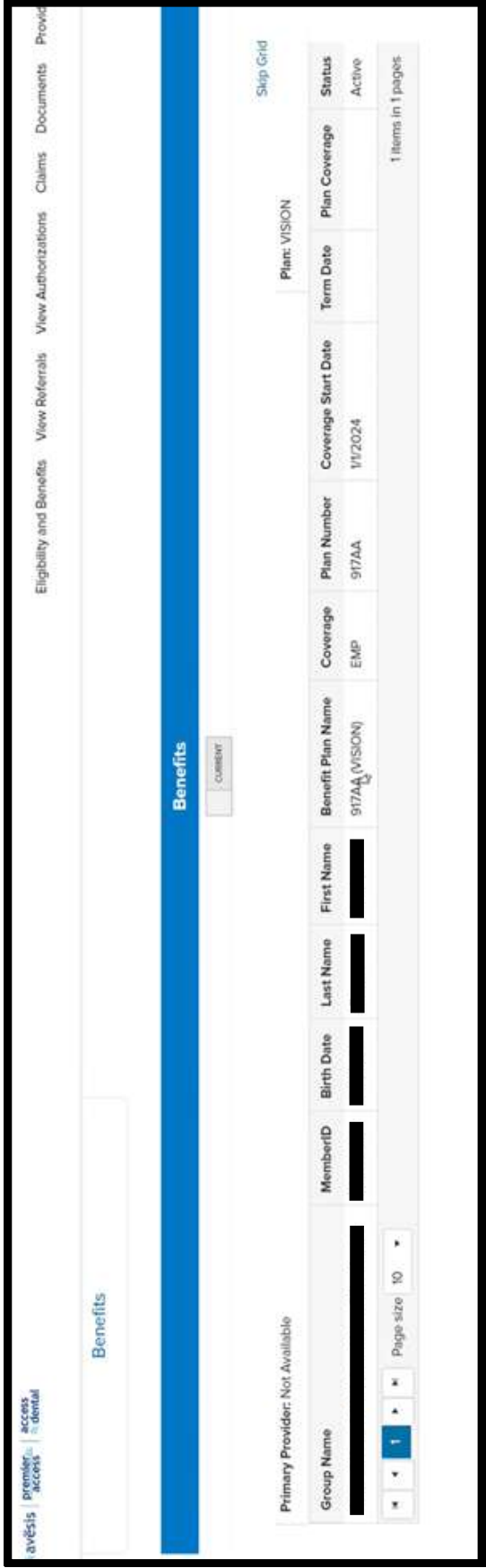
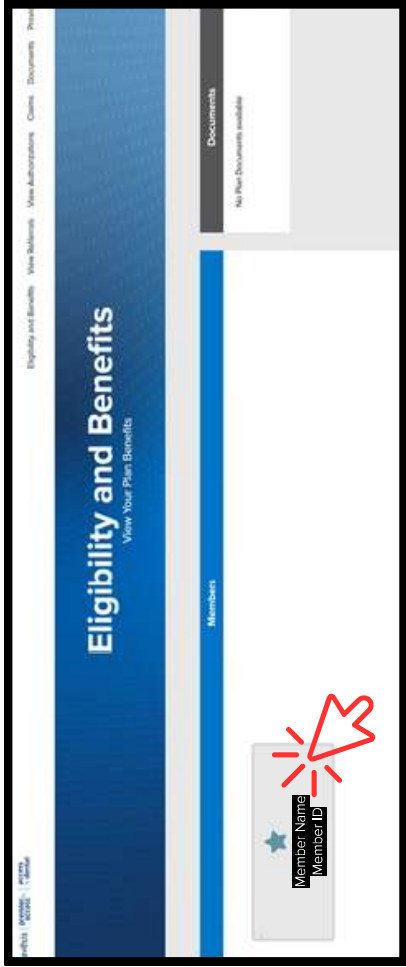
Member ID

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.

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Eligibility and Benefits

View Referrals

View Authorizations

Claims

Documents

Provider

ID Card

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

Print ID Card

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

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MEMBER NAME

MEMBER #

PLAN # 9179A

D-CODE 897

How to Use Your Benefits

Print Temporary ID Card

Session Time-out 12:17

https://avesiscomm.veribcn.net/Portal/Framework3/Pages/MemberPortal/MyPolicy.aspx

Member Guide < 13 >

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

Member Guide

< 14 >

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 Benefits

View Referrals

View Authorizations

Claims

Documents

Provider

Prior Authorizations

View your Prior Authorization request quickly and securely

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			

Skip Table

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.

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Eligibility and Benefits

View Referrals

View Authorizations

Claims

Documents

Provider

Claims History

View claims history

Q Search

↻ Clear Search

Claims for

No Claims available at this time

⏮

⏪

1

⏩

⏭

9

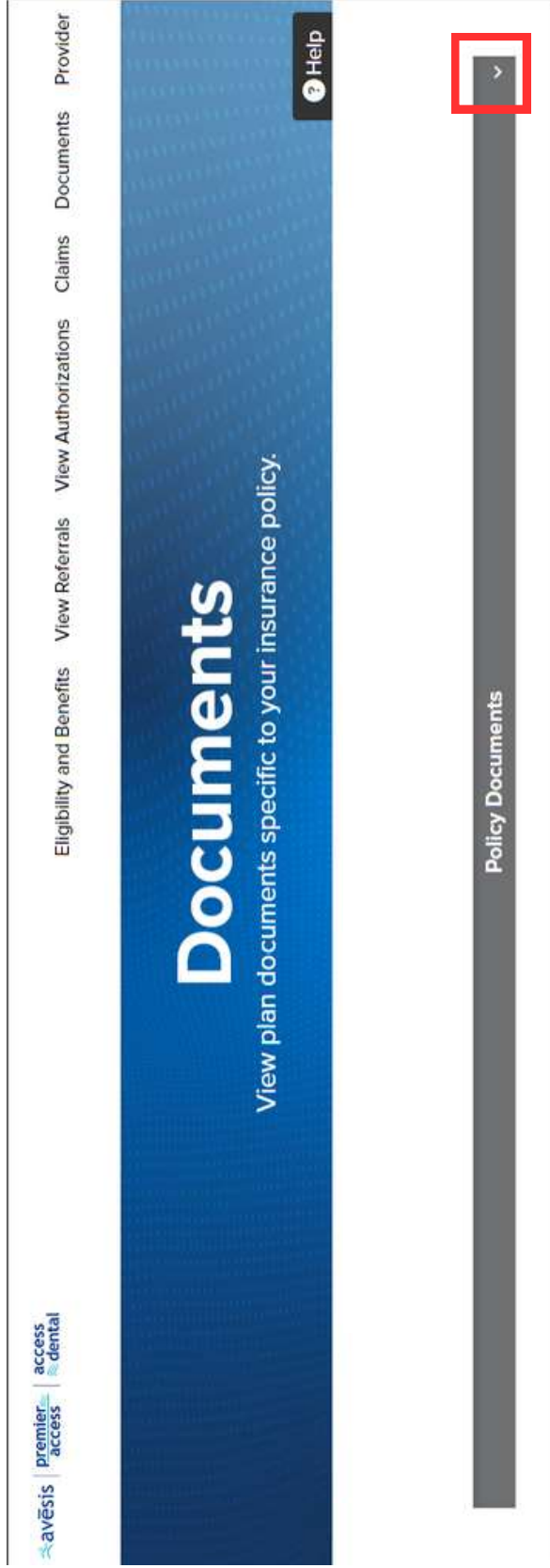
Print

Skip Grid

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.

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Find a Doctor

Find a Location

Language English

Search Provider Name, NPI, Specialty, Condition, etc.

Specialty

Specialty

Located Near

Within

Enter Zip Code

Additional Filters

Filters

Relationship

Relationship

Choose Your Health Plan

Choose Your Health Plan Type

Language

Language

Choose Your Health Plan

Choose Your Health Plan Type

Commercial Vision

ComVision

Clear All

Submit

Total Providers Found: 26740

Print/Save PDF

Optometry

Internal Medicine

Languages Spoken: English

Health Plan: Commercial Vision

NPI:

Cultural Competency: N/A

Languages Spoken: English

Health Plan: Commercial Vision

NPI:

Cultural Competency: N/A

Member Guide < 18 >

PROVIDER SEARCH

Find a Location view.

Find a Doctor

Find a Location

Language: English

Search name, location, type, etc

Specialty

Specialty

Located Near

Enter Zip Code

Within

20mi

Additional Filters

Filters

City

City

State

State

Zip

Zip

Location Type

Location Type

Services Offered

Services Offered

Clear All

Submit

Total Locations Found: 45865 Print/Save PDF

Sort

Relevance

A-Z

Z-A

Address:

Phone: Not stated

Fax: Not stated

Services Offered:

Location Type: Dental Provider

View Location

Address:

Phone: (201) 489-6010

Fax: (201) 489-1885

Services Offered:

Location Type: Eye / Vision Provider

View Location

Address:

Phone: Not stated

Fax: Not stated

Services Offered:

Location Type: Practice

View Location

Address:

Phone: Not stated

Fax: Not stated

Services Offered:

Location Type: Practice

View Location

Map 1

Map 2

Member Guide

19



www.avesis.com

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