



# Instructions on How to Access Online Health Plan Services from Group Administrators, Ltd.

## LOCATE A PROVIDER

**Step-1:** go to [www.groupadministrators.com](http://www.groupadministrators.com)

**Step-2:** click on the "Network" icon in the upper righthand corner to check if a provider is participating in the network. Scroll down to find your network then click on the network icon to be linked to their website.

## LOG-IN INSTRUCTIONS

**Step-1:** go to [www.groupadministrators.com](http://www.groupadministrators.com)

**Step-2:** click on "EMPLOYEE"

**Step-3:** enter your Insured ID number from your [health plan ID card](#)

**Step-4:** enter your Password (*IMPORTANT - for initial log-in enter the last 4 digits of your ID number*)

**Step-5:** read the Privacy Statement and click on "I Accept" to continue

## CONTRIBUTION HOURS

- click on the "Contribution Hours" icon on the left navigation bar to view a summary of your contributed hours
- click on the month to view the breakdown of hours contributed on your behalf

## ELIGIBILITY INFORMATION

- after logging in select the person you want to inquire about

## CLAIM INFORMATION

- click on the "Claim Information" icon on the left navigation bar to display the claims for the selected person
- select the claim number you want to view and click on it to display greater detail. You can also print an Explanation of Benefits (EOB)

## MEMBER SERVICES

- click on the "Password Maintenance" icon to change your password
- click on the "Request ID cards" icon to request a new ID card
- click on the "Email Profile/Notifications" icon to receive email notifications regarding account issues or to be notified when Explanation of Benefits (EOB) are available. Enter your email address and select what notices you wish to receive.

**IMPORTANT:** You will receive an email asking to verify your email address. You must click on the link or copy the link to your browser to complete the registration process.

**FOR ASSISTANCE** - Call Group Administrators at 1-800-323-1683

The screenshot displays the website interface for Group Administrators, Ltd. The top navigation bar includes "Online Menu >>>>" and "Employee : Human Resources : Provider : Reports". The left sidebar contains a navigation menu with items like Home, Logoff, Debit Card Users, Select Family Member, Coverage Information, Claim Information, Flexible Spending, Password Maintenance, Request ID Cards, Address Update, Contribution Hours, Email Profile/Notifications, Contact Us, and Privacy and Security. The main content area shows "Coverage Information" for "MIKE TEST" with an "Insured ID: (ID)". It includes sections for "Medical Coverage" and "Dental Coverage", each with a table of plan details and a "View Accumulators" link. The "Medical Coverage" table has columns for Plan, Effective Date, and Ter, with a row for DEMO, 01/01/2008, and 01/01. The "Dental Coverage" table has the same structure with a row for DEMO, 01/01/2008, and 01/01. On the right, there is a "Member Login" section with input fields for "Insured ID" and "Password". Below the login fields is a text block: "To log into the system, please enter your Insured ID and Password above and read and accept the following Terms and Conditions. Need help logging in? [Click here.](#) Please acknowledge that you have read, understand, and agree to the below conditions. To enter the site, you must click "I Accept"." At the bottom, there are "I Accept" and "I Decline" buttons, and a scrollable area for the "Website Terms and Conditions" starting with "General Policy Statement" and "Welcome to the Group Administrators, Ltd. website. We understand that our customers and website visitors are concerned about the privacy of information. We have established policies and procedures concerning the collection, use and security of your information that will help protect your privacy. Our Information Privacy".