

Through the Group Administrators, Ltd. website at www.groupadministrators.com, health care providers can obtain current eligibility verification of coverage, along with viewing or downloading a summary of Plan Benefits, or viewing your own submitted claim history for status.

After clicking on the "PROVIDER" button, you will initially be prompted for a Login and Password. The Login for all providers is the Tax ID number under which your services are billed. For your initial login, there are primarily two conventions, a) your initial password is also your TIN; or b) the password is blank, and you may tab through the password field. With option B, you will then be prompted to change the password to one of your own choosing.

If you continue to have problems logging in, please contact us at contactus@groupadministrators.com, using "Provider Login Assistance" as the subject, or call 847-519-1880 and ask for web access assistance.

Please note that for each TIN, there can be only one password. So if you have multiple offices using the same TIN for billing purposes, each office cannot have their own unique TIN. In these instances, you would probably be better served by leaving the TIN as both the Login as well as the Password.

Once you have successfully logged in, you will be prompted for the Identification Number of the Employee/Subscriber. This will be the number on the employee's current ID card. Please note that HIPAA has mandated that many groups discontinue the use of the Social Security Number, and you may be required to use the Alternate ID number on the member's ID card. There is no cross-reference or alpha search, so please make sure your records correctly reflect the member's present ID number. You should only enter the 9-digit numeric ID; DO NOT enter any alpha prefix characters.

At this point, you will be able to review an individual's eligibility for benefits, and view/download a copy of the applicable plan of benefits.

Once you have accessed the member, you will see any claims which have been received on behalf of the selected individual for the past 3 years. In most cases, you will be able to pick the link to view and download a copy of the EOB, if required. Please note that if no claims are displayed, that means we have no claims on file in our office that have been received under the TIN you logged in with.