

Benefit Plan Administrators Online Benefits Service

Benefit Plan Administrators offers online access to claim and benefit information for employers, providers and individual members through our website.

<http://www.bpaco.com>

The screenshot shows the BPA website's main page. At the top, there is a navigation bar with links for Home, About Us, Benefit Center, Services, Partners, Resources, News, and Contact Us. Below the navigation bar is a large banner image of a smiling male doctor in blue scrubs. To the right of the banner is a 'Log In' form with fields for 'username' and 'password', a dropdown menu for 'Select your account...', and buttons for 'Log in' and 'New Registration'. Below the form are links for 'Forgot Password?' and 'Member / Provider'. Below the banner is a 'Stay Informed' section with a sign-up link and a 'Recent News' section with a news item about the website launch. At the bottom, there are three red buttons labeled 'Benefit Center', 'Services', and 'Partners' with corresponding images.

From our website, employers, members, and providers can access their accounts using the log in box on the main page of our website. Enter the username and password and select Member, Employer, or Health Care Provider from the dropdown and click the Log In button. (The Flex/HRA option is for clients with only Flex or HRA coverage.)

Employers will be provided with their login information by BPA.

Health Care Providers and Members (and their dependents) can self-register by selecting the appropriate option from the 'New Registration' dropdown.

If a password is forgotten, clicking the appropriate link under 'Forgot Password' will redirect to a process where the password can be reset.

Member registration is a 4-step process. The first page is the standard license agreement. Please read this and click 'Agree' to continue.



Step 1 of 4: License Agreement

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthix Inc., reserves all rights not expressly granted in this Agreement.

Restrictions. This website is protected by United States copyright law, international treaty provisions, and trade secret, trade dress and other intellectual property laws. Unauthorized copying of or access to this website is expressly forbidden. You may not copy, disclose, loan, rent, sell, lease, give away, give your password to or otherwise allow access to this website by any other person, except that you may allow your spouse or immediate family to use the website for the purpose of processing your own data. You agree to only use this website to process your own data. You agree not to misuse, abuse, or overuse beyond reasonable amounts, this website. You agree not to attempt to view, disclose, copy, reverse engineer, disassemble, decompile or otherwise examine the source program code behind this website. You may be held legally responsible for any copyright infringement or other unlawful act that is caused or incurred by your failure to abide by the terms of this Agreement.

Term and Termination. This license is effective until terminated by either you or the producers of this website. This license will automatically terminate without notice if you fail to comply with any provisions of this Agreement. The provisions of this Agreement which by their nature extend beyond the termination of this Agreement shall survive termination of this Agreement, including but not limited to the sections relating to Restrictions, Content of the Website, Links to Third Party Websites, Disclaimer of Warranties, Limitation of Liability, and Governing Law.

License Agreement
Please read the license agreement. Click 'Agree' to continue or 'Disagree' to go back to the login page.

Agree Disagree

Login Forgot Signup

The second step verifies your identity. Please enter your date of birth, last name and the member ID number shown on your ID card. If you are not the employee, please enter your own Social Security Number in place of the Member ID. Click 'Next' to continue.



Step 2 of 4: Validation

* Date of Birth:

* Last Name:

* Member ID or SSN:

Validation
Please fill in the fields below to create an account on the system. Enter your Last Name, and Member ID/SSN exactly as it appears on your ID card. Also for validation enter your Date of Birth. Click continue at the bottom of the page when complete.

Note: If you are not the employee, please use your SSN to register for online access.

Previous Next Cancel

Login Forgot Signup

In the third step, you will create your username and password, as well as entering your email address and a secret question/answer combination that can be used to help retrieve your login information if you should happen to forget it. Once you have entered all of the required information, click 'Next' to continue.



Step 3 of 4: Create User ID (Username) and Password

* Username:

* Email Address:

* Confirm Email Address:

* Password:

* Confirm Password:

Select a Secret Question:
Select Secret Question

or Enter your own:

* Secret Answer:

Account

Username: Username must be at least 3 in length start with a letter. Characters accepted are: alpha-numeric, . (dot), -(dash) and @

Please enter your full email address, for example, **name@domain.com**

Password: At least 8 characters/Alpha-numeric and special characters -_!#\$%&*@~!/?+*

[Login](#) [Forgot](#) [Signup](#)

The final step shows your information for verification purposes. Click 'Finish' to continue or 'Previous' to go back and change any information you entered.



Step 4 of 4: Verify

Registration Complete.

Username:

First Name:

Last Name:

E-Mail Address:

Address:

[Login](#) [Forgot](#) [Signup](#)

Once you have completed registration or logged into the website, you will see the following screen:

BPA Benefit Plan Administrators

You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits



Medline Health News

Fertility and Nutrition
Faces 'Morphed' for Man When Scientists Tweaked His Brain
Colonoscopy Screening May Have Cut Colon Cancer Rates
Many Studies' 'Wow' Results Usually Fade in Follow-Up
Smoking, Diabetes Are Risk Factors for Poor Leg Circulation
Green Tea Drinkers Show Lower Cancer Risks
Ophthalmologists Warn Parents and Teens about the Dangers of Decorative Contact Lenses When Purchased Without a Prescription

Frequently Asked Questions - General
Please click on the question to view the answer.

- Why am I unable to view my dependent's claim information?
- I have a general question for BPA.
- Can I email my Flex Reimbursement Form and receipts to BPA?
- What is a dependent care flexible spending account?
- Who can I put on this plan?
- How do I add someone to my policy?

Home

In the top right corner of the screen, you will see your name with three links directly below.

The 'Messages' link has a number next to it that shows any new messages you have received. Clicking the link will take you to a screen showing your messages.

The 'Profile' link will take you to your account information. This is only the information for your online account and not your enrollment information.

The 'Logout' link will log you out of this page and return you to the main BPA website.

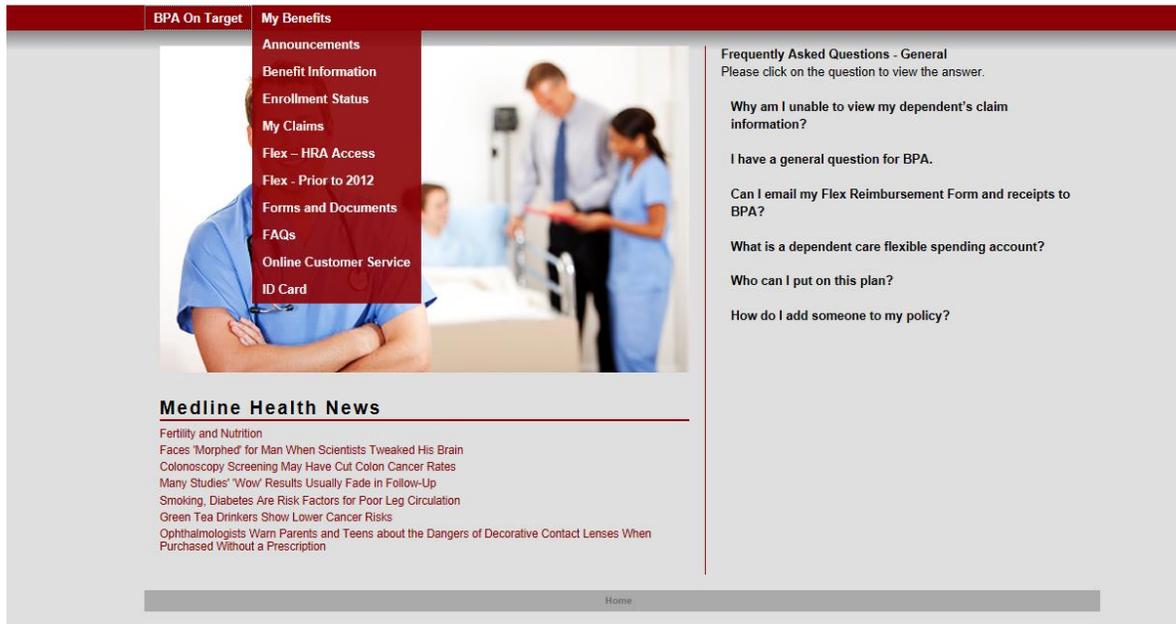
The red bar running across the page below the BPA logo is a menu bar. You can move your mouse over these items to display a drop-down list of additional menu items that you can select.

The 'BPA On Target' menu will only display if your employer has elected to add this product and is covered in a separate document.

The 'My Benefits' menu item is available to everyone, although some of the items covered may not be available depending on your coverage.

In the lower left portion of the page, you will find links to current health news.

On the right side of the page, you will find some of the most popular Frequently Asked Questions (FAQ).



The image above displays all of the available items under the 'My Benefits' menu.

- **Announcements**
 - Special announcements from BPA regarding this website will be posted here.
- **Benefit Information**
 - This link will display links to your plan documents, PPO networks, and prescription drug manager
- **Enrollment Status**
 - View your personal information, coverages, and annual deductible/out-of-pocket. The information available under 'Benefit Information' will also display here.
- **My Claims**
 - Provides access to your medical/dental/vision claims and EOBs.
- **Flex-HRA Access**
 - If you have a flexible spending or HRA plan, this link will provide access to our new administration site for these services. It will automatically log in to your flex account without having to enter separate login information.
- **Forms and Documents**
 - This link will display a list of forms available to your plan.
- **FAQs**
 - The Frequently Asked Questions (FAQ) provides answers to common questions.
- **Online Customer Service**
 - You have access to a list of common requests and questions that can be submitted online. We strive to answer these questions within 1 business day.
- **ID Card**
 - If you have received one of our new RedCard ID Cards, you will be able to access a copy of your card here.

This is a sample view of the Benefit Information page.



You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • Benefit Information

Benefit Information

To view the plan document, please click on the link below:
[Sample Plan Document.pdf](#)

Click on the following to view your PPO network:

Your prescription drug benefit is managed by: (click the logo for more information)



Home

The Enrollment Status page will provide a listing of the members in the family. Clicking on a name in the list will take you to the detailed information for that person. (If you have single coverage, you will go directly to your eligibility information.)

Employees do not have access to information for a spouse or dependents over age 18 unless authorized by that individual. Spouses and dependents will have access to only their information unless authorized by an individual. The authorization form is available in Online Customer Service.



You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • Enrollment Status

Member Eligibility - Members

Select a member to view Eligibility information.

Results for: 300, Sam Jones 3 records found.

Name	Group	Member ID	Date of Birth
Sam Jones	300	6666666600	1/5/1962
Elizabeth Jones	300	6666666601	9/13/1965
Alicia Jones	300	6666666602	5/7/1995

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Home

Here is a sample view of the detailed eligibility information screen. Demographic information is displayed at the top, followed by coverage information, accumulators, and then plan document, PPO network, and prescription drug manager links.



You are currently logged in as: Sam Jones
 Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • Enrollment Status

Member Eligibility - [Members](#) - Sam Jones

Additional information regarding benefit coverage may be available online. To review a benefit booklet or confirm participating providers, please scroll to the bottom of the screen and click on the appropriate link listed below.

[Click here if you have a plan coverage request or question.](#)

[Online View](#) | [Print View](#)

Subscriber					
Employee Name:	Sam Jones				
Address:	4401 Southern Cir Kirkland, MN 17960				
Member No:	86868686800	DOB:	01/05/1982	Gender:	Male
Group #:	300	Group Name:	Demo Group		
Division #:	088	Division Name:	Corporate		
Payor:	Benefit Plan Administrators		COBRA EE:	No	
Original Effective Date:	03/01/2004	COB:	No		

Coverages

MED - Group Health

Current Benefit Effective Date	Termination Date	Plan	Coverage Type
03/01/2004	12/31/2199	M10200	

DEN - Dental

Current Benefit Effective Date	Termination Date	Plan	Coverage Type
03/01/2004	12/31/2199	M10200	

VIS - Vision

Current Benefit Effective Date	Termination Date	Plan	Coverage Type
03/01/2004	12/31/2199	M10200	

LTD - Long Term Disability

Current Benefit Effective Date	Termination Date	Plan	Coverage Type
03/01/2004	12/31/2199	M10200	

STD - Short Term Disability

Current Benefit Effective Date	Termination Date	Plan	Coverage Type
03/01/2004	12/31/2199	M10200	

LIF - Term Life

Current Benefit Effective Date	Termination Date	Plan	Coverage Type
03/01/2004	12/31/2199	M10200	

Accumulators

Name	Type	Current Amount	Maximum	Plan Year
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To view the plan document, please click on the link below:
[Sample Plan Document.pdf](#)

Click on the following to view your PPO network:



Your prescription drug benefit is managed by: (click the logo for more information)



My Claims takes to a search page where you can select the criteria for the claim(s) you wish to view.



You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • My Claims

My Claims

- To perform a "Quick Search" - choose a point from the list and select a member from the drop down choices. Click on "Search".
- To perform a "Date Range Search" - choose the "from:" and "to:" time frame from the drop down choices and select a member from the drop down choices. Click on "Search".
- To perform a "Claim Number Search" enter up to 10 claim numbers, press 'enter' after each claim number. Click on "Search".

Quick search:
 Last 10 Claims for: Sam Jones
 Last 20 Claims Online Claims:
 Last Month All
 Last 3 Months Unviewed
 Last 6 Months Viewed
 Last 1 Year

Date Range search:
from: --- -- -- -- -- Online Claims:
to: --- -- -- -- -- All
for: Sam Jones Unviewed
 Viewed

Claim Number Search:
Claim Number(s): Enter up to 10 Claim Numbers (one per line)

The search results screen then displays a list of claims matching your criteria. Clicking on a claim number will take you to the claim details. If there is only one claim match, you will be taken directly to the claim detail page.



You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • My Claims

My Claims - Search Results

Click on the Claim Number to view claim details.

Results for: Sam Jones Last 10 Claims

3 records found

Claim Number	Service Date	Provider	Claim Status	Total Charge
N636186001	5/17/2004	St Vincent Physician Network	INFORMATION RECEIVED	\$130.00
N636190001	3/26/2004	St Vincent Physician Network	INFORMATION RECEIVED	(\$39.17)
N636156004	2/15/2000	St Vincent Physician Network	DENIED	\$399.30

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Check here to always show the original EOB when available.

The claim detail page provides detailed information regarding the payment of the claim, including ineligible amounts, discounts, deductibles, and coinsurance.

You may also note the 'Original EOB View' link available at the top of the claim information. Clicking this link will bring up a copy of the EOB that was sent to you. Please note that this EOB is only available after a claim has been finalized. Claims currently in processing will not have an EOB available.

If you select 'Click here if you have a claim request or question', a list of online customer service questions will be displayed. You can select a question and submit it to our customer service representatives online. Responses are typically within 1 business day.



You are currently logged in as: Sam Jones
 Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • My Claims

My Claims - Search Results - View Claim

Additional information regarding benefit coverage may be available online. To review a benefit booklet or confirm participating providers, please scroll to the bottom of the screen and click on the appropriate link listed below.

[Click here if you have a claim request or question.](#)

Online View | [Original EOB View](#) | [Print View](#)

Provider Name:		Patient Responsibility	
Provider Name:	Robert Love MD	Amount Not Covered:	\$0.00
Provider Office:	St Vincent Physician Network	Copay:	\$0.00
Claim No.:	001300N638188001	Deductible:	\$0.00
Group:	Demo Group	Co-Insurance:	\$0.00
Group #:	300	Other Insurance Payment:	\$0.00
Employee:	Sam Jones	Over R and C:	\$0.00
Patient:	Sam Jones		
Patient Acct:	0582257DGC		
Network:			
Member ID:	86868686800		
Prepared By:	409		
Date:			

EXPLANATION OF BENEFITS

Dates of Service	Service Code	Proc. Code	Charge Amount	Not Covered	Reason Code	Discount	Over R and C	Allowable Amount	Deductible Amount	Co-Pay Amount	Paid At	Payment Amount
05/17/2004 - 05/17/2004	99391	99391	\$130.00	\$0.00		\$49.00	\$0.00	\$81.00	\$0.00	\$0.00		\$0.00
TOTAL			\$130.00	\$0.00		\$49.00	\$0.00	\$81.00	\$0.00	\$0.00		\$0.00
Other Insurance Credits or Adjustments:											\$0.00	
Total Payment Amount:											\$0.00	

Payment To	Check No.	Amount
		\$0.00

Type of Service Description
 99391 - Professional Service

Reason Code Description

[Messages](#)

If you wish a review of this claim, you must submit a written request within 180 days of your receipt of this explanation of benefits. In the event of an adverse benefit determination on this or any claim, the claimant may request and receive, at no cost, specific details regarding the adverse benefit determination. Please retain for tax purposes. Copies are not available.

To view the plan document, please click on the link below:
[Sample Plan Document.pdf](#)

Click on the following to view your PPO network:



Your prescription drug benefit is managed by: (click the logo for more information)



To access your current flex information, please use the Flex-HRA Access link which will take you to our new flex administration site and automatically log in to your account there.

The Forms and Documents page provides a list of documents available for your plan.

BPA Benefit Plan Administrators

You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • Forms and Documents

Forms and Documents

Available Forms

- [Enrollment Form](#)
- [Enrollment Change](#)
- [Health Claim](#)
- [Student Status](#)
- [Other Coverage](#)
- [COBRA Coverage](#)

Note: The files listed here may be in portable document format (PDF), which will require that you download and install a PDF reader in order to view them. Click on the following to download Adobe's Acrobat Reader.



Home

The FAQs page provides a list of common questions and their answers.

BPA Benefit Plan Administrators

You are currently logged in as: Sam Jones
Messages (0) | Profile | Logout

BPA On Target My Benefits

Home • FAQs

Frequently Asked Questions

Frequently Asked Questions - General
Please click on the question to view the answer.

- [Why am I unable to view my dependent's claim information?](#)
- [I have a general question for BPA.](#)
- [Can I email my Flex Reimbursement Form and receipts to BPA?](#)
- [What is a dependent care flexible spending account?](#)
- [Who can I put on this plan?](#)
- [What if my dependents have other coverage?](#)
- [Can I provide coverage for my child who is a full-time student in college?](#)
- [What documentation will I need to show full-time student status?](#)
- [How can I get a copy of my Plan Benefit Booklet?](#)
- [What if my health care provider requests a copy of my eligibility and benefit information?](#)
- [How long will it take to receive my ID card?](#)
- [How do I add someone to my policy?](#)
- [What is precertification for inpatient hospital care?](#)
- [How do I file a claim?](#)
- [Who should I call if I don't understand how a claim was processed?](#)
- [I received an Explanation of Benefits form; why was the benefit check not mailed the same day?](#)
- [How are claims for pre-existing conditions handled?](#)
- [What is a Certificate of Creditable Coverage form and how does it affect coverage for pre-existing conditions?](#)
- [How can I verify all claims paid for my family for the year?](#)

Online Customer Service provides a list of pre-formatted questions that you can submit online to our customer service representatives. Responses are typically within 1 business day.

Please note the Claim View Authorization Request. This online form can be filled out and submitted to authorize other individuals to view your claim information.



You are currently logged in as: Sam Jones
[Messages \(0\)](#) | [Profile](#) | [Logout](#)

[BPA On Target](#) [My Benefits](#)

[Home](#) • [Online Customer Service](#)

Online Customer Service

Claim View Authorization Request:
[Complete this form to authorize another person to review your claims.](#)

Plan/Coverage Requests or Questions:
[Please send me a new I.D. card](#)
[What is my coverage effective date?](#)
[Have you received my Change Form, and has it been approved? Do you require any additional information?](#)
[Is the following healthcare provider, doctor or facility, such as a hospital or nursing home, a member or a participating provider in my plan or network?](#)
[Do I always call the Utilization Nurse/Administrator to obtain prior authorization before receiving inpatient treatment or services?](#)
[Can I change my doctor anytime I want?](#)
[Can you forward a copy of a Creditable Coverage Certificate?](#)
[How do I submit a name and/or address change?](#)

Claim Questions:
[Have you received my claim?](#)
[Have you paid my claim?](#)
[Why was my claim denied?](#)
[My claim was paid, but why wasn't more of my claim paid?](#)
[Was the remaining balance of the claim I submitted due to a deductible or out-of-pocket/copayment amount? If so, how much?](#)
[How much of my deductible/out-of-pocket have I met?](#)
[Did you request and receive information from me or from the provider needed to process my claim?](#)
[If required, did the provider obtain prior authorization/precertification for the treatment or service performed?](#)
[Does my plan provide benefits for expenses incurred for treatment or services when they are provided out-of-state or out-of-the country?](#)

[Home](#)

Thank you for using our online benefits website. Please let us know if you have any questions or comments.