



## ELAPULSE HR HOW TO GUIDE

### *New Resources Available*

Introducing ELAPulse Portal, the newest service from ELAP that makes it easier to interact with ELAP Services and gives you 24/7 access to new resources and tools.

With a straightforward, easy-to-use interface that allows you to stay up-to-date and informed, handling balance bills has never been easier.



#### **Balance Bill Support**

- Submit hospital and facility bills—It's as easy as taking a picture with your phone
- Get real time status on bills
- Communicate with your dedicated Member Services Advocate



#### **Reporting**

Direct Access to dynamic monthly reports

- Actively monitor performance throughout the entire plan
- Identify market and provider opportunities
- New software platform, enhancing end user experience



#### **HR Resource Center**

- Access HR and Employee education pieces
- Get answers to Frequently Asked Questions
- Access to ELAP's educational videos



# HOW TO

## Access and Navigate ELAPulse

### HOME PAGE

The screenshot shows the ELAPulse homepage. At the top left is the ELAPulse logo with the tagline "STAY CONNECTED". Below the logo is a navigation bar with three tabs: "Member Admin" (marked with a '1'), "Reporting" (marked with a '2'), and "HR Resource Center" (marked with a '3'). Below the navigation bar is a section titled "Recent Activity" which contains a table with the following data:

REFERENCE #	DATE OF SERVICE	PATIENT	SERVICE PROVIDER
BB0061156	8/18/2016		

1

#### Member Admin

To provide you with real time status updates and assist you with document submission, ELAPulse offers these features:

- Balance Bill Status (including the plan member and covered family members)
- Upload documentation on behalf of your plan members
- Submit questions to ELAP Member Advocates

2

#### Reporting

Access data and key metrics regarding your health plan:

- Plan Savings
- Economic trends
- Service/demographic utilization

3

#### HR Resource Center

The HR Resource Center contains helpful resources to facilitate education and ongoing communication with plan members. Find these valuable tools:

- HR Education – ELAP process overview, FAQs and more
- Member Education – a variety of brochures, FAQs, and more



# HOW TO

## Find a Patient

### MEMBER ADMIN

Select **Member Admin** to view Recent Activity and search for patients.

elapulse  
KEEP CONNECTED

Member Admin Reporting HR Resource Center

Recent Activity 1

REFERENCE # DATE OF SERVICE PATIENT SERVICE PROVIDER STATUS

No Balance Bills to Display

Patient Search 2

Search Balance Bills

Search Clear Search

Patient First City DOB

Patient Last State Card Id

Zip Last 4 SSN

1

#### Recent Activity

Shows the last 10 claims accessed for easy review of status

2

#### Patient Search

You can view the status of all balance bills for each employee and their covered family members by entering the full name or just the last name, and clicking

Search

Then click the hyperlink for the member's name.

[John Doe](#)

Please note that only dependents under the age of 18 will be shown.



# HOW TO

## Navigate the Member Homepage

### MEMBER ADMIN

3

SUMMARY CLAIMS BALANCE BILLS HOUSEHOLD REPORTS

SUMMARY CLAIMS BALANCE BILLS HOUSEHOLD REPORTS

**Member Details**

Date of Birth	1/1/1965
Dependent Code	Spouse
Gender	F
Card Id	979139993
Member Services Advocate	ELAP Balance Bill Intake
ELAPulse Member	<input checked="" type="checkbox"/>

Please contact Self Insured Services Company to update any of this information.

### TAB OVERVIEW

3

After the member you are searching for is selected, you will be directed to the Member Homepage. Here you have access to the following sections:

**Summary** – Gives a snapshot of the member’s PHI

**Claims** – All claims that have not been associated with a balance bill

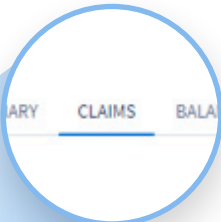
**Balance Bills** – Claims that have been associated with a balance bill

**Household Reports** – Run reports on claims and balance bills by member or family. Export into an excel sheet



# HOW TO Submit a New Claim

## MEMBER ADMIN



To locate a new claim, select the **Claims** tab and then choose the appropriate claim.

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SUMMARY **CLAIMS** BALANCE BILLS HOUSEHOLD REPORTS

Click the document icon next to each Claim to upload document and create a Balance Bill.

REFERENCE #	DATE OF SERVICE	SERVICE PROVIDER
000733754	8/31/2016	
000823522	3/29/2017	
000858190	6/21/2017	

4

For new bills that are not associated with a balance bill, click

**CLAIMS**

Review the claim information to see if there is a match to the bill you received. If you locate the correct claim,

Click the icon to upload the bill to the claim

5

If you do not see a claim that matches your balance bill click

I don't see Patient's Claim

Fill out the information from the bill and upload the document

5

Enter Bill Information ✕

Step 1 Next Step

Enter Bill Information

Date of Service

Amount

Service Provider

6

Upload Status ✕

Success! A representative from ELAP's Member Services team will contact regarding your document.

6

Once the upload is completed a window will appear with a message that it was successful.

Click the ✕ to continue working in ELAPulse

5

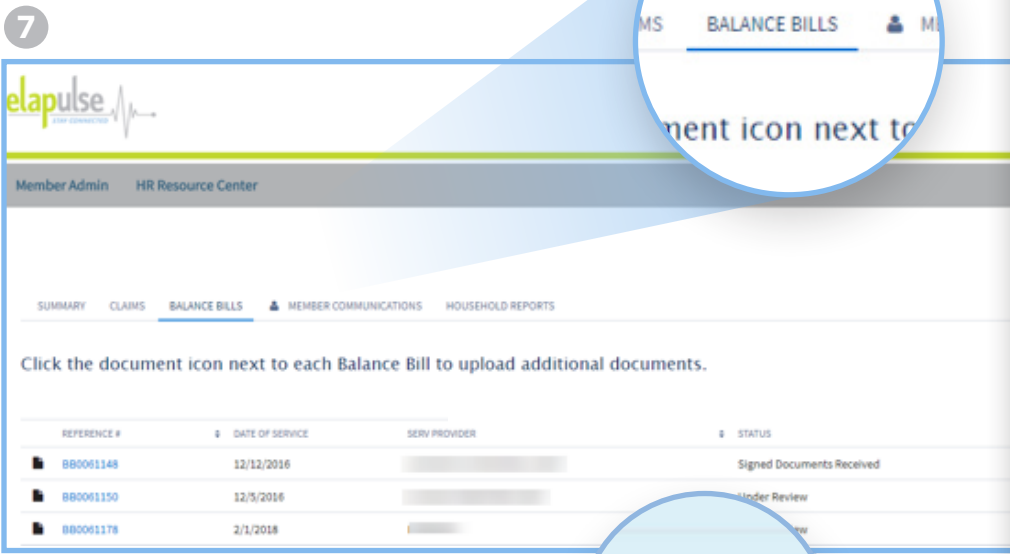


# HOW TO

## View Status and Add Additional Balance Bill or Correspondence

### MEMBER ADMIN

To view or update existing balance bills, select the **Balance Bills** tab. This will bring up a list of existing balance bills.



7

#### Adding Additional Bills

When a new bill is received for a Balance Bill click the Balance Bill Tab

**BALANCE BILLS**

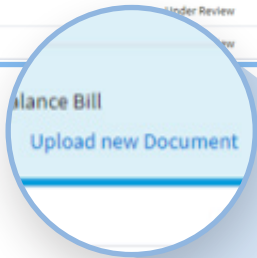
#### THEN

Select the icon and follow the prompts to submit your document

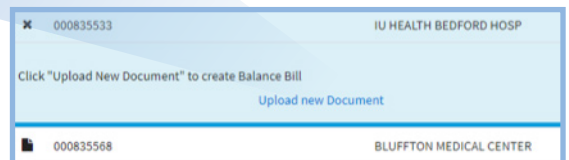
#### OR

Select the hyperlink for the BB number **BB0061148** and click

[Upload Additional Document](#)



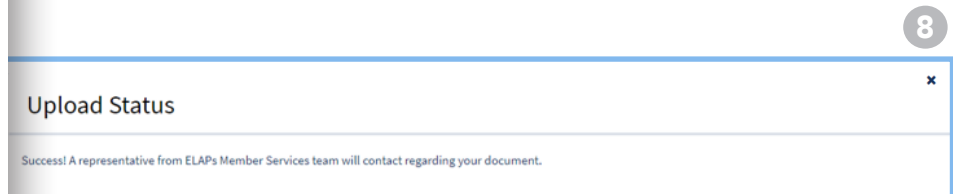
Once the document icon () is selected, click the link **Upload New Document**.



8

Once the upload is completed a window will appear with a message that it was successful.

Click the to continue working in ELAPulse



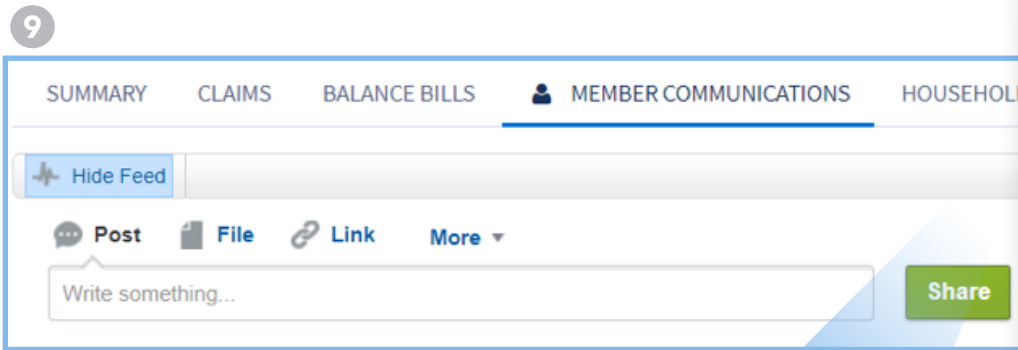
8



# HOW TO

## Submit a Question and Run a Household Report

### MEMBER ADMIN



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Ask questions or communicate with an ELAP Member Services Advocate by clicking

[MEMBER COMMUNICATIONS](#)

Enter your question in the text box and click **Share**

A Member Services Advocate will respond to your questions



### MEMBER ADMIN

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You have access to household reports for members, claims, and balance bills. Select

[HOUSEHOLD REPORTS](#)

Select what report you would like

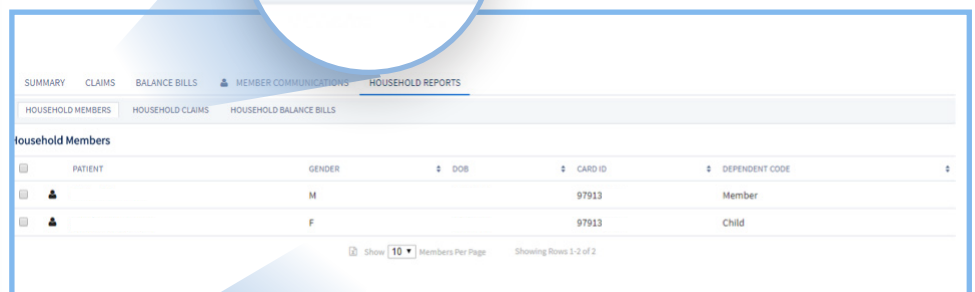
Then select the patients or claims you would like to run a report for by checking the appropriate box

PATIENT

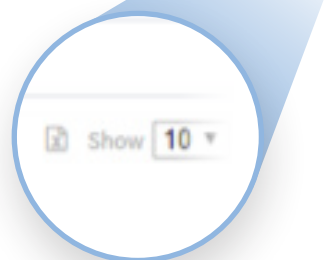
[Redacted]


[Redacted]

10



Select the **type of report** you would like to run



Select the  icon at the bottom of the page to export the excel report



# HOW TO Access and Navigate Reporting & HR Resource Center

## REPORTING

Reporting

Select **Reporting** to show detailed reports.

1

From the Reporting tab you will be able to access dynamic monthly reports

- Monitor plan performance
- Track service utilization
- Enhanced user experience

For more details please contact your client relationship manager or visit the HR Resource Center for a Guide.

## HR RESOURCE CENTER

Select **HR Resource Center** to access the latest support materials for Administrators and Employees

HR Resource Center

1

The HR Resource Center gives you instant access to the latest support materials for Plan Administrators and Employees

- FAQ
- Flyers
- Educational Videos