



## TDY Government Services VIEW YOUR CLAIMS ACTIVITY ONLINE

If you are an employee enrolled for health benefits, follow these easy steps to register as a member at Significa Benefit Services secure website at [www.significabenefits.com](http://www.significabenefits.com).

To begin, you need to know your Social Security number or your Member ID number and your group number, **05218**.

1. Click on "Members" and **Members Home** to go to the Members Home Page.
2. Click on "Online Member Inquiry"
3. Click on "New Members Registration" to register.
4. Complete all required fields, including:

First Name, Last Name, Address,  
City, State, Zip Code  
E-mail Address and Social Security Number.  
Phone number is optional.  
Your group number is **0XXXX**.

5. Create your "Preferred User ID." Use lower case letters only.
6. Create a password.  
*Helpful Hints: This may be letters or numbers or a combination of both, but do not use upper case letters. Use only lower case letters. Do not use a number as your first character. Do not use symbols, such as, hyphens, asterisks, pound signs, etc.*
7. Confirm your new password.
8. SUBMIT
9. A confirmation page will appear. Confirm your registration information, read the terms of registration, check off "I accept," and click on the ACCEPT button.
10. A second confirmation page will appear. A message in the upper left hand corner will indicate that you have been added successfully. CONTINUE.
11. Initial Website Login Page will appear. Log in to view your claims activity, download a claim form, or e-mail a claim question to customer service.

\*To securely submit claims, click on Members tab and select the link **Submit Secure Email or Attachment**

If you have questions about website registration, please call Significa Benefit Services at (717) 581-1300 or toll-free at (800) 433-3746.

The image displays three screenshots of the Significa Benefit Services website. The top screenshot shows the main navigation menu with 'Members' highlighted. The middle screenshot shows the 'Members Home' page with a navigation menu and a sidebar containing links like 'PPO Links', 'Health Information', and 'Online Member Inquiry'. The bottom screenshot shows the 'New Member Registration' form with fields for 'First Name', 'Last Name', 'Address 1', 'Address 2', 'City', 'State', 'Zip', 'Phone', 'Email Address', 'U#', 'Member ID or Soc Sec#', and 'Group #'. A 'Preferred User ID' field is also present with a note '(Must be lowercase)'. The form includes a checkbox for 'Check here if dependent of covered employee (found on front of your ID card)'. The bottom screenshot also shows the 'Members Home' sidebar with the 'Submit Secure Email or Attachment' link highlighted.



## Online Services

### For Members

**SBS is committed to providing valuable, secure internet services for covered members.**

#### On-Line Member Inquiry

Covered members may access their enrollment and claims information by registering on our secure web site. All information needed to register can be found on the employee's health identification card.

#### View Claims Information

Once registered, the member can view the last 12 months of claims information for himself or any of his covered dependents by clicking on the member's name. Additional claim detail may be viewed by clicking on the claim number.

#### E-mail Claims Questions

Questions concerning the claim can be sent directly to SBS's Customer Service Department by simply clicking on the "E-Mail Customer Service" button provided on the page. This email is secure via Zix Encryption

#### Reprint Explanation of Benefits (EOB) Forms

Sometimes an additional EOB form is needed to submit an FSA claim or a claim to secondary insurance. A member may reprint his own EOBs from the web site.

#### Downloadable Forms

Members can download forms from the web site, including the medical claim form, flexible spending account claim form, supplemental accident questionnaire, and coordination of benefit form.

#### Preferred Provider Organization (PPO) Links

Members can quickly link to their chosen PPO network from the SBS web site. Most networks provide participating provider search features, which allow for easy retrieval of participating facilities and physicians by specialty and geographical location.

#### Prescription Benefit Managers (PBMs)

Members may also link to the Pharmacy Benefit Manager (PBM) for your specific plan.

CareMark, Express Scripts or Partners Rx's web sites are accessed from the SBS page. From there, they can register as covered members to learn more about their prescription drug benefits and utilize on-line pharmacy services.

#### Identification Cards

Registered members can request additional ID cards via the web site.

#### Health Information

SBS's web site provides links to several web sites with valuable health information. Site sponsors include the U.S. Department of Health and Human Services, National Institutes of Health, Centers for Disease Control and Prevention, and WebMD just to name a few.



## Online Services

### For Medical Providers

**SBS is committed to providing time-saving, secure internet services for medical providers.**

To expedite claims payment, medical providers and PPOs may submit claims to SBS electronically by using our Emdeon Payer ID number 23250.

For employers with SBS-administered self-funded dental plans, electronic dental claims may be submitted by using our Emdeon/CPS Payer ID CX046.

SBS also provides real-time claims status and eligibility verification services to providers who use Emdeon Office and other Emdeon products. Online claims status & eligibility services are available 24/7.