

## **Frequently Asked Questions:**

There are a variety of reasons someone could not log in. This is what we suggest:

### **I'm Not Able to Login / I'm logged in but I don't see any of my information:**

Chances are we don't have your DOB correctly in our system. There are two things that you can try: You may try the default DOB of 01/02/1900 and proceed or you can call the Flex Department (518-641-0321 or 866-989-8995) so we can open your record and enter the correct information. We will verify spelling of first and last name, date of birth and SSN. You will be asked to try logging in again. This generally fixes the problem.

If you are still having trouble, make sure you are logging in as a "NEW" user. With the web system change in January of this year, EVERYONE must start as a new user.

If you are STILL having trouble, make sure you are on our new home page and not using your bookmark /favorite for our old page.

If you are still having trouble – call the flex department so they can take the information and make a request for our IT department to check into it for you.

### **I Requested A New Password / Forgot My Password:**

Once you select I forgot my password and have answered the security questions, the system will send an e-mail with a new password. It is almost instantaneous, so if you don't get it right away, check in your junk mail folder.

Once you log in with the new password you can select, "My Account", to "Change Password" and you can create a new one that you will remember.

### **How Do I Submit A Claim Online:**

Go to The Preferred Group Home page <http://www.thepreferredgroup.com/>

Log In – if you haven't already done so this year, you will need to log in as a new user and complete the registration steps.

Click on "View/Create Messages"

Then "Compose New Message"

In the "TO" box select "submit claims" and click on "Insert Checked Contacts"

"Browse" to find your document(s).

"Add" your document(s) including your completed voucher (A voucher can be found under Resources, and Forms on our homepage)

Be sure the paperclip appears showing that your documents have been attached BEFORE you hit "Send"

Click on "Send"

**To View Claims Status:**

Click on the “Claims” tab

If you do not have a claim number, you will need to choose the time frame to view – the default is 30 days – then click on “Refresh List”

You can then “select” a claim to view

This will show the total claimed, and the total that was paid, as well as any explanation notes

The claims are sorted by Date of Service (Occurrence Date) and not the paid date sorting by the claim number is usually more close to the Paid Date.

**FYI to Note:** The Total Charge column **does not** mean this is the amount you were paid, but rather the total of the claim. To see what was actually paid, you need to select the claim to view the details.

“In Process” means the claim has been entered, but not run through a check run yet.

“Paid” means the claim has been paid (remember to open the claim to see actual payment amount)

“Complete” means EOB, but no payment – IF it is a card swipe, the Provider column will say Medicaid Claim

**To view reports**

<http://reports.thepreferredgroup.com> to view quarterly statements. The username is your email address, and the password is the first initial of the last name plus the last four digits of your social security number. After logging in you will need to select the date of the report to view it online.

The 1<sup>st</sup> Edition of the Benefits Buzz is now available on The Preferred Group website.

[http://www.thepreferredgroup.com/images/stories/Benefits\\_Buzz/april\\_2011.pdf](http://www.thepreferredgroup.com/images/stories/Benefits_Buzz/april_2011.pdf)

It is located under the Resources Tab, click Benefits Buzz.