

Your redesigned EmployerAccess tool

Quick answers to common questions

Q1: Has any of the functionality of EmployerAccess changed?

A1: All of the functionality that existed previously is still available. The navigation and experience is different, but all of the tools and resources remain in EmployerAccess.

Q2: Will my username and/or password change?

A2: No, you can use the same username and password.

Q3: What are the biggest changes with the newly redesigned site?

A3: The site has improved navigation – in fact, most transactions can be reached with a single click. Your new dashboard gives quick and easy access to things like paying bills and finding reports. And, the site's design is streamlined, more intuitive and mirrors changes we've made to the anthem.com public and secure member site.

Q4: Can I use EmployerAccess to make enrollment changes?

A4: Yes, you can do those things in a snap using the online census enrollment function. Just download a template from the site, enter your employee's information and upload it back into the tool for processing. You'll get instant access to fix any errors.

Q5: As the redesigned site is launched, will all my group data be available?

A5: Yes. There should be no disruption to group data.

Q6: Will I continue to see all of my transactions in real time?

A6: Yes, all inquiry functions are in real time. Some payment and enrollment transactions are batch processed.

Q7: Can I use this site on my smartphone or tablet device?

A7: Yes, the improved site allows you to use its tools on a smartphone or tablet device.

Q8: Whom do I contact with questions about the site or any of the data on it?

A8: For technical support, call 1-866-755-2680. For all other help, reach out to your Enrollment and Billing team. If you're not sure how to reach this team, the *Contact Us* page in EmployerAccess lists the contact details for your region. There are also frequently asked questions posted on the main dashboard in the *Announcements* area that might provide answers to help you.

Q9: I have the current EmployerAccess site bookmarked. Does that need to be changed?

A9: No, you do not need to change that. Your current bookmark will work. There will be a new design and message on the log-in screen. It will also include links if you forget your username and password. If you experience any difficulty, try clearing your cache and browsing history

Q10: Are my pending transactions available to complete with the new website?

A10: Unfortunately, any unfinished transactions saved before 3/18/19 are no longer available. However, all submitted transactions have been transferred to the new site. We apologize for any inconvenience. In the future, when you save an unfinished enrollment, coverage change, or member information change, it will show up in the "Unfinished Activities" section of your dashboard.

Q11: Do you offer any training or support to help employers and brokers learn about the features and functionality of the newly redesigned site?

A11: Yes. We've developed a series of on-demand webinars that each focus on a specific functionality. The webinars give step-by-step instructions and tips, and are only three to five minutes long.

We've also developed a [quick reference guide](#) that highlights key features and navigation tips for the site.

Q12: Is there a preferred browser to access EmployerAccess?

A12: Yes, Google Chrome.

Q13: As an ActWise customer, where can I find my FSA reports?

A13: From the main dashboard, find the Reports and Tools section and look under Tool and Resources. There you will find the link for Anthem CDHP and FSA reports.