

How to Upload Documents to MMB

Uploading Documents to MMB

Members may mail, or fax scanned copies of their documentation to PEIA. If not appropriately labeled, determining the owner of the documentation can be difficult (and in some cases, impossible).

Documents must have the Agency name, the policyholder's name and SSN labeled at the top.

Members and BCs are encouraged to upload documentation during a coverage change or at any time when visiting the Manage My Benefits site due to the efficiency of uploading a document versus mailing them. The documentation will be attached to the policyholder's account.

The screenshot displays the 'Your Coverage as of 08/24/2018' page. At the top right, there is a 'Printer Friendly' button. The main content area is titled 'Policyholder Information' and contains the following details:

- Policyholder: Susan J. Beaty, [REDACTED]
- Physician: [REDACTED]
- Healthy Tomorrow Numbers 2019: Based on the information submitted on your Healthy Tomorrows form, your biometric values are within the acceptable ranges so you will not be charged the additional \$500 deductible for plan year 2019.
- Healthy Tomorrow Numbers 2020: REMINDER** Please submit your Healthy Tomorrows form by May 15, 2019.

Below the information, there are two buttons: 'Edit My Contact / Physician Information' and 'Upload Required Documents'. A large red arrow points directly to the 'Upload Required Documents' button. Below this section is a list of expandable menu items, each with a plus sign icon:

- + Premiums for August 2018
- + Premium Discounts
- + Living Will
- + Dependents
- + Health Coverage
- + Basic Life Coverage
- + Optional Life Coverage
- + Dependent Life Coverage


How to Upload Documents to MMB

If you are unsure of what type of documentation you need to upload, you can click on 'Click here'

What type of document do I need to upload?

Generally, your selected Qualifying Events determines what documentation is required for you. [Click here](#) to view a list of required documentation for all Qualifying Events.



For additional help in determining what documents you need, please contact your Benefit Coordinator or PEIA.





File Restrictions:

- Only files with the following extensions are allowed: jpg, jpeg, gif, pdf, bmp.
- Please make sure that each file you are trying to upload is less than 4MB in size.

File 1

Type of File: (Required)  Dependent/Policyholder: (Optional) 

File:

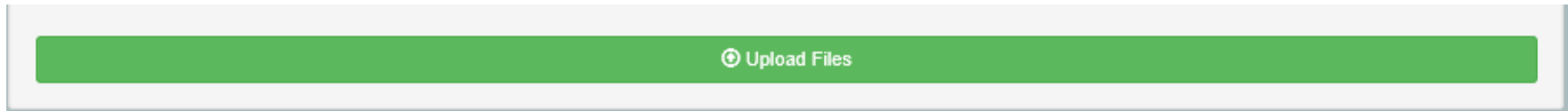


Files must be less than 4MB in size and in the form of a jpg, jpeg ,gif or bmp.

Click on the drop down box and choose the type of file. It cannot be a picture of the document, it must be a copy.

Next, if the document is for a dependent's change, choose the dependent with the right hand drop box.

How to Upload Documents to MMB



Then choose Upload Files. Your file has been sent to PEIA and you are finished.

How to Upload Documents to MMB

From the next screen, you can click to see what has already been uploaded. You can choose what type of file you want to upload and as many as five files can be uploaded at once.

what type of document do I need to upload?

Generally, your selected Qualifying Events determines what documentation is required for you. [Click here](#) to view a list of required documentation for all Qualifying Events.

For additional help in determining what documents you need, please contact your Benefit Coordinator or PEIA.

My Recent Qualifying Events

Event	Event Date	Required Documentation
Birth Of Child	11/01/2016	Copy of child's birth certificate

File Restrictions: Only files with the following extensions are allowed: **jpg, jpeg, gif, pdf, bmp**. Please make sure that each file you are trying to upload is **less than 4MB** in size.

– File #1 _____

Type of File: (Required)

Dependent/Policyholder: _____

File: _____

– File #2 _____

Type of File: (Required)

Dependent/Policyholder: _____

File: _____

– File #3 _____

Type of File: (Required)

Dependent/Policyholder: (Optional)

File: _____

– File #4 _____

List of currently selected Qualifying Events selected by this policyholder with Required Documentation.

Allows up to 5 Files at once.

How to Upload Documents to MMB

What type of document do I need to

If you are not sure what documentation you need, you can pull up a list.

 View My Documentation

Generally, your selected Qualifying Events determines what documentation is required for you. [Click here](#) to view a list of required documentation for all Qualifying Events.

For additional help in determining what documents you need, please contact your Benefit Coordinator at [redacted]

Button to view Documentation already uploaded

My Recent Qualifying Events

Event	Event Date	Required Documentation
Birth Of Child	11/01/2016	Copy of child's birth certificate

File Restrictions: Only files with the following extensions are allowed: **jpg, jpeg, gif, pdf, bmp**. Please make sure that each file you are trying to upload is **less than 4MB** in size.

Restrictions on Files that can be uploaded.

- File #1

Type of File: (Required)

Dependent/Policyholder: (Optional)

File: Browse...

You can also choose who the Person is that you are uploading the document for.

Type of File: (Required)

Dependent/Policyholder: (Optional)

File: Browse...

How to Upload Documents to MMB

Once you have chosen the document from your computer you want to upload, you choose who it pertains to and the name of the document in the dropdown menu. You will then click 'upload files and you have completed uploading and they will be sent to PEIA eligibility department.

file:



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Manage My Benefits (MMB) website is designed to function with versions of Internet Explorer from IE7 to IE9. You may experience problems and/or incompatibility with other browsers such as Mozilla Firefox, newer versions of Google Chrome, Opera, or Apple Safari. We apologize for any inconvenience.

How to Upload Documents to MMB

Testing Procedures

Policyholder

Using the "My Documentation" button

1. Log into the testing site: <http://www.dev7.state.wv.us/iscdev/peia/oepy2011development/MMB/>

2. Log In as a Policyholder  **Policyholder** 

3. Click the "My Documentation" button from the Enrollment Selection Menu



4. Upload 1-5 files from your harddrive. Select any Type of File (required) & Dependent (optional).

How to Upload Documents to MMB

- File #1

Type of File:

Dependent/Policyholder:

File:

5. After uploading, view your files by clicking "Click Here to View." Note: these will open in a pop-up window and could be blocked if you have a pop-up blocker installed.

Spouse's Insurance Change

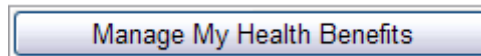
Uploaded On: 01/04/2012 File Name: OnlineTrainingSetup.pdf

[Click Here to View](#)

Uploading Documentation before Finalizing a Coverage change

1. Log into the testing site: <http://www.dev7.state.wv.us/iscdev/peia/oepy2011development/MMB/>
2. Log In as a Policyholder

3. Select "Manage My Health Benefits"



4. Select any combination of Qualifying Events (but select at least one that has required documentation – such as Marriage or Birth of a Child).

Please check all qualifying events that apply

<input checked="" type="checkbox"/> DIVORCE Documentation Required	Date of Event: <input type="text" value="12/11/2011"/>
<input checked="" type="checkbox"/> MARRIAGE Documentation Required	Date of Event: <input type="text" value="12/11/2011"/>
<input type="checkbox"/> BIRTH OF CHILD	

5. Select a different plan and hit "Continue."
6. If you don't have dependents, skip to Step 8. If you have dependents, add or remove them [Does not matter] and hit "Continue."
7. Your screen should look similar to:

How to Upload Documents to MMB

Some documentation may be required before your proposed coverage changes can be fully processed.

Event	Required Documentation
Marriage	Copy of valid marriage license or certificate
Divorce	Copy of the divorce decree showing that the divorce is final. Coverage for the ex-spouse will be terminated at the end of the month in which the divorce became final.

Documentation Previously Uploaded to PEIA:

Document	File Name	Upload Date
Marriage Certificate or License for MICHAEL [File Offline]	Marriage_Certificate_3.pdf	01/04/2012
Spouse's Employment Change [File Offline]	Affidavit_4.jpg	01/04/2012
Spouse's Insurance Change [File Offline]	Adoption_1.jpg	01/04/2012
Spouse's Employment Change [View]	Affidavit_1.pdf	01/04/2012
Birth Certificate [View]	Birth_Certificate_1.jpg	01/04/2012
Spouse's Insurance Change [View]	Marriage_Certificate_3.pdf	01/04/2012

If you have access to a scanner, you can upload your documentation to your Benefit Coordinator & PEIA securely through our site. Otherwise, you may need to supply a hard copy of your documentation directly to your Benefit Coordinator.

Would you like to upload documentation from your computer now?

➔ Yes, take me to the Manage My Benefits Uploader

➔ Skip for Now & Continue with my Coverage Changes

8. Click "Yes, take me to the Manage My Benefits Uploader" button.
9. Upload at least 1 document or picture from your hard drive. Click "Upload & Finish Coverage Changes."
10. Finalize your Coverage Changes

Benefit Coordinator

Uploading Documentation for a Policyholder

1. <http://www.dev7.state.wv.us/iscdev/peia/oepy2011development/MMB/>
2. Log-in as a Benefit Coordinator

How to Upload Documents to MMB

3. Click the "Upload Documentation" button
4. Search for a policyholder within an agency that you are the BC of by SSN.

Upload Documentation

Search Policyholders

SSN: 304 77 6864

Reset Search

SSN	Name
XXX-XX-6864	BOB MARLEY

Documents

5. Click the "Documents" button
6. Upload 1-5 Documents for this Policyholder

Viewing Documents w/Coverage Changes

1. Log-in as a Benefit Coordinator
2. Use "Search Coverage Changes" or "View All Coverage Changes" from the main menu to locate a Policyholder with outstanding coverage changes

Search Coverage Changes

View All Coverage Changes

3. Click "Review Health", "Review Dependent Life", "Review Optional", or "Review Basic" to Review a Coverage

Review Basic

4. Locate the section of the page regarding Documentation:

How to Upload Documents to MMB

Documentation

Document Type	Date Uploaded
If you want to upload additional documents, please click here . Any changes you have made to this approval screen <u>will not</u> be saved.	

5. Click the highlighted word "here" to upload a document for this policyholder.
6. Upload 1-5 documents, then return to the Coverage Change you were previously viewing.
7. The section of the page regarding Documentation should now list the documentation you just uploaded:

Documentation

Document Type	Date Uploaded	
Birth Certificate	01/19/2012	Click Here to View
If you want to upload additional documents, please click here . Any changes you have made to this approval screen <u>will not</u> be saved.		

8. Use the "Click Here to View" link if you would like to view the documentation. Note: these will open in a pop-up window and could be blocked if you have a pop-up blocker installed.