



CNIC
Health Solutions®

A Rocky Mountain Health Plans TPA

Using the CNIC Health Solutions Online Site



Table of Contents

Logging in for the First Time.....	3
Returning Users.....	5
Sidebar Navigation	6
My Benefits.....	7
Top Navigation.....	12
Updating Profile Information	12
Health Info	13

Logging in for the First Time

Go to [branded site if applicable; if not go to www.cnichs.com and click on the link “For CNIC Members”]. You will be directed to a logon screen; click on “sign-up” to create your account.



The screenshot shows the CNIC Health Solutions website. At the top left is the logo with the text "CNIC Health Solutions®" and "A Rocky Mountain Health Plans TPA". Below the logo is a navigation bar with "Home" and "Getting Started" tabs. On the left side, there is a "Login" form with fields for "Username:" and "Password:", a "Login" button, and links for "Forgot your password?" and "Forgot your username?". Below the form, there is text: "If you are a new user, click **Sign-Up** to create your account. Otherwise type your user name and password and click the login button." At the bottom left of the login area is a "VeriSign Secured" logo and a link: "Learn about security on this site". On the right side of the page, there is a collage of six images: a person climbing a mountain, a family with a child on their shoulders, two people talking, a man and woman embracing, a group of people in business attire, and a man and woman talking.

Review the Terms of Use and click on “Agree” to continue.



The screenshot shows the CNIC Health Solutions website registration page. At the top left is the logo with the text "CNIC Health Solutions®" and "A Rocky Mountain Health Plans TPA". Below the logo is a navigation bar with "Home" and "Registration" tabs. The "Registration" tab is active. The main content area is titled "Registration" and contains a "License Grant" section. The text in the "License Grant" section reads: "License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States." Below the text are two buttons: "Agree" and "Disagree".

Fill in Personal Information. You must have a valid e-mail address – this is where new claim notification will be sent.

Registration

Please refer to your ID card to complete the fields below and create an account on the system.

- Enter your Date of Birth, Group Number and Member ID from your ID card. **DO NOT enter dashes when entering your Member ID.**
- Enter a valid e-mail address
- Choose a User ID and Password (password must be at least 8 alpha-numeric characters)
- Click on "Continue" at the bottom of the page

Note: In order to provide password verification or lost password option, e-mail address is a required field for this website. To get a free Yahoo e-mail address click ['Here'](#)

Personal

* Date of Birth:

* E-Mail Address:

* Group Number:

* Confirm E-Mail Address:

* Member ID/SSN:

Select a user name and set a password. User names can be from 3 to 30 characters, and must start with a letter. Passwords must be at least 8 characters in length and can not have dashes, spaces, or non-alpha-numeric characters (a-z, 0-9). Select a hint question and hint answer – this will be used to provide validation in the event you forgot your password. Click "Continue".

Create User ID (Username) and Password

* Username:

(At least 3 characters/Must begin with a letter)

* Password:

(At least 8 characters/Alpha-numeric/No dashes or spaces)

* Confirm Password:

* Hint Question:

(Select a hint question or enter your own below)

Enter your own here:

* Hint Answer:

You are now free to navigate through the site and take advantage of the ability to view claims and family eligibility!

Returning Users

Log in to [http://secure.healthx.com or branded site].

HealthX

Home Getting Started

VeriSign Secured
VERIFY

[Learn about security on this site](#)

Login

Username: johndoe

Password: ●●●●●●●●

Login

[Forgot your password?](#)

If you are a new user, click [Sign-Up](#) to create your account.

Otherwise type your user name and password and click the login button.

You will be greeted with your welcome screen.

CNIC Health Solutions
A Rocky Mountain Health Plans TPA

Home Express Requests Personal Profile Health Info Logoff

Click folders to expand

My Menu

- CNIC Health Solutions
 - * All Members
 - CNIC Health Solutions Web
 - Downloading Adobe Reader
 - HIPAA Auth Form
 - News Bulletins
 - XYZ - My Benefits
 - XYZ Web-Link
 - Claims Status
 - Contact Information
 - Eligibility
 - ExpressRequests (FAQ)
 - Provider Network
 - 19 - XYZ Company
 - RE-1
 - News
 - All Employees
 - Benefit Outline
- System
 - System Services
 - System News
- New Subscription

Welcome John Doe

Last logged in: Never

Current E-mail address: John.Doe@XYZco.com
[Update E-Mail](#)
[Need an E-Mail Address? Hotmail Yahoo](#)
[E-Mail Policy](#)

News

News Bulletins

- ▶ [Attention - HR Administrators](#)
- ▶ [E-Mail Address Update Needed](#)
- ▶ [Paid Claims View Enhancement](#)
- ▶ [Effective August 1, 2008, Eligibility and Claims Info daily basis](#)

System News

- ▶ [Trouble seeing everything on the screen?](#)

Sidebar Navigation

In the menu pane on the left, the first heading under “My Menu” is “CNIC Health Solutions”. Under this heading is an image of a folder with the label “All Members”. Here you will find links to the CNIC Health Solutions website, instructions on downloading Adobe Reader (this is needed to read some documents on the site), the HIPAA authorization form, and a link to News Bulletins.

My Menu

CNIC Health Solutions

* All Members

- [CNIC Health Solutions Web](#)
- [Downloading Adobe Reader](#)
- [HIPAA Auth Form](#)
- [News Bulletins](#)

XYZ - My Benefits

- [CNIC - Docs & Links](#)
- [Contact Information](#)
- [EE - Paid Claims](#)
- [ExpressRequests](#)
- [Patient Eligibility](#)

The “News Bulletins” link takes you to a screen where announcements display, if there are any.

News Bulletins

Announcements

Effective August 1, 2008, Eligibility and Claims Information is updated on a daily basis. (Apr 2 2003 6:12PM)

*Modified on: Sep 5 2008 5:18PM

The next folder is your company “My Benefits”. Here you will find a link to your company website (if applicable), the “CNIC Docs & Links” link, the link to view your claims status, contact information, a link to view eligibility status for you and your family, Express Request FAQs and forms, and a link to your provider networks.

The “CNIC – Docs & Links” link takes you to a list of providers. Clicking on the “Provider Networks” link takes you to a list of links to your providers’ websites.

CNIC Health Solutions

Provider Networks

Medical Provider Network

- [ASO Select medical Provider Web-Site](#)
- [Nevada Medical Network Web-Site \(Nevada\)](#)
- [PHCS Medical Provider Web-Site \(All Other Locations\)](#)

Prescription Provider Network

- [RxWest Prescription Provider Web-Site](#)
- [WellDyne Rx 2008 Formulary File Sheet](#)
- [WellDyne Rx 2008 PDL Changes](#)

Clicking on the link for "Claims Status" takes you to a claims search. Here, you can search by claim number or date range; or you can perform a "quick search" which selects claims over a time period.

My Claims

- To perform a "Quick Search" - choose a point from the list and select a member from the drop down choices. Click on "Search".
- To perform a "Date Range Search" - choose the 'from:' and 'to:' time frame from the drop down choices and select a member from the drop down choices. Click on "Search".
- To perform a "Claim Number Search" enter up to 10 claim numbers, press 'enter' after each claim number. Click on "Search".

Quick search:

Last 10 Claims
 Last 20 Claims
 Last Month
 Last 3 Months
 Last 6 Months
 Last 1 Year

Date Range search:

from: -- -- -- -- --
to: -- -- -- -- --

Claim Number Search:

Claim Number(s): Enter up to 10 Claim Numbers (one per line)

A list of claims will appear.

HR Claims - Claim Search Results

Click the claim number to see more on a specific claim.

Claim #	Provider	Patient Name	Patient DOB	DOS Start	DOS End
N636156001	Rehabilitation Hospital of Indiana	Alida Jones	5/7/1995	10/18/2004	10/18/2004
N636156001	Rehabilitation Hospital of Indiana	Alicia Jones	5/7/1995	10/18/2004	10/18/2004
N636189001	St Vincent Immediate Care	Alicia Jones	5/7/1995	9/24/2004	9/24/2004
N636189001	St Vincent Immediate Care	Alicia Jones	5/7/1995	9/24/2004	9/24/2004
N636186001	Robert Love MD	Sam Jones	1/5/1962	5/17/2004	5/17/2004
N636186001	Robert Love MD	Sam Jones	1/5/1962	5/17/2004	5/17/2004
N636156003	Karen Adkins MD	Elizabeth Jones	9/13/1965	4/12/2004	4/12/2004
N636156003	Karen Adkins MD	Elizabeth Jones	9/13/1965	4/12/2004	4/12/2004
N636154001	St Vincent Indianapolis Hospital	Elizabeth Jones	9/13/1965	4/12/2004	4/12/2004
N636154001	St Vincent Indianapolis Hospital	Elizabeth Jones	9/13/1965	4/12/2004	4/12/2004


Page 1 of 2

Search for a Claim Number:

(Requires Adobe's Acrobat Reader. Click [here](#) to get it.)

In order to view an explanation of benefits summary for a particular claim, click on the claim number in the left column of the table. For some groups, this will open a PDF file. For other groups, it will open the following (Status field can read Completed, In Progress, or Denied):

[Online View](#) | [Original EOB View](#) | [Print View](#)

	Enrollee: JOHN DOE Patient: BABY DOE Soc Sec #: 999-99-9999 Group: GENERIC COMPANY Group #: 99991234 Claim #: 0888776655 Patient #: 897979797 Date: 09/23/2008 Status: COMPLETED
---	---

THIS IS NOT A BILL

Explanation of Benefits for Services Provided By:
MCCALLEN MD, JULIE A

Dates of Service	Service Code	Total Charge	Ineligible	Reason Code	Covered By Plan	Deductible Amount	Co-Pay Amount	Balance	Paid At	Payment Amount
09/05/2008 - 09/05/2008	30	\$145.00	\$36.82	+Y	\$73.18	\$0.00	\$35.00	\$38.18	100%	\$73.18
	TOTAL	\$145.00	\$0.00		\$108.18	\$0.00	\$35.00	\$73.18		\$73.18
Other Insurance Credits or Adjustments:										\$0.00
Total Net Payment:										\$73.18

Payment To MCCALLEN MD, JULIE A	Check No. 00261277	Amount \$73.18
---	------------------------------	--------------------------

Service Code
30 - PHYSICIAN VISIT

Reason Code Description

Messages

To view the original EOB (below), click on the link at the top that states "Original EOB View".

..... 1 PAYEE NAME ADDRESS LINE 1 CITY, STATE ZIP	Prepared On: 11/10/2000 Patient Responsibility Amount Not Covered: .00 Co-Pay Amount: .00 Deductible: .00 Co-Insurance: 2.30 Patient's Total Responsibility: 2.30 Other Insurance Payment: .00
--	--

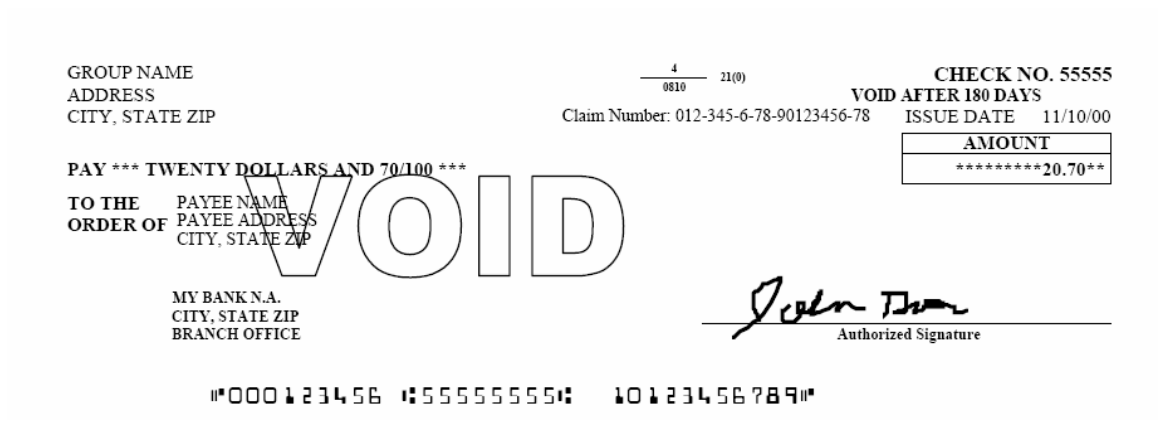
EXPLANATION OF BENEFITS

Treatment Dates	Service Code	Proc. Code	Charge Amount	Not Covered	Reason Code	Provider Discount	Covered Amount	Deductible Amount	Co-Pay Amount	Paid At	Payment Amount
02/04-02/04/2000	540	36415	15.50	.00	D3	8.50	7.00	.00	.00	90%	6.30
02/04-02/04/2000	540	85025	35.00	.00	D3	19.00	16.00	.00	.00	90%	14.40
TOTAL			50.50	.00		27.50	23.00	.00	.00		20.70
Other Insurance Credits or Adjustments										0.00	
Total Payment Amount										20.70	

Accumulators	Payment To:	Check No.	Amount
	PAYEE NAME	55555	20.70
	JAMIE Q PUBLIC		.00

Service Code 540 DIAGNOSTIC XRAY & LAB	Reason Code D3 NETWORK NAME
--	---------------------------------------

The PDF file also contains a voided copy of the check sent.



The eligibility link shows you the members of your family on the plan.

[Member Eligibility - Members](#)

Select a member to view Eligibility information.

Results for: 8000, JOHN DOE

3 records found.

Name	Group	Member ID	Date of Birth
JOHN DOE	8000	800012345	10/15/1970
JANE DOE	8000	s	12/25/1972
BABY DOE	8000	1	08/30/1996

Page 1 of 1

Clicking on a name shows you the details for that person:

[Online View](#) | [Print View](#)

Patient					
Dependent Name:	JANE DOE				
Address:					
Dependent ID:	s	DOB:	12/25/1972	Gender:	FEMALE
Relationship:	Spouse	COB:	No	Original Effective Date:	04/01/2008
Coverages					
- MEDICAL					
Current Benefit Effective Date	08/01/2008	Termination Date		Tier	EMP/SPOUSE
Plan	8000	Class	0002	Volume	\$0.00
- DENTAL					
Current Benefit Effective Date	08/01/2008	Termination Date		Tier	EMP/SPOUSE
Plan	8000	Class	0002	Volume	\$0.00
- VISION					
Current Benefit Effective Date	08/01/2008	Termination Date		Tier	EMP/SPOUSE
Plan	8000	Class	0002	Volume	\$0.00

Express Requests are where you would go to find out information on various tasks, such as requesting a new ID card, finding out Benefit Effective Dates, finding out about pre-certification for various procedures, and numerous other questions that arise.

Express Request Menu

Select any of the requests / questions from the menu below by clicking on the underlined options. The following requests will be responded to by the end of the following business day.

Eligibility requests or questions: (all eligibility questions require patient name and date of birth)

- [Please send me a new I.D. Card.](#)
- [What is patient's Medical Plan effective date?](#)
- [What is patient's Dental Plan effective date?](#)
- [Have you received my Change of Coverage Request?](#)

PPO Network Question: (requires Dr. or Facility name, address, city, state and zip code)

- [Who should be contacted to verify if a Physician or Facility is a participating network provider?](#)

Pre-Certification and Referral Questions:

- [Who should be contacted for Pre-Certification and/or Utilization Review?](#)
- [Does the treatment or procedure recommended require Pre-Certification?](#)
- [Is a Referral required to go to a Specialist?](#)

- [Has the patient's Doctor called for a Pre-Certification or Referral?](#)

Claim Questions: (requires patient name, date of birth, date of services, provider name and charge amount)

- [Have you received the patient's claim?](#)
- [Have you paid the patient's claim?](#)
- [Why was the patient's claim denied?](#)
- [The patient's claim was not paid in full, what portion is my responsibility to pay?](#)
- [Did you receive the information requested from me or from the provider that was needed to process the patient's claim?](#)
- [Was there a portion of the claim amount that should have been written-off or discounted by the provider?](#)

Clicking on a link on this page will bring up a corresponding form, which will then be electronically submitted to the appropriate parties.

If a new I.D. card is requested, please identify the specific plan member for whom the card is being requested by providing the following information:

*Fields marked with an * are required.*

*Patient Name:

*Patient Date of Birth: (mm/dd/yyyy)

*Relationship to Policy Holder:

Additional information / comments:

The next headings can vary, but usually contains a folder for “All Employees”. This is usually where you will find the outline and/or summary for your group’s health plan.

<ul style="list-style-type: none">Q1 Active<ul style="list-style-type: none">AnnouncementsAll Employees<ul style="list-style-type: none">Plan Document & SummaryPlan DescriptionSystem<ul style="list-style-type: none">System Services<ul style="list-style-type: none">System News	<p>Underneath one of the headings is a link to news announcements pertaining to your specific location (if available).</p> <p>News</p> <hr/> <p>News</p> <p>No announcements.</p>
---	---

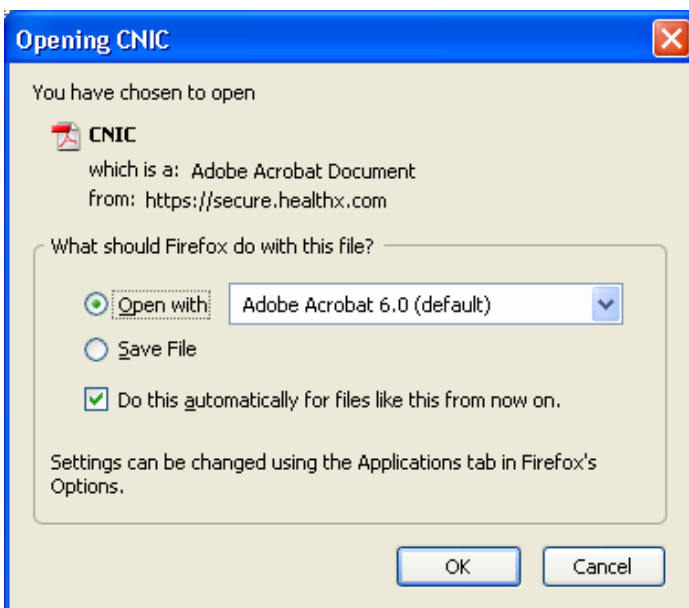
If there is a Flex plan (FSA) available, a link to flex forms would also be here.

The “Flex – View and Print Forms” link would bring you to this:

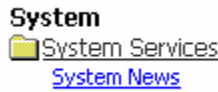
CNIC Health Solutions

Flexible Spending Account
Flexible Spending Account - How Does it Work?
Flex Enrollment Form
Flex Reimbursement Claim Form

These all open as Adobe PDF documents:



At the bottom of the left pane is one more heading: “System”. The sub-folder is labeled “System Services” and the link under it is “System News”. If there is anything that may be affecting performance of the site, it would be listed here.



System News

Announcements

Trouble seeing everything on the screen? (Aug 22 2005 10:14AM)
*Modified on: Jun 10 2008 2:12PM

If you are having trouble accessing all of the menu items across the top of the page, or if you have to scroll left and right to view all the info on couple things you can do.

First, note that this application was written to be viewed at a display setting of 1024 x 768 pixels. You can check and change your display settings in the Microsoft Windows Settings section and then looking under the Display icon. Display settings of 640x480 or 800x600 will only show you part of the page.

Also, your text size settings in your web browser make a difference. If the text size is set larger than the medium-sized settings, it may chop off text. Try adjusting your browser setting for Text Size to a smaller setting. This setting can be found within the "View" option located at the top of the browser window.

Top Navigation

Across the top of the webpage, beneath the CNIC Health Solutions' logo, is a navigation bar offering the choices of “Home” (takes you back to the Welcome Screen), “Express Requests” (links to the Express Request menus, not usually used by an employee account), “Personal Profile” (where you can update your information), “Health Info” (opens <http://www.nlm.nih.gov/medlineplus/> in a new window or tab), and “Logoff” (logs you out and takes you back to log-in page).



Updating Profile Information

To update your personal profile *on the CNIC site*, click the “Personal Profile” link.

Fill in the required information and click “Update Fields”.

Your Personal Profile

Updating your personal profile on the System does not update your personal information with your employer or your benefits administrator. Contact your HR Administrator or benefits administrator to update your information with your employer and benefits administrator.

Profile Information

* Denotes a required field.

First Name: John	
Middle Name:	
Last Name: Doe	
*Username: john.doe7	Begin with a letter, and use only letters (a-z), numbers (0-9), the underscore (_), the dot (.), the dash (-), the at (@), no spaces and a maximum length of 255 characters. (Example: Joe.Smith)
Phone: (720) 555-5555	
*E-mail: jdoe@cnichs.com	This is the e-mail address that the system will use to communicate with you. Changing this address will cause the system to send messages to the newly specified e-mail address.

You can also update your password and password hints here.

Password Information

Old Password:

New Hint Question: **Select Hint Question**

(or enter your own) New Hint Question:

New Hint Answer:

New Password:

Retype New Password:

Additional Profile Fields

- Select Hint Question
- Name of the city where you were born
- Last name of your favorite author
- Favorite fictional character**
- Mother's middle name
- Father's middle name
- Favorite car
- Favorite person from history
- Pet's name
- Favorite film
- Favorite team
- Favorite food

Some services require additional information to be activated. Therefore you may be prompted to fill in additional profile fields the first time you attempt to access these services.

Profile Information

Click on the "Update Fields" button to save your changes.

Health Info

The "Health Info" link opens the National Library of Medicine's Medline Plus site, where you can find all sorts of health-related topics, including current health news. The site is available in Spanish (as well as providing health information in over 40 languages), and has links to interactive tutorials, videos of surgeries, and much more. This site is an excellent resource that enables everyone to take a more active role in their personal well-being.

Skip navigation

MedlinePlus®
Trusted Health Information for You

A service of the U.S. NATIONAL LIBRARY OF MEDICINE
and the NATIONAL INSTITUTES OF HEALTH

About MedlinePlus | Site Map | FAQs | Contact Us

español

- Health Topics**
Start here with 750 topics on conditions, diseases and wellness
- Drugs & Supplements**
About your prescription and over-the-counter medicines, herbs and supplements
- Medical Encyclopedia**
Includes pictures and diagrams
- Dictionary**
Spellings and definitions of medical words
- News**
Current health news and press announcements
- Directories**
Find doctors, dentists and hospitals
- Go Local**
A service for finding local resources for health-related issues
- Other Resources**
Local health services, libraries, organizations, international sites and more
- Multiple Languages**
Health information in over 40 languages

Current Health News

- ▶ [Acetaminophen Linked to Childhood Asthma](#)
- ▶ [More Kids Getting Kidney Stones](#)
- ▶ [Whole Grains, Leafy Greens May Lower Diabetes Risk](#)
- ▶ [More news](#)

Featured Site

September is Fruit and Vegetable Month. [Learn more](#) from the Centers for Disease Control and Prevention

In the Spotlight

Stay in Circulation
Learn if you are at risk for P.A.D. at www.aboutpad.org

Interactive Tutorials
Over 165 slideshows with sound and pictures

ClinicalTrials.gov
Studies for new drugs and treatments

NIH SeniorHealth
Health information for older adults

Surgery Videos
Videos of surgical procedures

- NEW** [What's New](#)
- [Director's Comments](#)
- [NIH MedlinePlus Magazine](#)
- [E-mail Updates and RSS](#)

Disclaimers | Copyright | Privacy | Accessibility | Quality Guidelines
U.S. National Library of Medicine, 800 Bethesda Pike, Bethesda, MD 20894