

# EP

# KONNECT

## QUICK REFERENCE GUIDE

### GENERAL TIPS & REMINDERS

#### RECOMMENDED INTERNET BROWSERS

The recommended internet browsers to use while accessing the site are Chrome or Fire Fox. Other browsers may cause the site to function incorrectly.

#### WAYS TO ACCESS THE SITE

You can access the site in one of two ways: go to [www.EPKonnect.com](http://www.EPKonnect.com) then select the appropriate trust or go to EPK & Associates main page [www.EPKbenefits.com](http://www.EPKbenefits.com) select Online Portal, then select the appropriate Health Care Trust.

#### FORGOT YOUR PASSWORD?

Your user name and temporary password were sent to when you enrolled in the site. If you have forgotten your user name, contact EPK and we will e-mail it to you. If you forget your password please use the forgot password button on the site and a new temporary password will be e-mailed to you.

#### MONTHLY SUBMISSIONS DEADLINE

The monthly deadline for submissions is the 10<sup>TH</sup> of each month. Submissions made through the site after that date will be managed in the same manner as requests that are emailed or Faxed.

#### NO PAPER REQUIRED

If you have submitted a request on the portal you do not need to send the paper copy.

#### UN-SUBMITTED REQUESTS

Un-submitted requests do not save and the system times out after 15 minutes.

#### SUBMISSION STATUS CHECK

You can check the status of your submissions at any time by viewing them on the portal - go to Add or Change Employee Information/View Submitted Online Requests.

### ENROLLMENTS

#### SIGNED & COMPLETED APPLICATION

Please ensure you have a completed application with a valid signature from the eligible employee applying for coverage, before submitting any enrollment requests through the site. As the Employer you must maintain enrollment records as well as other necessary information to demonstrate eligibility.

#### ORIENTATION & MEASUREMENT PERIODS

Orientation and Measurement Periods should only be marked as yes if you have included them as part of your program participation agreement.

#### LOSS OF COVERAGE ENROLLMENT

Prior coverage information only needs to be completed if you are enrolling an employee due to loss of coverage.

### CANCELLATIONS

#### SEPARATE COVERAGES

If the employee has separate coverages for Medical and Dental/Vision. You must submit a separate cancellation request for both coverages.

#### IDENTIFICATION NUMBER

Dental and Vision Coverages display an identification number for the employee that is different than their social security number - example 780-00-0000

#### WAIVER OF COVERAGE

If cancelling due to a waiver of coverage, please complete and send a waiver form. Forms are located on EPK's main website [www.epkbenefits.com](http://www.epkbenefits.com) under the appropriate trust then PDF Forms.

### BILLING

#### POP UP BLOCKERS

If you are unable to open your billing statement, make sure that your browser is not blocking pop ups.

#### OPEN BILL ONCE A MONTH

When you view your bill copy it automatically recalculates your bill and provides you with an updated balance due (including additions or cancellations). It is our recommendation you open the bill only once a month and then pay online to ensure you are paying the most accurate balance due.