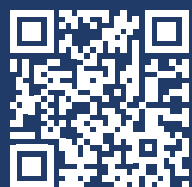




Renaissance®
BENEFITS



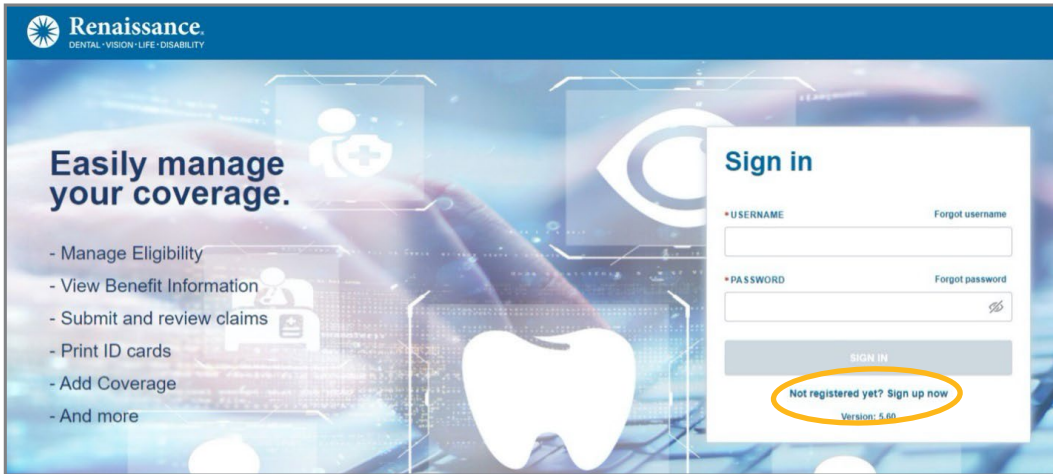
RenBenefitsAdmin.com

Employer Portal User Manual

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REGISTERING

1

The image shows the Renaissance Dental website's login and registration interface. On the left, there's a blue header with the Renaissance logo and tagline 'DENTAL · VISION · LIFE · DISABILITY'. Below the header, a large banner area contains the text 'Easily manage your coverage.' followed by a list of services: 'Manage Eligibility', 'View Benefit Information', 'Submit and review claims', 'Print ID cards', 'Add Coverage', and 'And more'. On the right, there's a white 'Sign in' box with fields for 'USERNAME' and 'PASSWORD', each with a 'Forgot' link. Below the fields is a 'SIGN IN' button. At the bottom of the sign-in box, there's a link that says 'Not registered yet? Sign up now' which is circled in orange. The background of the page features a stylized graphic of a hand holding a tooth.

Select **Not registered yet? Sign up now.**

2

To register, Please have the following information ready:

**Administrator ID/Customer ID
Master Policy Number**

If you have all of the above information, then you can continue the registration process by selecting the Next button below.

In order to complete the registration process, a one-time passcode will be sent to your Email address.

Phone systems that require an option to be pressed or that put calls on hold or automatically transfer calls to other phones may not get the one-time passcode. If this situation cannot be avoided, we suggest using the email option.

NEXT

Make sure you have your Administrator ID/ Customer ID as well as Master Policy Number for registration.

Review the information, then select **NEXT**.

3

REGISTER

Usage Agreement

Electronic Delivery Disclosure

This Agreement is between Renaissance Life & Health Insurance Company of America and Renaissance Life & Health Insurance Company of New York ("Renaissance") and each person accessing directly or through an authorized individual ("User") the Renaissance Group Insurance System proprietary software as a service available from Renaissance at www.renbenefitsadmin.com (the "Site") that, subject to Section 18, electronically facilitates the administration of a Group Insurance Policy issued by Renaissance, as from time to time updated, enhanced or otherwise modified by Renaissance, in its sole discretion (the "Software"). User will be legally bound by this Agreement and should read this Agreement carefully. At the end of this Agreement, User must click "I agree to the terms and conditions" and click "Next" to accept the terms of this Agreement, and gain access to, and use of, the Software. If User does not accept the terms of this Agreement, the User will not be granted access to, or use of, the Software.

1.License

Renaissance grants to User a license to use the Software as set forth in this Agreement.

Review the Usage Agreement, scroll down and select "I agree to the terms and conditions," and then select **NEXT**.

Then review the Electronic Delivery Disclosure, scroll down and select "I agree to the terms and conditions" and then select **NEXT**.

REGISTERING, CONTINUED

4

REGISTER

Employer Details

Enter the required information to create your profile.

*FIRST NAME *LAST NAME

*EMAIL MOBILE PHONE NUMBER

*ADMINISTRATOR ID/CUSTOMER ID *MASTER POLICY NUMBER

Enter a username for the portal, followed by a secure password.

*USERNAME

*PASSWORD *CONFIRM PASSWORD

Minimum length of 10 and a maximum length of 64 characters.
A mixture of at least two to four of the following: uppercase, lowercase, Number and/or special character.

BACK NEXT

Complete your employer details and select **NEXT**.

5

REGISTER

User Security Questions

Please choose your questions and answers below

*QUESTION 1 *ANSWER

*QUESTION 2 *ANSWER

*QUESTION 3 *ANSWER

BACK NEXT

Complete the security questions and answers and select **NEXT**.

6

REGISTER

Registration Verification Passcode

Email *****sie@renaissancefamily.com

SEND CODE

Select **SEND CODE**.

7

Verify Passcode

A passcode has been sent to your Email

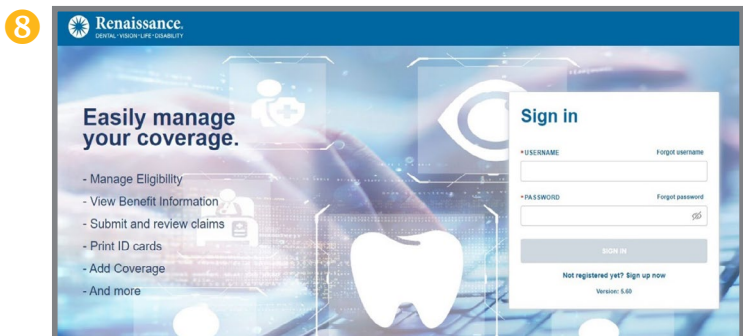
*****eck@gmail.com. Once you have entered your passcode below, please click "Next".

*PASSCODE

Resend Passcode

If you have not received your passcode and would like to request a new one, please click on "Resend Passcode".

Enter your passcode into the generated box, you will get a congratulations screen after submitting the correct passcode.

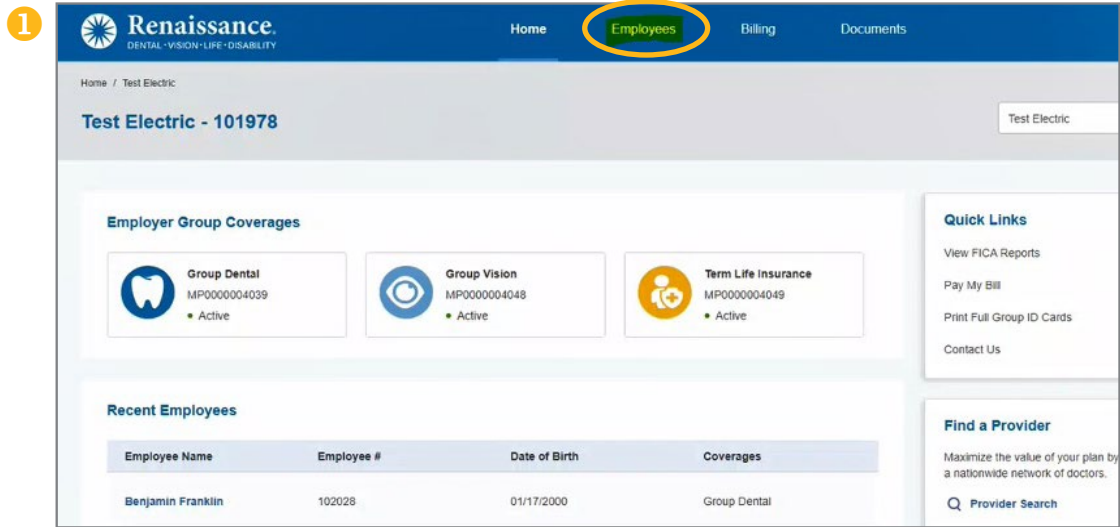


You can now successfully log on using the credentials created.

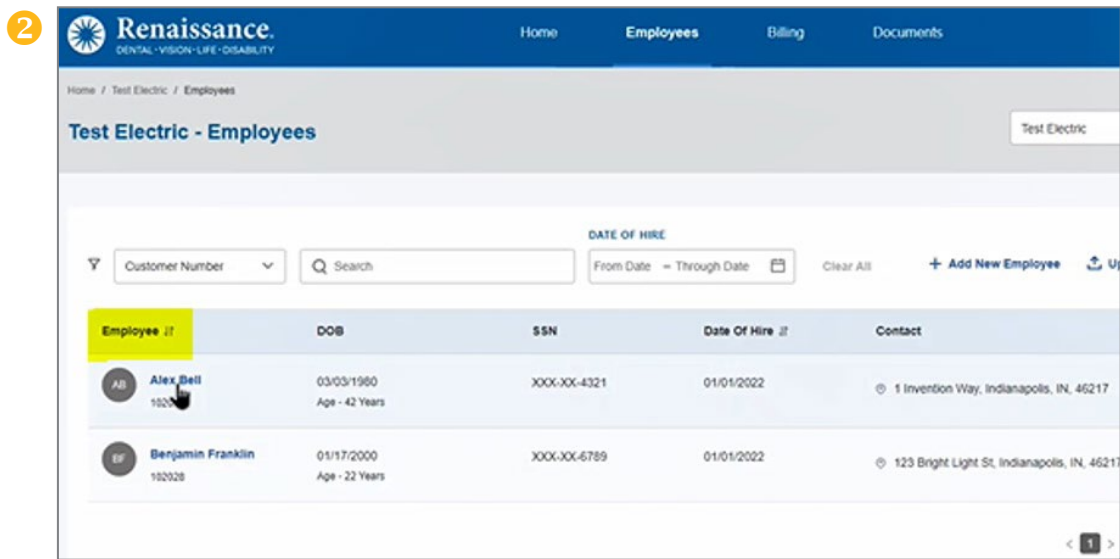


Watch a **video walk-through**

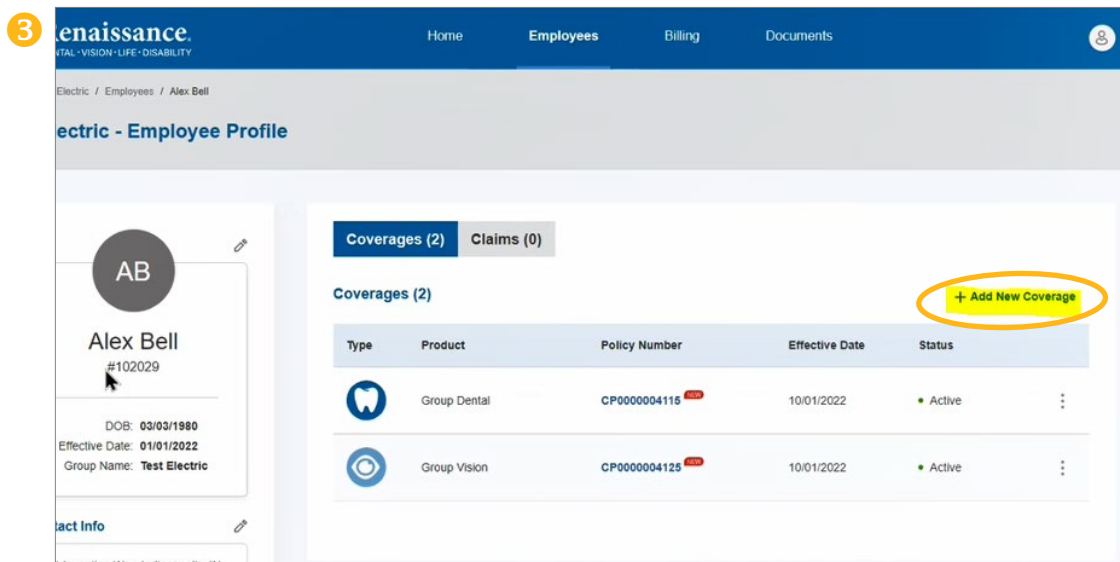
ADDING COVERAGE TO EXISTING EMPLOYEES



Start by selecting **Employees** from the group homepage.



Next, select the employee you want to add coverage for.



From the Employee profile screen, select **+Add New Coverage**.

ADDING COVERAGE TO EXISTING EMPLOYEES, CONTINUED

4

1 Coverage Selection

2 Review and Add

Coverage Selection

User must add at least one coverage to the enrollee that is being added.

REASON FOR ENROLLMENT

PRODUCT

PLAN CODE

EFFECTIVE DATE

MM/DD/YYYY

COVERAGE

COVERAGE CLASS

SALARY MODE

SALARY

\$0.00

ANNUAL SALARY

\$0.00

Cancel

NEXT

Complete all required fields within each step and select **NEXT**.

5

Coverage Selection

2 Review and Add

Review and Add

Coverage Selection

Reason for Enrollment

New Hire

Product

Term Life Insurance - MP0000004049

Plan Code

Basic Life

Salary Mode

Annual

Salary

\$50,000.00

Annual Salary

\$50,000.00

Effective Date

10/01/2022

Coverage

Employee Basic Life Insurance, Employee Basic Accidental Death and Dismemberment Insurance

Coverage Class

Train, Train

Cancel

PREVIOUS

CREATE

Next, review and then select **CREATE**.

Watch a **video walk-through**



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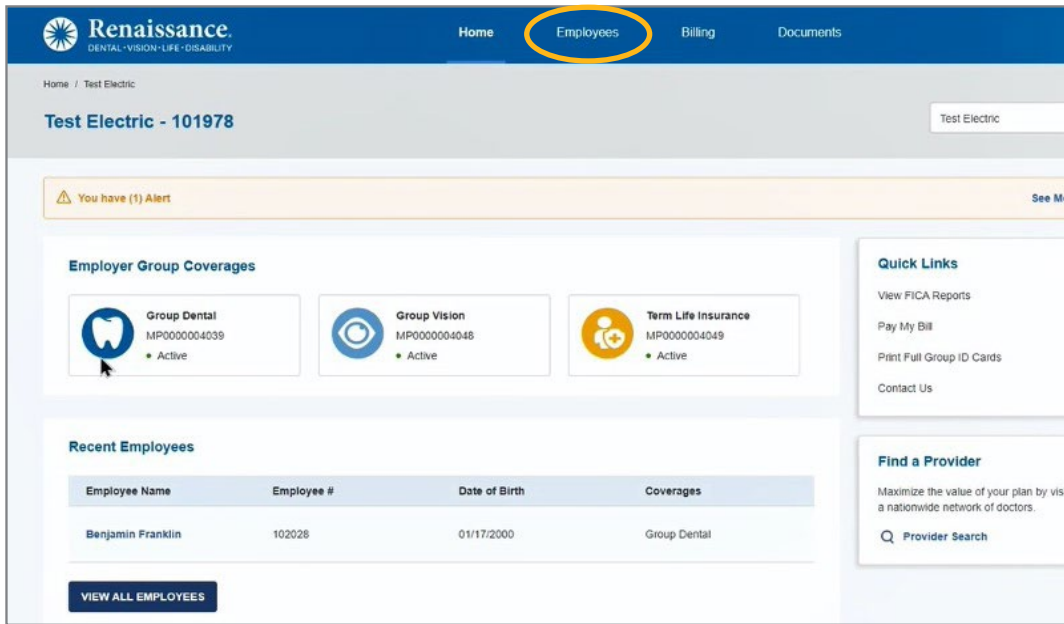
EMPLOYER PORTAL

Adding Coverage to Existing Employees

5

ADDING NEW EMPLOYEE COVERAGE

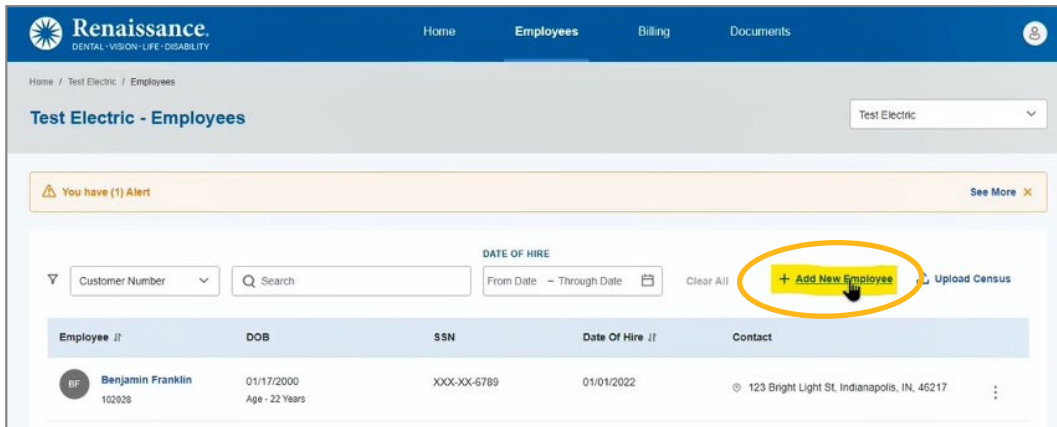
1



The screenshot shows the Renaissance portal homepage. The top navigation bar has four tabs: Home, Employees, Billing, and Documents. The 'Employees' tab is highlighted with a yellow circle. Below the navigation bar, the page title is 'Test Electric - 101978'. There is a yellow alert banner that says 'You have (1) Alert'. The main content area is divided into two sections: 'Employer Group Coverages' and 'Recent Employees'. The 'Employer Group Coverages' section shows three active coverages: Group Dental (MP000004039), Group Vision (MP000004048), and Term Life Insurance (MP000004049). The 'Recent Employees' section shows a table with one employee: Benjamin Franklin, Employee # 102028, Date of Birth 01/17/2000, and Coverage Group Dental. A 'VIEW ALL EMPLOYEES' button is at the bottom left. On the right side, there are 'Quick Links' (View FICA Reports, Pay My Bill, Print Full Group ID Cards, Contact Us) and a 'Find a Provider' section with a 'Provider Search' button.

From the group homepage select **Employees**.

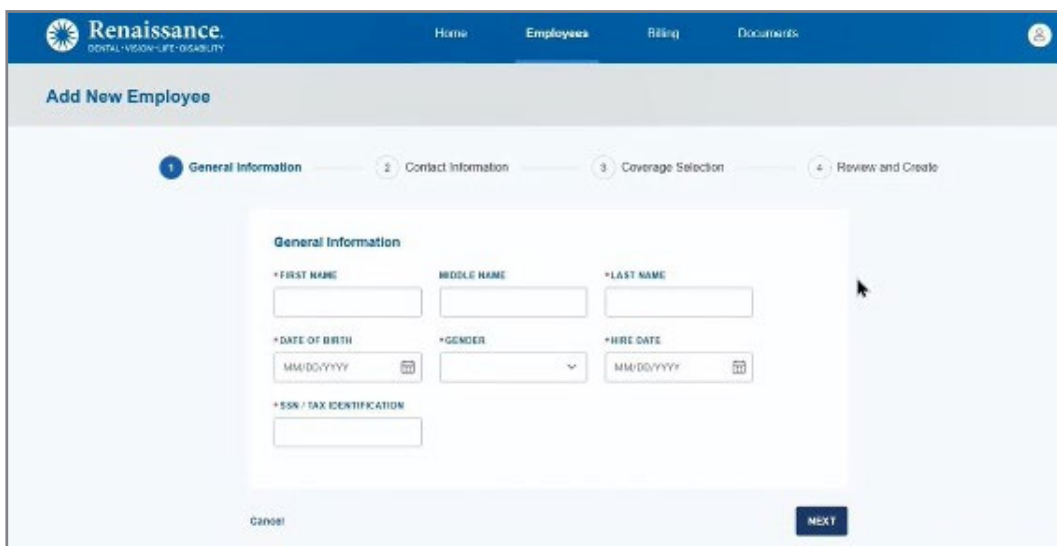
2



The screenshot shows the 'Test Electric - Employees' page. The top navigation bar has four tabs: Home, Employees, Billing, and Documents. The 'Employees' tab is highlighted. Below the navigation bar, the page title is 'Test Electric - Employees'. There is a yellow alert banner that says 'You have (1) Alert'. The main content area has a search bar with 'Customer Number' and 'Search' fields, and a 'DATE OF HIRE' section with 'From Date', 'Through Date', and 'Clear All' buttons. A yellow button labeled '+ Add New Employee' is highlighted with a yellow circle. To the right of this button is an 'Upload Census' button. Below these buttons is a table with columns: Employee ID, DOB, SSN, Date Of Hire, and Contact. The table contains one row for Benjamin Franklin, Employee # 102028, DOB 01/17/2000, SSN XXX-XX-6789, Date Of Hire 01/01/2022, and Contact 123 Bright Light St, Indianapolis, IN, 46217.

Next, select **+ Add New Employee**.

3



The screenshot shows the 'Add New Employee' form, step 1: General Information. The form has four steps: 1. General Information, 2. Contact Information, 3. Coverage Selection, and 4. Review and Create. The first step is active. The form fields are: *FIRST NAME, *MIDDLE NAME, *LAST NAME, *DATE OF BIRTH (MM/DD/YYYY), *GENDER (dropdown), *HIRE DATE (MM/DD/YYYY), and *SSN / TAX IDENTIFICATION. There are 'Cancel' and 'NEXT' buttons at the bottom.

Complete the required fields within the 4-step Add New Employee process and select **CREATE**.

ADDING NEW EMPLOYEE COVERAGE, CONTINUED

4

Review and Create

General Information

Name	Date Of Birth	Gender
Alex Bell	03/03/1980	Male
Hire Date	SSN / Tax Identification	
01/01/2022	XXX-XX-4321	

Contact Information

1 Invention Way, Indianapolis, IN, 46217

Coverage Selection

Reason for Enrollment	Product	Plan Code
New Hire	Group Dental - MP0000004039	Basic EPOS
Effective Date	Coverage	Coverage Class
10/01/2022	Dental	Train

[Cancel](#)[PREVIOUS](#)[CREATE](#)

In the final step you will review and click **CREATE**.

Watch a **video walk-through**



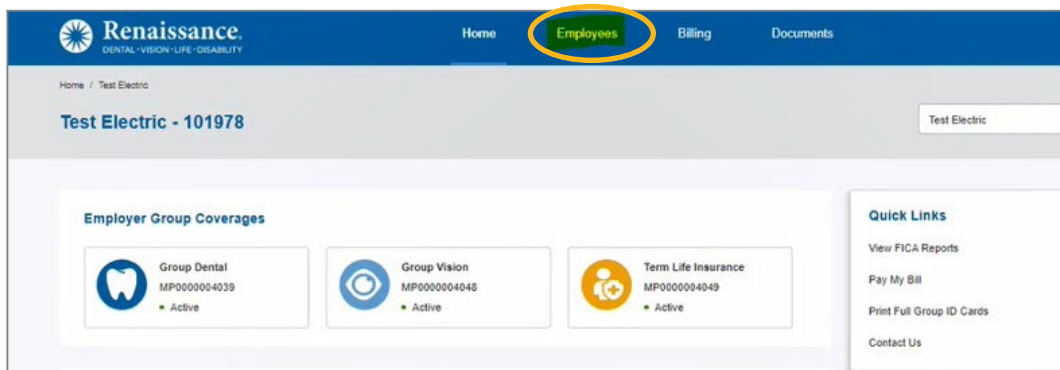
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[RenBenefitsAdmin.com](#)
EMPLOYER PORTAL
Adding New Employee Coverage

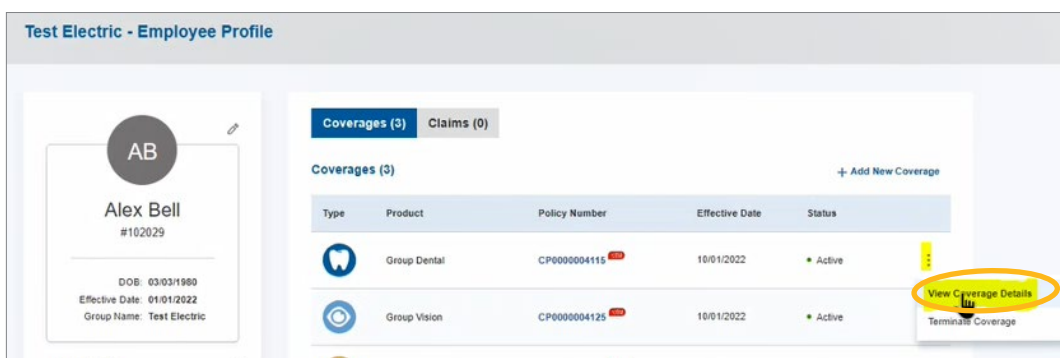
ADDING A DEPENDENT

1



Start by selecting **Employees** from the group homepage.

2



On the employee profile screen, click on the 3 dots and then **View Coverage Details**.

3



Select **+ Add New Dependent**.

4

Complete the required fields and then select **ADD**.

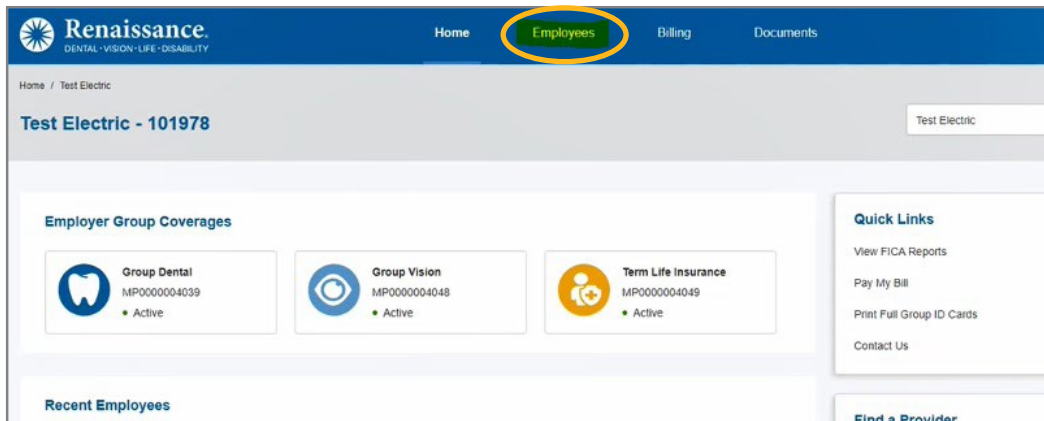
The dependent will now be listed under the insured.



Watch a **video walk-through**

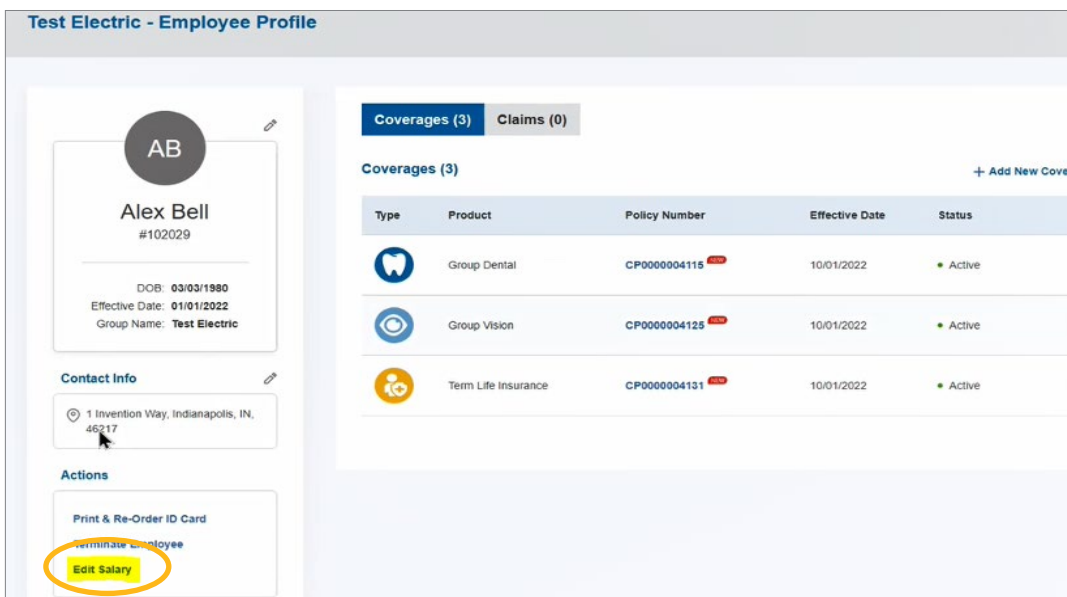
EDITING SALARIES

1



Start by selecting **Employees** from the group homepage.

2



On the Employee Profile page, select **Edit Salary**.

3

Edit Insured Information

Insured Salary Information

SALARY MODE: Monthly

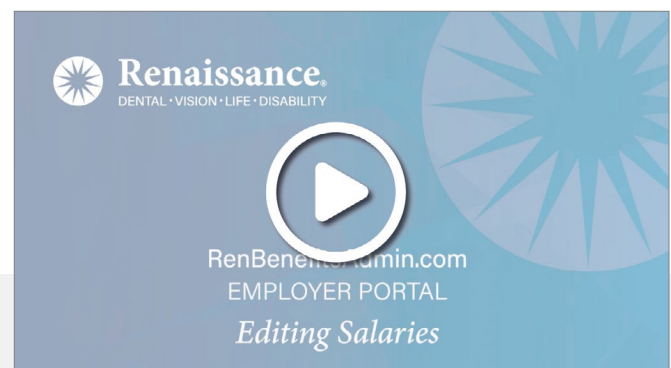
* ANNUAL AMOUNT: \$60,000.00

* EFFECTIVE DATE: 10/01/2022

CANCEL SUBMIT

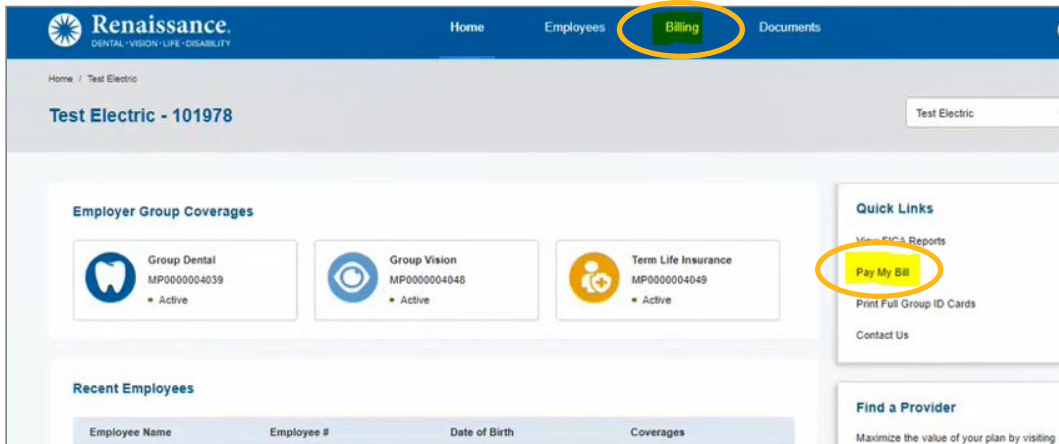
Update the salary and effective date and then select **SUBMIT**.

Watch a **video walk-through**



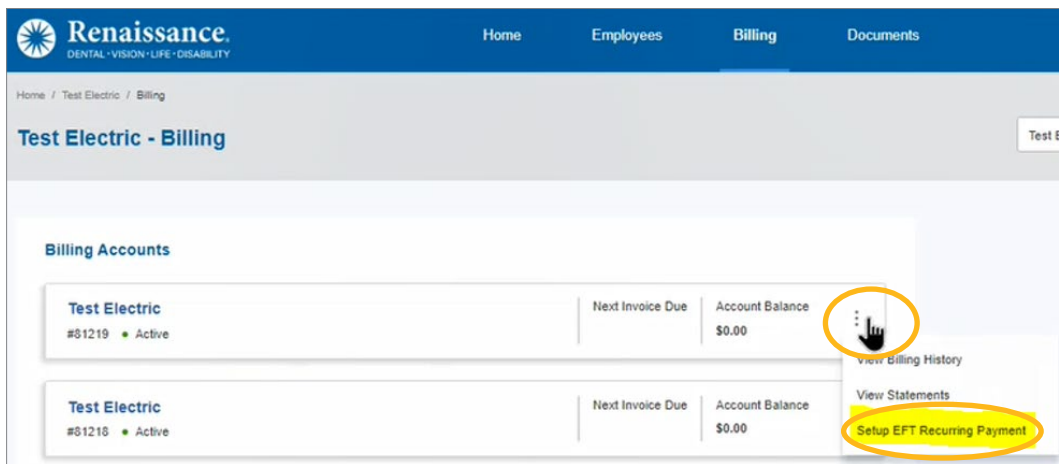
SETTING UP EFT/PAY BILL

1



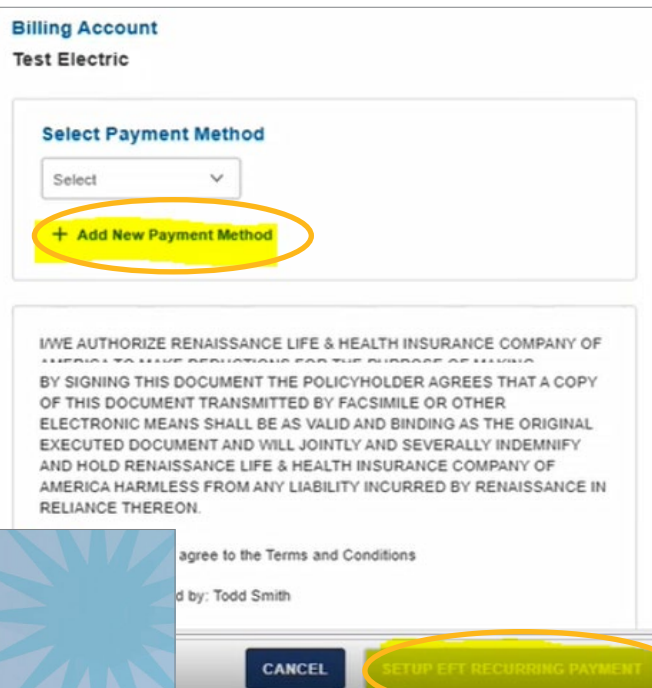
From the group homepage, select **Billing** or **Pay My Bill** from the Quick Links sidebar section.

2

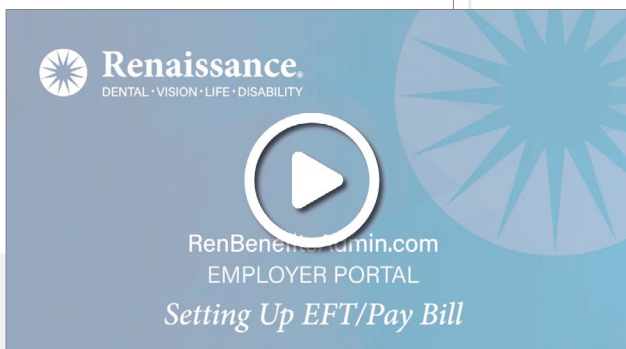


On the Billing screen, select the 3 dots and then **Setup EFT Recurring Payment**.

3



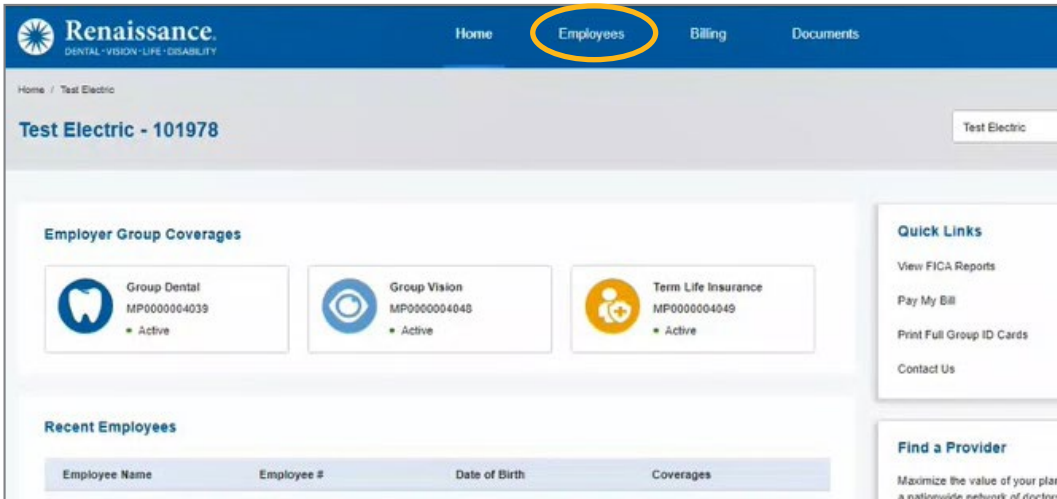
Select **+ Add New Payment Method** and enter your payment information. Next, check the box for "I have read and agree to terms and conditions" and select **SETUP EFT RECURRING PAYMENT**.



Watch a **video walk-through**

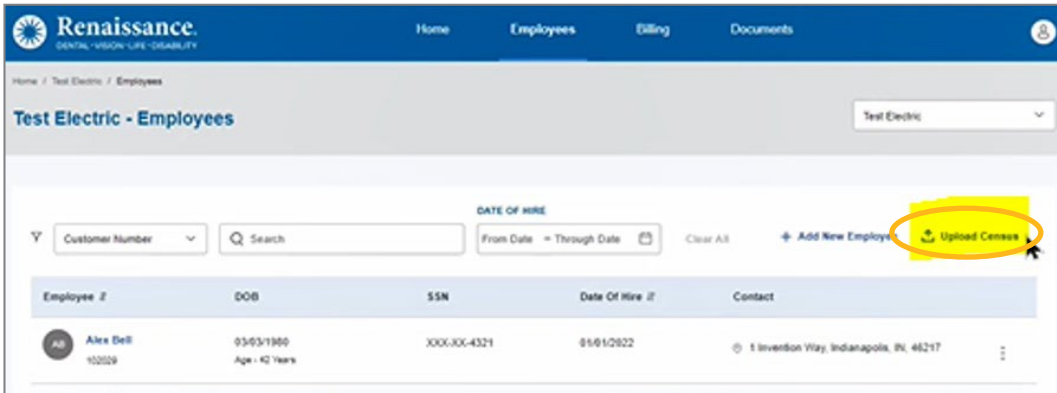
UPLOADING A CENSUS

1



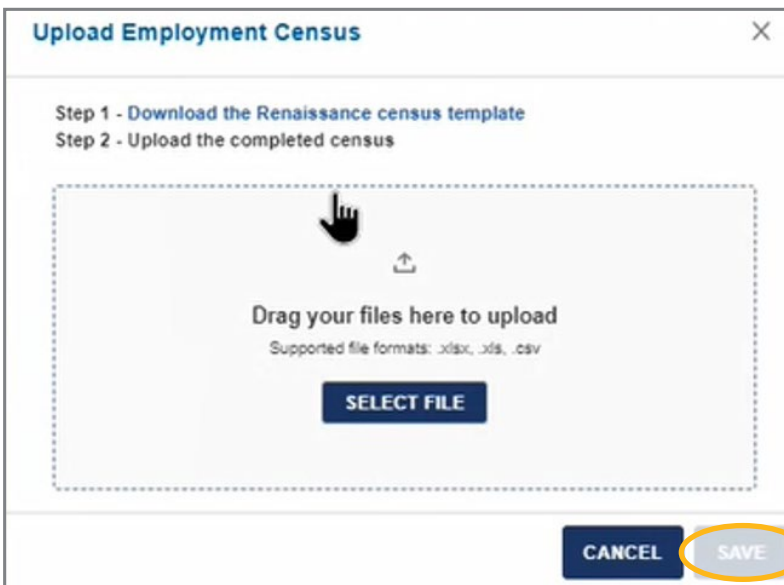
Start by selecting **Employees** from the group homepage.

2



Select **Upload Census**.

3



Please note, you must use the Renaissance Census template which can be downloaded in Step 1 of the upload process.

SELECT FILE and then select **SAVE**.

Watch a **video walk-through**



1

Start by selecting **Employees** from the group homepage.

2

Select the employee.

3

Select Claims.

4

Select + Submit
New Claim.

SUBMITTING LIFE & DISABILITY CLAIMS, CONTINUED

5

Michael Faraday - Submit Claim

1 Claim Info 2 Documents 3 Review and Submit 4 Confirmation

Claim Info

Choose the type of claim you'd like to submit

☒ Term Life Insurance

*Your dental providers will submit claims for you, you can also access our dental claim form here

*To submit claims for expired or cancelled policies, please Contact Us

*Who are you claiming it for?

Complete the required fields under Claim Info and follow the 4-step process.

6

Michael Faraday - Submit Claim

1 Claim Info 2 Documents 3 Review and Submit 4 Confirmation

Upload Supporting Documents

Additional information will be required to evaluate your claim for benefits. Please refer to the documentation list below. Please print any required forms. If completed forms are available, you may upload them now. You can also submit your online request now and upload completed forms at a later date.

- [Employer's Statement](#) This form is required and must be completed by your employer
- [Death Certificate](#) A final certified copy of the death certificate or other equivalent legal documentation is required.
- [For Accidental Death \(Autopsy report; Police/accident report; Newspaper articles\)](#) If death was due to accident please provide any of the listed documentation that is available.

Drag your files here to upload

Supported file formats: .zip, .docx, .doc, .pdf, .jpg, .png

[SELECT FILES](#)

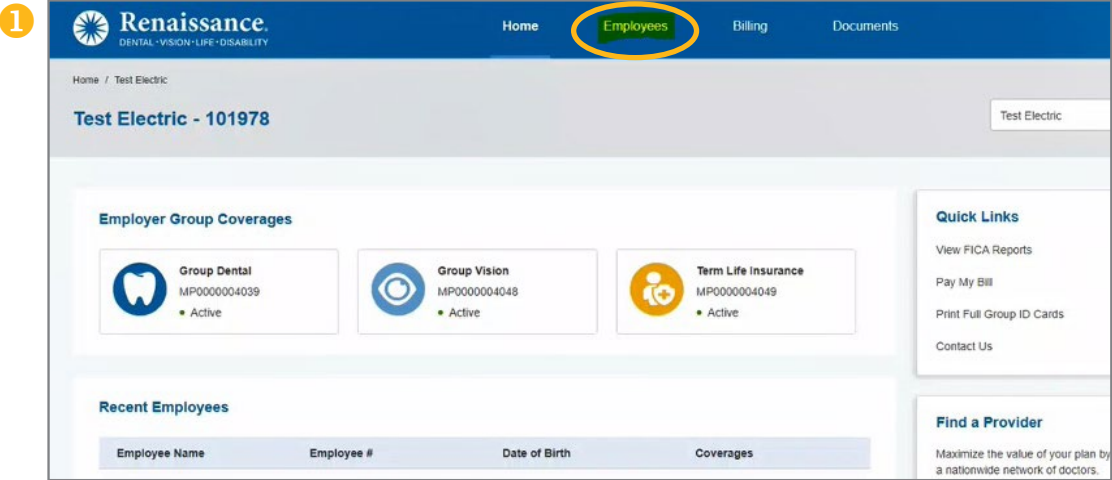
[Cancel Claim](#) [PREVIOUS](#) [NEXT](#)

Upload supporting documents and select **NEXT**.

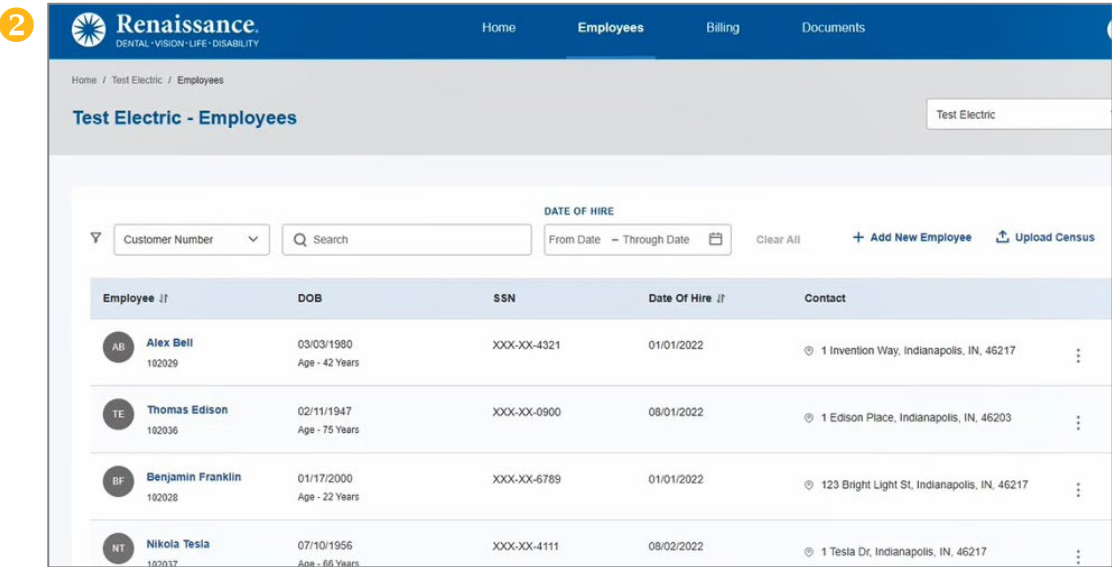
Watch a **video walk-through**



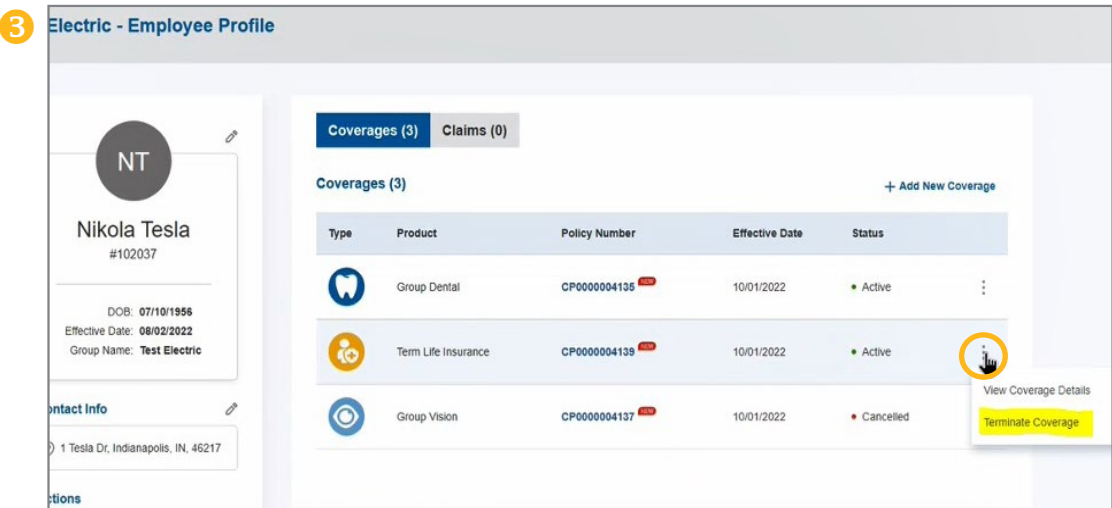
TERMINATING EMPLOYEES



Start by selecting **Employees** from the group homepage.



Select an employee.



To terminate a single product, on the Employee Profile screen select the 3 dots and then **Terminate Coverage**.

TERMINATING EMPLOYEES, CONTINUED

4  Are you sure you want to terminate this coverage? ×

• REASON

Term ▼

NOTES

TERMINATION DATE

10/01/2022 📅

CANCEL **TERMINATE**

Complete the required fields and then select **TERMINATE**.

5

DOB: 07/10/1956
Effective Date: 08/02/2022
Group Name: Test Electric

Contact Info ✎

1 Testa Dr, Indianapolis, IN, 46217

Actions

Print & Download ID Card
Terminate Employee
Edit Salary

Type	Product	Policy Number	Effective Date	Status
	Group Dental	CP0000004135 NEW	10/01/2022	• Active
	Group Vision	CP0000004137 NEW	10/01/2022	• Cancelled
	Term Life Insurance	CP0000004139 NEW	10/01/2022	• Cancelled

To terminate the employee completely, select **Terminate Employee** under the Actions Menu on the left side of the page.

6  Are you sure you want to terminate all coverage? ×

• REASON

Select ^

Term 👤

• TERMINATION DATE

MM/DD/YYYY 📅

CANCEL **TERMINATE**

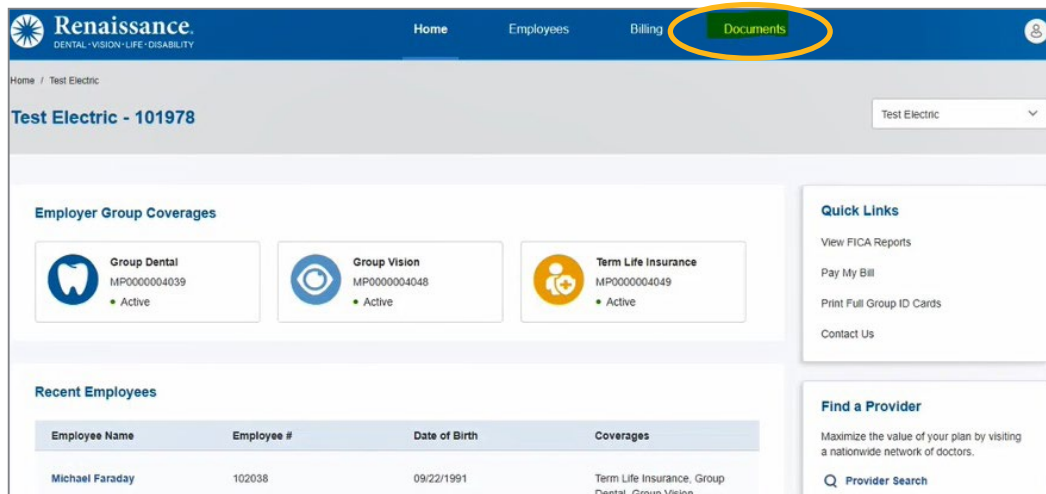
Complete the required fields and then select **TERMINATE**.

Watch a **video walk-through**



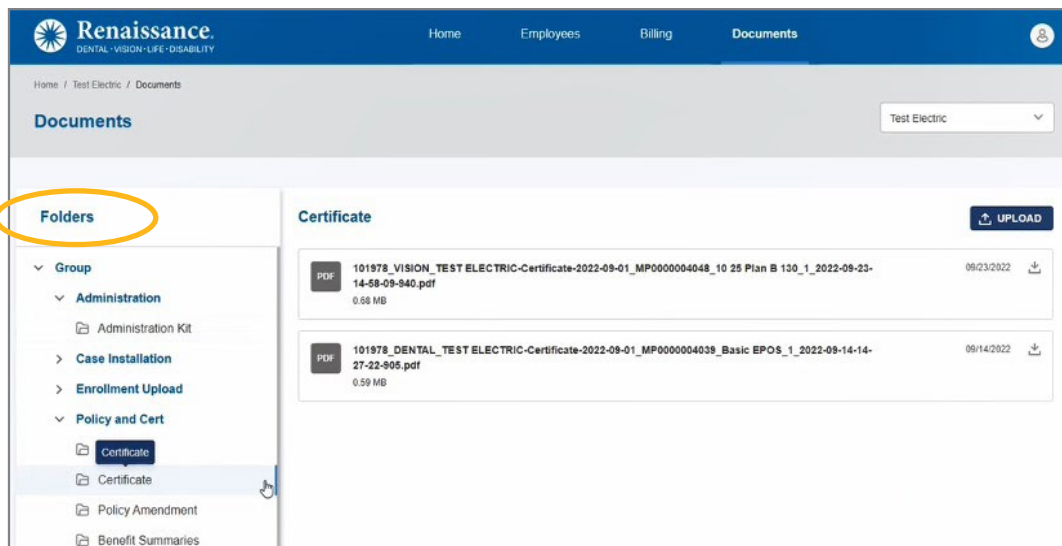
VIEWING DOCUMENTS

1



Start by selecting **Documents** on the group homepage.

2



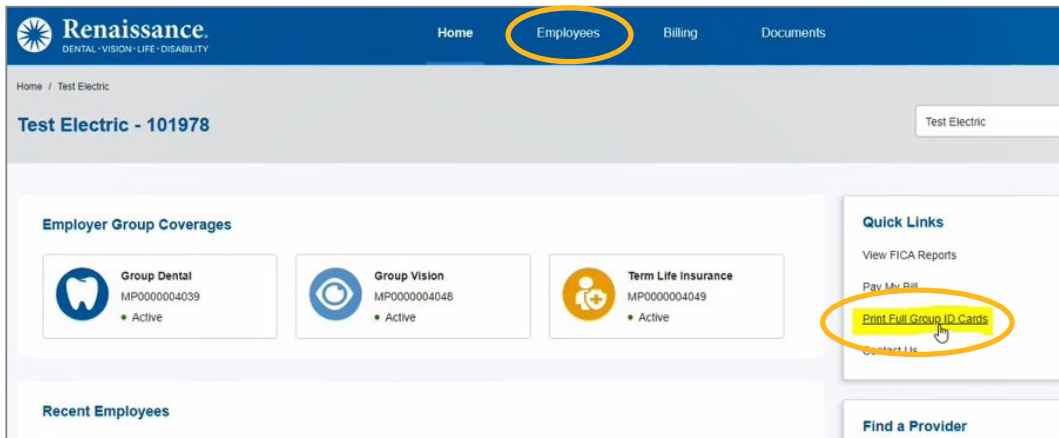
From the **Documents** tab you will have access to **Folders** and be able to view and print documents.



Watch a **video walk-through**

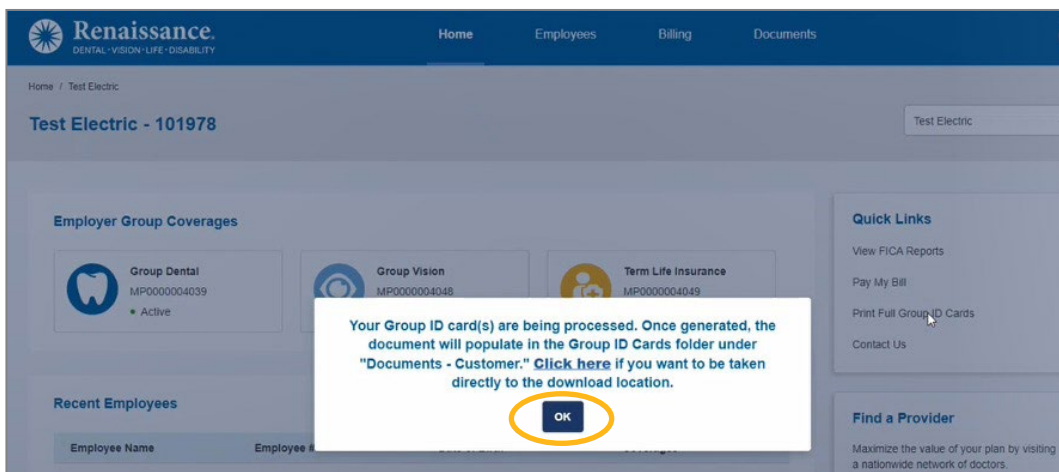
VIEWING AND PRINTING ID CARD FOR FULL GROUP

1



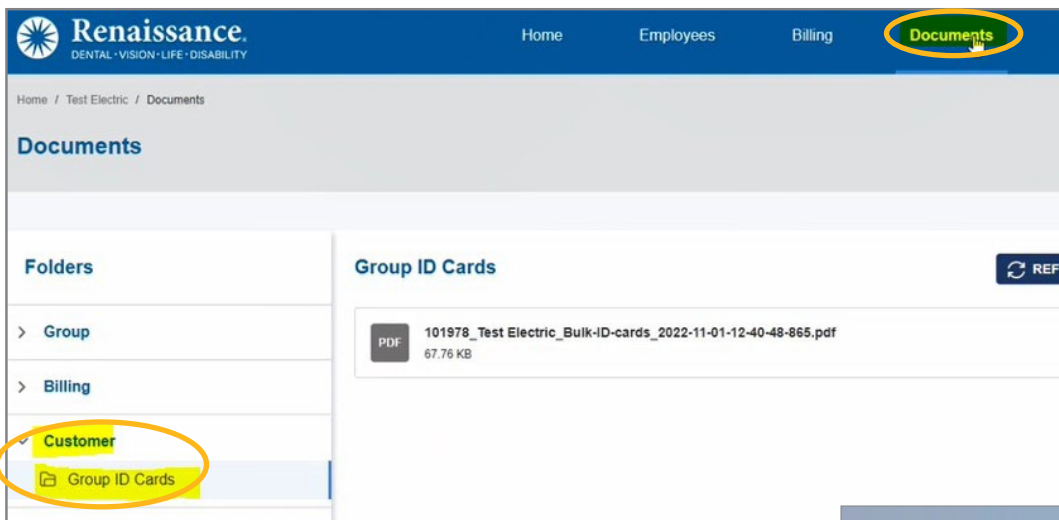
Starting from the group homepage select **Print Full Group ID Cards** under Quick Links on the right side of the page.

2



You will then see a box pop up confirming the ID cards are being generated.

3



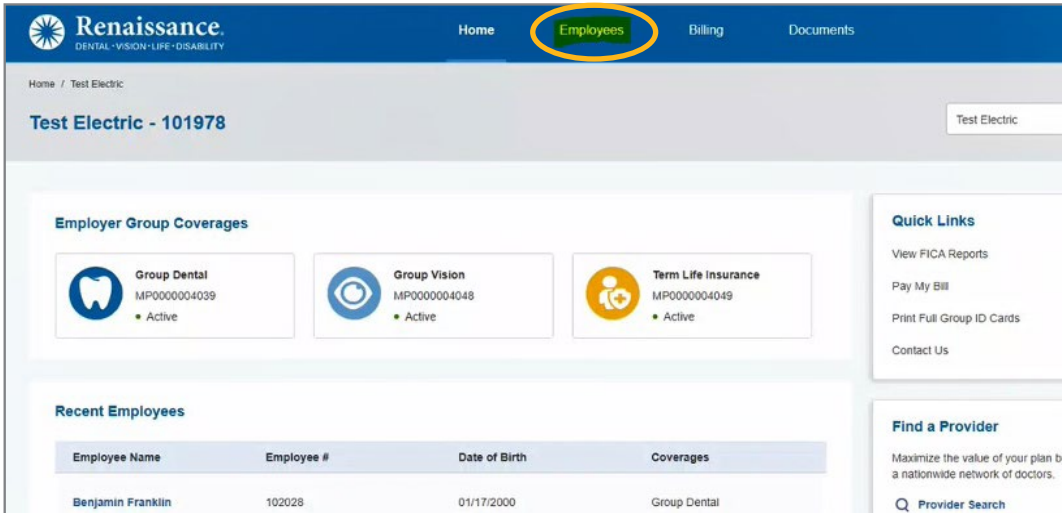
The ID cards are stored under the **Documents** tab in the **Customer** folder labeled **Group ID Cards**.

Watch a **video walk-through**



VIEWING, PRINTING AND RE-ORDERING ID CARDS FOR AN EMPLOYEE

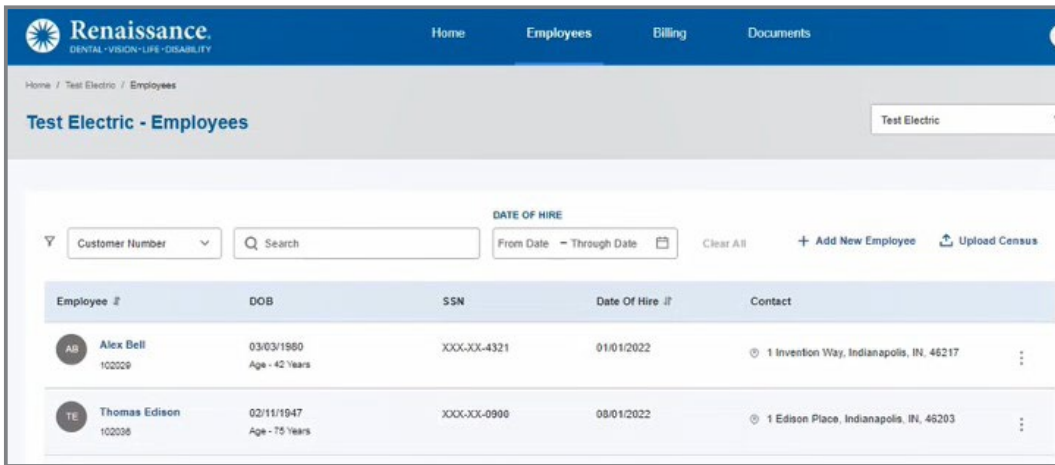
1



The screenshot shows the Renaissance group homepage. The top navigation bar has 'Home', 'Employees' (highlighted with a yellow circle), 'Billing', and 'Documents'. The main content area shows 'Test Electric - 101978' and 'Employer Group Coverages' with three active coverages: Group Dental, Group Vision, and Term Life Insurance. A 'Recent Employees' table lists Benjamin Franklin. A 'Quick Links' sidebar on the right includes links for FICA Reports, Pay My Bill, Print Full Group ID Cards, and Contact Us. A 'Find a Provider' section is also present.

Start by selecting **Employees** from the group homepage.

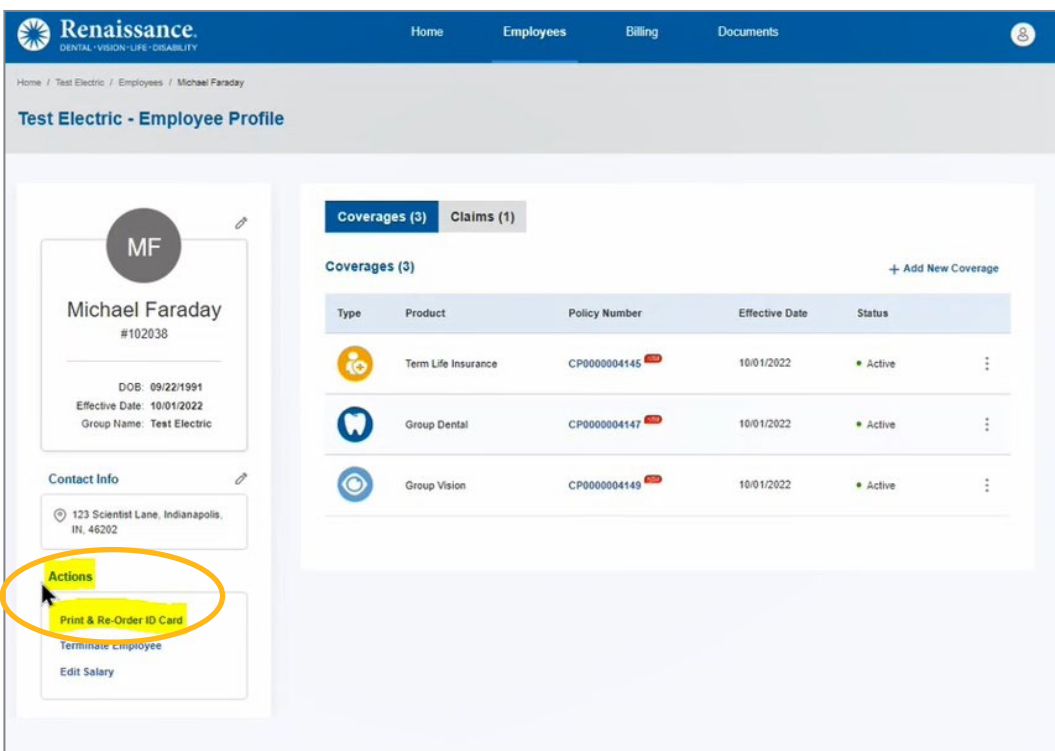
2



The screenshot shows the Renaissance 'Employees' page. The top navigation bar has 'Home', 'Employees' (highlighted), 'Billing', and 'Documents'. The main content area shows 'Test Electric - Employees' and a search bar. Below the search bar is a table of employees with columns: Employee #, DOB, SSN, Date Of Hire, and Contact. Two employees are listed: Alex Bell and Thomas Edison.

Next, select the employee.

3



The screenshot shows the Renaissance 'Employee Profile' page for Michael Faraday. The top navigation bar has 'Home', 'Employees' (highlighted), 'Billing', and 'Documents'. The main content area shows 'Test Electric - Employee Profile' and a profile card for Michael Faraday. Below the profile card is a table of coverages. The 'Actions' button is highlighted with a yellow circle.

Under Actions, select **Print & Reorder ID Card**.

4

View Dental and Vision ID Card ×

Dental **Vision**

 **Renaissance.**
DENTAL

NAME Michael Faraday

GROUP NAME Test Electric

GROUP NUMBER 101978

MEMBER ID 102038

PAYOR ID RLHA1

Submit Claims to:

P.O. BOX 17250, INDIANAPOLIS, IN 46217

Customer Service: (800) 894-4532

This card is for identification purposes only and is not a
guarantee of coverage.

CANCEL **RE-ORDER** **DOWNLOAD**

View, **RE-ORDER**,
or **DOWNLOAD**
your Dental and
Vision ID cards.

Watch a **video walk-through**

