



New Delivery Method Benefit Confirmations

BILLING INSERT
April 2017

Benefit Confirmations now available online

In an attempt to continue our environmental practices, as well as keeping current with technology, RWAM is pleased to announce a new delivery method for employee Benefit Confirmations. As your group's Plan Administrator, you will no longer be responsible to distribute these statements. Employees are now able to access this information through RWAM's Plan Member Services website, which not only offers access to Benefit Confirmations, but also provides easy access to Explanation of benefits (EOBs) for claims, as well as the ability to print claims summaries by person for income tax purposes.

Your employees should go to www.rwam.com under Plan Member Sign-In. If they do not already have a User ID and Password, they simply 'Register Now' and follow the instructions below:

- Enter your name (exactly as it appears on your OneCard), your date of birth (yyyymmdd), group number (no Division or Class), Certificate # (numeric value only) and your personal email address. Check the authorization box and 'Continue'.
- You will be provided with a User ID # (12 digit number). We recommend that you store this User ID in a safe location as you will need to enter it during the Sign-In.
- Select email for the delivery of your temporary password and 'Continue'.
- Enter your User ID and 'copy and paste' the temporary password that has been emailed to you. You will be prompted to update your password prior to accessing your profile.
- Your Benefit Confirmation report is available under the Coverage tab in the top menu bar.

Please encourage your employees to register and utilize the services available on RWAM's Plan Member website. If you have any questions, please contact your RWAM Plan Administrator.