MEMBER CONNECT

Quick Start Guide

Empowering CGAs to Keep Member Information Current, Accurate, and Secure

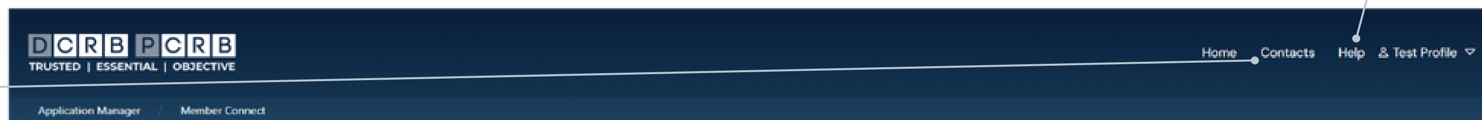
Our secure, intuitive tool gives Carrier Group Administrators control over their carrier contact information. With Member Connect, easily view and update contacts anytime, helping ensure communications from PCRB and DCRB reach the right people at the right time.

1 Access

Log into the Application Manager. Select **Member Connect** from the toolbar.

Upon entering the application, select the **Contacts** link from the toolbar to view and edit carrier contact information.

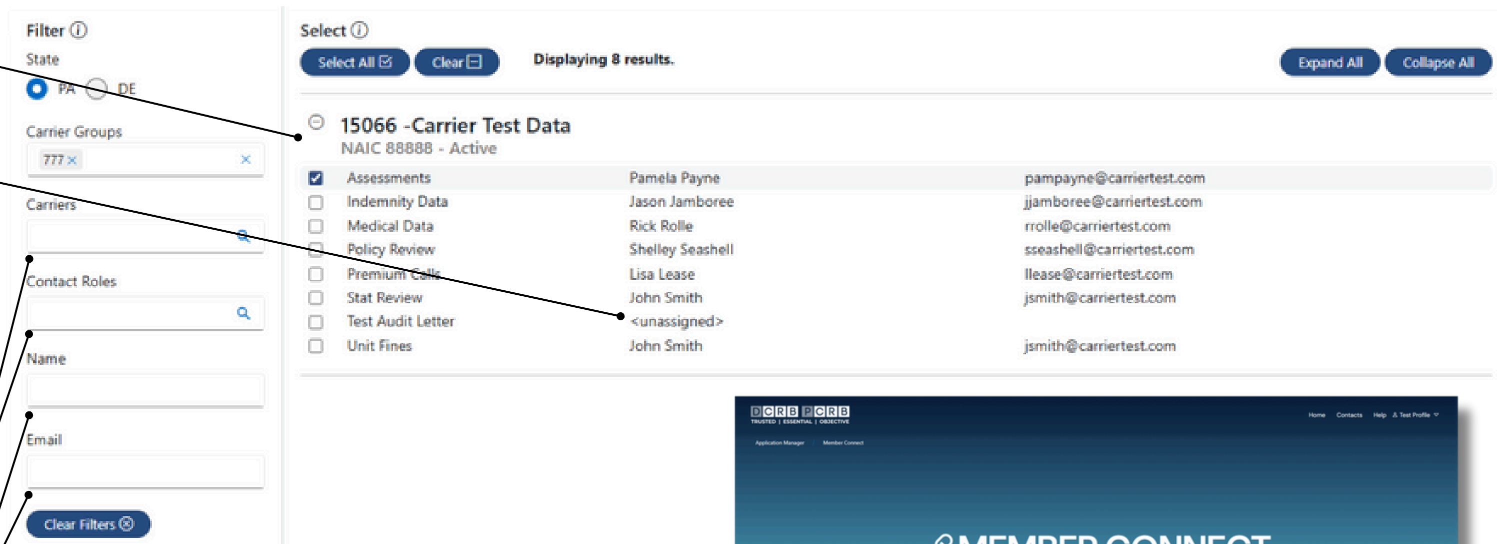
Tip for CGAs Before making updates, check the **built-in role descriptions** to by clicking **Help** to ensure each contact is assigned correctly.



2 Display

The screen will display all carriers in the carrier group and their respective contacts.

Contact information is **required** for each of the contact roles listed. Contacts are labeled as **<unassigned>** when there is a missing contact entry. These entries must be completed.

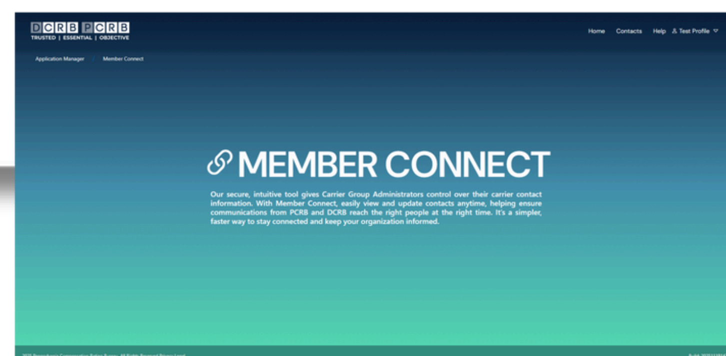


3 Filters

To filter carriers and contacts, use the fields to the left in the **Filter** section.

Users can filter information by carrier or contact role.

Users may also search within their data by entering all or a portion of a contact name and/or email address.

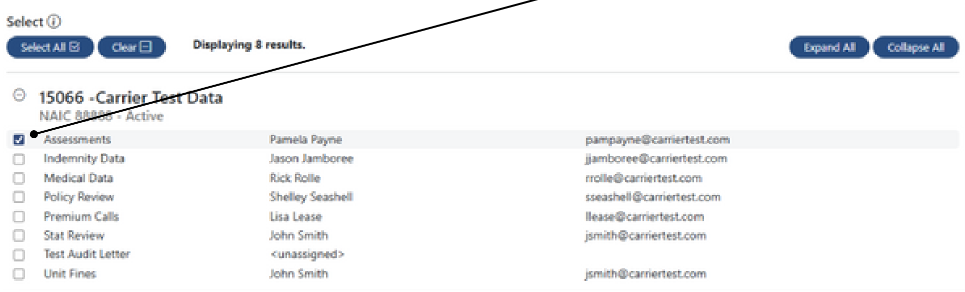


PCRB DCRB

Editing and Updating Contacts

1 Select

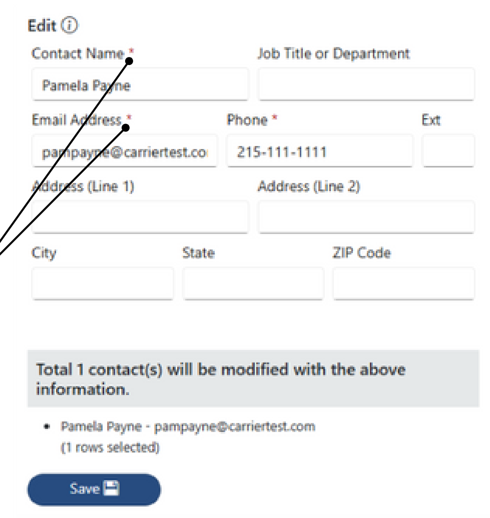
Once the data has been filtered, use the **checkboxes to the left** of each contact row to select a contact role to edit.



2 Edit

After selecting the contact(s) to change, the **editable fields** will display on the right side of the screen in the Edit section.

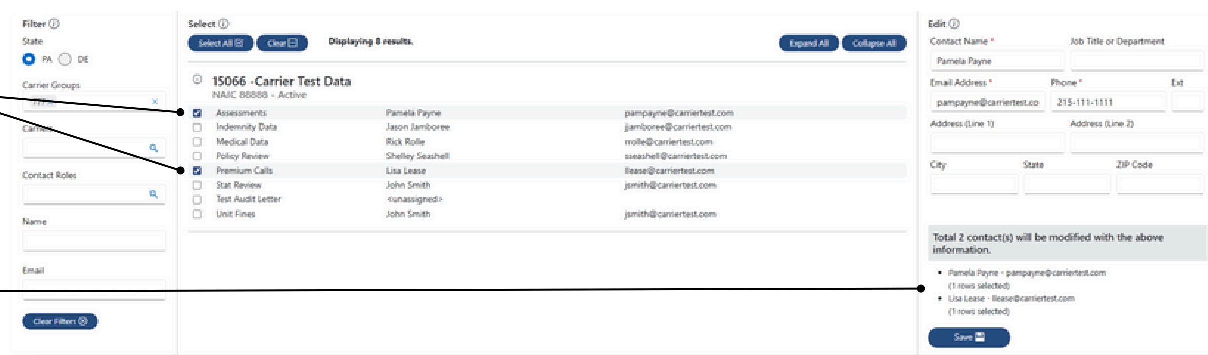
All fields with a red asterisk * are **required**. If you have questions while editing contacts, open the **Help** section for role definitions and FAQs, or email **membership@pcrb.com** for assistance.



Users may select multiple rows (contacts) to edit several contact roles at once.

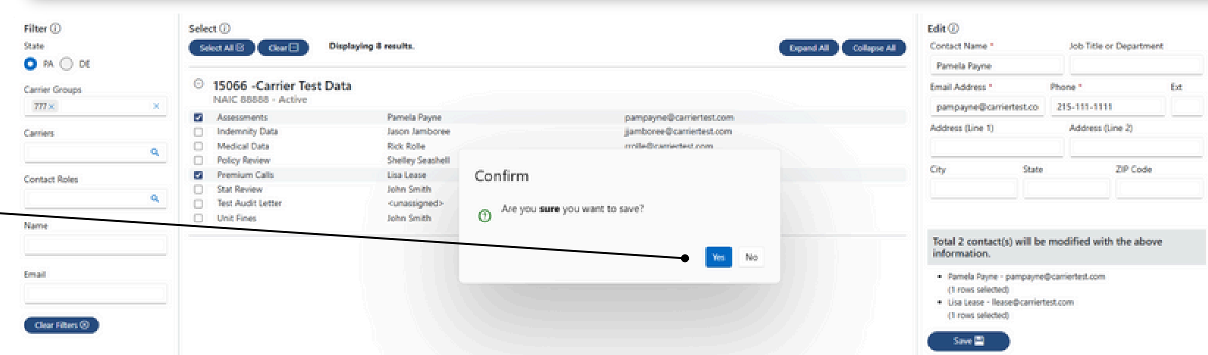
If a user selects multiple contact roles for editing, the **changes will be applied to all selected contacts**. Review the summary below the Edit section which will display all of the contact roles that will be modified upon saving.

Note: When selecting multiple roles to edit at once, remember that **your changes will apply to every selected role**. Review the summary carefully to make sure bulk updates are accurate, especially for carrier groups with many contacts.



3 Review & Save

A confirmation window will pop up to verify that these changes will be saved. **Click Yes** to proceed with the change.



PCRB DCRB

MEMBER CONNECT CONTACT ROLES AND DESCRIPTIONS	
Role	**Description**
Premium Calls	This contact is the person responsible for submitting the Premium Call and answering any related questions.
Test Audit	This contact is responsible for the test auditing process who has access to the carrier billing, claims and audit worksheets. This contact role is applicable for PA carriers only.
Billing and Assessments	This contact will be notified of all invoices and assessments for their group and is responsible for distributing the invoice to the responsible department/party.
Indemnity Data	If the carrier meets eligibility requirements to participate in the Indemnity Data Call, the contact is responsible for reporting indemnity data and responding to data quality inquires.
Medical Data	If the carrier meets eligibility requirements to participate in the Medical Data Call, the contact is responsible for reporting medical data and responding to data quality inquires.
Policy Review	This contact is responsible for receiving and responding to any standard policy related inquiries.
Residual Market	This contact will be responsible for receiving and responding to any residual market related inquiries. This contact role is applicable only for participating Delaware carriers in the Residual Market program.
Unit Statistical Review	This contact should be knowledgeable about payroll and claim inquiries. They should understand how to navigate UDM (Unit Data Manager) and handle any priority or critical errors in unit reports. Definition: Unit Stat contact is the designated person that receives inquiries regarding Unit Stat data submissions; as well as notifications of missing and rejected USRs in Unit Data Manager (UDM).
Unit Statistical Fines	This contact will receive notice regarding fines accrued due to late or incorrect unit data submissions.