

CoreView

Online Customer Service Portal



Plan Administration Tools At Your Fingertips

CoreView is CoreSource's secure, online customer service portal, a one-stop shop for plan administration tools. It's easily accessible from our website, www.coresource.com, and is available to you 24 hours a day.

CoreView allows employers access to:

- Generate and view online reports with up to a two-year history of claims data, cost utilization, claim trends, managed care network analysis and more.
- Check the status of employee-submitted claims.
- Contact customer service via e-mail 24 hours a day.
- Update employee enrollment.
- Verify participant eligibility.
- Research health issues and view a glossary of terms.

Summary of Claims and Payments

CoreView provides a summary of all claims submitted and processed, including payment information, pended claims information and an explanation of each paid or pended claim. For example, the Individual Claim Detail page in CoreView contains information similar to what's included on our Explanation of Benefits.

Capabilities for Your Employees

CoreView is available 24 hours a day as an added benefit to your employees. With CoreView, plan members can access their personal healthcare information, including claim status and out-of-pocket expenses. They can also update contact information and research health-related issues.

Take Advantage of CoreView

CoreView allows you to generate reports about expenses and trends through our new data-mining technology system, powered by D2Hawkeye. The reports provide information we can use to better manage your plan and information you can use to better manage your business.

Access is Simple

To access employer-specific tools on CoreView, select an authorized person from your company to be an Access Director. The Access Director uses the tools, including reporting functions and maintaining eligibility, to help manage your benefits.

Protecting Your Privacy

CoreSource recognizes that privacy is a concern, particularly when it pertains to employee information, and we have taken steps to safeguard users of our Web-based services. All CoreView users and plan participants submit information using one of our online forms that has encryption technology to protect data. Where appropriate, we also employ firewalls, user authentication systems (i.e. passwords and personal identification numbers) and access control mechanisms to ensure confidentiality.

For a demonstration of the capabilities available with D2Hawkeye or CoreView, contact your broker or consultant, client manager, visit www.coresource.com or call 800-832-3332.