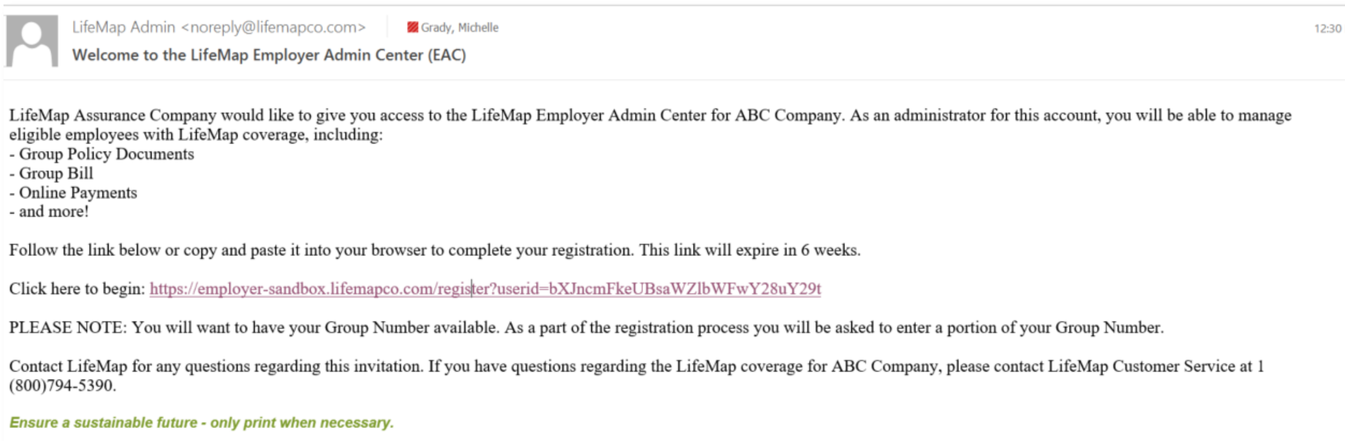
**LifeMap Employer Admin Center – User Guide**
**Group Administrator**

*This is a user guide using LifeMap data in a test environment. Certain features and functions that you see in this document may not be visible on your account due to your security rights and set-up. Using the LifeMap Employer Admin Center as an Administrator is the fastest and most efficient way to manage your employees' eligibility. You may add or edit an employee, add or edit dependents, process terminations, review your recent invoice and pay online, and retrieve policy documents.*

# Contents

## Register for the Employer Admin Center

Once a group has been set up and the group administrator's information has been entered into the system, the Group Administrator will receive an email with the subject line "Welcome to the LifeMap Employer Admin Center", from the email address: LifeMap Admin <noreply@lifemapco.com>. This email will contain a link that directs you to the Create an Account page. Below is a sample of this registration email.



LifeMap Admin <noreply@lifemapco.com> | Grady, Michelle

Welcome to the LifeMap Employer Admin Center (EAC)

LifeMap Assurance Company would like to give you access to the LifeMap Employer Admin Center for ABC Company. As an administrator for this account, you will be able to manage eligible employees with LifeMap coverage, including:
- Group Policy Documents
- Group Bill
- Online Payments
- and more!

Follow the link below or copy and paste it into your browser to complete your registration. This link will expire in 6 weeks.

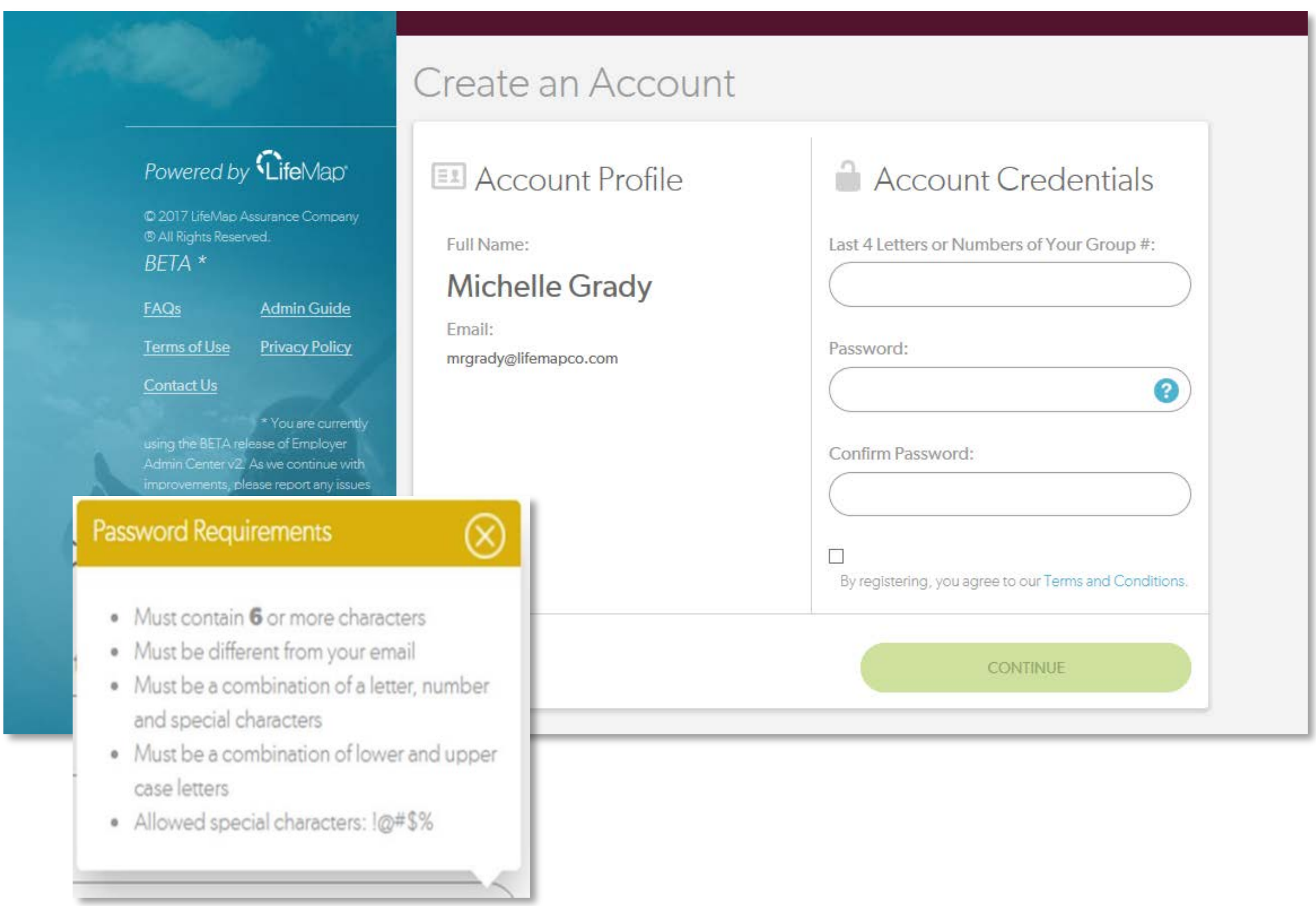
Click here to begin: https://employer-sandbox.lifemapco.com/register?userid=bXJncmFkeUBsaWZlbWFwY28uY29t

PLEASE NOTE: You will want to have your Group Number available. As a part of the registration process you will be asked to enter a portion of your Group Number.

Contact LifeMap for any questions regarding this invitation. If you have questions regarding the LifeMap coverage for ABC Company, please contact LifeMap Customer Service at 1 (800)794-5390.

*Ensure a sustainable future - only print when necessary.*

When you click on the registration link, you will be taken to Create an Account page. You will need the last 4 digits of your Group Number and will then create your own password.

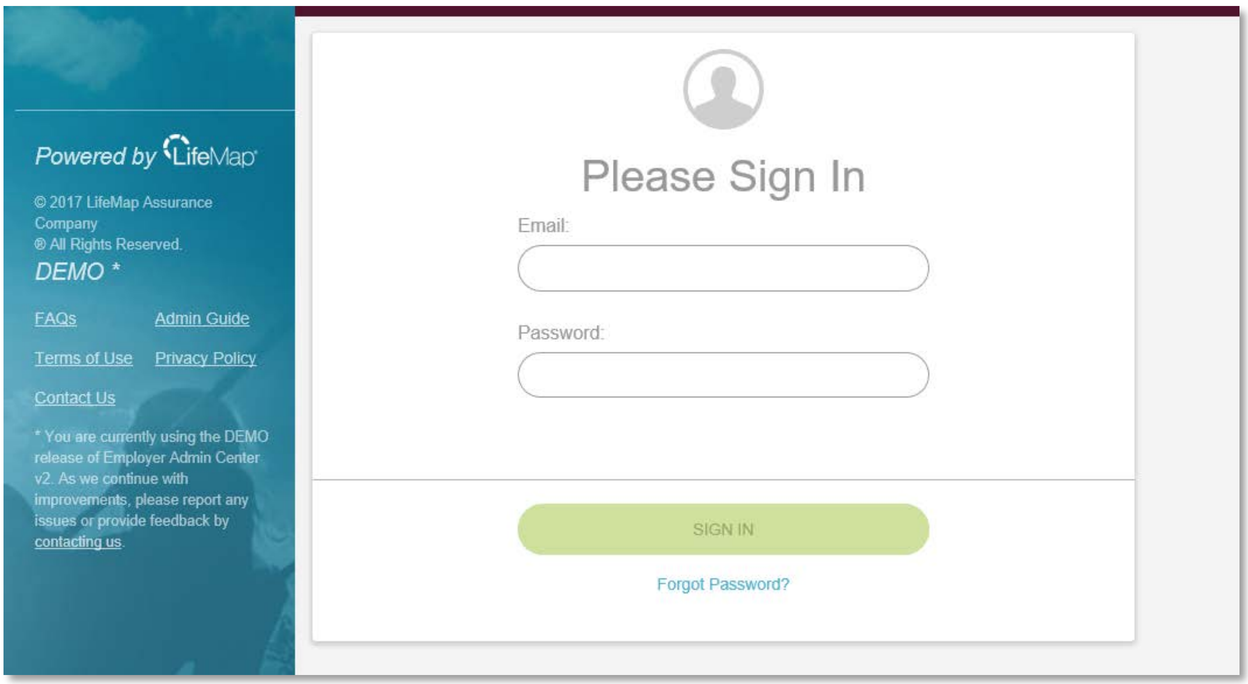


## My invitation expired; what do I do?

The invitation link expires six weeks after the invitation is sent. If you haven't yet registered, contact the LifeMap Customer Service team or your Account Executive to request a new invitation. If the invitation came from your Human Resource department, please contact that person directly.

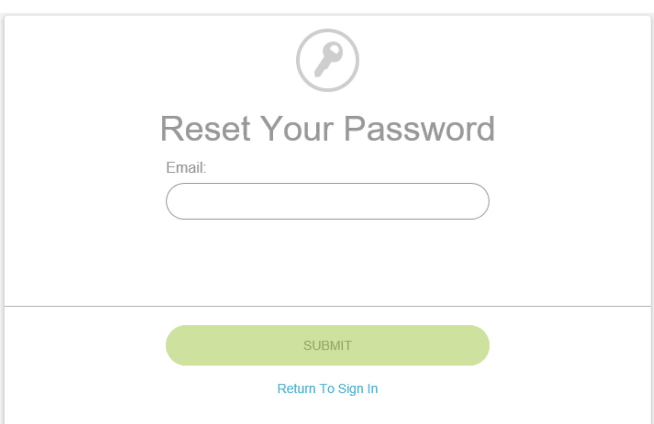
## My invitation link doesn't work; what do I do?

Once registered, your invitation link will no longer work to access the EAC. To login to the EAC, visit the site directly at https://employer.lifemapco.com/. You can also visit the Employers section of LifeMapCo.com to find the login page.




## It says my account is locked; how do I get back in?

Your account will lock after five incorrect passwords are entered. Please contact LifeMap Customer Service or your Account Executive with a request to have your account unlocked. You will need to provide your name, email address used for registering with the EAC, and group information.

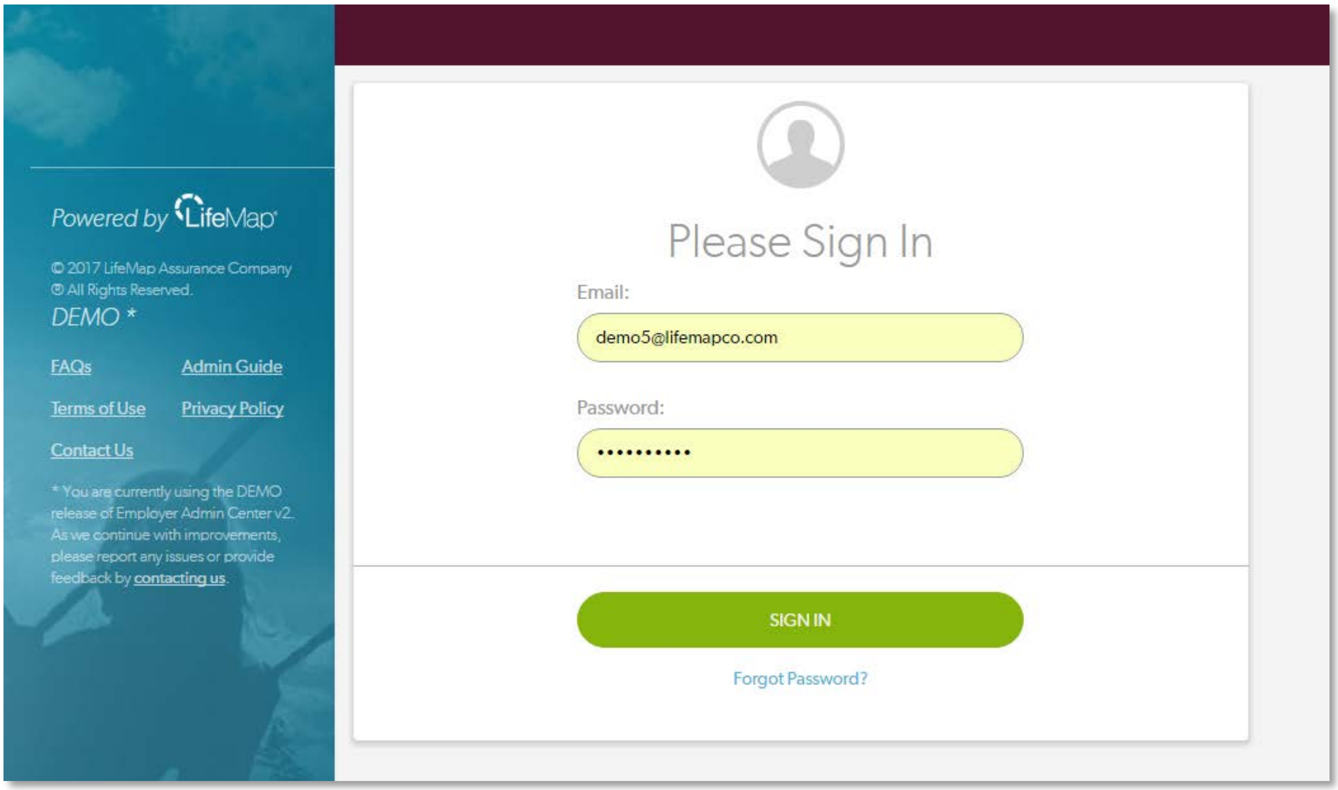



*NOTE:* If you forgot your password, you can reset it prior to getting locked out of your account. From the Sign In page, click the Forgot Password? link at the bottom of the page to Reset your password.

## Access the Employer Admin Center

Group Administrators can access the Employer Admin Center (EAC) from the Accounts page under the Employers section of LifeMapCo.com.

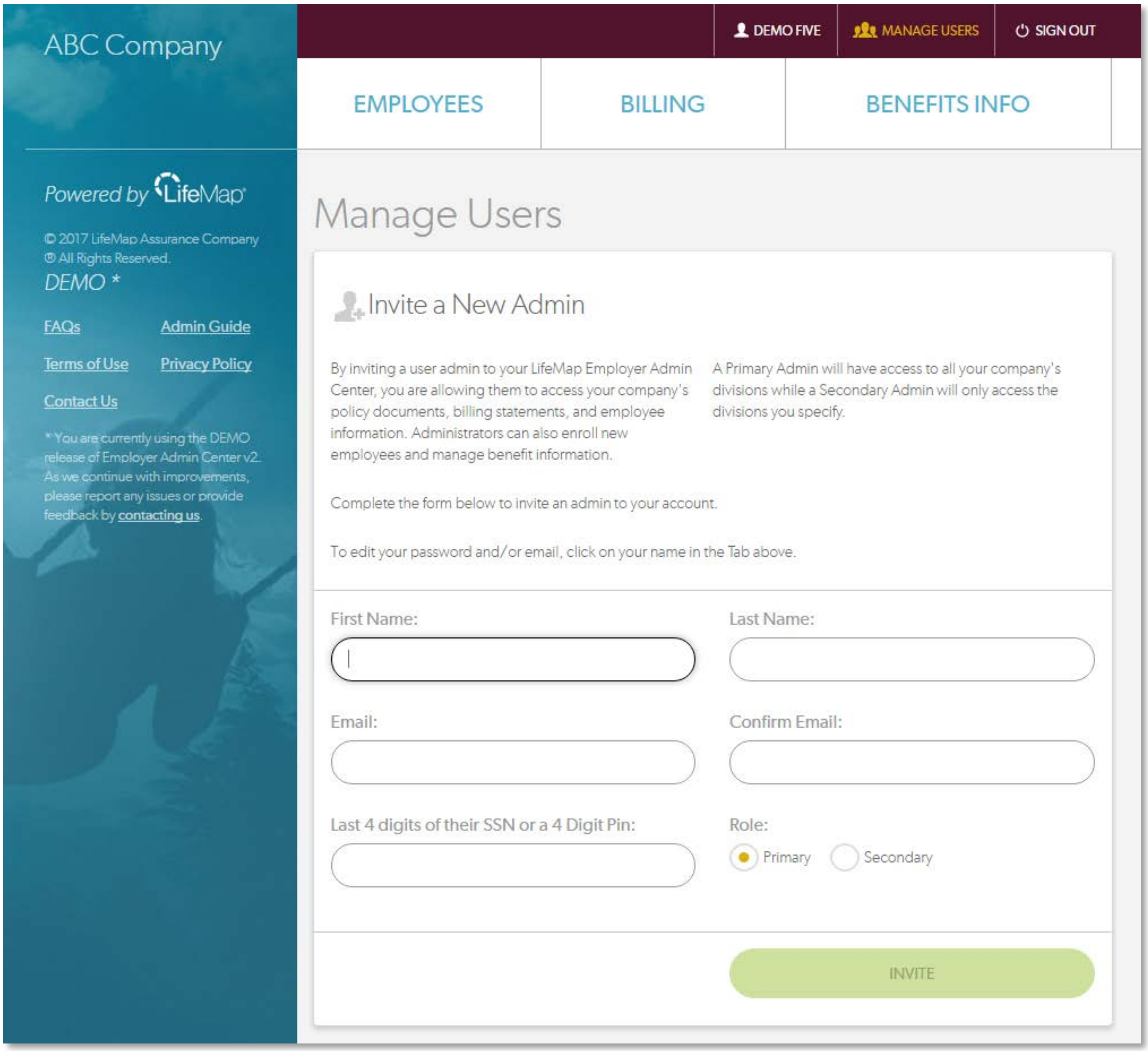
You can also access the site directly at https://employer.lifemapco.com.




*NOTE:* Dental eligibility and benefits are managed through a separate site at https://employerdental.lifemapco.com.

## Manage Users

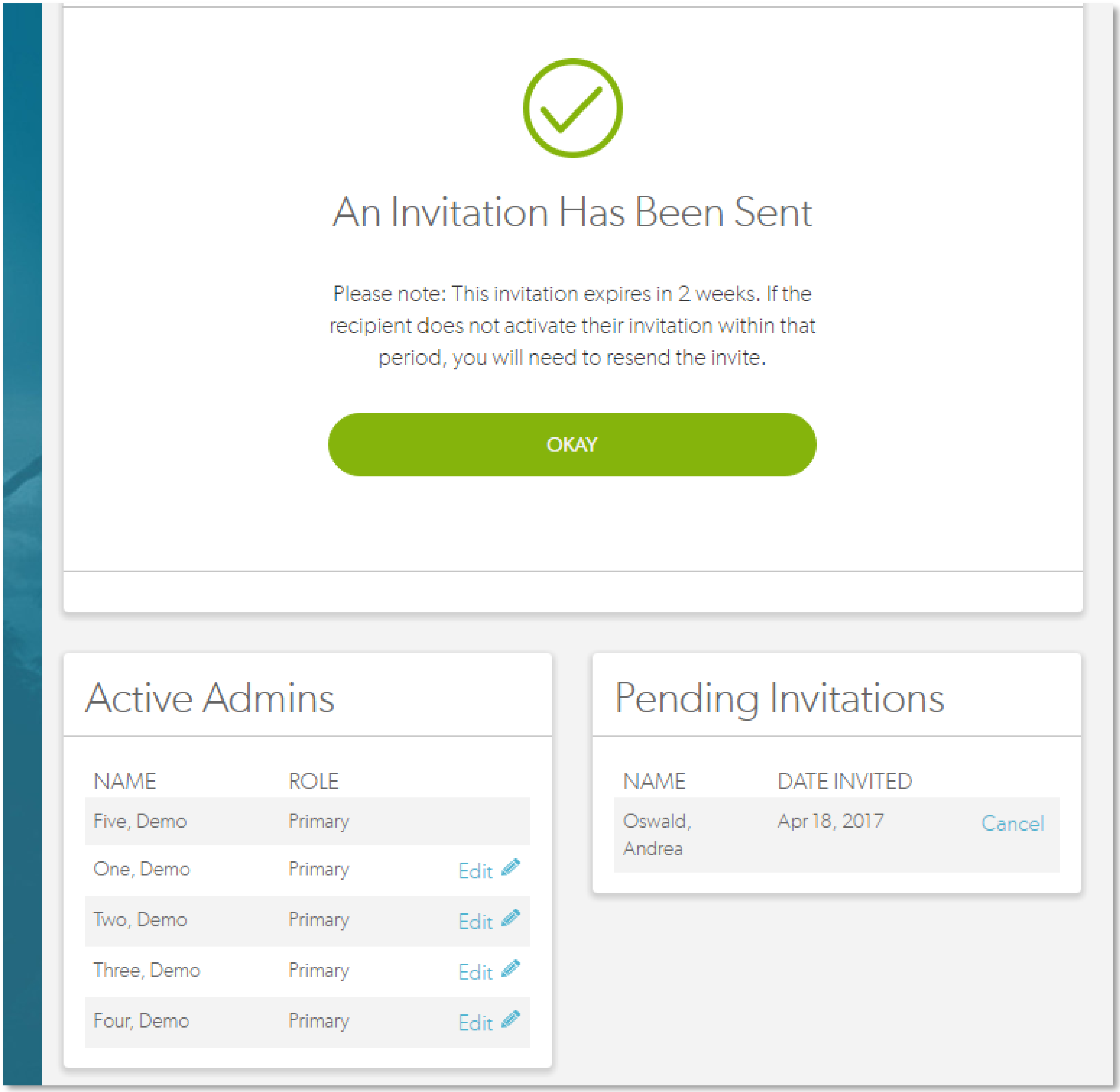
If you are the Primary Administrator, you can invite other administrators to your account. Simply click the Manage Users tab at the top of the page to get started.




**Primary Administrator** – Will have access to view and edit all divisions. Will have access to the Employees, Billing and Benefits Info tabs. Will have the ability to invite additional Users.

**Secondary Administrator** – Will have access to view and edit the divisions that are assigned by the Primary Administrator. Will have access to the Employees, Billing tab and Benefit Info tab. Does not have access to invite additional Users. *(Instructions continued on the following page)*

You'll receive confirmation that an invitation email has been sent. At the bottom of the Manage Users screen are the current (Active) admins, as well as pending admin invitations. From these sections, you can Edit an admin's current role, or delete their access to the account. You can also cancel a pending invitation.

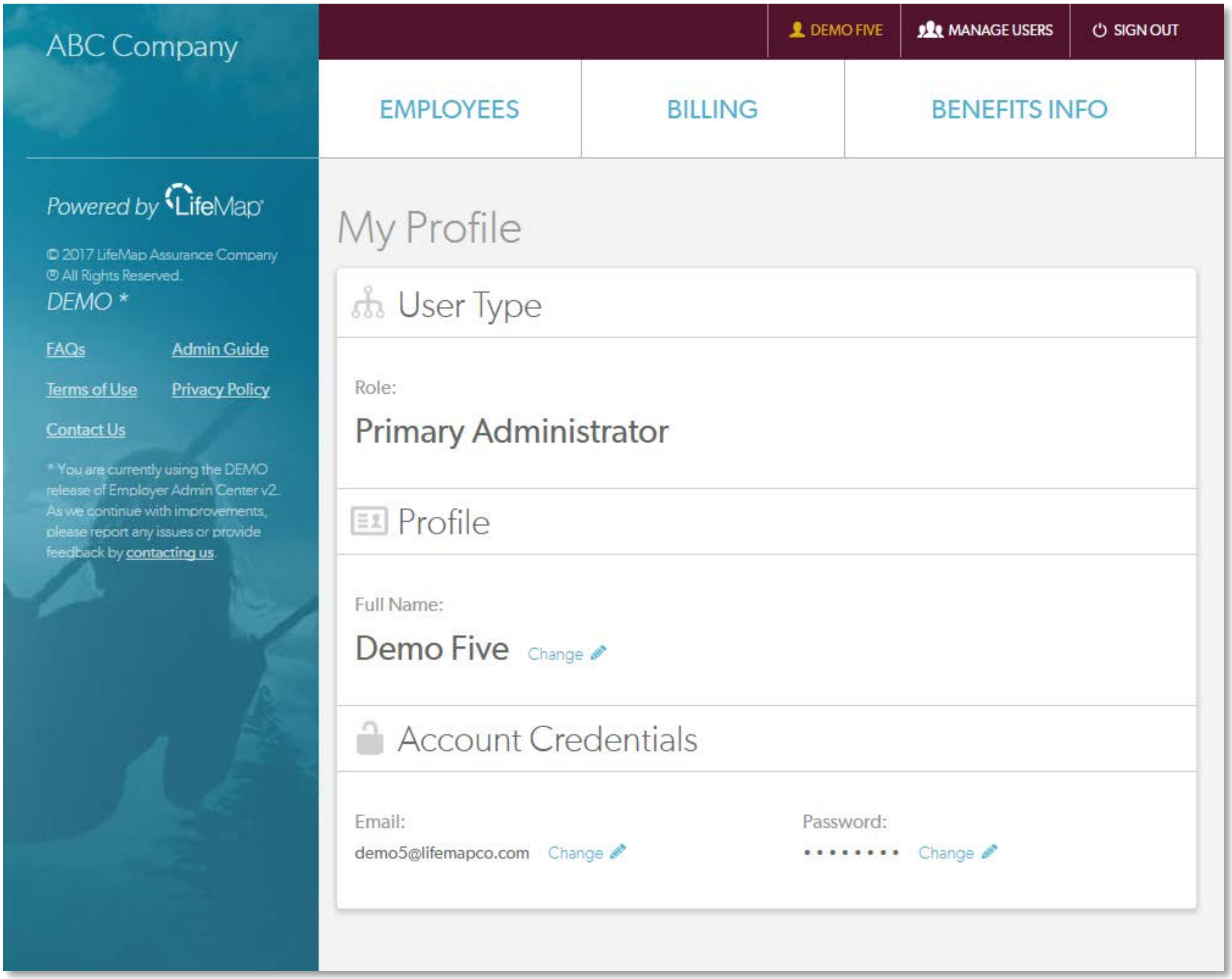



## Can I limit access and capabilities when setting up additional personnel?

The Secondary Administrator will have access to only view and edit employees of the assigned divisions. Currently, there is no separation of view only and edit capabilities.

## How to Update My Email and Password

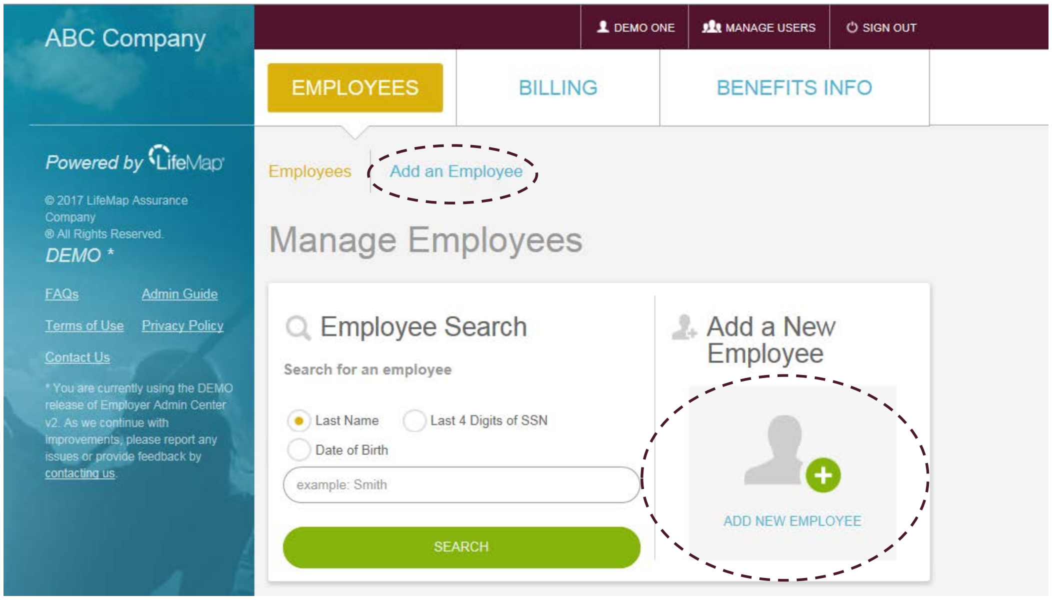
You can change your Name, Email, and Password from your profile. Simply click on your name in the top navigation (appearing as DEMO FIVE in this example).



## Manage Employees

### How to Add a New Employee

To add a new employee, click on the Employees tab and follow the steps in the enrollment wizard. From the Employees tab, there are two links that allow you to add an employee. Choose either link to proceed.

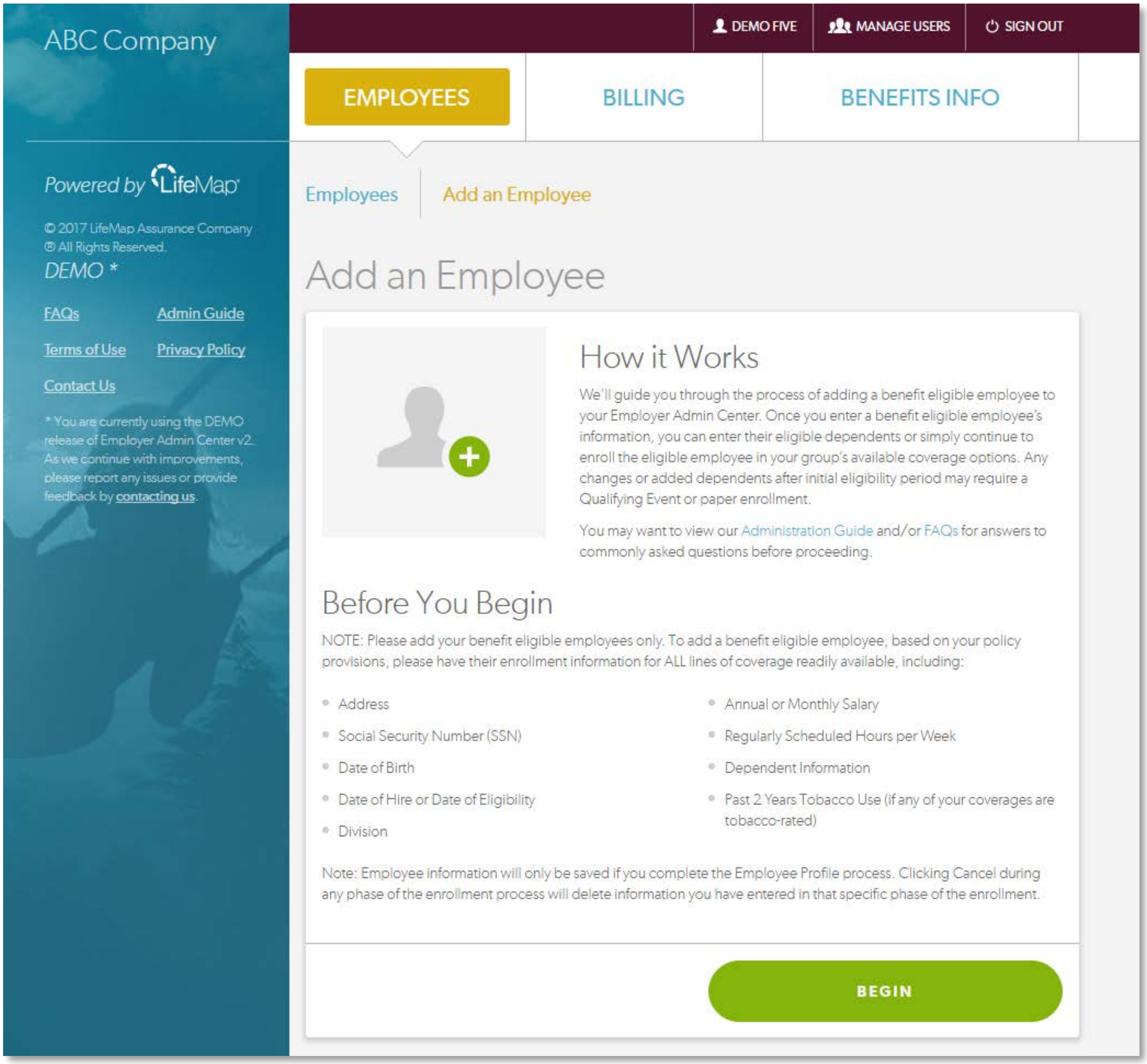



*NOTE:* To add a benefit eligible employee, based on your policy provisions, please have their enrollment information for ALL lines of coverage readily available, including:

- Division
- Class
- Occupation
- Salary Amount and Salary Frequency
- Regularly Scheduled Hours per Week
- Date of Hire or Date of Eligibility
- Employee Name
- Address
- Social Security Number (SSN)
- Date of Birth
- Dependent Information
- Past 2 Years Tobacco Use (if any of your coverages are tobacco-rated)

*(Instructions continued on the following page)*

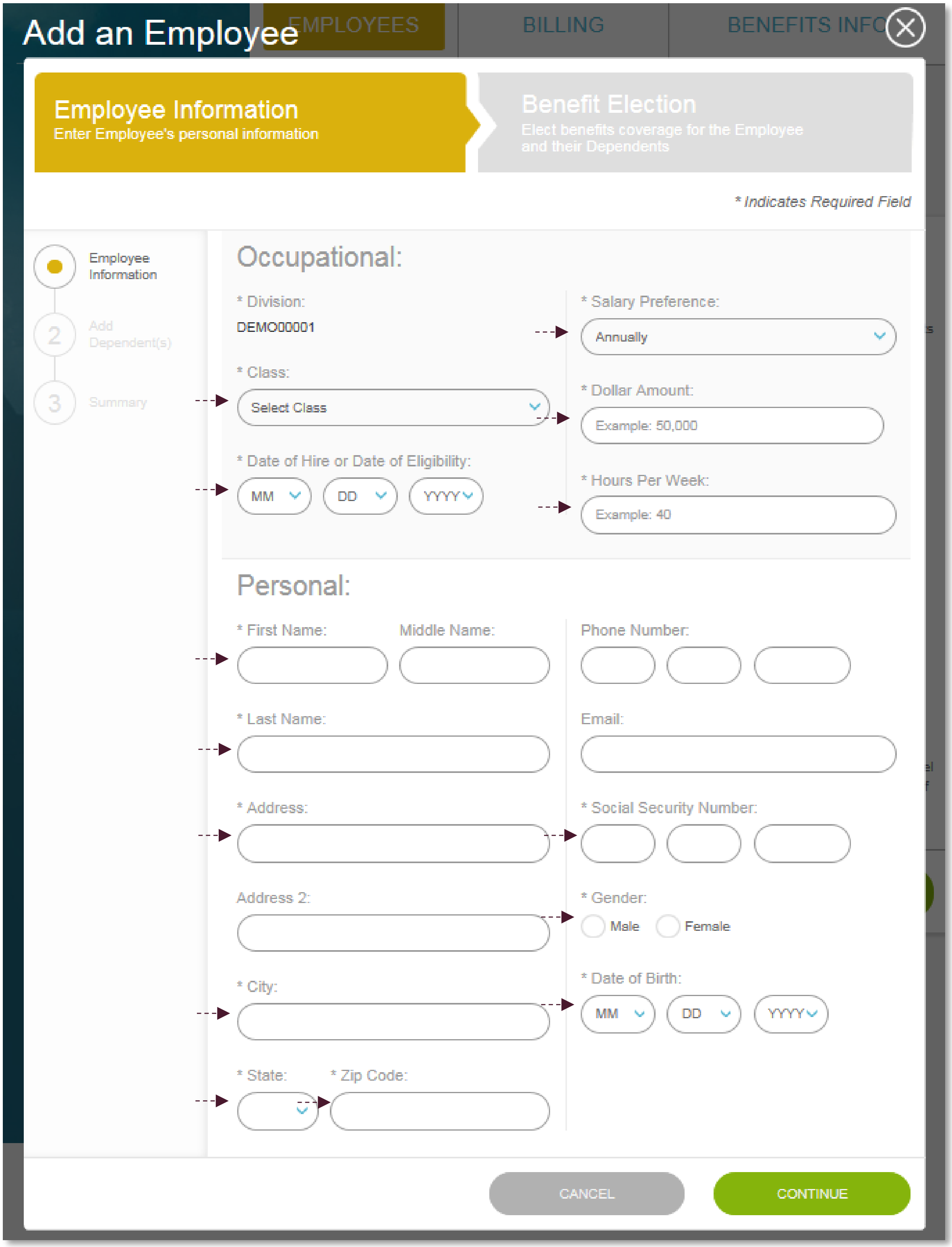
Once you have everything you need to add a new employee, click Begin to get started. It is important that you complete the Add process to save the employee's information. Abandoning the steps mid-process will lose whatever employee information you have entered.




At a minimum, fill in all required fields marked with an asterisk (*). Other fields may be mandatory based on your group benefit package being provided.

- Vision, STD and LTD plans will require a Social Security Number to be entered.
- All salaried based plans will require a Salary Amount and Salary Frequency to be entered.
- Any plan that is Contributory or Voluntary will require an address to be entered.
- Disability plans (STD and LTD) will require an Occupation/Job Title

Click Continue to proceed *(example screenshot on following page)*.

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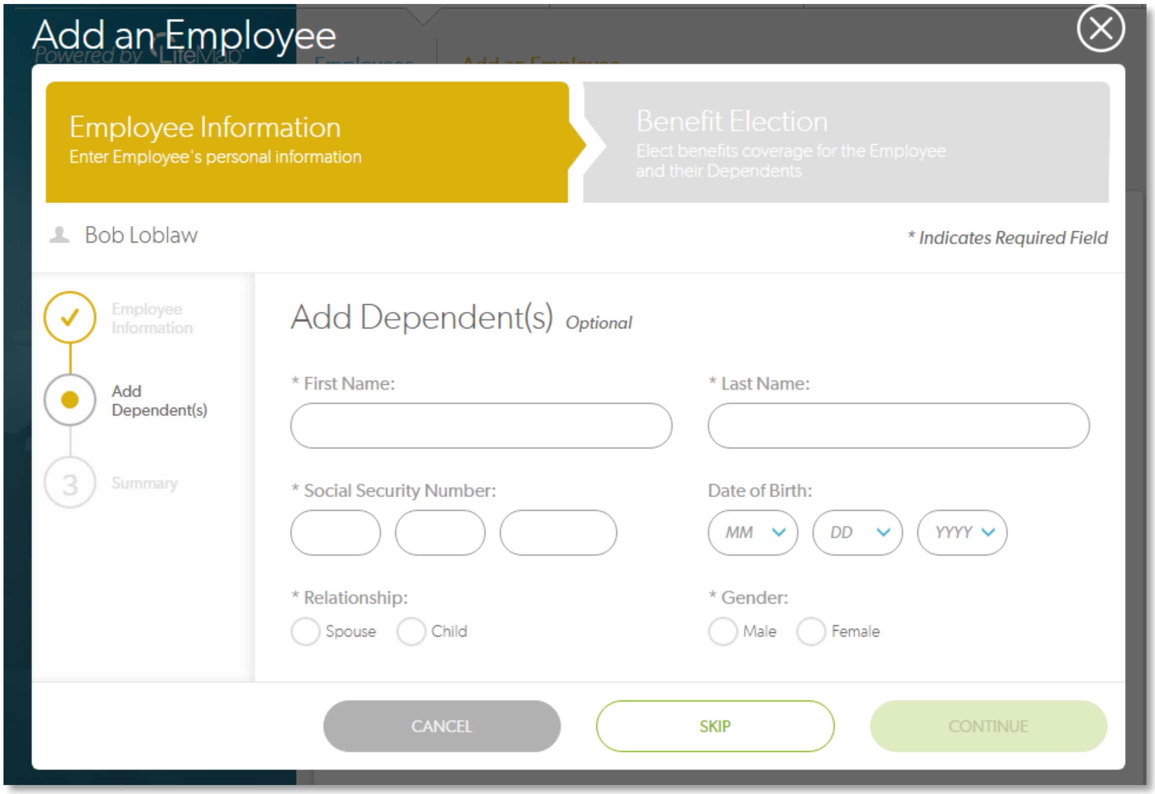
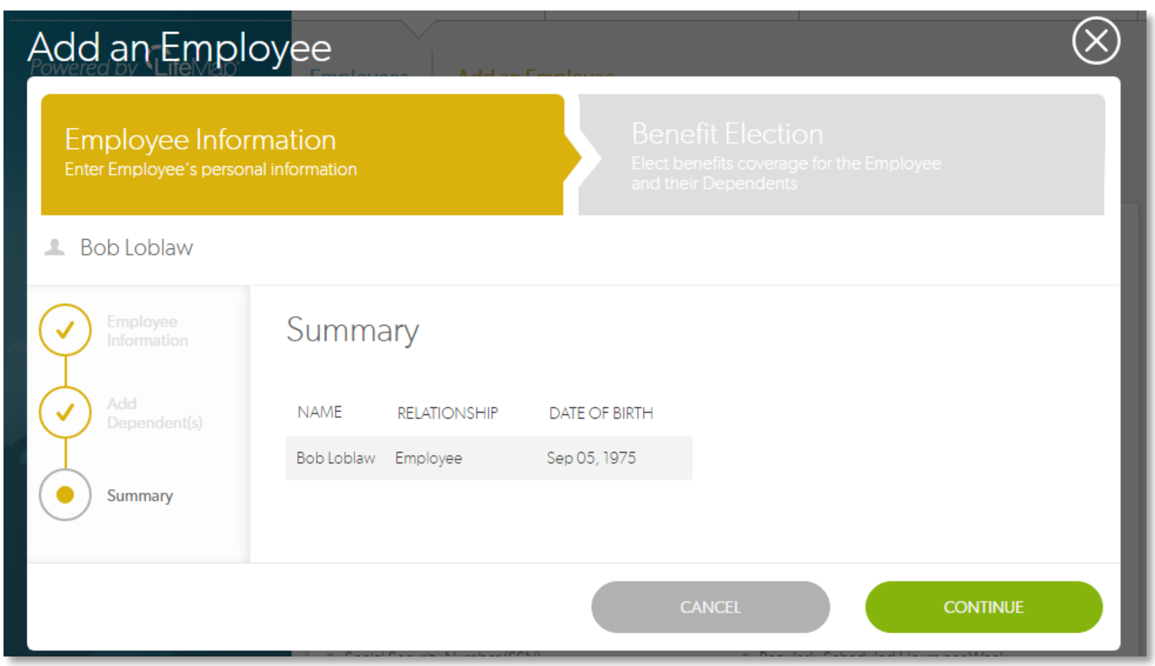
If applicable, enter any dependent information and click Continue. If dependents do not apply, click Skip.

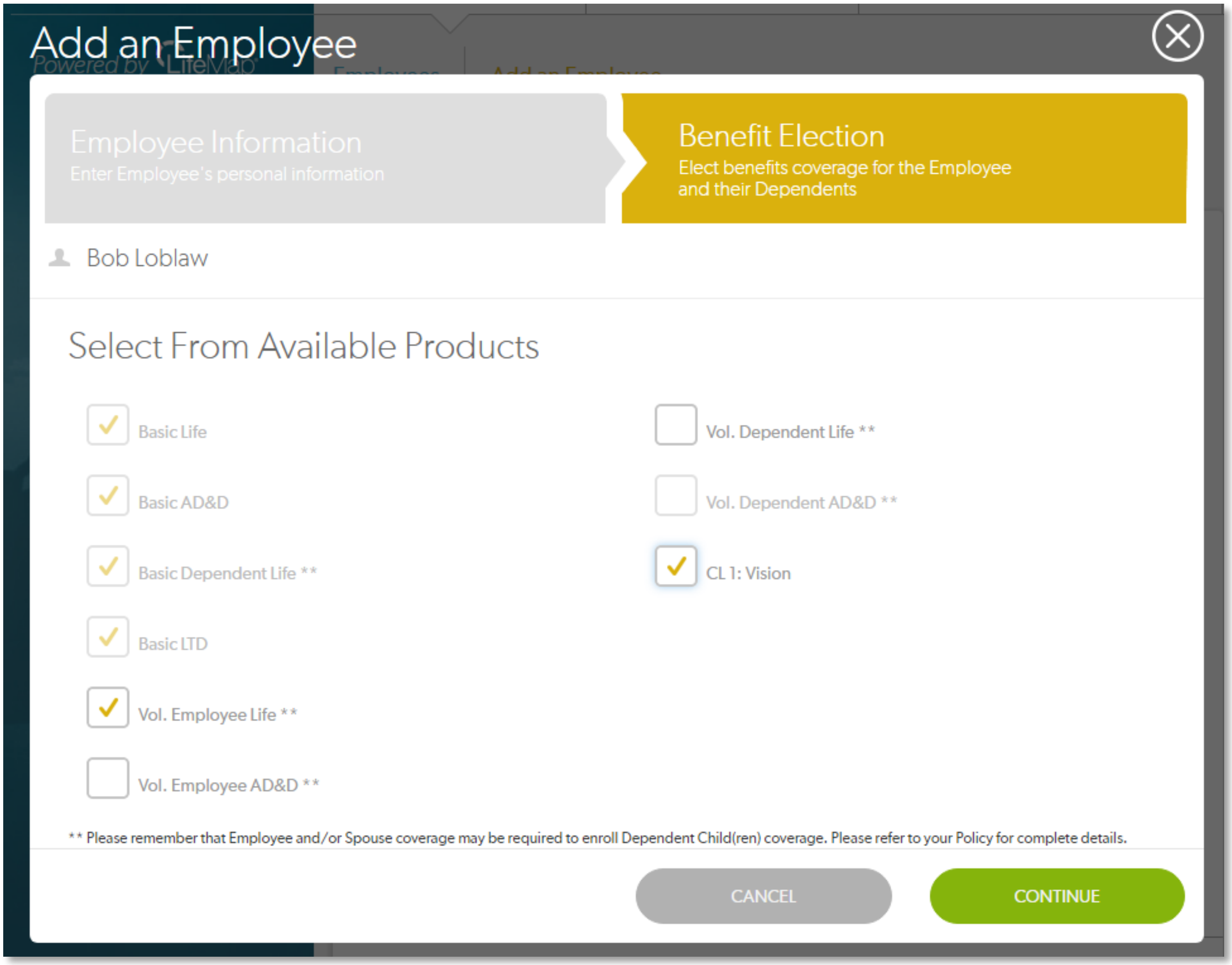



Review the Employee and Dependents summary. Click Continue to Elect Benefits.




*(Instructions continued on the following page)*

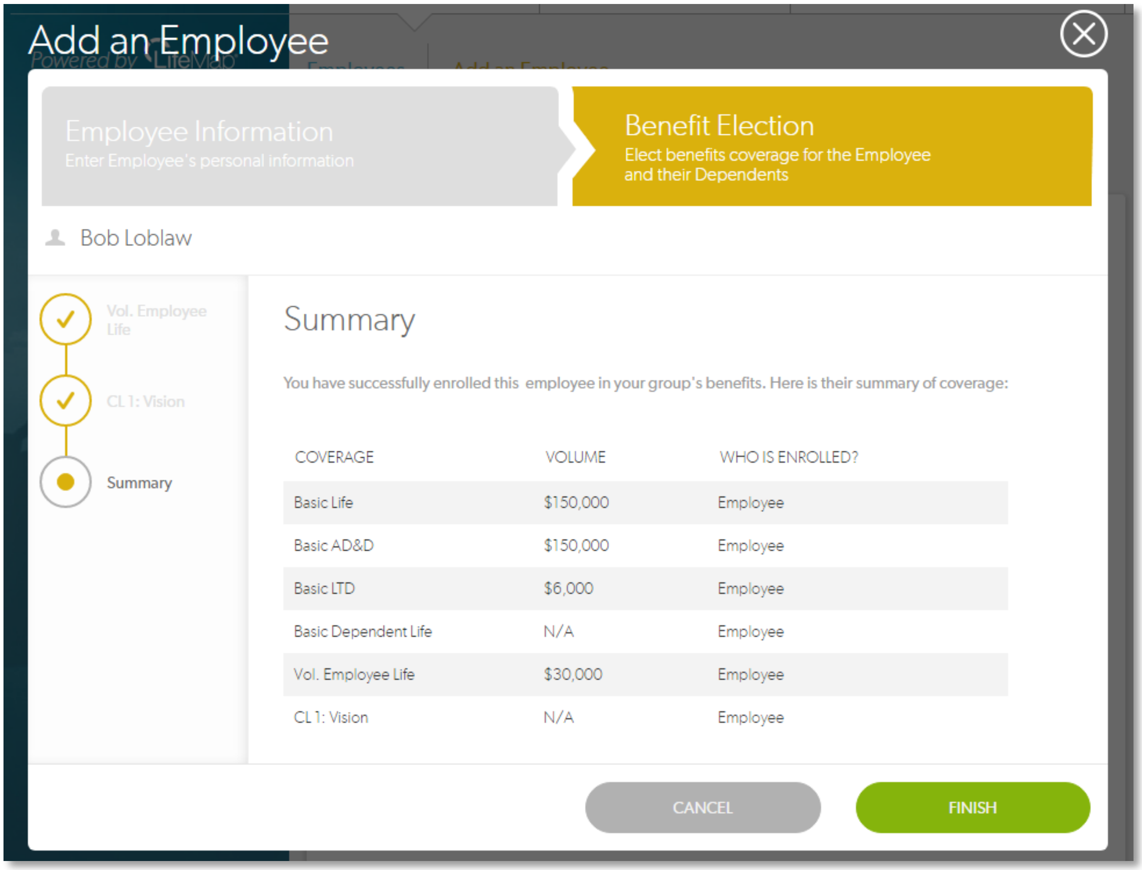
Select the benefits for which this employee is enrolling and Continue.



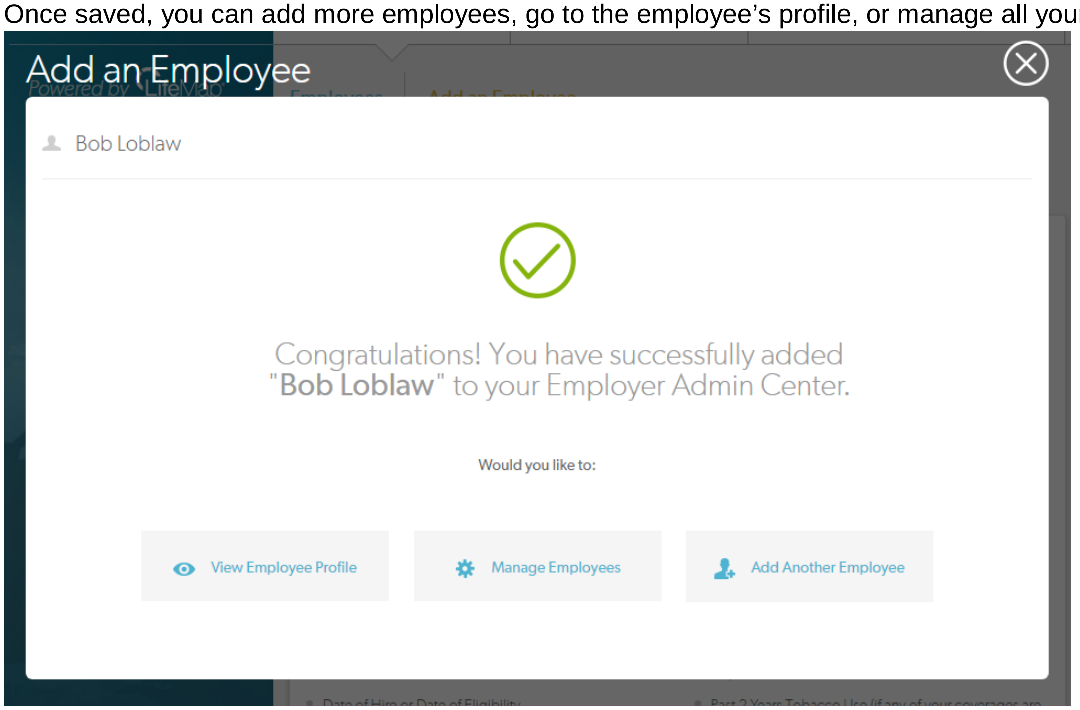

Proceed to enter the benefit details and additional elections. If applicable, enter Dependent elections as well.

*(Instructions continued on the following page)*

Once complete, you will see a summary of all benefits elected. To save elections and information, click Finish.




Once saved, you can add more employees, go to the employee's profile, or manage all your employees.



## Will new employees be added to our invoice?

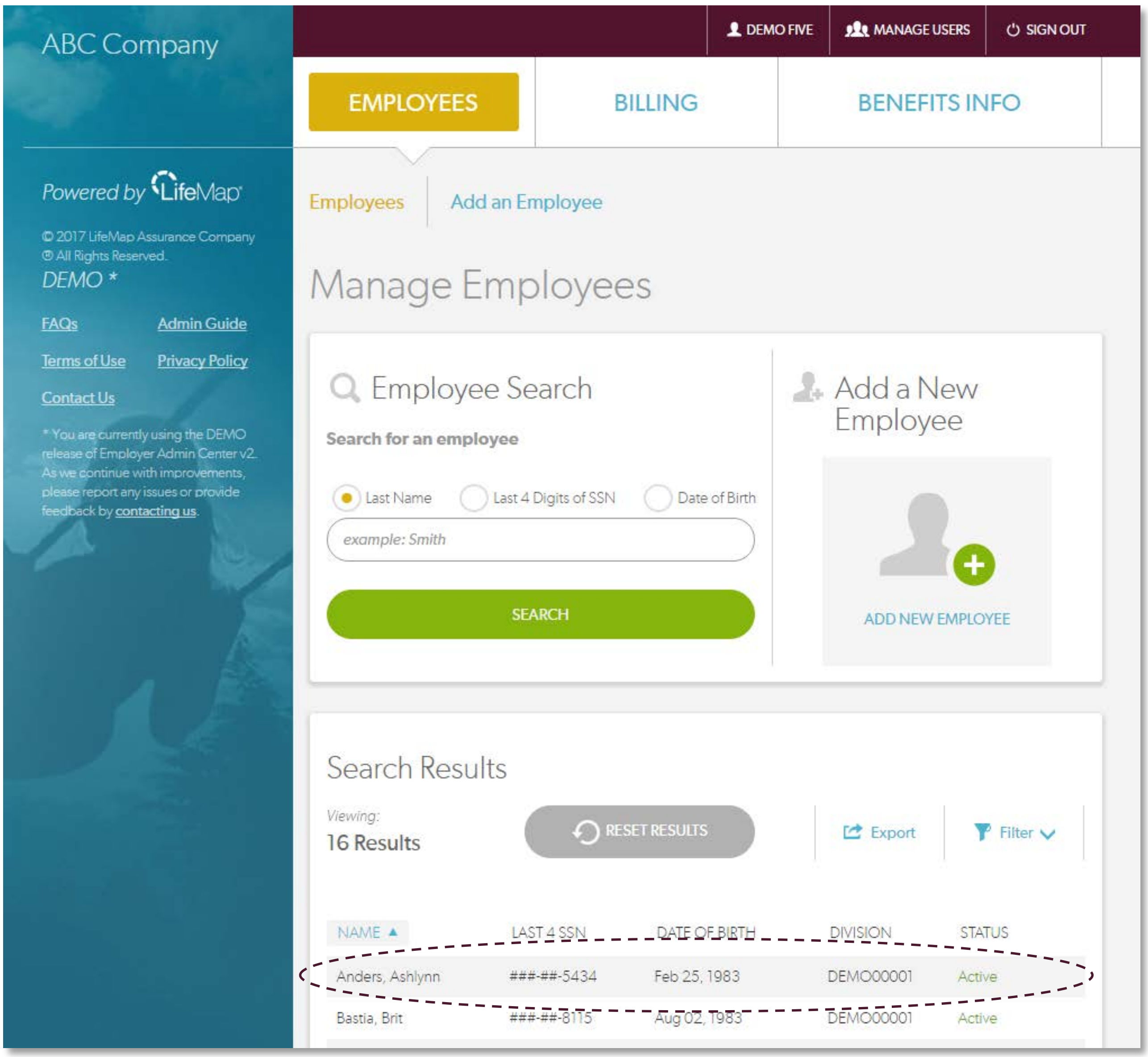
After completing the enrollment and benefit elections of a new employee they will be added to your billing statement once the back-end processing occurs (may take up to 48 hours). Changes entered by the end of the month prior to the bill run date should be reflected on the next bill cycle. Bills are run 20 days prior to the due date. The EAC will allow a Date of Hire up to one year in the past. If you need to add a new hire that has been working for more than a year, send the change directly to our Billing Department: Billing@LifeMapCo.com

## When will a new employee have access to their benefits?

Employees have access to their benefits based on the eligibility effective dates and policy provisions.

## How to edit an existing employee's personal and occupational information

From the Employees tab, enter the employee's last name into the search fields, or scroll through the employee roster at the bottom of the screen. Click on the employee you wish to edit.

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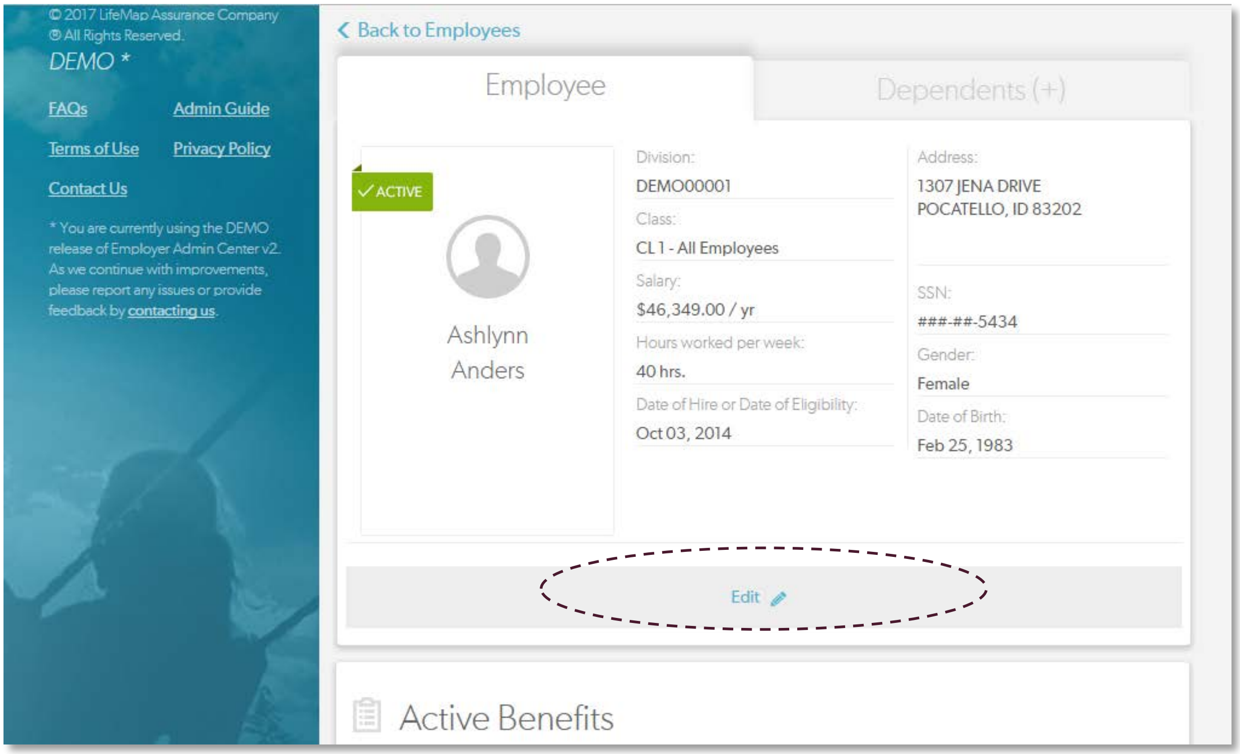
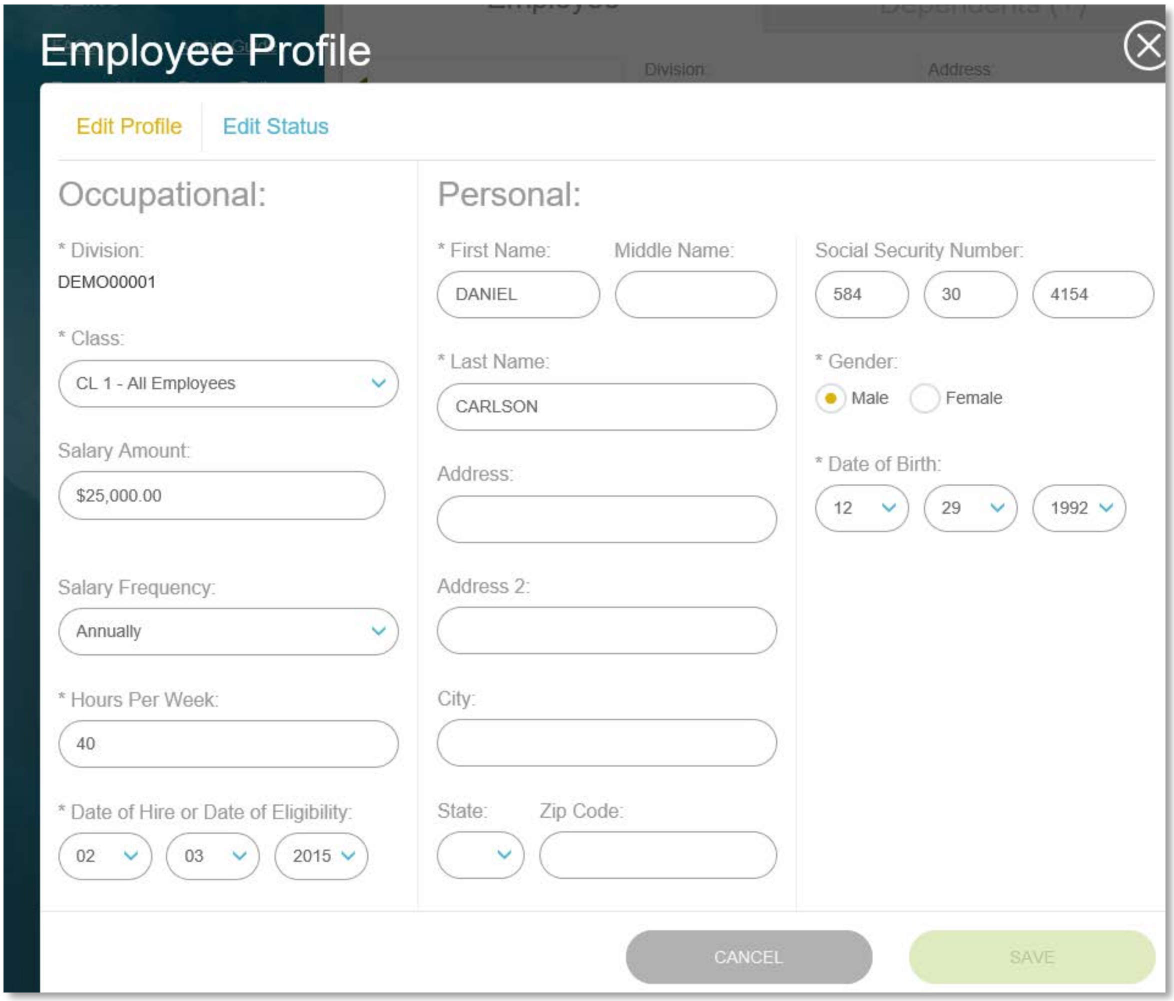
From the employee's profile, you can add Dependents, edit their personal information, or update occupational information, like salary. Click Edit to open up the employee profile to make the changes.




*(Instructions continued on the following page)*

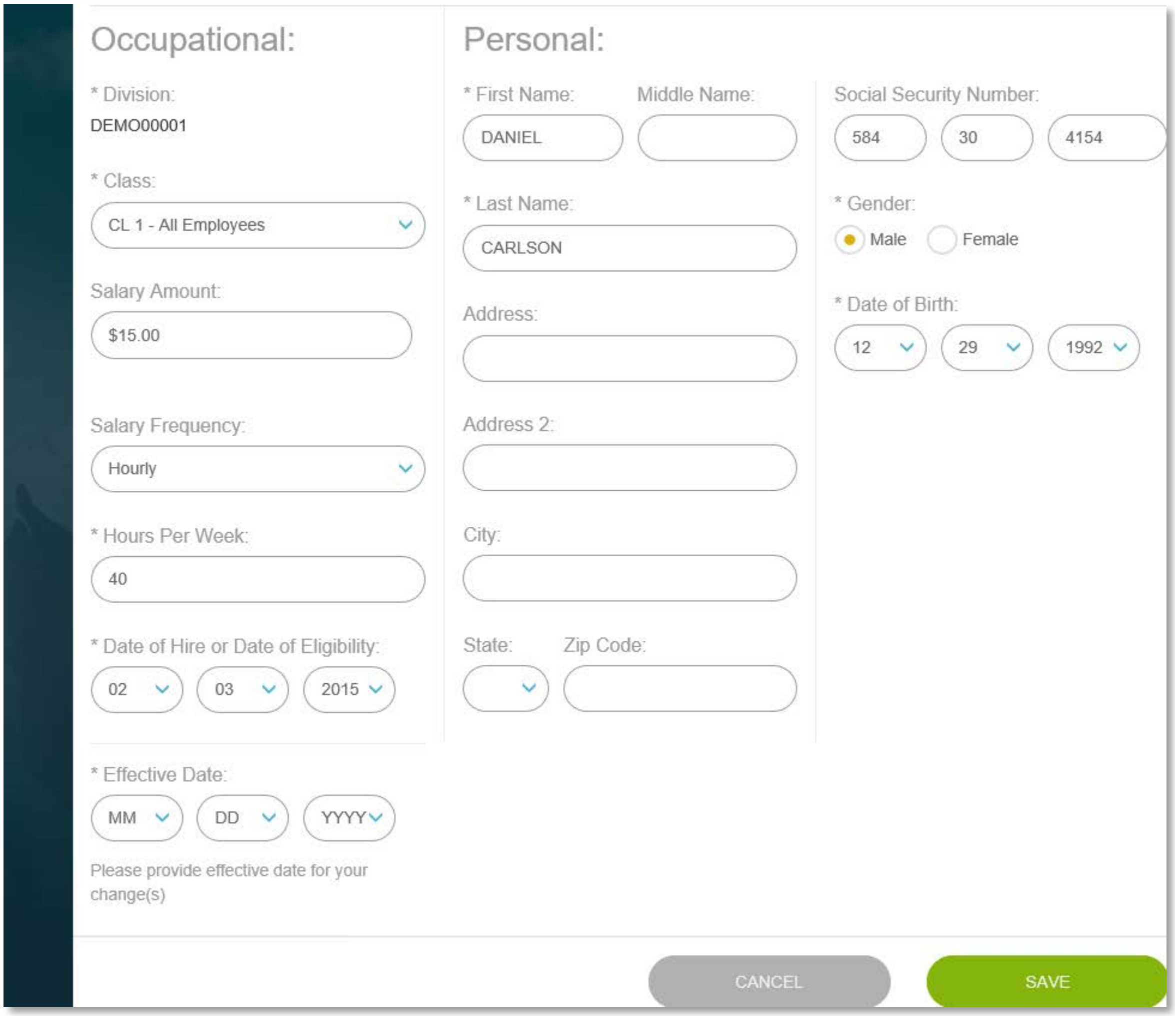
The Occupational fields – Division, Class, Salary Amount, Salary Frequency, Hours per Week, Date of Hire/Eligibility fields will require an effective date when a change is made.

NOTE: The Salary Frequency field should match the Salary Amount that is entered. For Example: If entering an annual salary then the Salary Frequency should be Annual. If entering an hourly rate for the Salary Amount then the Salary Frequency should be Hourly.




*(Instructions continued on the following page)*

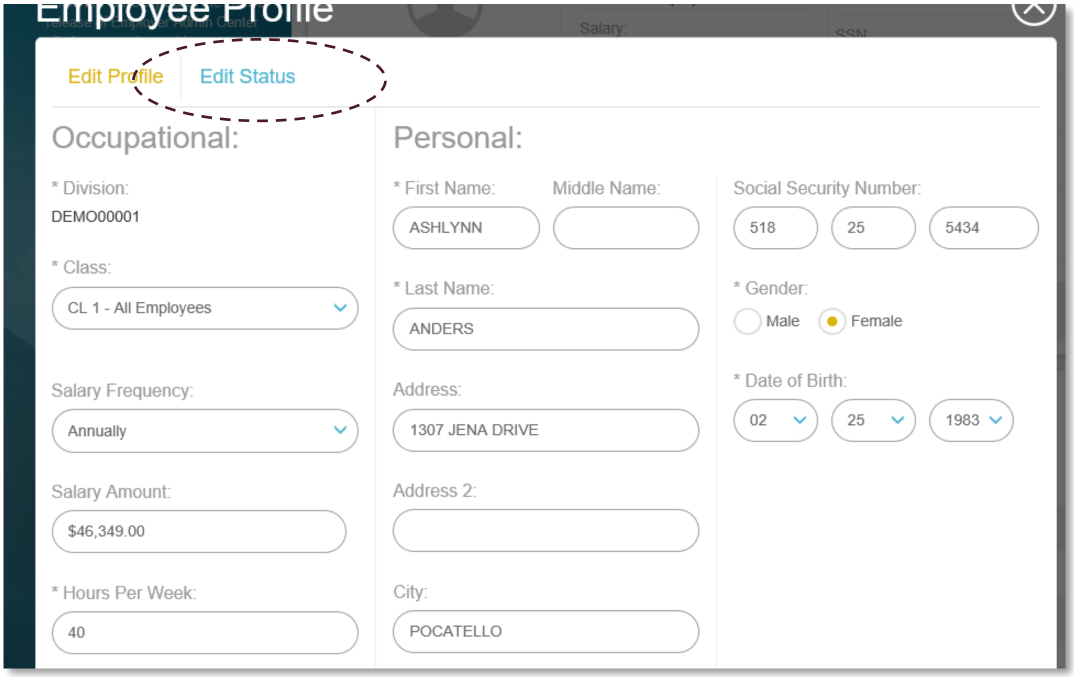
Enter the date that the changes requested should be effective.  Changes longer than 3 months in the past will need to be sent to the billing department for processing.



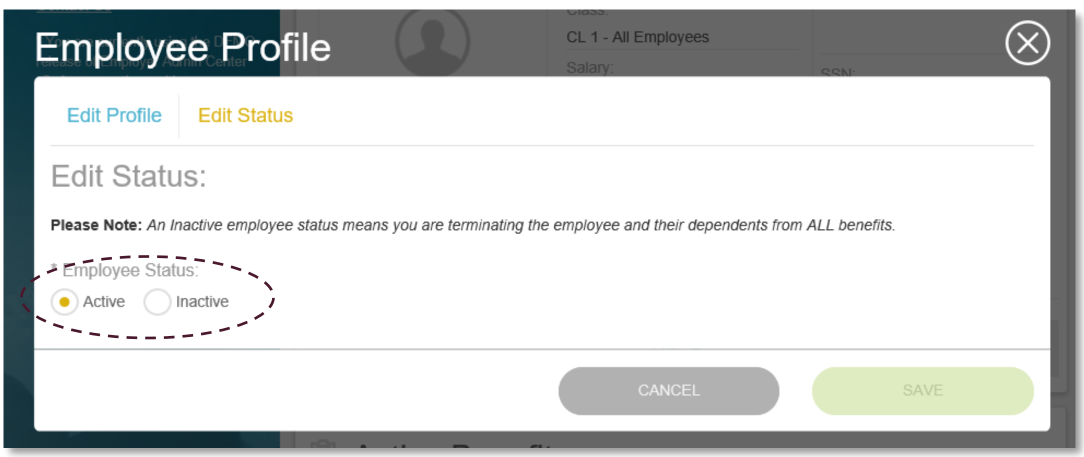

Be sure to Save and Confirm any edits or elections you make.

## How do I terminate an employee?

Terminations are made from the Employee Profile page. Select the employee you are terminating then click Edit in the employee's profile.

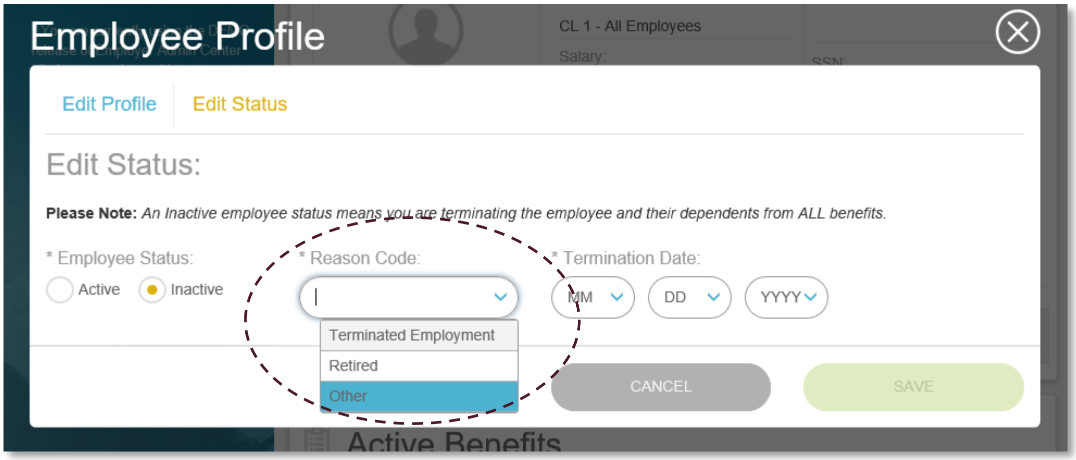



Change the status to Inactive.




*(Instructions continued on the following page)*

Enter the reason code and effective date of termination.




NOTE: Employees terminated mid-month will appear pending Inactive until the end of the month that is entered, at which time they will display as Inactive. Please remember to refer to your policy as to when coverage ends.

## When will the changes I enter be reflected in the system? i.e. Is it real time?

You will see most of your changes immediately in the EAC. However, there is a short processing time before the change will integrate with the back-end systems.

## What does it mean to Rehire or Reinstate an employee?

**Reinstate**: To reinstate an employee will reflect that the employee had no break in coverage.

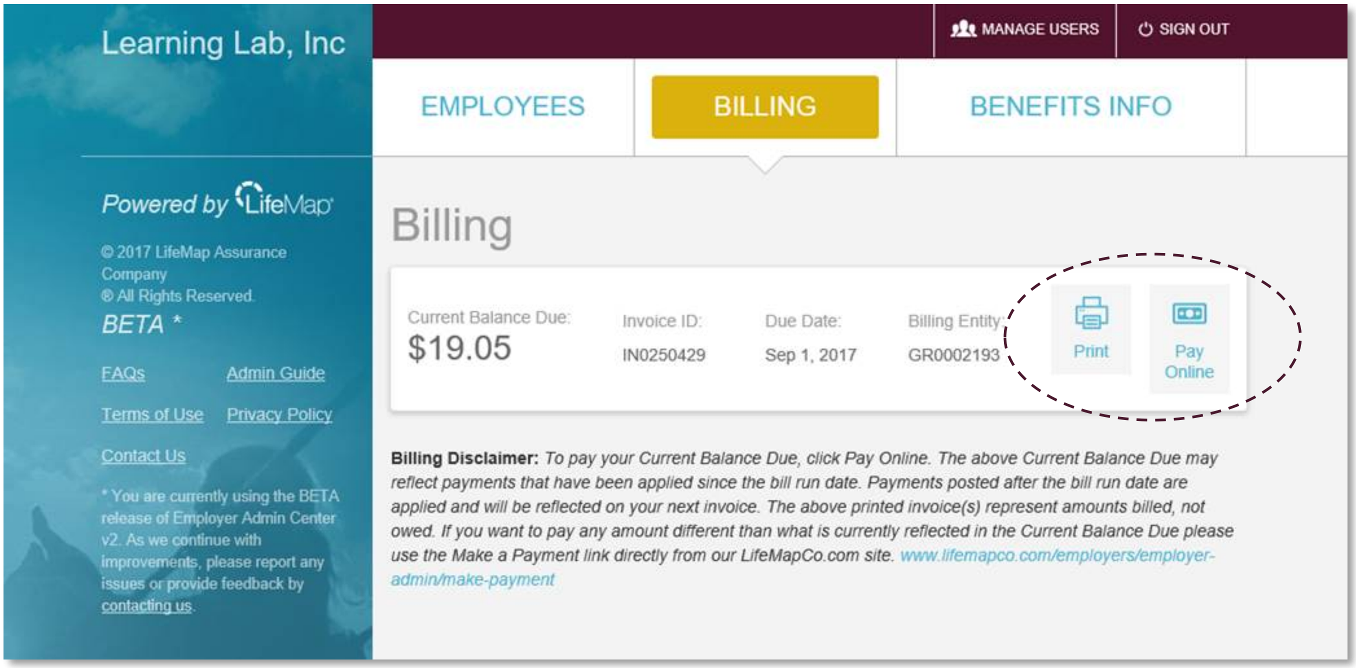
**Rehire**: To rehire an employee results in a new coverage effective date. A probationary period may apply.

Both transactions are managed via the Edit Status tab in the employee profile. Reactivate an employee by Reinstating or Rehiring with a new hire date.

## Manage Billing

### How do I pay my bill?

Visit the Billing tab to view your group's current invoice.




From here, you can Print a copy of the invoice to submit payment via check in the mail. You can also see your Current Balance Due and pay by credit card or electronic check using the Pay Online option. Paying Online will open a new, secure window through a trusted, third party payment processor. If you would prefer to pay a balance different than the Current Balance Due you may pay online using our Make a Payment directly from the LifeMapCo.com site under the Employers section.

NOTE: The current balance due may not match the amount billed balance on the latest invoice as payments may have been applied since the last bill run date.

### Why am I not seeing changes I entered on my latest billing statement?

Due to billing cutoff times and back-end processing times, you may not see your changes on the current bill; however, your changes should be captured by the next billing cycle. If you do not see your changes by the following bill cycle, please contact us at the information below.

### What do I do if my bill is incorrect?

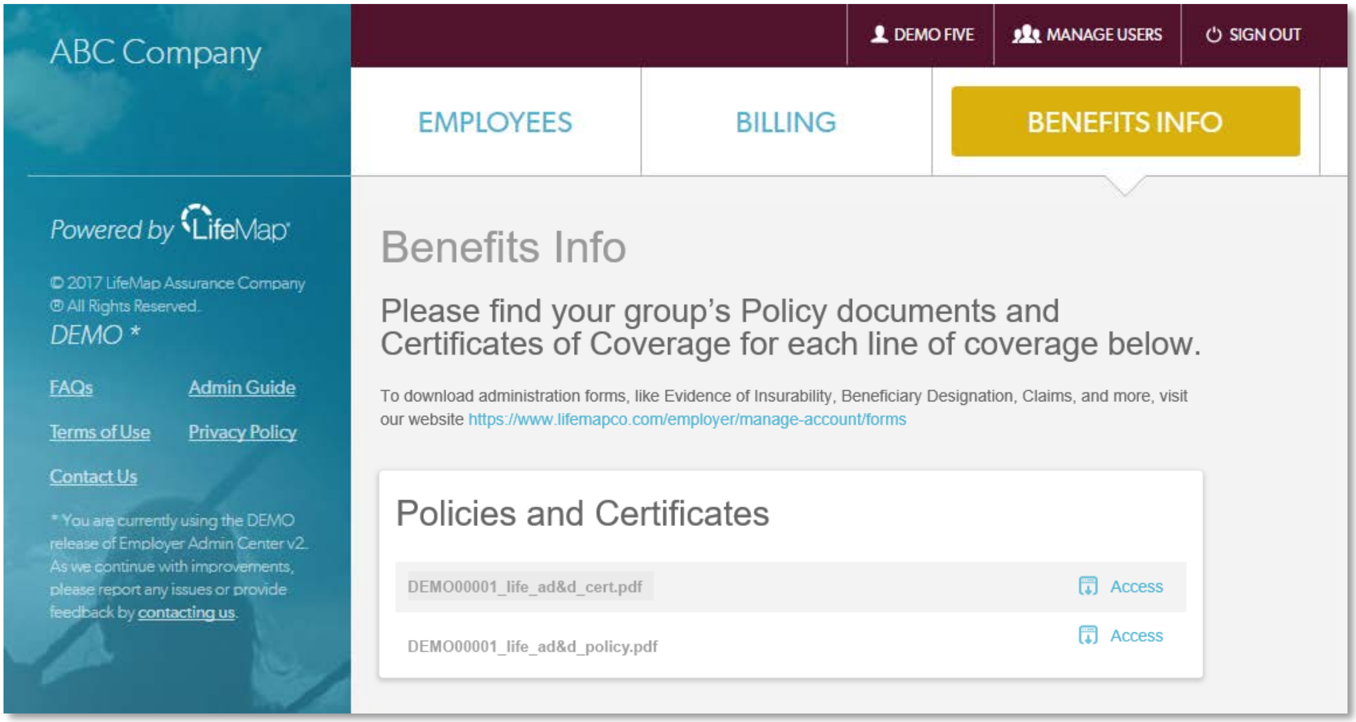
For questions regarding your billing statements, contact Group Billing Customer Service.

- Phone: 1(888) 777-9368
- Fax: 1(855) 854-4570
- Billing@LifeMapCo.com

## Benefit Documents

### How can I get a copy of my organization's policy and certificate?

You may print or download your policies and certificates by clicking on the Benefits Info tab.




### How do I find a claim form?

Claim forms can be found on LifeMapCo.com/forms or click the link directly from the Benefits Info page.

### Where do I find a voluntary application for our coverages?

Since the voluntary coverage application is specific to your group offering, please reach out to your Account Executive for enrollment forms.

## Glossary

**ADD or AD&D**
Accidental Death and Dismemberment

**Basic Line of Coverage**
Refers to the Employer Paid coverage.

> **Noncontributory** coverage that is 100% employer paid requiring 100% eligible employee participation
>
> **Contributory** coverage which requires contributions from both the employer and the employee requiring 75% eligible employee participation.

**CI**
Critical Illness

**Dep**
Dependent

**EE**
Employee

**ER**
Employer

**LTD**
Long Term Disability

**STD**
Short Term Disability

**VADD or VAD&D**
Voluntary Accidental Death and Dismemberment

**Voluntary Line of Coverage**
100% EE paid: supplemental, buy up, additional, etc.

**VL**
Voluntary Life

**VLTD**
Voluntary Long Term Disability

**VSTD**
Voluntary Short Term Disability

## Questions

### What is a division?
A division could be separate billing entity or a separate department or location. Setting up a division may or may not create a separate bill. Each group is set up based on the group needs for billing purposes.

### What is a class?
A category of employees having the same attributes with respect to eligibility and common benefits differentiated from other employees by probationary period, hourly requirements, or benefits offered.

### What is a Roster?
A roster is a census of current employees and dependents to include the coverage in which they are enrolled.

### How do I pull a report of my current employees and their coverages?
You may click the Export link from the Employee home page to create an Excel document.

### What is the different between Filter and Sort?
**Filter** – will limit the amount of data that may be displayed. The Filter is defaulted to display Active employees. You may change the default filter to view inactive prior employees.

**Sort** – will display the data in ascending or descending order.

### What is Active vs. Inactive?
**Active Employee** is an eligible employee who should be enrolled in benefits

**Inactive Employee** is a former employee and no longer eligible for benefits.

### What is Pending Active vs. Pending Inactive?
**Pending Active Employee** is an eligible employee who is enrolled in benefits but still in the waiting period or the addition has been made in the EAC and being processed in our back-end system.

**Pending Inactive Employee** is an employee that has been terminated but the last day of the month has not passed yet or the termination made in the EAC is still being processed in our back-end system.

## Who do I contact with administration questions?

For any other questions regarding the administration of your organization's account, please reach out to your Account Executive.

## Who do I contact for technical support?

If you are having trouble receiving your invitation to register for the EAC for the first time, or you are having trouble accessing the login page at http://employer.lifemapco.com, you may be running into an internal firewall. Please contact your organization's IT team for assistance.

If you have any other technical support questions regarding the EAC you may contact our Customer Service team:

- Phone: 1(800) 794-5390
- Group.Support@LifeMapCo.com