

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.

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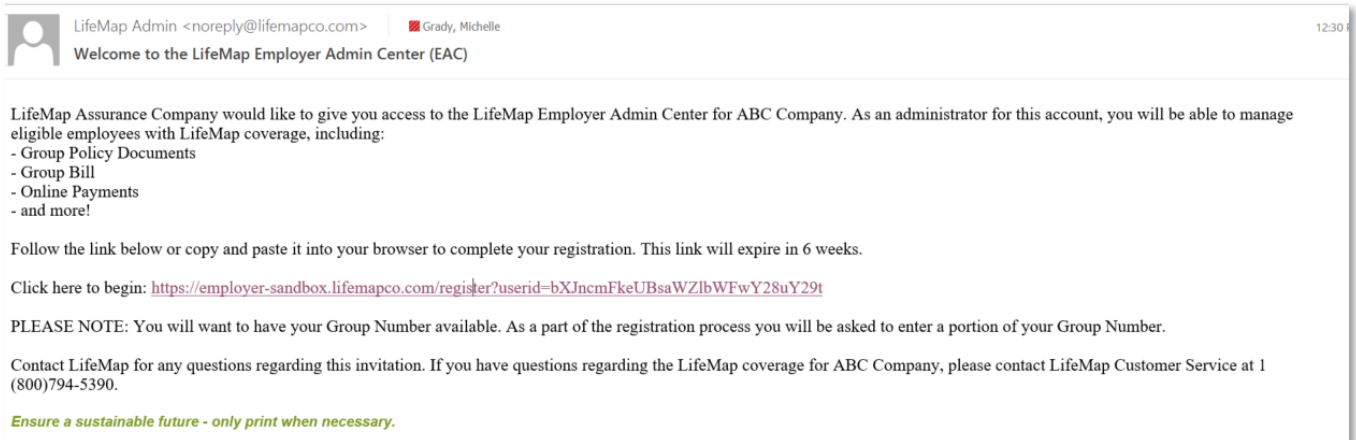


LifeMap Employer Admin Center – User Guide Group Administrator

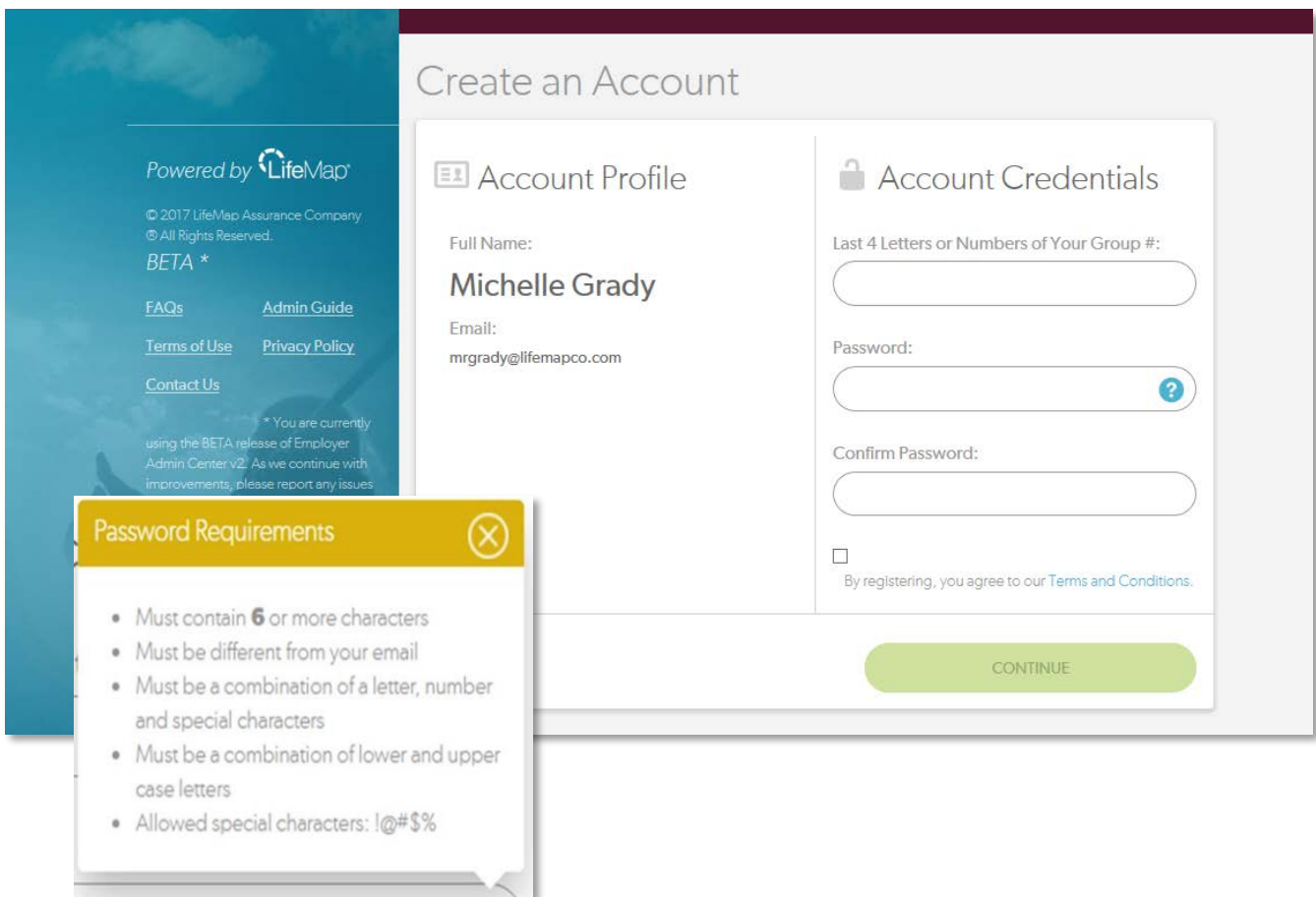
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Register for the Employer Admin Center

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.



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.

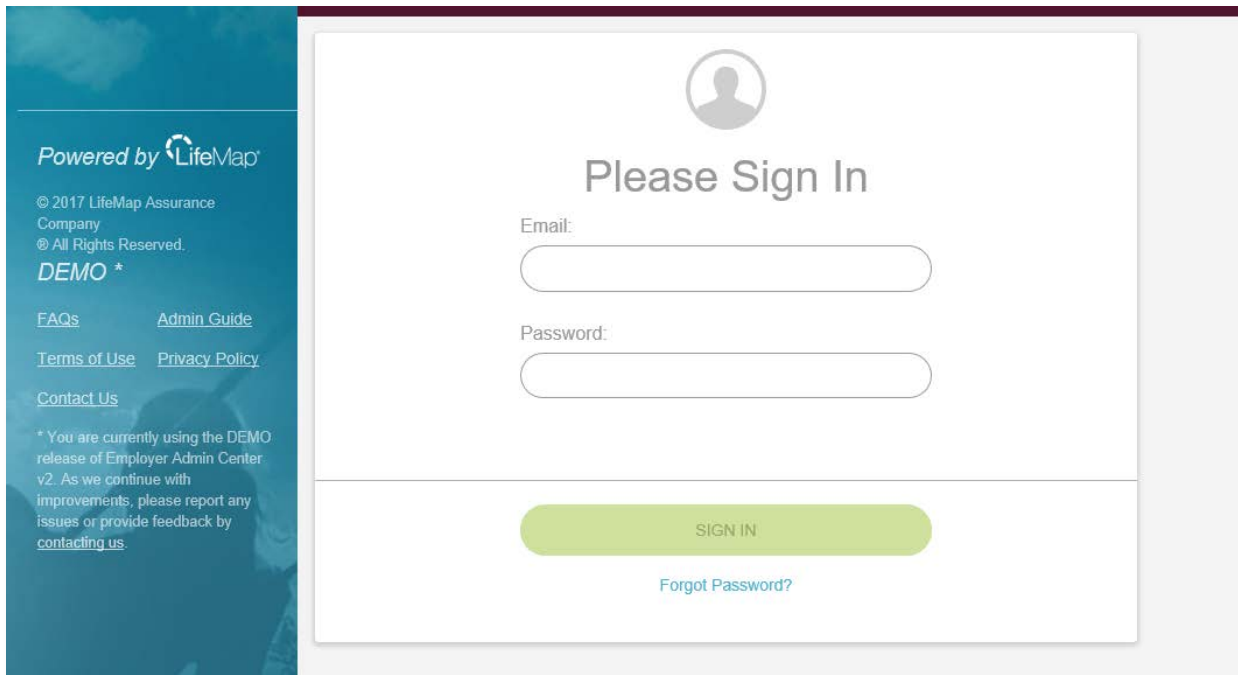


My invitation expired; what do I do?

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?

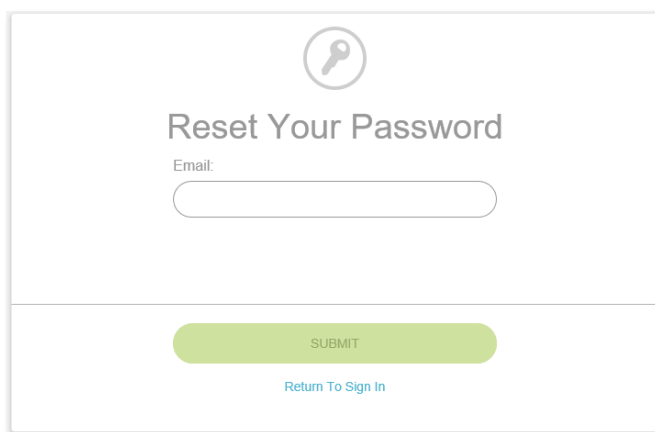
Once registered, your invitation link will no longer work to access the EAC. To login to the EAC, visit the site directly at <https://employer.lifemapco.com/>. You can also visit the Employers section of LifeMapCo.com to find the login page.



The screenshot shows the 'Please Sign In' page. On the left is a blue sidebar with the LifeMap logo, copyright information (© 2017 LifeMap Assurance Company, All Rights Reserved), a 'DEMO *' label, and links for FAQs, Admin Guide, Terms of Use, Privacy Policy, and Contact Us. A note in the sidebar states: '* You are currently using the DEMO release of Employer Admin Center v2. As we continue with improvements, please report any issues or provide feedback by contacting us.' The main content area has a white background with a grey user icon at the top. Below it is the heading 'Please Sign In'. There are two input fields: 'Email:' and 'Password:'. At the bottom of the form is a green 'SIGN IN' button and a blue 'Forgot Password?' link.

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.



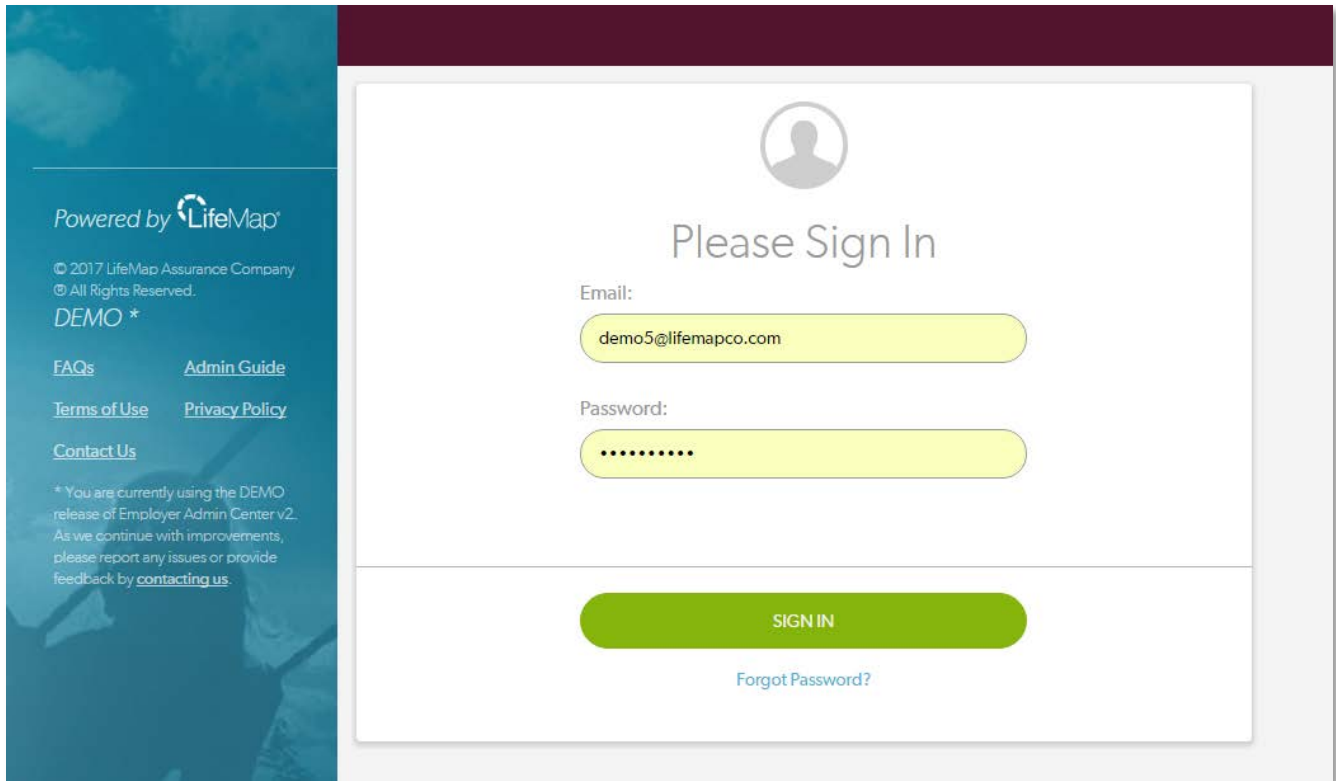
The screenshot shows the 'Reset Your Password' page. It features a key icon at the top. Below the icon is the heading 'Reset Your Password'. There is an 'Email:' label followed by an input field. At the bottom of the form is a green 'SUBMIT' button and a blue 'Return To Sign In' link.

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>.

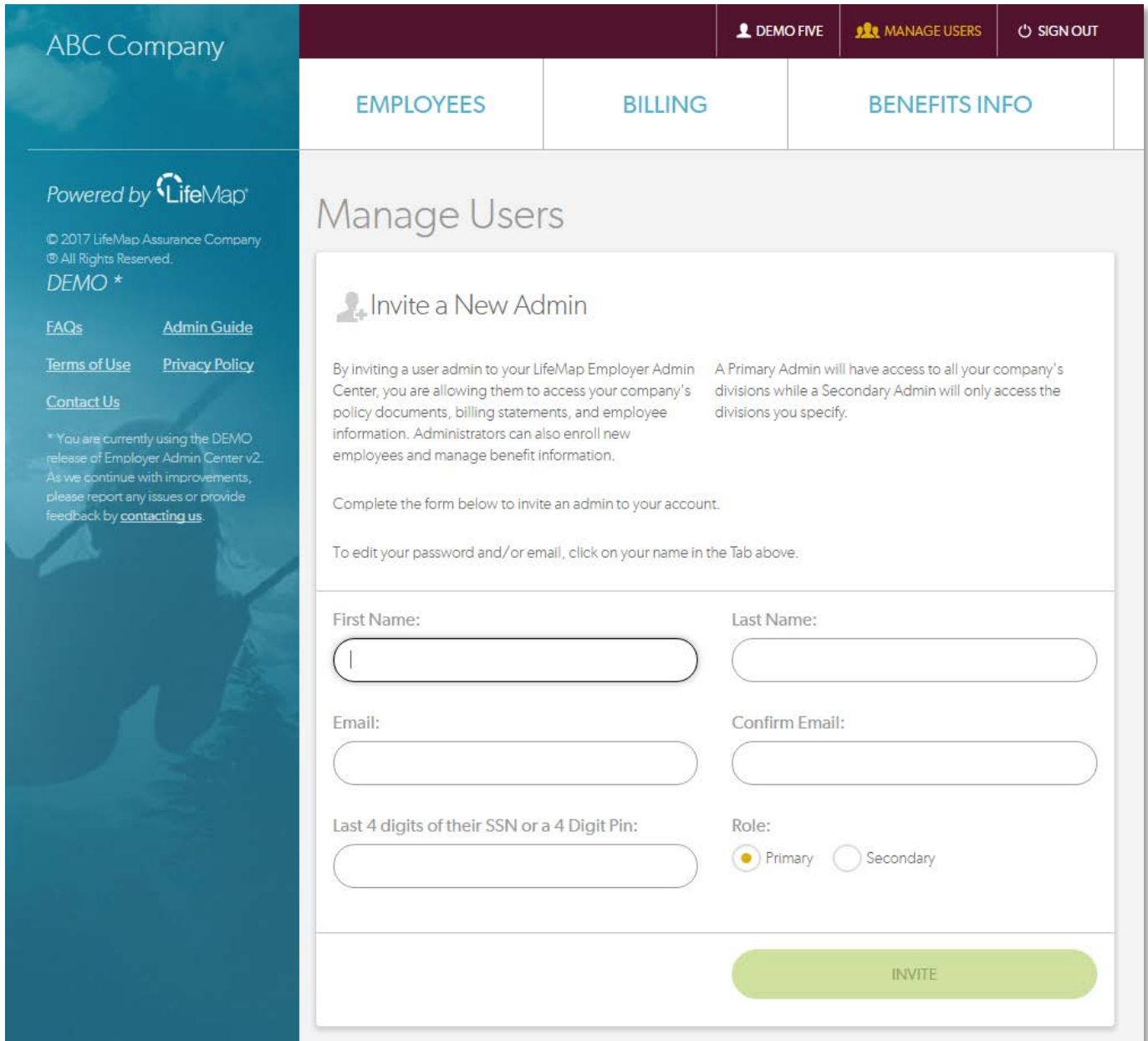


The screenshot shows the sign-in interface for the LifeMap Employer Admin Center. On the left is a teal sidebar with the LifeMap logo and text: "Powered by LifeMap", "© 2017 LifeMap Assurance Company", "© All Rights Reserved.", "DEMO *", and links for "FAQs", "Admin Guide", "Terms of Use", "Privacy Policy", and "Contact Us". A disclaimer at the bottom of the sidebar states: "* You are currently using the DEMO release of Employer Admin Center v2. As we continue with improvements, please report any issues or provide feedback by [contacting us](#)." The main content area is white and features a "Please Sign In" heading with a user icon. Below the heading are two input fields: "Email:" with the value "demo5@lifemapco.com" and "Password:" with masked characters. A green "SIGN IN" button is positioned below the password field, and a "Forgot Password?" link is located underneath it.

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.



ABC Company

DEMO FIVE MANAGE USERS SIGN OUT

EMPLOYEES BILLING BENEFITS INFO

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DEMO *

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[Terms of Use](#) [Privacy Policy](#)
[Contact Us](#)

* You are currently using the DEMO release of Employer Admin Center v2. As we continue with improvements, please report any issues or provide feedback by [contacting us](#).

Manage Users

Invite a New Admin

By inviting a user admin to your LifeMap Employer Admin Center, you are allowing them to access your company's policy documents, billing statements, and employee information. Administrators can also enroll new employees and manage benefit information.

A Primary Admin will have access to all your company's divisions while a Secondary Admin will only access the divisions you specify.

Complete the form below to invite an admin to your account.

To edit your password and/or email, click on your name in the Tab above.

First Name:

Last Name:

Email:

Confirm Email:

Last 4 digits of their SSN or a 4 Digit Pin:


Role: Primary Secondary

INVITE

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.



An Invitation Has Been Sent

Please note: This invitation expires in 2 weeks. If the recipient does not activate their invitation within that period, you will need to resend the invite.

OKAY

Active Admins

NAME	ROLE	
Five, Demo	Primary	
One, Demo	Primary	Edit
Two, Demo	Primary	Edit
Three, Demo	Primary	Edit
Four, Demo	Primary	Edit

Pending Invitations

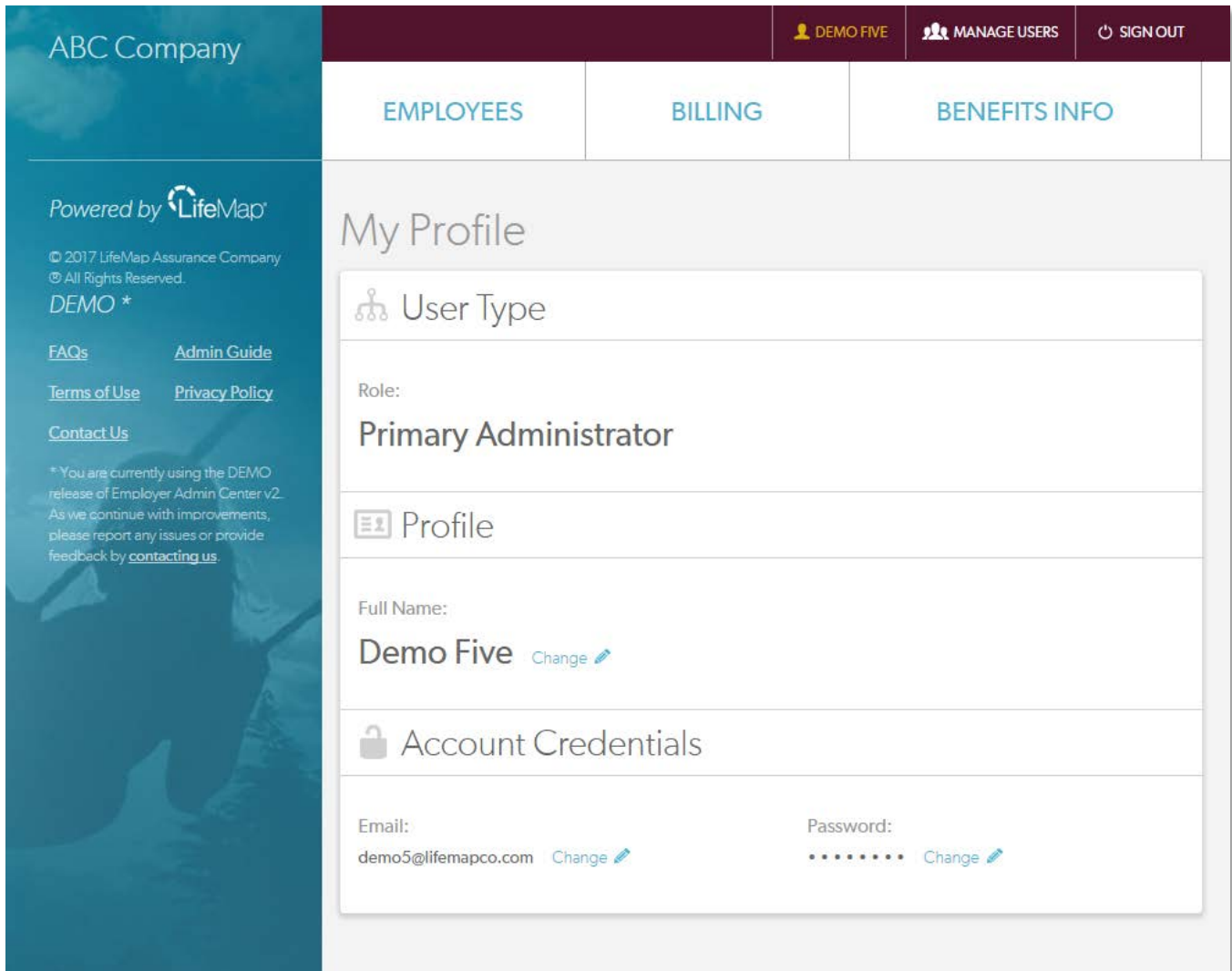
NAME	DATE INVITED	
Oswald, Andrea	Apr 18, 2017	Cancel

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).

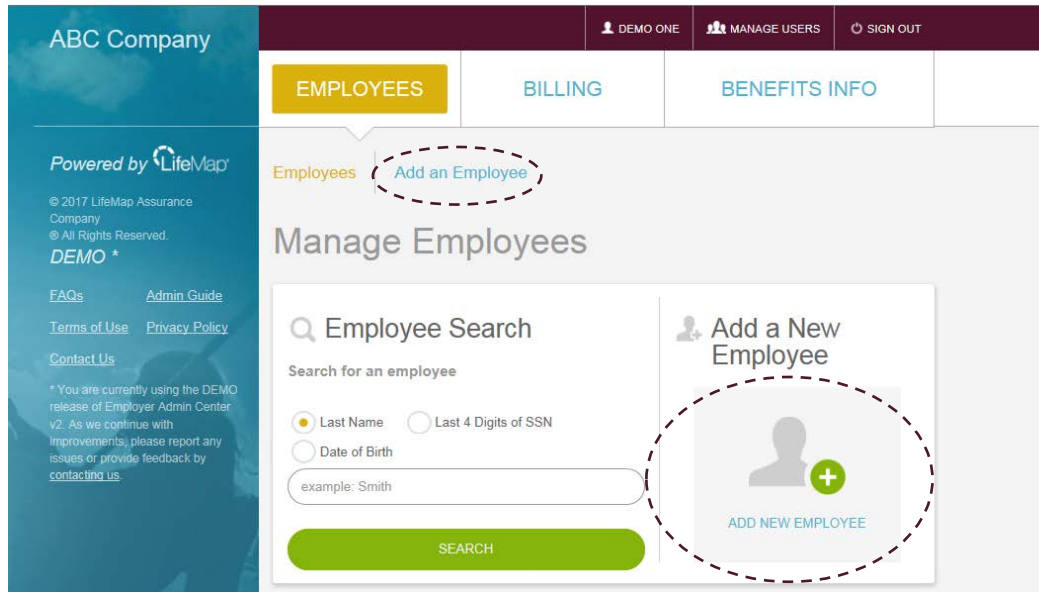


The screenshot shows the user interface for a Group Administrator. At the top left, it says "ABC Company". The top navigation bar includes "DEMO FIVE", "MANAGE USERS", and "SIGN OUT". Below this, there are tabs for "EMPLOYEES", "BILLING", and "BENEFITS INFO". The main content area is titled "My Profile" and contains three sections: "User Type" (Primary Administrator), "Profile" (Full Name: Demo Five), and "Account Credentials" (Email: demo5@lifemapco.com, Password: masked).

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.

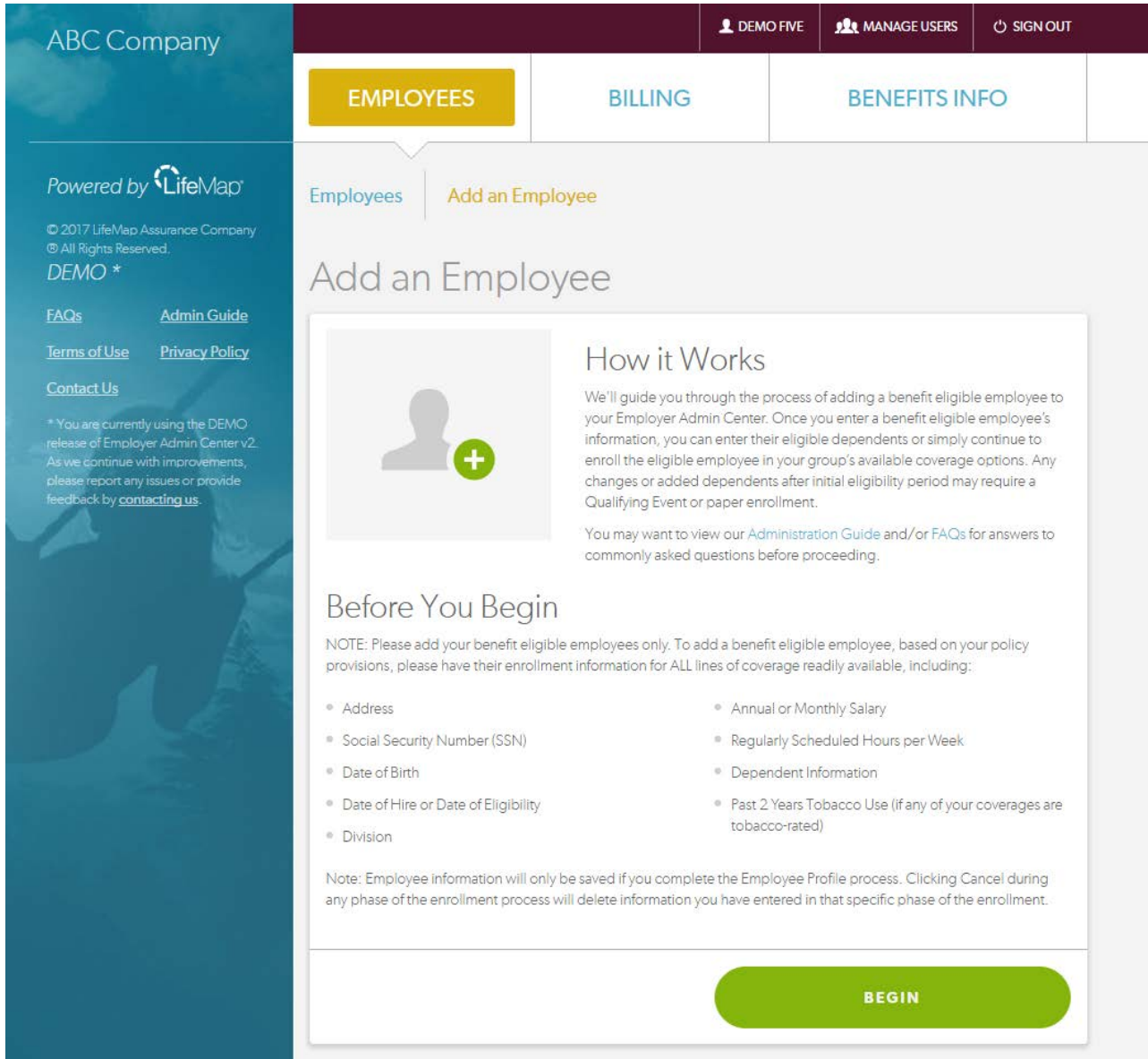


NOTE: To add a benefit eligible employee, based on your policy provisions, please have their enrollment information for ALL lines of coverage readily available, including:

- 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.



ABC Company

DEMO FIVE | MANAGE USERS | SIGN OUT

EMPLOYEES | BILLING | BENEFITS INFO

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DEMO *

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Employees | Add an Employee

Add an Employee



How it Works

We'll guide you through the process of adding a benefit eligible employee to your Employer Admin Center. Once you enter a benefit eligible employee's information, you can enter their eligible dependents or simply continue to enroll the eligible employee in your group's available coverage options. Any changes or added dependents after initial eligibility period may require a Qualifying Event or paper enrollment.

You may want to view our [Administration Guide](#) and/or [FAQs](#) for answers to commonly asked questions before proceeding.

Before You Begin

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

- Address
- Social Security Number (SSN)
- Date of Birth
- Date of Hire or Date of Eligibility
- Division
- Annual or Monthly Salary
- Regularly Scheduled Hours per Week
- Dependent Information
- Past 2 Years Tobacco Use (if any of your coverages are tobacco-rated)

Note: Employee information will only be saved if you complete the Employee Profile process. Clicking Cancel during any phase of the enrollment process will delete information you have entered in that specific phase of the enrollment.

BEGIN

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*).

Add an Employee
EMPLOYEES
BILLING
BENEFITS INFO X

Employee Information

Enter Employee's personal information

Benefit Election

Elect benefits coverage for the Employee and their Dependents

* Indicates Required Field

1 Employee Information

2 Add Dependent(s)

3 Summary

Occupational:

* Division: DEMO0001

* Class:

* Date of Hire or Date of Eligibility: MM DD YYYY

* Salary Preference:

* Dollar Amount:

* Hours Per Week:

Personal:

* First Name: Middle Name: Phone Number:

* Last Name: Email:

* Address: * Social Security Number:

Address 2: * Gender: Male Female

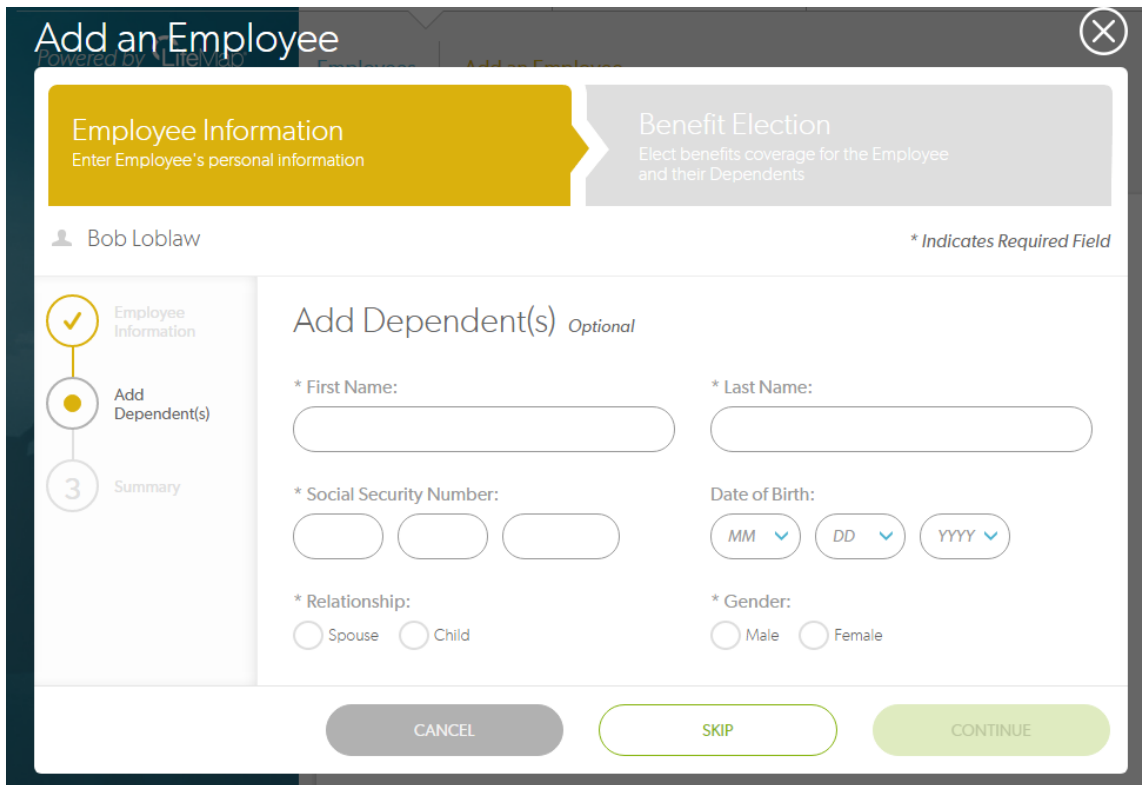
* City: * Date of Birth: MM DD YYYY

* State: * Zip Code:

CANCEL
CONTINUE

(Instructions continued on the following page)

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



Add an Employee (Close icon)

Employee Information
Enter Employee's personal information

Benefit Election
Elect benefits coverage for the Employee and their Dependents

Bob Loblaw * Indicates Required Field

Progress: 1. Employee Information (checked), 2. Add Dependent(s) (active), 3. Summary

Add Dependent(s) *Optional*

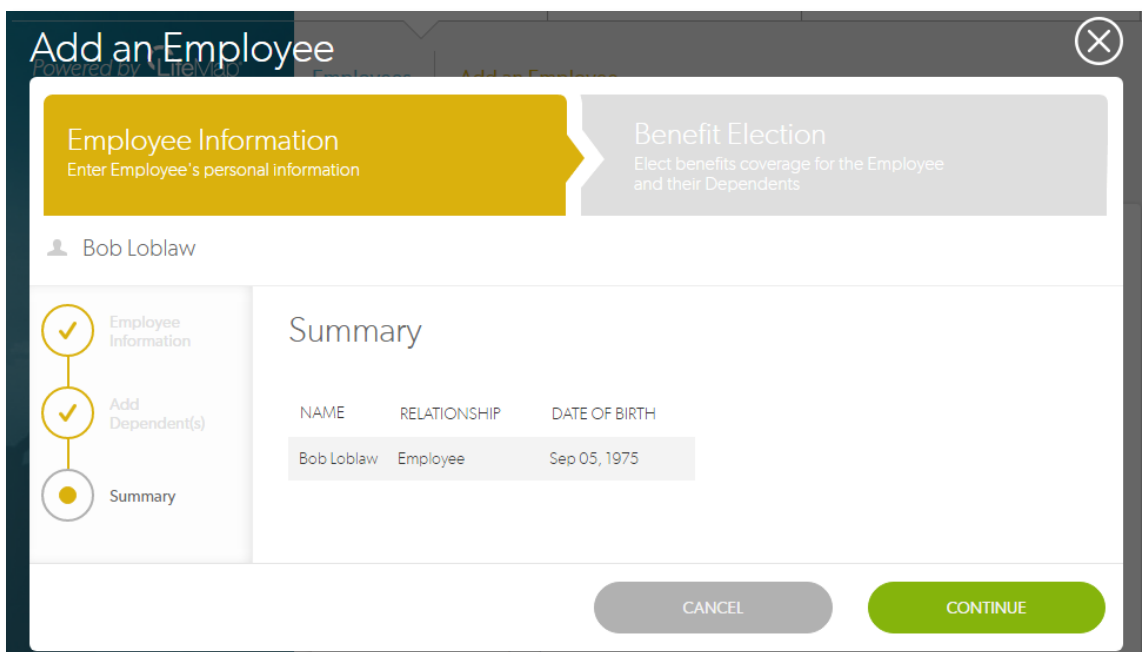
* First Name: * Last Name:

* Social Security Number: Date of Birth: MM DD YYYY

* Relationship: Spouse Child * Gender: Male Female

CANCEL SKIP CONTINUE

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



Add an Employee (Close icon)

Employee Information
Enter Employee's personal information

Benefit Election
Elect benefits coverage for the Employee and their Dependents

Bob Loblaw

Progress: 1. Employee Information (checked), 2. Add Dependent(s) (checked), 3. Summary (active)

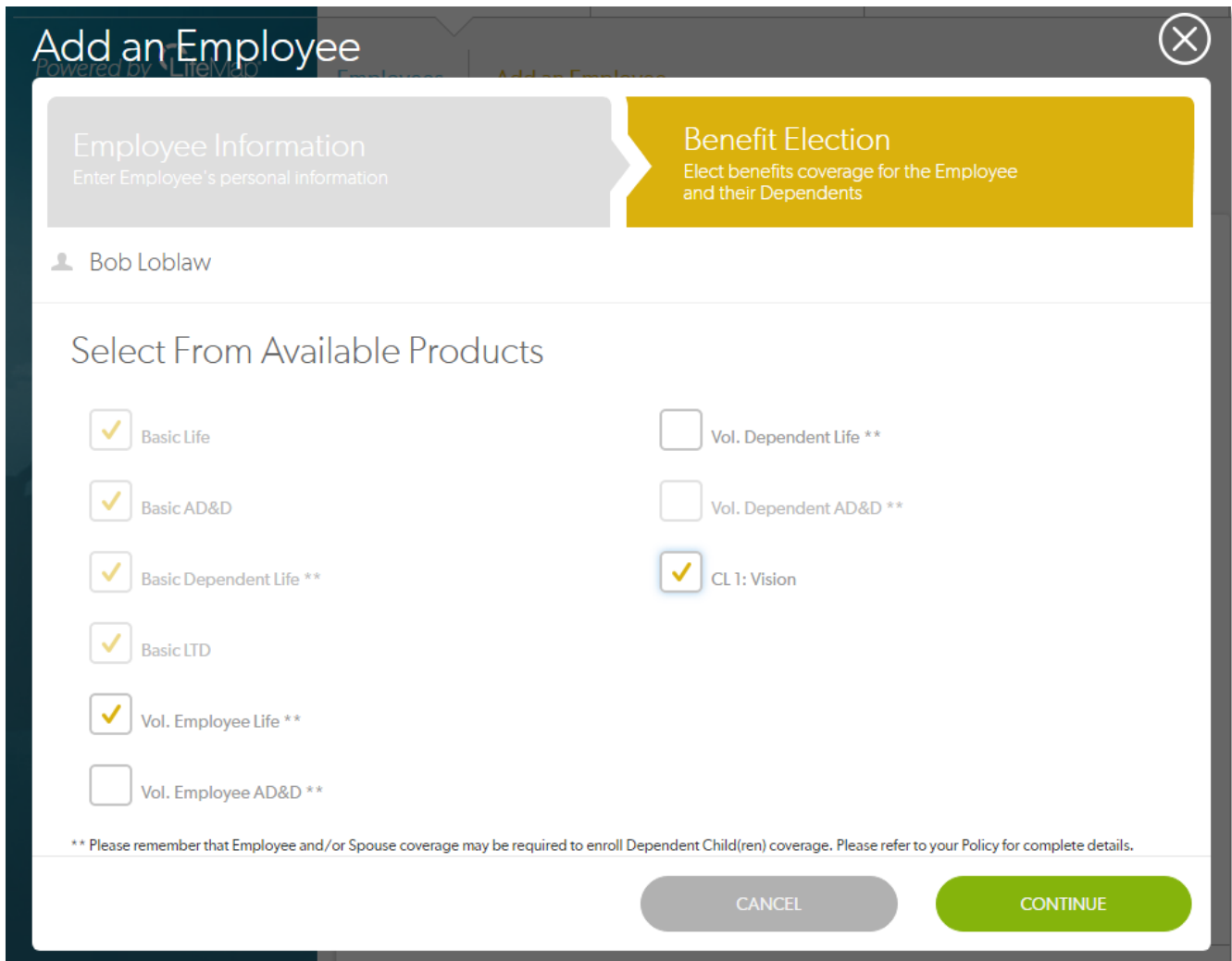
Summary

NAME	RELATIONSHIP	DATE OF BIRTH
Bob Loblaw	Employee	Sep 05, 1975

CANCEL CONTINUE

(Instructions continued on the following page)

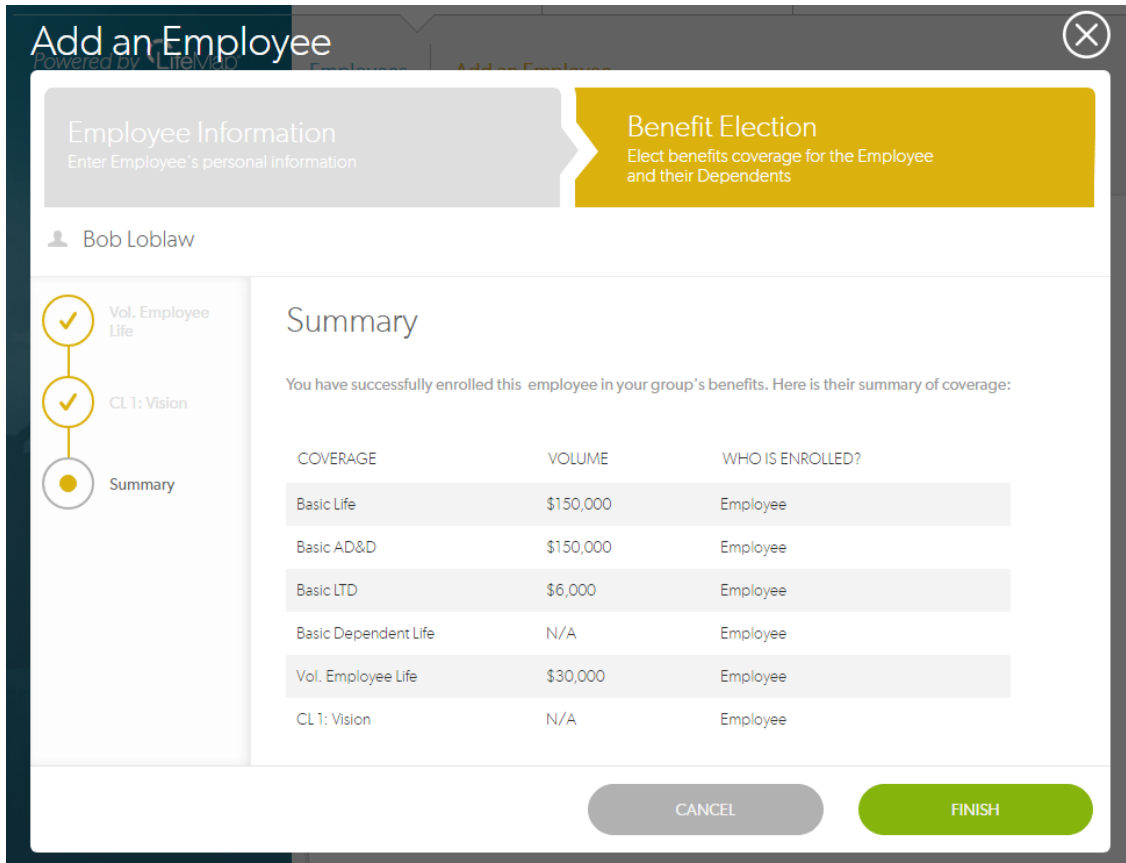
Select the benefits for which this employee is enrolling and Continue.



The screenshot shows a web interface titled "Add an Employee" with a close button in the top right. Below the title, there are two main sections: "Employee Information" (grey background) and "Benefit Election" (yellow background). The "Employee Information" section contains the text "Enter Employee's personal information" and a person icon next to the name "Bob Loblaw". The "Benefit Election" section contains the text "Elect benefits coverage for the Employee and their Dependents". Below this, there is a heading "Select From Available Products" followed by a list of checkboxes with labels: "Basic Life" (checked), "Basic AD&D" (checked), "Basic Dependent Life **" (checked), "Basic LTD" (checked), "Vol. Employee Life **" (checked), "Vol. Employee AD&D **" (unchecked), "Vol. Dependent Life **" (unchecked), "Vol. Dependent AD&D **" (unchecked), and "CL 1: Vision" (checked). At the bottom of the form, there is a disclaimer: "** Please remember that Employee and/or Spouse coverage may be required to enroll Dependent Child(ren) coverage. Please refer to your Policy for complete details." and two buttons: "CANCEL" (grey) and "CONTINUE" (green).

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.



Add an Employee

Employee Information
Enter Employee's personal information

Benefit Election
Elect benefits coverage for the Employee and their Dependents

Bob Loblaw

Vol. Employee Life
CL 1: Vision
Summary

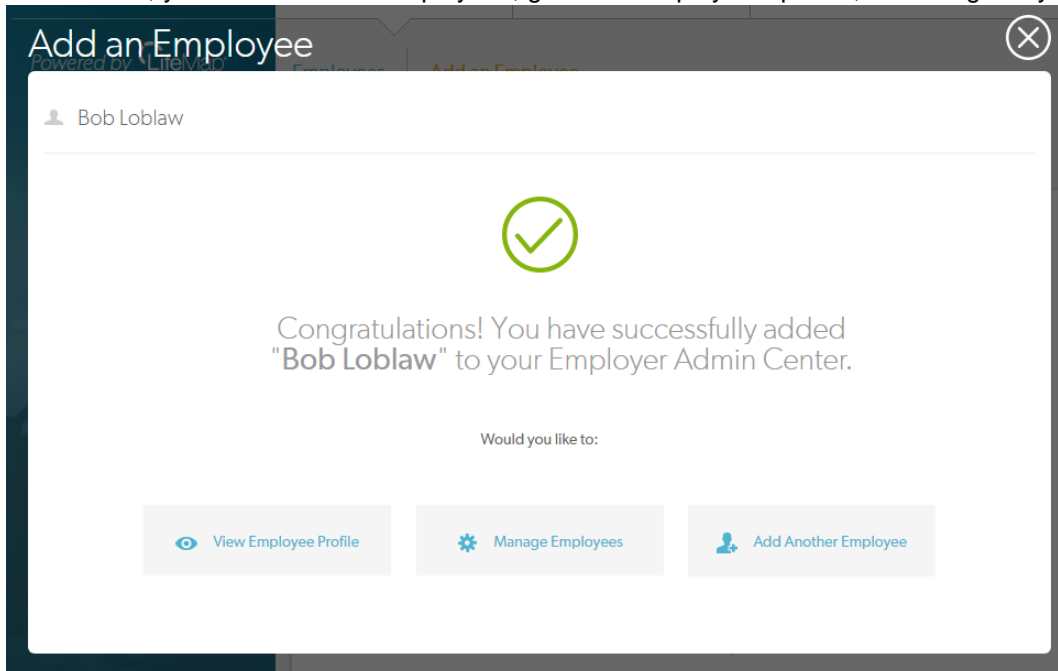
Summary

You have successfully enrolled this employee in your group's benefits. Here is their summary of coverage:

COVERAGE	VOLUME	WHO IS ENROLLED?
Basic Life	\$150,000	Employee
Basic AD&D	\$150,000	Employee
Basic LTD	\$6,000	Employee
Basic Dependent Life	N/A	Employee
Vol. Employee Life	\$30,000	Employee
CL 1: Vision	N/A	Employee


CANCEL FINISH

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



Add an Employee

Bob Loblaw



Congratulations! You have successfully added "Bob Loblaw" to your Employer Admin Center.

Would you like to:

View Employee Profile Manage Employees Add Another Employee

Will new employees be added to our invoice?

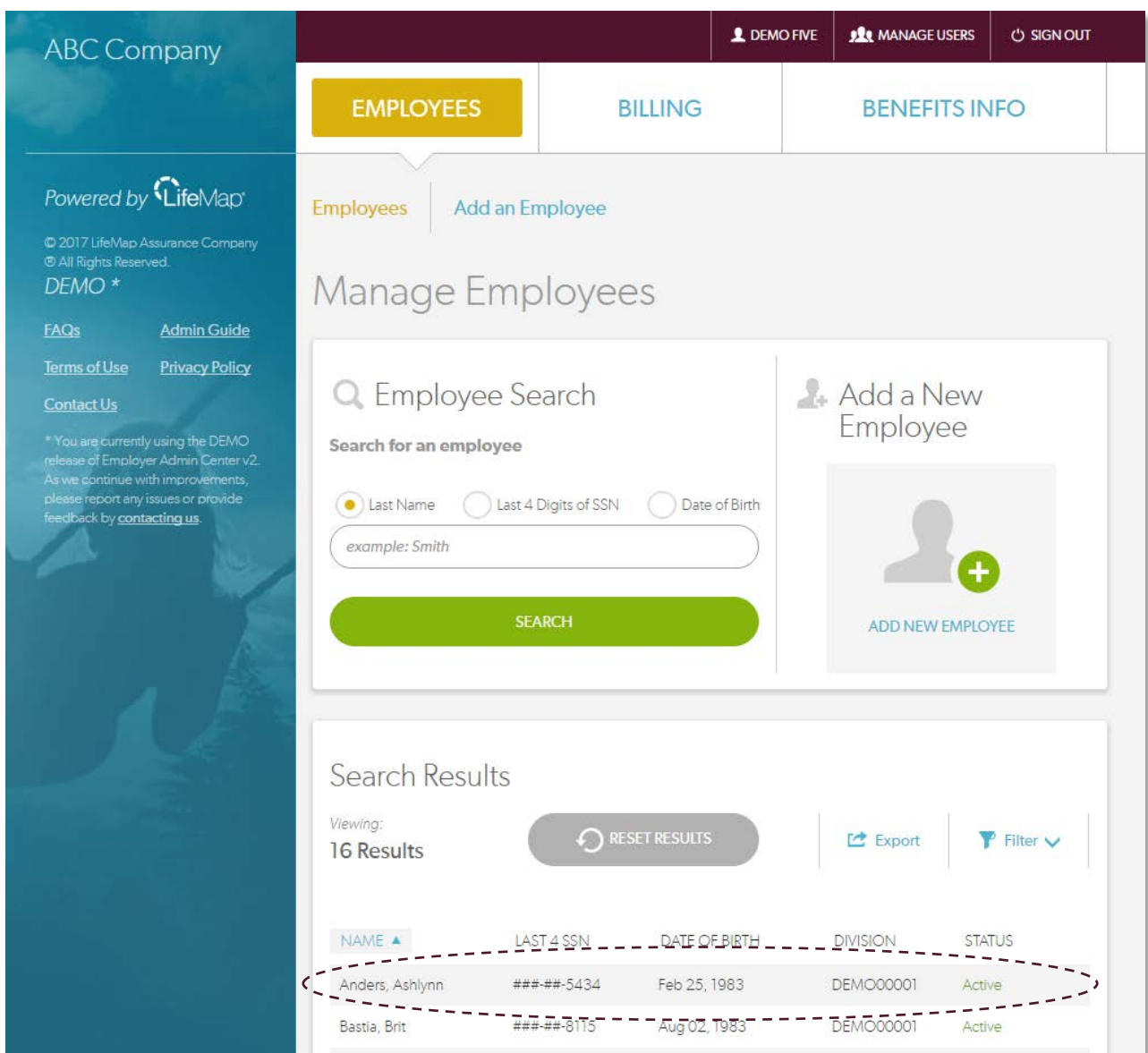
After completing the enrollment and benefit elections of a new employee they will be added to your billing statement once the back-end processing occurs (may take up to 48 hours). Changes entered by the end of the month prior to the bill run date should be reflected on the next bill cycle. Bills are 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.

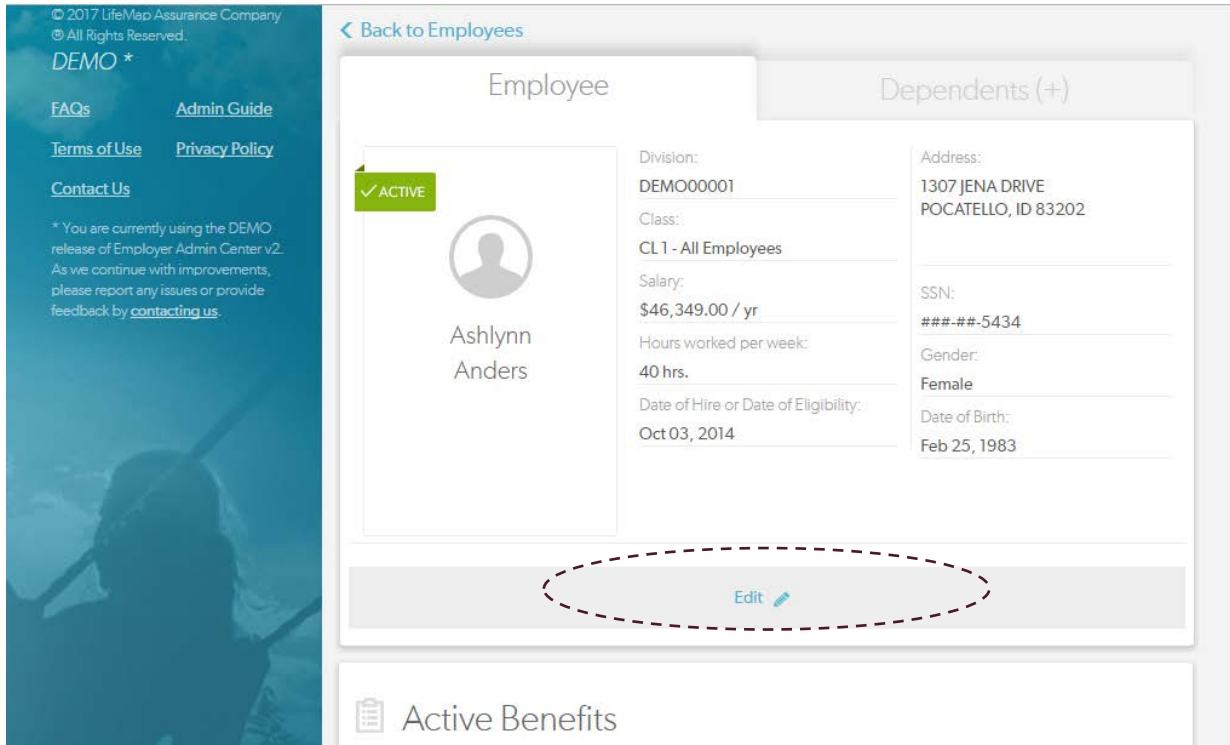


The screenshot shows the 'Manage Employees' page in the LifeMap Employer Admin Center. The page has a dark blue sidebar on the left with the company name 'ABC Company' and 'Powered by LifeMap'. The main content area has a top navigation bar with 'EMPLOYEES', 'BILLING', and 'BENEFITS INFO' tabs. Below the tabs, there's a section for 'Manage Employees' with an 'Employee Search' form and an 'Add a New Employee' button. The search form has radio buttons for 'Last Name', 'Last 4 Digits of SSN', and 'Date of Birth', and a search input field with the example 'Smith'. A green 'SEARCH' button is below the input. The 'Add a New Employee' button is a grey button with a green plus sign. Below the search form is a 'Search Results' section showing '16 Results' and buttons for 'RESET RESULTS', 'Export', and 'Filter'. A table of search results is displayed below, with columns for NAME, LAST 4 SSN, DATE OF BIRTH, DIVISION, and STATUS. The first two rows are circled with a red dashed oval.

NAME	LAST 4 SSN	DATE OF BIRTH	DIVISION	STATUS
Anders, Ashlynn	###-##-5434	Feb 25, 1983	DEMO00001	Active
Bastia, Brit	###-##-8115	Aug 02, 1983	DEMO00001	Active

(Instructions continued on the following page)

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.



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< Back to Employees

Employee Dependents (+)

✓ ACTIVE

Ashlynn Anders

Division: DEMO00001
Class: CL 1 - All Employees
Salary: \$46,349.00 / yr
Hours worked per week: 40 hrs.
Date of Hire or Date of Eligibility: Oct 03, 2014

Address: 1307 JENA DRIVE
POCATELLO, ID 83202

SSN: ###-##-5434
Gender: Female
Date of Birth: Feb 25, 1983

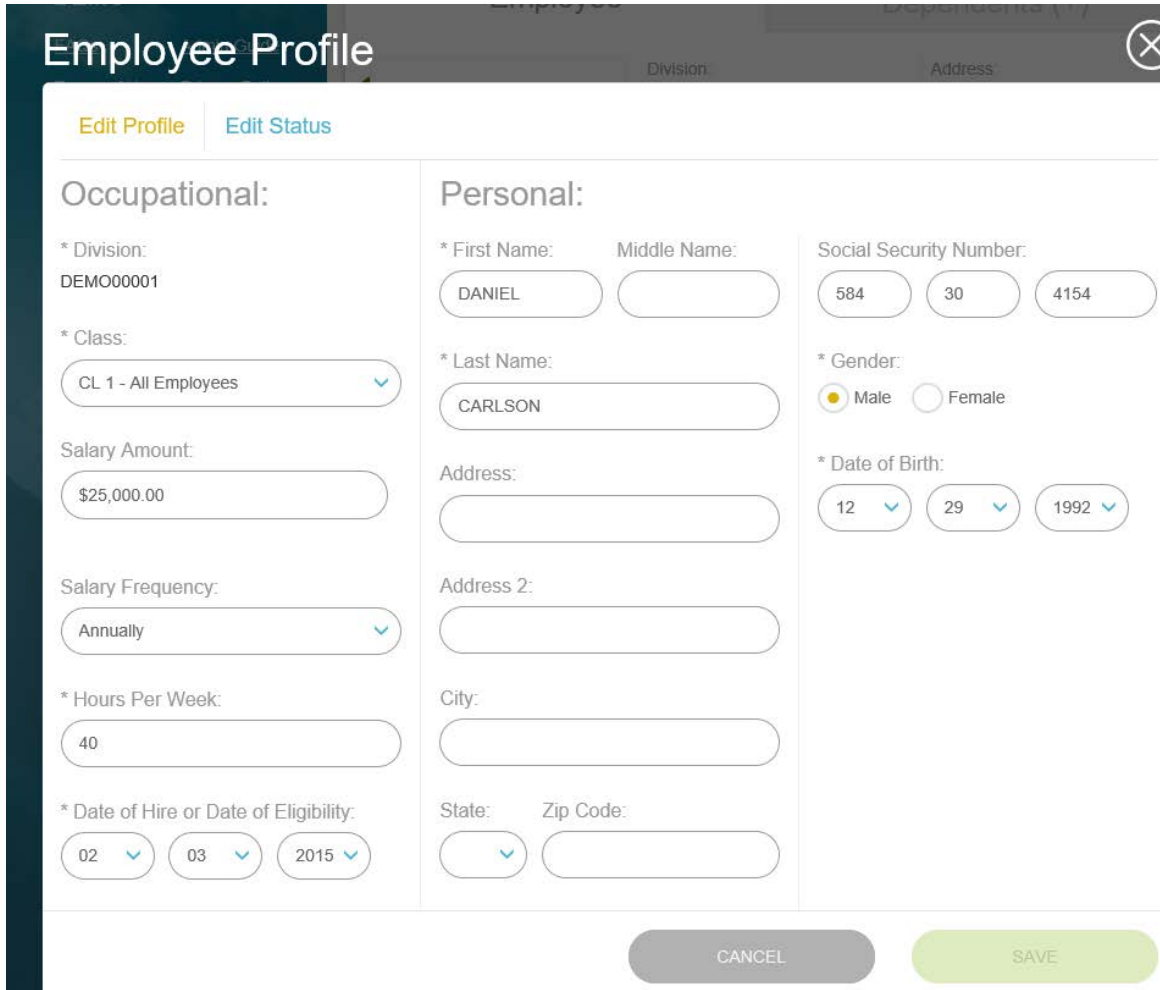
Edit

Active Benefits

(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.



The screenshot shows the 'Employee Profile' form with two tabs: 'Edit Profile' (selected) and 'Edit Status'. The form is divided into two main sections: 'Occupational' and 'Personal'.

Occupational:

- * Division: DEMO00001
- * Class: CL 1 - All Employees
- Salary Amount: \$25,000.00
- Salary Frequency: Annually
- * Hours Per Week: 40
- * Date of Hire or Date of Eligibility: 02, 03, 2015

Personal:

- * First Name: DANIEL
- Middle Name: (empty)
- * Last Name: CARLSON
- Address: (empty)
- Address 2: (empty)
- City: (empty)
- State: (dropdown)
- Zip Code: (empty)
- Social Security Number: 584, 30, 4154
- * Gender: Male Female
- * Date of Birth: 12, 29, 1992

At the bottom of the form are two buttons: 'CANCEL' and 'SAVE'.

(Instructions continued on the following page)

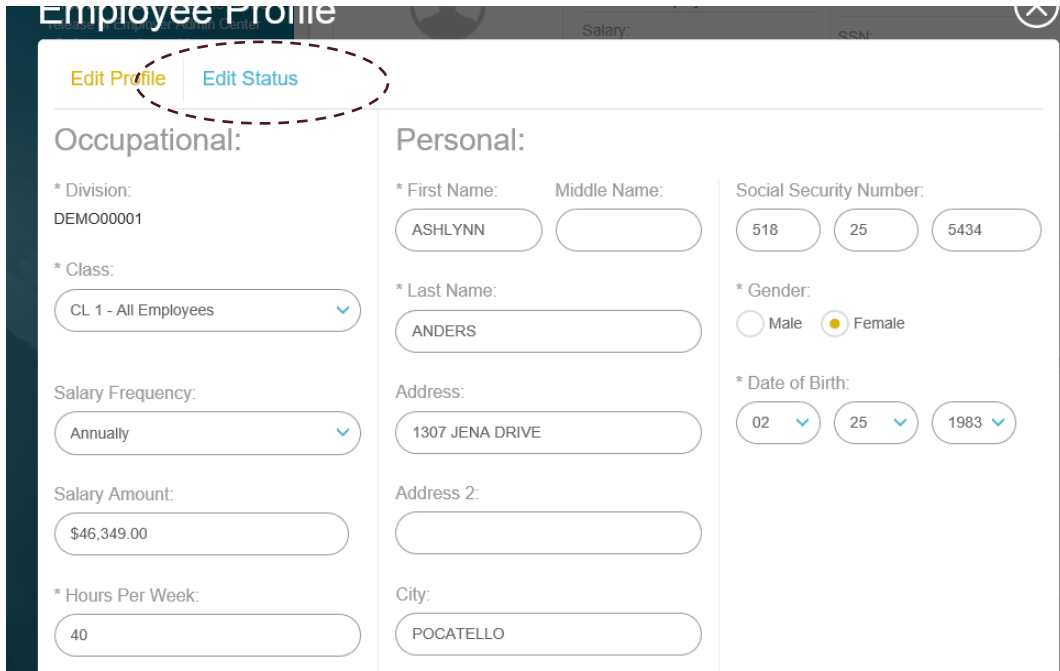
Enter the date that the changes requested should be effective. Changes longer than 3 months in the past will need to be sent to the billing department for processing.

Occupational:	Personal:	
* Division: DEMO00001	* First Name: DANIEL	Middle Name:
* Class: CL 1 - All Employees	* Last Name: CARLSON	Social Security Number: 584 30 4154
Salary Amount: \$15.00	Address: 	* Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female
Salary Frequency: Hourly	Address 2: 	* Date of Birth: 12 29 1992
* Hours Per Week: 40	City: 	
* Date of Hire or Date of Eligibility: 02 03 2015	State: 	Zip Code:
* Effective Date: MM DD YYYY		
Please provide effective date for your change(s)		
CANCEL		SAVE

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.



The screenshot shows the 'Employee Profile' page with two tabs: 'Edit Profile' and 'Edit Status'. The 'Edit Status' tab is selected and circled in red. The page is divided into two main sections: 'Occupational' and 'Personal'.

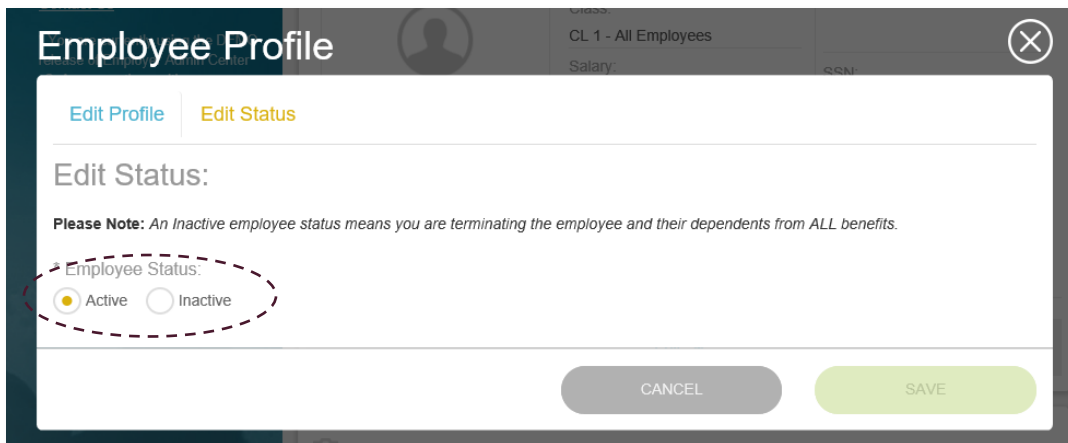
Occupational:

- * Division: DEMO00001
- * Class: CL 1 - All Employees
- Salary Frequency: Annually
- Salary Amount: \$46,349.00
- * Hours Per Week: 40

Personal:

- * First Name: ASHLYNN
- Middle Name: (empty)
- Social Security Number: 518 25 5434
- * Last Name: ANDERS
- * Gender: Male Female
- * Date of Birth: 02 25 1983
- Address: 1307 JENA DRIVE
- Address 2: (empty)
- City: POCATELLO

Change the status to Inactive.



The screenshot shows the 'Employee Profile' page with the 'Edit Status' tab selected. The 'Edit Status' section is visible, and the 'Inactive' radio button is selected and circled in red.

Edit Status:

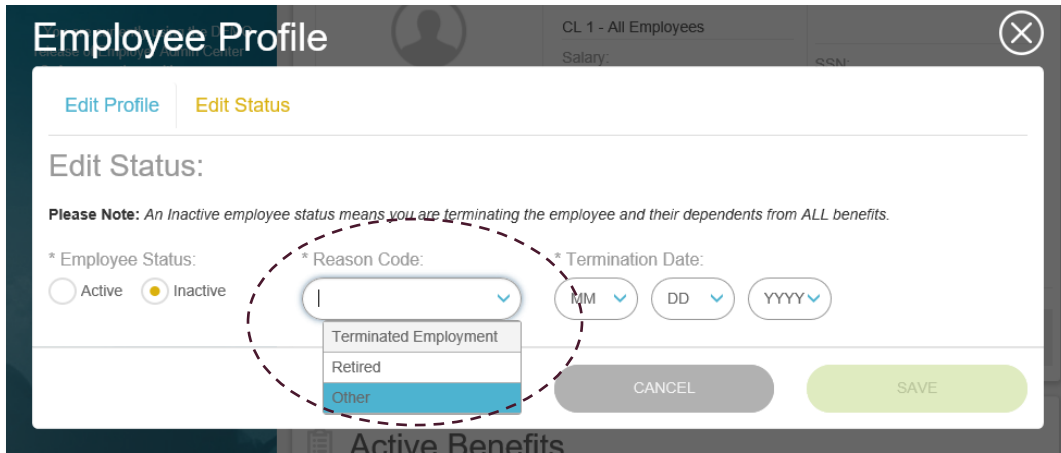
Please Note: An Inactive employee status means you are terminating the employee and their dependents from ALL benefits.

* Employee Status:
 Active Inactive

CANCEL SAVE

(Instructions continued on the following page)

Enter the reason code and effective date of termination.



Employee Profile CL 1 - All Employees

Salary: SSN:

[Edit Profile](#) [Edit Status](#)

Edit Status:

Please Note: An Inactive employee status means you are terminating the employee and their dependents from ALL benefits.

* Employee Status: Active Inactive

* Reason Code:

- Terminated Employment
- Retired
- Other

* Termination Date: MM DD YYYY

Active Benefits

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.

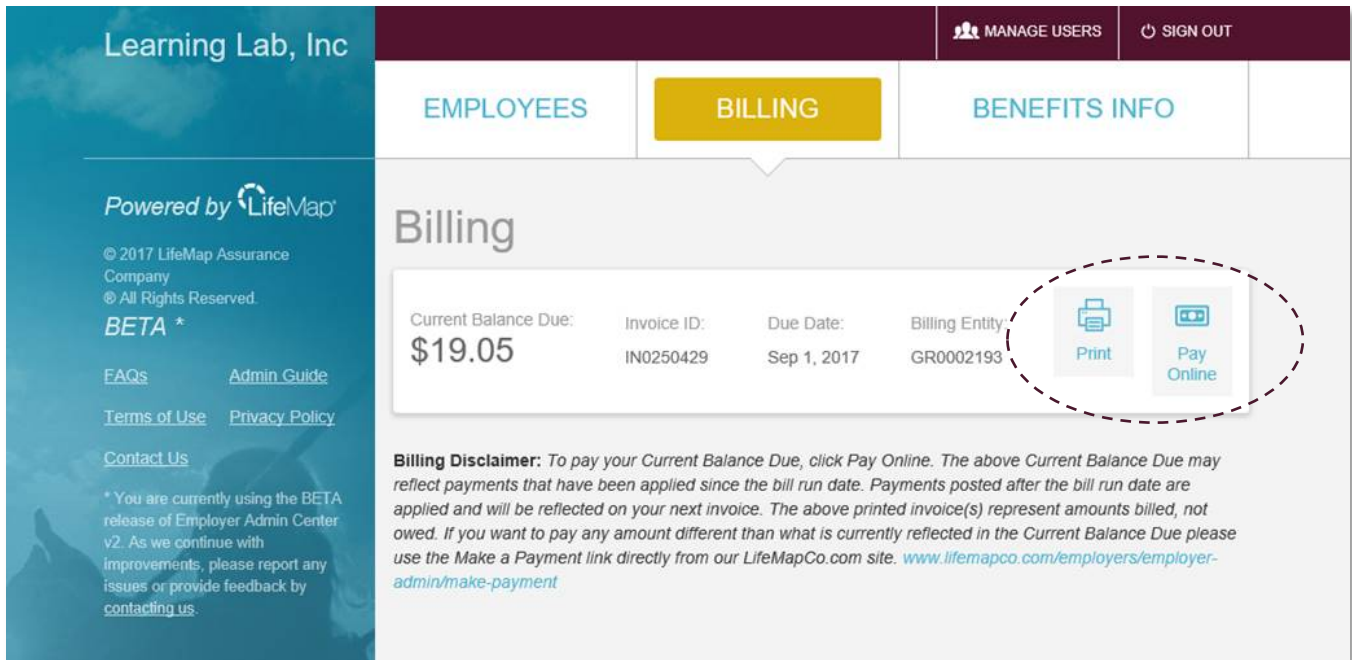
Rehire: To rehire an employee results in a new coverage effective date. A probationary period may apply.

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.



The screenshot shows the 'Billing' section of the LifeMap Employer Admin Center. The page header includes 'Learning Lab, Inc' and navigation links for 'MANAGE USERS' and 'SIGN OUT'. The main navigation tabs are 'EMPLOYEES', 'BILLING' (highlighted), and 'BENEFITS INFO'. The 'Billing' section displays the following information:

Current Balance Due: \$19.05	Invoice ID: IN0250429	Due Date: Sep 1, 2017	Billing Entity: GR0002193
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Below the table, there are two buttons: 'Print' and 'Pay Online', which are circled in red in the image. A 'Billing Disclaimer' is also present, stating: "To pay your Current Balance Due, click Pay Online. The above Current Balance Due may reflect payments that have been applied since the bill run date. Payments posted after the bill run date are applied and will be reflected on your next invoice. The above printed invoice(s) represent amounts billed, not owed. If you want to pay any amount different than what is currently reflected in the Current Balance Due please use the Make a Payment link directly from our LifeMapCo.com site. www.lifemapco.com/employers/employer-admin/make-payment

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?

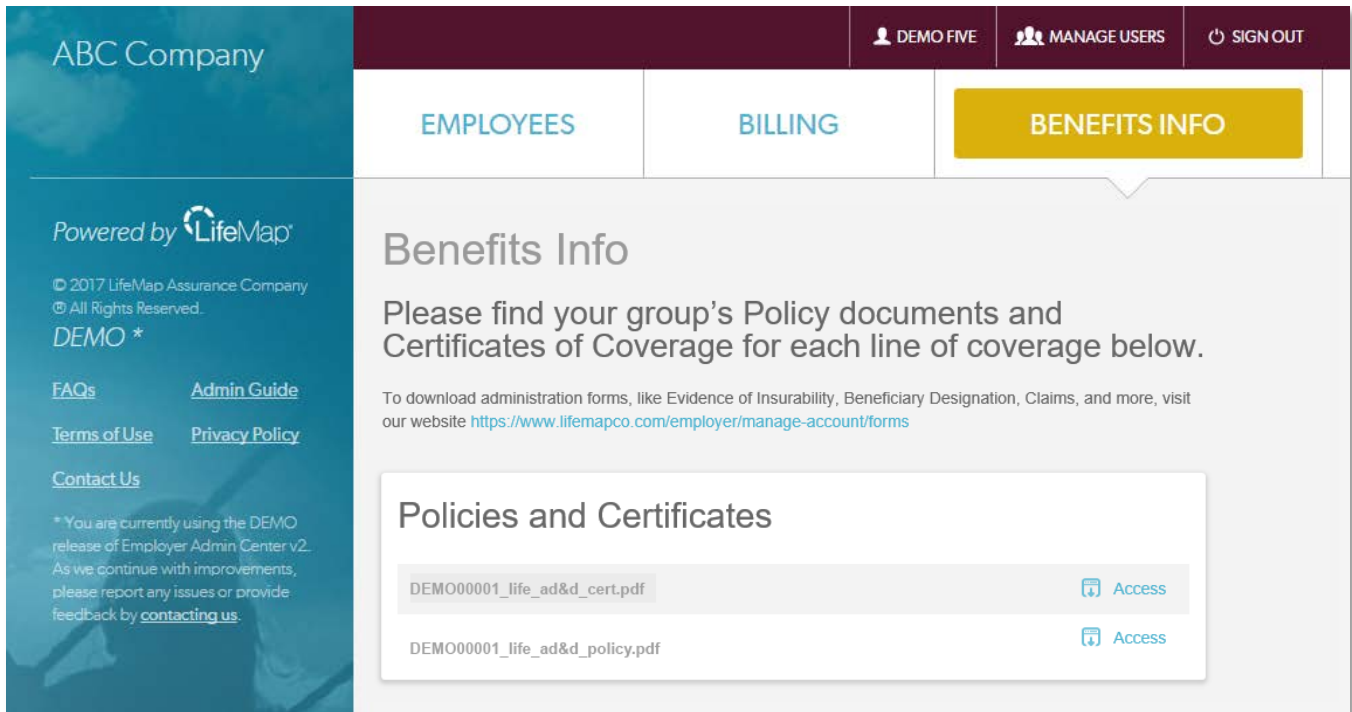
For questions regarding your billing statements, contact Group Billing Customer Service.

- 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.



The screenshot shows the LifeMap Employer Admin Center interface. The top navigation bar includes 'ABC Company', 'DEMO FIVE', 'MANAGE USERS', and 'SIGN OUT'. Below this, there are three tabs: 'EMPLOYEES', 'BILLING', and 'BENEFITS INFO' (which is highlighted in yellow). The main content area is titled 'Benefits Info' and contains the following text:

Please find your group’s Policy documents and Certificates of Coverage for each line of coverage below.

To download administration forms, like Evidence of Insurability, Beneficiary Designation, Claims, and more, visit our website <https://www.lifemapco.com/employer/manage-account/forms>

Below this text is a section titled 'Policies and Certificates' which lists two items:

- DEMO00001_life_ad&d_cert.pdf with an 'Access' button
- DEMO00001_life_ad&d_policy.pdf with an 'Access' button

The left sidebar contains the following information:

- Powered by LifeMap
- © 2017 LifeMap Assurance Company
- © All Rights Reserved.
- DEMO *
- FAQs, Admin Guide, Terms of Use, Privacy Policy, Contact Us
- * You are currently using the DEMO release of Employer Admin Center v2. As we continue with improvements, please report any issues or provide feedback by contacting us.

How do I find a claim form?

Claim forms can be found on [LifeMapCo.com/forms](https://www.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