Group Enrollment PORTAL by MWG

Frequently Asked Questions

What is the Web Address/URL for the Group Portal?

groups.mwadmin.com (There is no www prior to the address)

How do I register for the Group Portal?

Go to groups.mwadmin.com. Click "register" and enter your group number. *(This can be located on your invoice next to the company name or you can call a MWG Billing Specialist at* **800-800-1397***)* **Please Note**: You must clear out the field before typing in the number. You will be prompted to confirm the email address of the group administrator. If it is correct, click "Continue". If it is not correct, contact a MWG Billing Specialist. A confirmation email will go to the group administrator. The administrator must click the registration code in the email to complete registration, creating a username and password.

I registered my group, but I don't remember my username/password. How can I access the portal?

Go to groups.mwadmin.com. Click "Forgot Password" In order to receive a "reset password" link, enter the email tied to the account and click "Send Reset Password Link". You can also call a MWG Billing Specialist at **800-800-1397**. They can provide you with the username and send a "reset password" link from our system.

Do you store usernames/passwords?

For your security, MWG only stores usernames. We **do not** store passwords. If you forget your password, contact a MWG Billing Specialist at **800-800-1397**.Once your password is created, you can use it indefinitely. However, if you forget your password, your only option is to reset it.

Only one person (The Group Administrator/Billing Specialist on file) can access the portal with Super User role abilities. What if we have multiple people we want to grant access for making changes?

For security purposes, by default, only the group administrator may register within the group portal and have super user abilities. Once the administrator is registered, they can add and grant access to as many contacts as they would like. Adding a contact is a two-step process. First, under the "Contact" tab, add the new contact. Next, click on the newly created contact and send an email invitation with the assigned role you wish to grant them. MWG does not store information for contacts. Any calls we receive regarding questions about contacts will be redirected to the group administrator who created the contact. **Please Note**: A contact cannot be deleted, but their portal access may be revoked at any time.

Am I able to print a temporary ID card for a member in my group?

Yes. Go into the portal and click on the employee name that requested the card. This will take you to the participant's profile. Go to the "Enrolled Products" tab and find the correct plan. Click "Print ID Cards" button and a PDF will pop up, allowing the card to be printed.
Please Note: This is currently only available for Premium Saver Products.

When a user logs into the Group Portal and makes changes/revisions/updates, how long does it take to show the changes in MWG's system?

The changes show up **instantly**.

When users make changes in the portal, how long until the changes show up in the carriers' systems (Delta Dental, Renaissance, Madison Dental, Standard Life Dental, VSP or Davis Vision carriers)?

At the end of each week, a file with the updated information will be sent to the carriers. Member eligibility will be reflected in the following week. **Please Note**: We recommend any additions, changes, or terminations for carriers be completed before 10a.m. each Thursday. Holidays may cause delays.

Why does the "Employee" tab have more employees listed than those currently active on the plan?

The "Employee" tab lists every employee *(active or terminated)* ever enrolled. To view only those currently enrolled in the plan and considered active members, click on the "Products" tab and click on the interactive # enrolled for the plan you to wish to view. All members must be entered in the portal, for historical purposes in our system, in order for the "Reporting" tab *(we are currently building out for release soon)* to be accurate.

Is there any way to access fulfillment documents?

This is a new feature that MWG will be implementing for groups with 9/1/2018 effective dates. New groups with that effective date will have the group policy and group certificate loaded in the "Documents" tab as part of the set up process. If the group already exists in the system, these documents will be populated at TIME OF RENEWAL. This will be done automatically for you.

How do I add user to my contacts list in order for them to utilize features in our portal? How many can I add?

As a Super User, you have full access to your portal's functions. You are also the only one who can add an unlimited amount of users who can utilize the various roles you assign. Your portal will auto-populate with contacts already in our system.

To add Users:

1. Go to the "Contacts" tab and click "Add New Contact". Complete required information.
2. Under the "Contacts" tab, locate the contact you created, and assign them a role.
3. Click the "Send Invitation" button.

Please Note: A contact cannot be deleted. However, you can revoke their access to the portal at any time.

How do I view invoices?

On the home page, select the "Invoices" tab. Invoices can be sorted by invoice number, amount, status, pay period, due date, location, or invoice created. You can also type in the "Filter By" box to locate the invoice you are looking for. The invoices are in PDF format. To the far left, in the PDF column, click on the icon next to the invoice to view. Only the past two years of available invoices can be pulled into the portal at this time. If you need an invoice prior to December 2010, contact you MWG Billing Specialist. If you've created a user and they can't view an invoice PDF, go to the "Contacts" page, click on "Manage Portal Access" next to that contact's name, and confirm you've given them permission to view invoices. **Please Note:** By request to your Billing Specialist, excel is also an option for invoice delivery.

How do I edit a group location?

On the home page, the "Locations" tab allows you to edit all locations except the "Main" location. Currently, you are not able to add a location without calling MWG Customer Service. Soon, groups with on ore more existing locations will be able to add an additional location and associate members to that location.

Our group has multiple locations. Can we have a sign-in-view to only show that location?

At this time, **No**. We are working towards that feature in the future.

How do I add or change a member's location?

Click the member's name and the associated demographics will be displayed. The location menu is located at the top. Select the correct location and click "Review Changes". On the next screen, the changes will be highlighted in bold lettering as confirmation. If correct, click "Save Changes". Once you've confirmed the accuracy of the change, a confirmation statement will appear.

How do I add an employee?

On the "Employees" tab, click the blue "Add Participant" button on the right side of the page. Once you complete the required information, the employee will be added. Click the employee name once it is added to the list. You may need to refresh the page to view. Now, you must **ENROLL** them in a product. To do this, click on their name, click "Available Products", and click the blue "Enroll" button. Refresh the page and click their name again. Finally, click "Enrolled Products" to see the employee's name listed.

We have products for our group which require underwriting for enrollment. Are we still able to utilize the group portal?

Yes. The portal has valuable features such as invoices and enrollment totals which will be beneficial to you as the administrator. You can also terminate groups in the portal. However, enrollment will not be allowed for these specified products due to the underwriting process. That button is disabled with a pop-up notifying you to submit the paper application by email displayed for the enrollment process to begin.

I terminated an employee in error. How do I reactivate the member?

You **cannot** reactivate an employee within the portal. To reactivate a member, email groupaddsandchanges@morganwhite.com. In the email, ask to reactivate the member with no break in coverage.

MWG Administrators will not retroactively terminate a member's coverage beyond 2 months from the month in which the request for termination is received.

If an employee has a Premium Saver Claim, how do I direct them to MWG's EOB Client Participant portal to view it?

When you are logged into your MWG Group Portal, there is a hyperlink to our flier at the bottom of the screen that provides steps on how the participant can access their claims that you can print off and distribute. They must have the Premium Saver plan and they must have a claim for information to populate in that specific portal.