



the clear solution to healthcare confusion

## Customer Experience Improvements to HPS Online Access

We have recently launched a redesigned HPS Online Access portal based on customer feedback which improves the ability for employees to manage and pay their healthcare expenses online. In addition to streamlining the account registration process for new users, HPS Online Access has a new look and feel which increases the visibility of key features and improves the overall customer experience.

### Members now benefit from two new major enhancements:

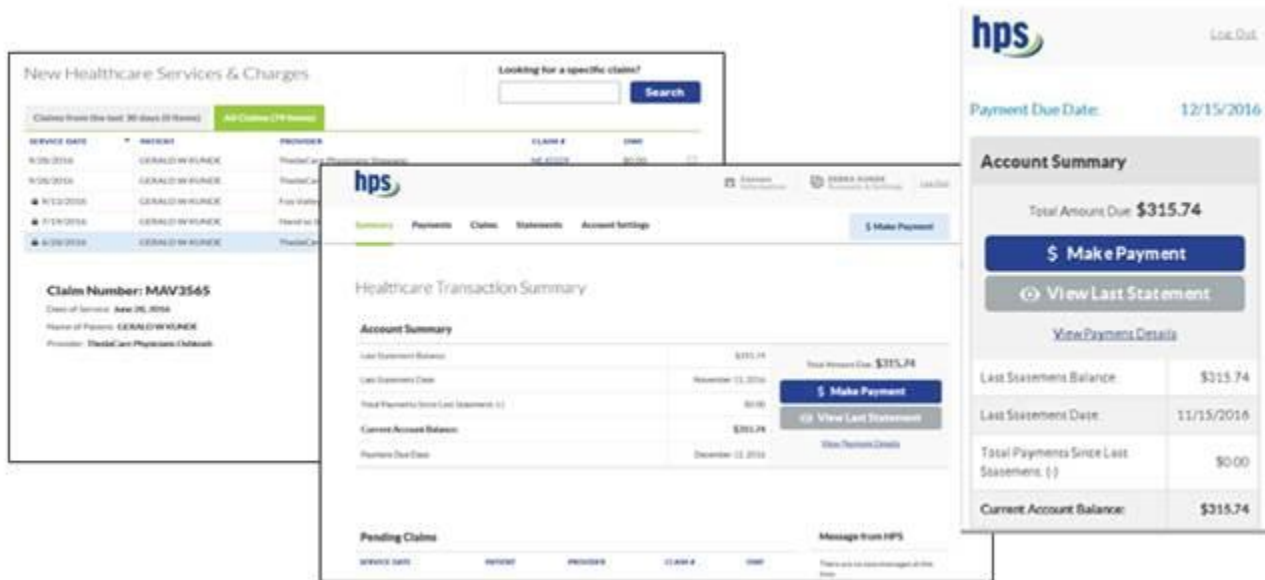
- I. Employees no longer need an access code to register for HPS Online Access
- II. HPS Online Access has new look: members enjoy a clean, fresh look to HPS Online Access

#### I. Members enjoy a newly improved experience to register for an HPS Online Access account. In order to register, members need:

- 1) Group number (found on the HPS ID card mailed to you)
- 2) Statement Number (included in the upper-right hand corner of the SuperEOB)
- 3) Date of birth
- 4) Last four digits of your Social Security Number

#### II. Members enjoy an improved experience with a newly redesigned HPS Online Access.

- 1) Enhanced navigation bar in the header
- 2) Improved mobile menu including a Pay Now button
- 3) Color changes with mouse over in all tables
- 4) A cleaner look offers more intuitive and responsive layout making it easier for users to navigate



Please contact Customer Care at 888.477.7968 for more information.