



STEP by STEP guide to sign up to view your **Health Insurance Claims** Online



GENESIS *Inspired* is the cloud-based online platform supporting the Benefits Portfolio of **Health Insurance**. It allows Plan Administrators and insured persons access, using their own secured password.

This is the following information that you will be able to obtain:

- **Schedule of Benefits**
- **Remaining balances on deductible, maternity, vision & dental benefits**
- **Claims history and status, in addition to copies of the claims submitted**
- **Dedicated query facility to the Broker which will be addressed within 48 hours**

How can you register or access Genesis inspired portal?

To access the portal, you would need to submit the following to inspired@genesistt.com

- First Name and Last Name;
- Email Address;

Signing Up

The following steps should be followed to complete the signup and the login process:

1. An email will be sent to your email address containing your login credentials. Click on the link contained in the email to access the Portal:

Subject: GENESIS Inspired - Member Portal

Importance: High

GENESIS *Inspired*

Want to see these new features in action? Click the following link and sign in!

Member Portal: <http://www.member.genesistt.com>

Click here

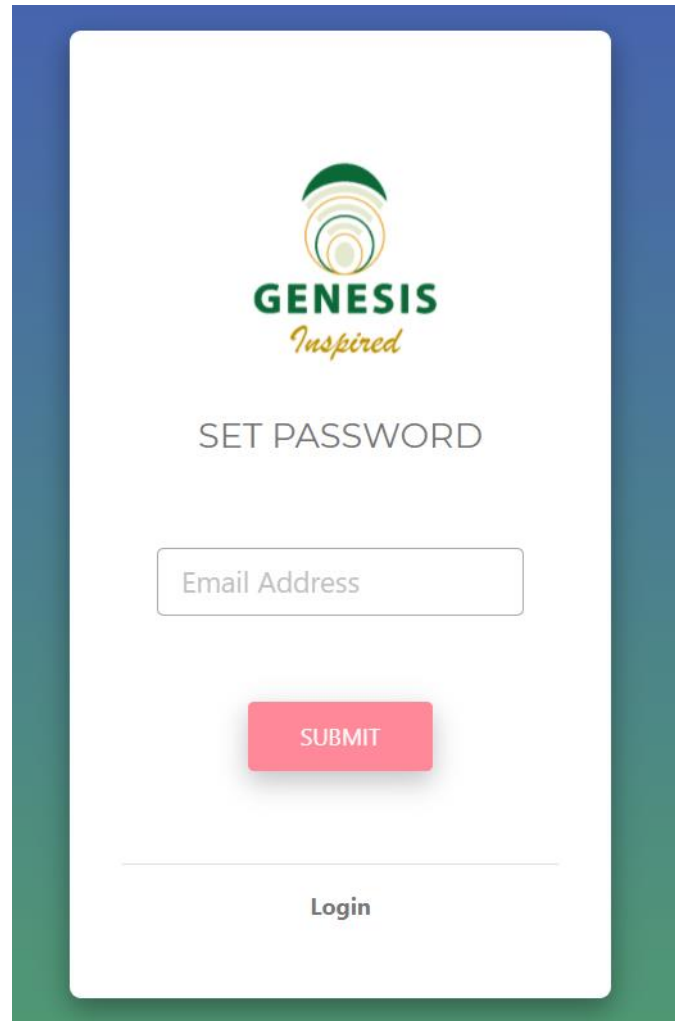
Login: (your email)

Password: [Click here to set password](#)

Kindly contact us if you require further assistance.

Please note on initial login you should change your password, an email from noreply@genesistt.com will be sent to your junk, kindly mark as safe and follow the instructions.

2. You would be taken to the Password Creation Screen, enter your email address:



The screenshot shows a mobile application interface for setting a password. At the top center is the Genesis Inspired logo, which consists of a stylized green and gold emblem above the word 'GENESIS' in bold green capital letters and 'Inspired' in a gold script font. Below the logo, the text 'SET PASSWORD' is displayed in a simple, grey, sans-serif font. Underneath this text is a white rectangular input field with a thin grey border, containing the placeholder text 'Email Address'. Below the input field is a prominent red rectangular button with the word 'SUBMIT' in white, uppercase letters. At the bottom of the screen, there is a thin horizontal line, and below it, the word 'Login' is centered in a small, grey, sans-serif font.

3. An email from noreply@genesistt.com would be sent to you to change your password

NOTE

The email may be sent to your junk, kindly mark it as safe and follow the instructions.

You have received this email because you requested to reset your password.

Please [click Here](#) and proceed to enter your new password.
Upon your next login, please use your new password to login.


Have a great day!

Click here

-- Genesis Insurance Brokers and Benefits Consultants Ltd--

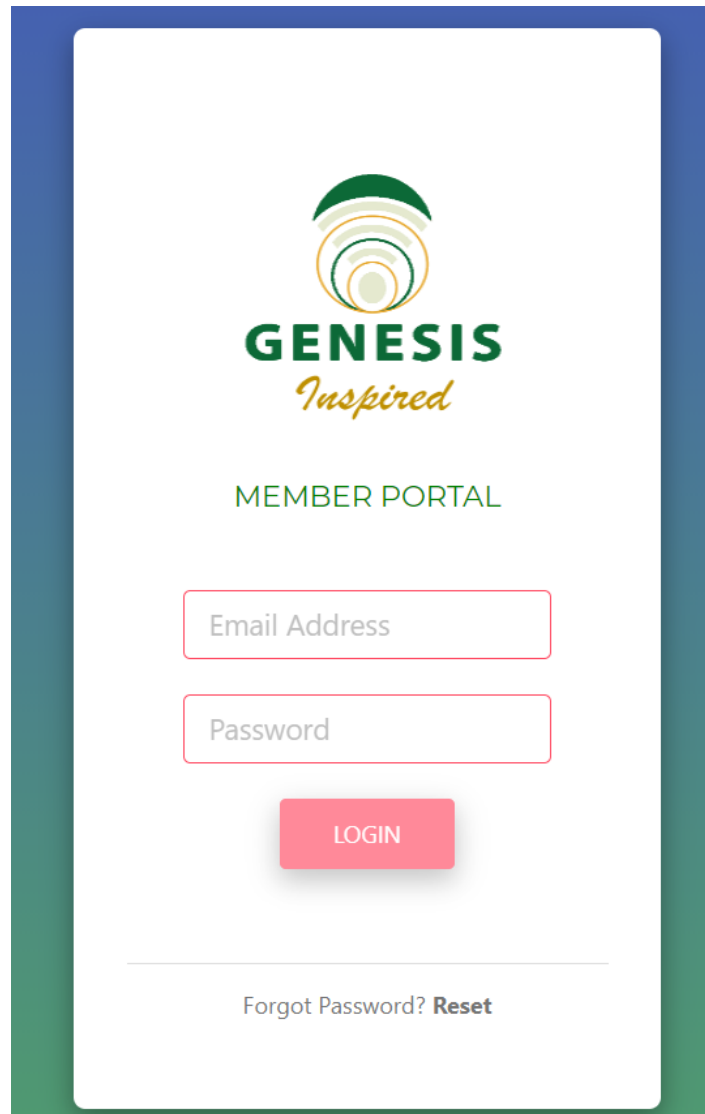
4. You would be taken to the "Reset Password" Screen

RESET PASSWORD


GENESIS
Insurance Brokers &
Benefits Consultants Limited

Upon Successfully changing your Password, Please Close this Window
and Proceed to log into your Portal using your New Password.

5. Re-enter your email and, set your desired password.
6. Go to your browser and enter www.member.genesistt.com
7. **GENESIS Inspired** portal log in screen would appear



The image shows a login screen for the GENESIS Inspired Member Portal. At the top center is the logo, which consists of a stylized green and orange circular emblem above the text "GENESIS" in bold green and "Inspired" in a gold script font. Below the logo, the text "MEMBER PORTAL" is displayed in green. There are two input fields: "Email Address" and "Password", both with red borders. Below these fields is a red "LOGIN" button. At the bottom, there is a horizontal line and the text "Forgot Password? Reset".

8. Enter your email and the **NEW** password, then click the Login

Dashboard

Once you have successfully logged in to the Member Portal you will be taken to your Dashboard which provides an overview of your coverage.

The dashboard is divided into two main sections: Group Health and Group Life. Each section has a header with the group name and a user icon, followed by a row of three summary cards. Below each section is a table of dependants or beneficiaries.

GROUP HEALTH - JOHN DOE

- Coverage: Member Only
- Effective: 01-Aug-2018
- Status: Approved

Dependants

FIRST NAME	LAST NAME	DATE OF BIRTH	RELATIONSHIP	EFFECTIVE DATE
JANE	DOE	27-Apr-1987		-

GROUP LIFE - JOHN DOE

- Annual Salary: \$102,000.00
- Sum Assured: \$500,000.00
- AD&D: \$500,000.00
- Critical Illness: N/A
- Effective: 01-Aug-2018
- Status: Approved

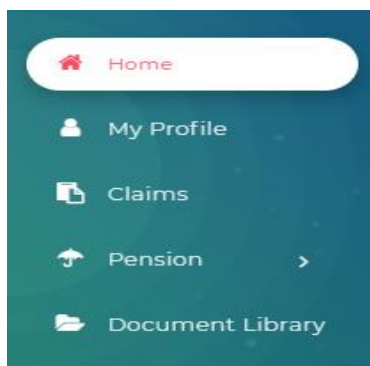
Beneficiaries

FIRST NAME	LAST NAME	DATE OF BIRTH	RELATIONSHIP	ALLOCATION
JEREMIAH	DOE	23-Nov-1987	FIANCE	100%

Other functionalities as seen by the menu items to the left-hand side of your screen include:

- **My Profile;**
- **Claims History;**
- **Pensions (to be launched)**
- **Document Library**

These are elaborated upon as further sections of this manual.




My Profile

This page shows your member profile, and where you are allowed to send us a message.

Member Profile

Name JOHN DOE	Email TRamcharan@genesistt.com	Phone Number 385-3547	Occupation BENEFITS
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GENESIS
Insurance Brokers &
Benefits Consultants Limited

GENESIS Insurance Brokers & Benefits Consultants Ltd.

Corner Henry Pierre Street & Mucurapo Road, St. James, Port of Spain, TT

Email
inspired@genesistt.com

Phone Number
1(868)235-5346

Contact Us!

SUBJECT

MESSAGE

Claims

Members will be able to view health claim history information for both themselves and their dependents.

To view specific information about a claim, click the view icon:

The screenshot shows the 'CLAIMS' interface. At the top, there are filters for 'Claimant' and 'Claim Type', and a 'Select Status' section with buttons for 'Pending', 'Overdue', and 'Settled'. Below this is a table of claims. A red box with the text 'Click here' and an arrow points to a view icon (an eye) in the 'STATUS' column of the first row.

CLAIM #	CLAIMANT	SERVICE FROM	CLAIMED	PAID	CLAIM TYPE	SERVICE	STATUS	
	TONYA RAMCHARAN - 27/Feb/1993	23-Aug-2019	\$300.00	\$240.00	MEDICAL	REIMBURSEMENT	Settled	
	TONYA RAMCHARAN - 27/Feb/1993	30-Nov-1899	\$300.00	\$0.00	MEDICAL	PROVIDER	Overdue	
	TONYA RAMCHARAN - 27/Feb/1993	30-Nov-1899	\$550.00	\$0.00	MEDICAL	PROVIDER	Overdue	
	TONYA RAMCHARAN - 27/Feb/1993	30-Nov-1899	\$300.00	\$0.00	MEDICAL	PROVIDER	Overdue	
	TONYA RAMCHARAN - 27/Feb/1993	30-Nov-1899	\$300.00	\$0.00	MEDICAL	PROVIDER	Overdue	
	TONYA RAMCHARAN - 27/Feb/1993	30-Nov-1899		\$0.00	MEDICAL	PROVIDER	Overdue	
1230	TONYA RAMCHARAN - 27/Feb/1993	03-Dec-2019	\$2,000.00	\$200.00	MEDICAL	REIMBURSEMENT	Settled	

0 selected / 7 total

After clicking view, the results will appear in a summary view:

The screenshot shows the 'CLAIMS DETAILS' interface. It features three summary cards: 'Claim No./Type' (/ MEDICAL), 'Claimant' (TONYA RAMCHARAN - 27/Feb/1993), and 'Payment' (CHQ# 4556). Below these is a table of services with columns for SERVICE DATE, SERVICES, CLAIMED, PAID, COINSURANCE, DEDUCTIBLE, INELIGIBLE, and COMMENTS. A green bar indicates '1 total' service. At the bottom, there is an 'Attachments' section with 'No Attachments!' and a 'Back' button.

SERVICE DATE	SERVICES	CLAIMED	PAID	COINSURANCE	DEDUCTIBLE	INELIGIBLE	COMMENTS
08-Aug-2019	DOCTOR'S VISIT - HOSPITAL	\$300.00	\$240.00		\$40.00		

1 total

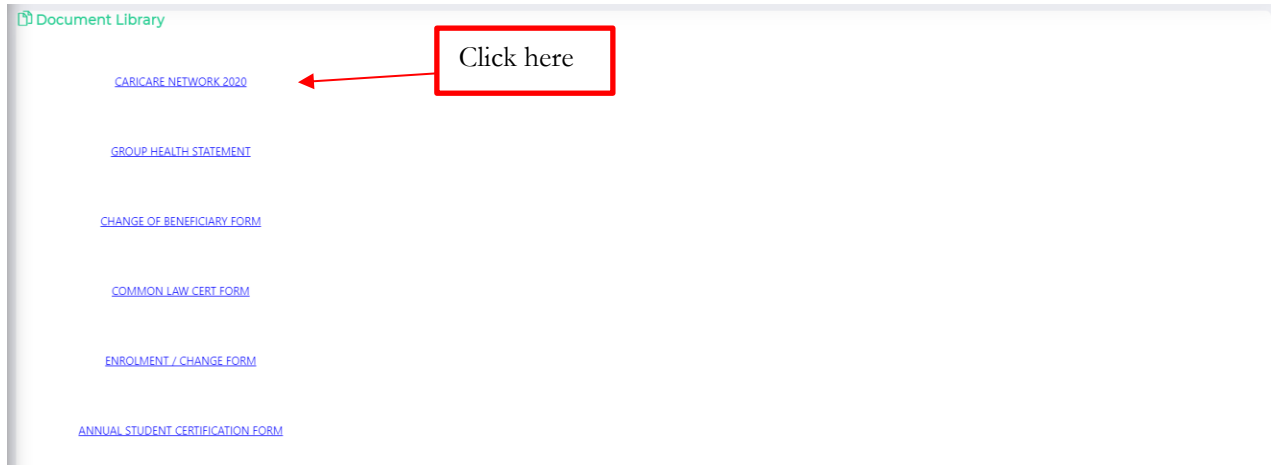
Attachments
No Attachments!
Back

Below provides some of the key terms that you would see on your Claim Details view page:

Claim Detail	Meaning
Claim #	A code that uniquely identifies a claim.
Claim Type	The type of services rendered.
Claimant	The name of the person who received service, either the insured or dependent.
Payment	The total amount paid by the insurer.
Service Date	The date on which you had services rendered by the provider.
Services	The type of service that was done.
Claimed	The total amount of money charged by a practitioner for services rendered to a patient.
Paid	Eligible expenses that are reimbursed based on your Schedule of Benefits.
Coinsurance	The out-of-pocket amount is based on your Schedule of Benefits.
Deductible	The amount of Covered Expenses you must first satisfy before benefits are reimbursed.
Ineligible	Charges that are not covered or there are limits on the health plan.
Comments	Any information GENESIS would like to inform you of.

Document Library

The **portal** provides you with a convenient repository of documents.

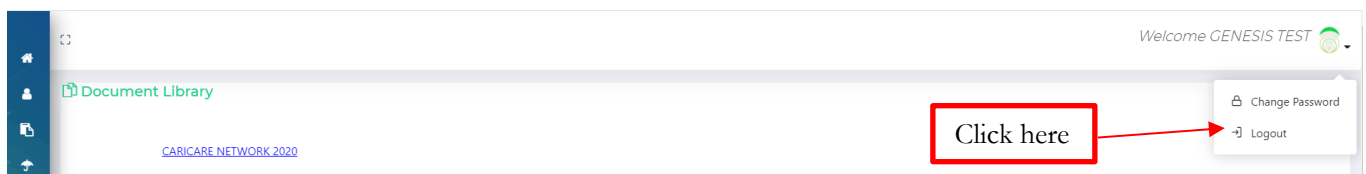


1. Select the desired document from the available list of documents by clicking on the document name.
2. The document will open on your browser.

Logging out

You should log out of **the portal** each time you have completed your transactions to safeguard against unauthorized access to your profile.

1. To log out locate the ellipsis next to your name at the topright corner of the screen, click it to expand then click Logout:



FOR ASSISTANCE PLEASE CONTACT PSCU INSURANCE ADMINISTRATOR AT:

Phone: 623-7570 Ext: 209

Email: natanya.logan@pscutf.com

END.