



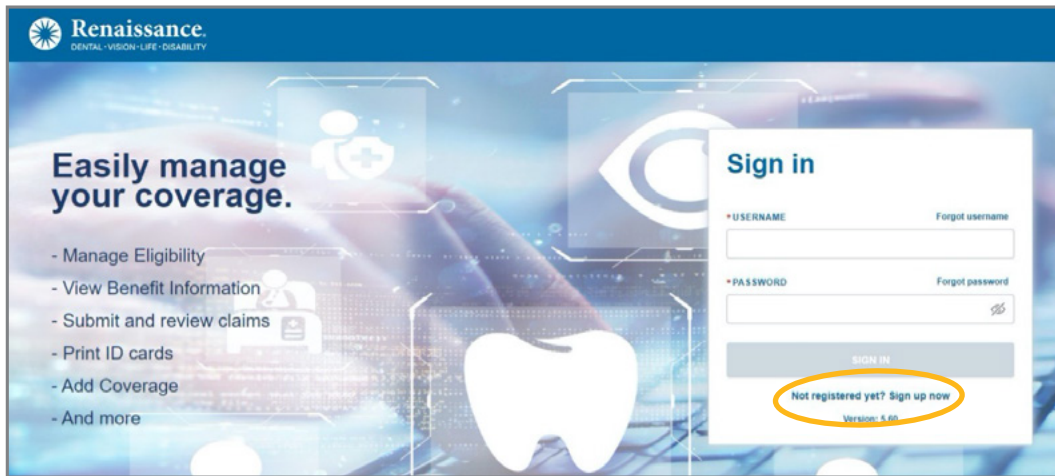
# RenBenefitsAdmin.com

## *Employer Portal User Manual*

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# REGISTERING

1

The image shows the Renaissance portal sign-in page. The header includes the Renaissance logo and the text "DENTAL · VISION · LIFE · DISABILITY". The main heading is "Easily manage your coverage." followed by a list of services: Manage Eligibility, View Benefit Information, Submit and review claims, Print ID cards, Add Coverage, and And more. On the right, there is a "Sign in" form with fields for "USERNAME" and "PASSWORD", each with a "Forgot" link. Below the form is a "SIGN IN" button and a link that says "Not registered yet? Sign up now", which is circled in orange. The background features a large white tooth icon and a stylized eye icon.

Select **Not registered yet? Sign up now.**

2

## To register, Please have the following information ready:

**Administrator ID/Customer ID  
Master Policy Number**

If you have all of the above information, then you can continue the registration process by selecting the Next button below.

In order to complete the registration process, a one-time passcode will be sent to your Email address.

Phone systems that require an option to be pressed or that put calls on hold or automatically transfer calls to other phones may not get the one-time passcode. If this situation cannot be avoided, we suggest using the email option.

**NEXT**

Make sure you have your Administrator ID/ Customer ID as well as Master Policy Number for registration.

Review the information, then select **NEXT**.

3

## REGISTER

### Usage Agreement

### Electronic Delivery Disclosure

This Agreement is between Renaissance Life & Health Insurance Company of America and Renaissance Life & Health Insurance Company of New York ("Renaissance") and each person accessing directly or through an authorized individual ("User") the Renaissance Group Insurance System proprietary software as a service available from Renaissance at [www.renbenefitsadmin.com](http://www.renbenefitsadmin.com) (the "Site") that, subject to Section 18, electronically facilitates the administration of a Group Insurance Policy issued by Renaissance, as from time to time updated, enhanced or otherwise modified by Renaissance, in its sole discretion (the "Software"). User will be legally bound by this Agreement and should read this Agreement carefully. At the end of this Agreement, User must click "I agree to the terms and conditions" and click "Next" to accept the terms of this Agreement, and gain access to, and use of, the Software. If User does not accept the terms of this Agreement, the User will not be granted access to, or use of, the Software.

#### 1. License

Renaissance grants to User a license to use the Software as set forth in this Agreement.

Review the Usage Agreement, scroll down and select "I agree to the terms and conditions," and then select **NEXT**.

Then review the Electronic Delivery Disclosure, scroll down and select "I agree to the terms and conditions" and then select **NEXT**.

2

# REGISTERING, CONTINUED

**4**

**REGISTER**

### Employer Details

Enter the required information to create your profile.

*FIRST NAME	*LAST NAME
<input type="text"/>	<input type="text"/>
*EMAIL	MOBILE PHONE NUMBER
<input type="text"/>	<input type="text"/>
*ADMINISTRATOR ID/CUSTOMER ID	*MASTER POLICY NUMBER
<input type="text"/>	<input type="text"/>

Enter a username for the portal, followed by a secure password.

*USERNAME	
<input type="text"/>	
*PASSWORD	*CONFIRM PASSWORD
<input type="password"/>	<input type="password"/>

Minimum length of 10 and a maximum length of 64 characters.  
A mixture of at least two to four of the following: uppercase, lowercase, Number and/or special character.

**BACK** **NEXT**

Complete your employer details and select **NEXT**.

**5**

**REGISTER**

### User Security Questions

Please choose your questions and answers below

*QUESTION 1	*ANSWER
<input type="text"/>	<input type="text"/>
*QUESTION 2	*ANSWER
<input type="text"/>	<input type="text"/>
*QUESTION 3	*ANSWER
<input type="text"/>	<input type="text"/>

**BACK** **NEXT**

Complete the security questions and answers and select **NEXT**.

**6**

**REGISTER**

### Registration Verification Passcode

☒ Email \*\*\*\*\*sie@renaissancefamily.com

**SEND CODE**

Select **SEND CODE**.

**7**

### Verify Passcode

A passcode has been sent to your Email

\*\*\*\*\*eck@gmail.com. Once you have entered your passcode below, please click "Next".

\*PASSCODE

**Resend Passcode**

If you have not received your passcode and would like to request a new one, please click on "Resend Passcode".

Enter your passcode into the generated box, you will get a congratulations screen after submitting the correct passcode.



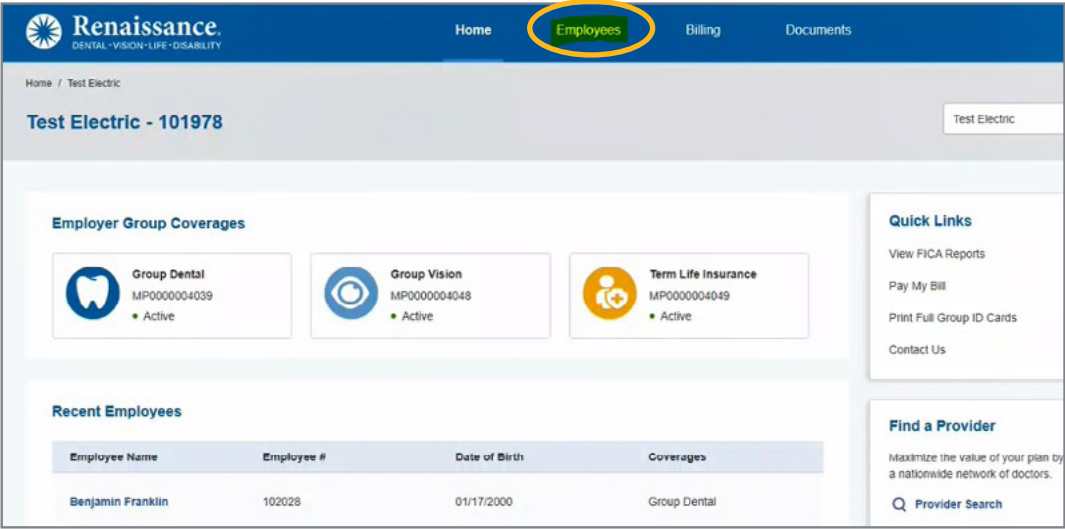
You can now successfully log on using the credentials created.

Watch a *video walk-through*



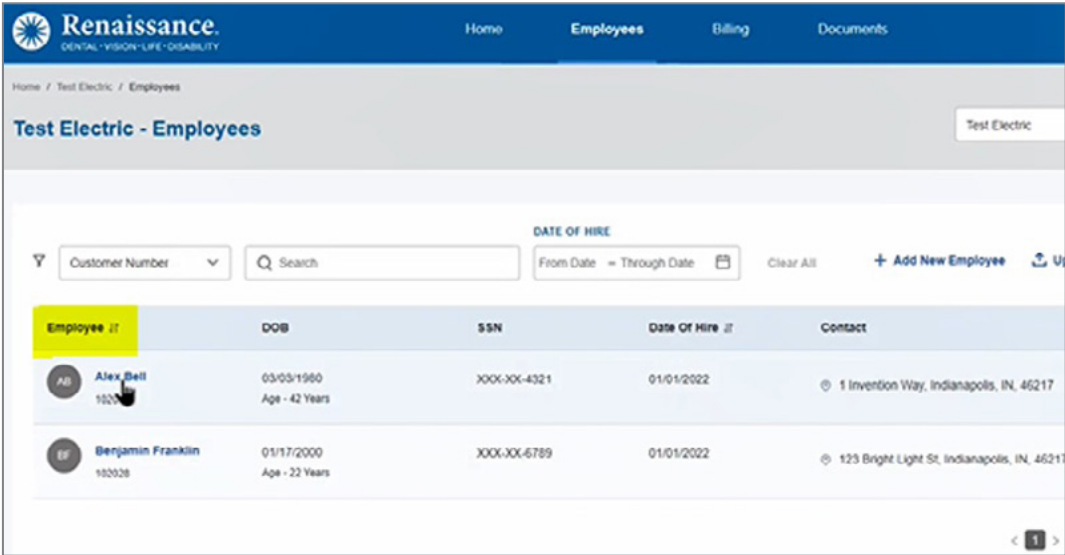
# ADDING COVERAGE TO EXISTING EMPLOYEES

1



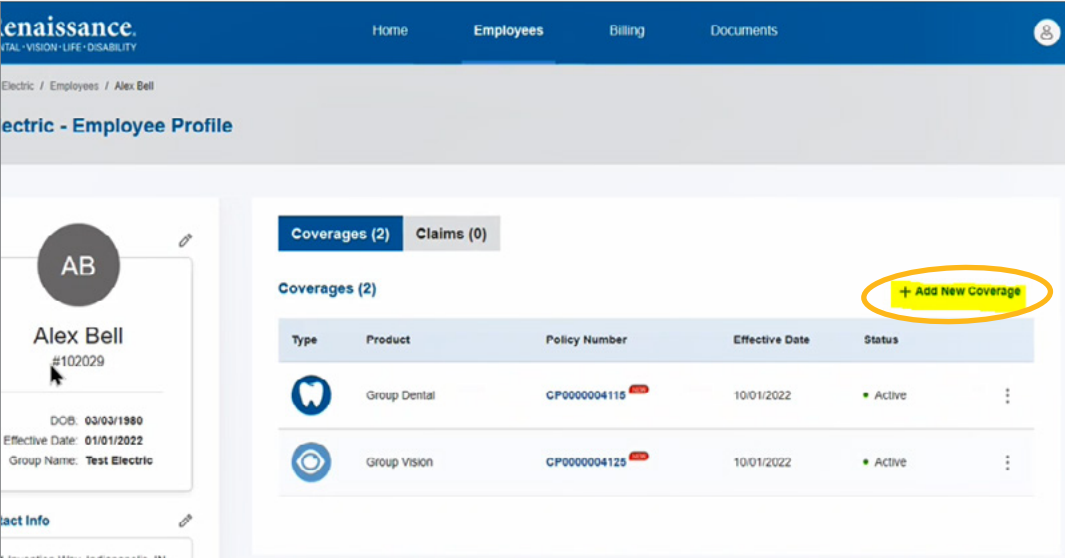
Start by selecting **Employees** from the group homepage.

2



Next, select the employee you want to add coverage for.

3



From the Employee profile screen, select **+Add New Coverage**.

4

# ADDING COVERAGE TO EXISTING EMPLOYEES, CONTINUED

4

**1 Coverage Selection** — **2 Review and Add**

**Coverage Selection**  
User must add at least one coverage to the enrollee that is being added.

\*REASON FOR ENROLLMENT \*PRODUCT

\*PLAN CODE \*EFFECTIVE DATE

\*COVERAGE \*COVERAGE CLASS

\*SALARY MODE SALARY ANNUAL SALARY

Cancel **NEXT**

Complete all required fields within each step and select **NEXT**.

5

**✓ Coverage Selection** — **2 Review and Add**

**Review and Add**

**Coverage Selection**

Reason for Enrollment	Product	Plan Code
New Hire	Term Life Insurance - MP0000004049	Basic Life
Salary Mode	Salary	Annual Salary
Annual	\$50,000.00	\$50,000.00
Effective Date	Coverage	Coverage Class
10/01/2022	Employee Basic Life Insurance, Employee Basic Accidental Death and Dismemberment Insurance	Train, Train

Cancel **PREVIOUS** **CREATE**

Next, review and then select **CREATE**.

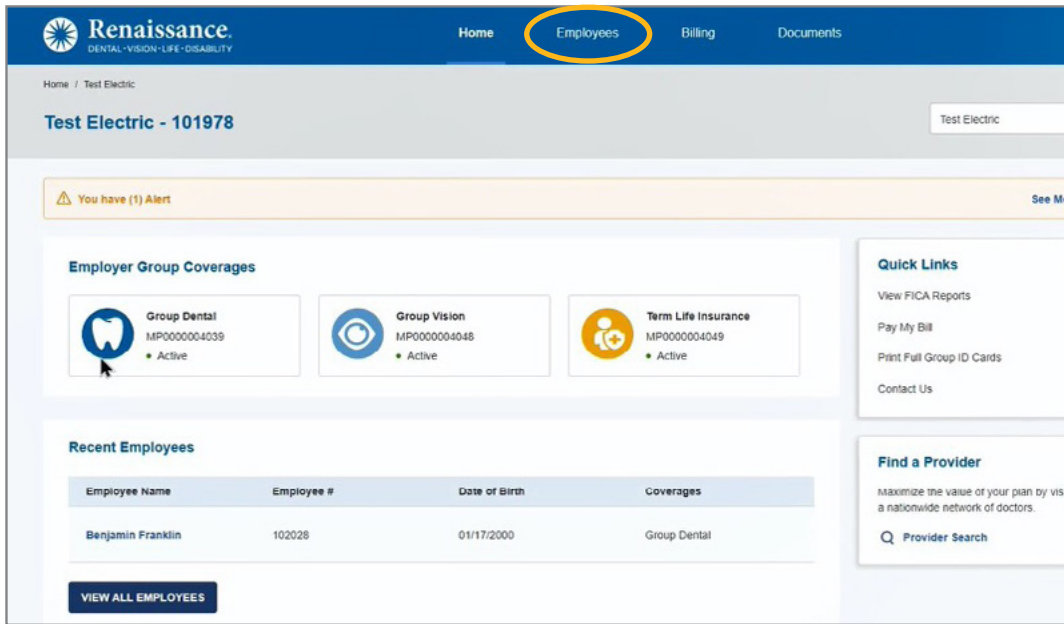
Watch a *video walk-through*





# ADDING NEW EMPLOYEE COVERAGE

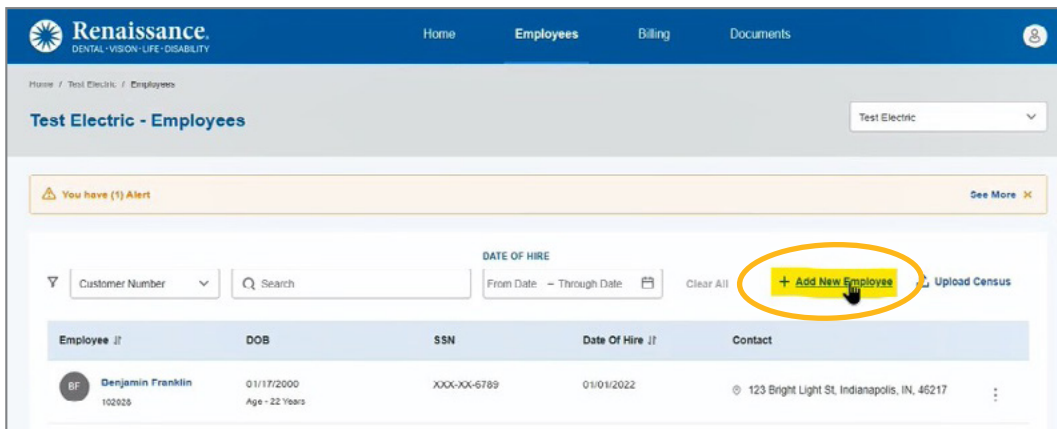
1



The screenshot shows the Renaissance group homepage. The top navigation bar has 'Home', 'Employees' (highlighted with a yellow circle), 'Billing', and 'Documents'. Below the navigation bar, there's a header for 'Test Electric - 101978'. A yellow alert banner says 'You have (1) Alert'. The main content area is divided into 'Employer Group Coverages' and 'Recent Employees'. Under 'Employer Group Coverages', there are three cards: 'Group Dental' (MP0000004039, Active), 'Group Vision' (MP0000004048, Active), and 'Term Life Insurance' (MP0000004049, Active). Under 'Recent Employees', there's a table with columns: Employee Name, Employee #, Date of Birth, and Coverages. The table shows one employee: Benjamin Franklin, 102028, 01/17/2000, Group Dental. A 'VIEW ALL EMPLOYEES' button is at the bottom left. On the right, there's a 'Quick Links' section with links to 'View FICA Reports', 'Pay My Bill', 'Print Full Group ID Cards', and 'Contact Us'. Below that is a 'Find a Provider' section with a 'Provider Search' button.

From the group homepage select **Employees**.

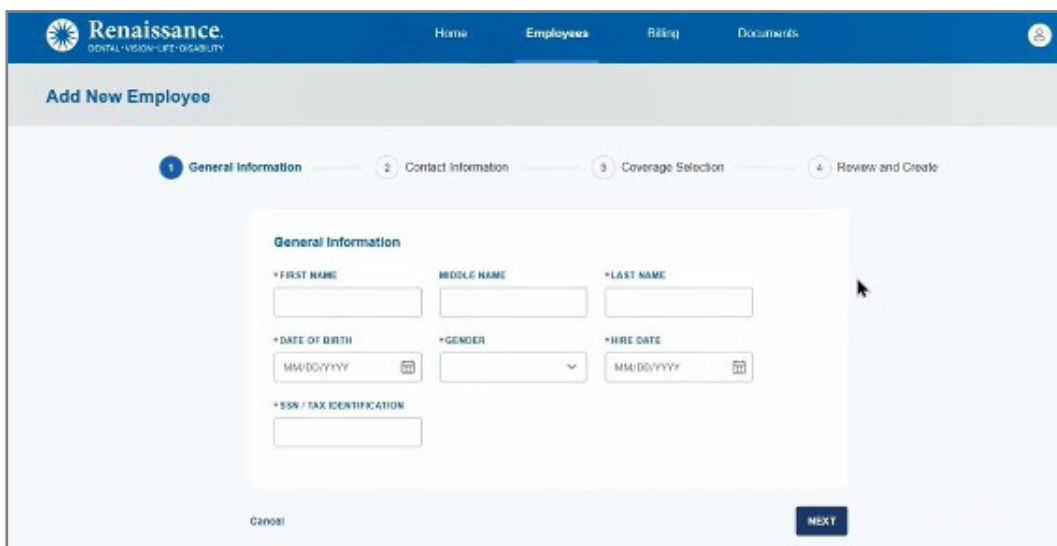
2



The screenshot shows the 'Test Electric - Employees' page. The top navigation bar has 'Home', 'Employees' (selected), 'Billing', and 'Documents'. Below the navigation bar, there's a header for 'Test Electric - Employees'. A yellow alert banner says 'You have (1) Alert'. Below the alert, there's a search bar with 'Customer Number' and 'Search' buttons. To the right of the search bar, there's a 'DATE OF HIRE' section with 'From Date', 'Through Date', and 'Clear All' buttons. A yellow button with a plus sign and the text '+ Add New Employee' is highlighted with a yellow circle. To the right of this button is an 'Upload Census' button. Below these buttons is a table with columns: Employee ID, DOB, SSN, Date Of Hire, and Contact. The table shows one employee: Benjamin Franklin, 102028, 01/17/2000, Age - 22 Years, XXX-XX-6789, 01/01/2022, 123 Bright Light St, Indianapolis, IN, 46217.

Next, select **+ Add New Employee**.

3



The screenshot shows the 'Add New Employee' form. The top navigation bar has 'Home', 'Employees' (selected), 'Billing', and 'Documents'. Below the navigation bar, there's a header for 'Add New Employee'. The form is divided into four steps: 1. General Information, 2. Contact Information, 3. Coverage Selection, and 4. Review and Create. The first step, 'General Information', is active. It contains the following fields: \* FIRST NAME, \* MIDDLE NAME, \* LAST NAME, \* DATE OF BIRTH (MM/DD/YYYY), \* GENDER (dropdown), \* HIRE DATE (MM/DD/YYYY), and \* SSN / TAX IDENTIFICATION. At the bottom left is a 'Cancel' button and at the bottom right is a 'NEXT' button.

Complete the required fields within the 4-step Add New Employee process and select **CREATE**.

## ADDING NEW EMPLOYEE COVERAGE, CONTINUED

4

**Review and Create**

**General Information**

Name	Date Of Birth	Gender
Alex Bell	03/03/1980	Male
Hire Date	SSN / Tax Identification	
01/01/2022	XXX-XX-4321	

**Contact Information**

1 Invention Way, Indianapolis, IN, 46217

**Coverage Selection**

Reason for Enrollment	Product	Plan Code
New Hire	Group Dental - MP0000004039	Basic EPOS
Effective Date	Coverage	Coverage Class
10/01/2022	Dental	Train

Cancel PREVIOUS **CREATE**

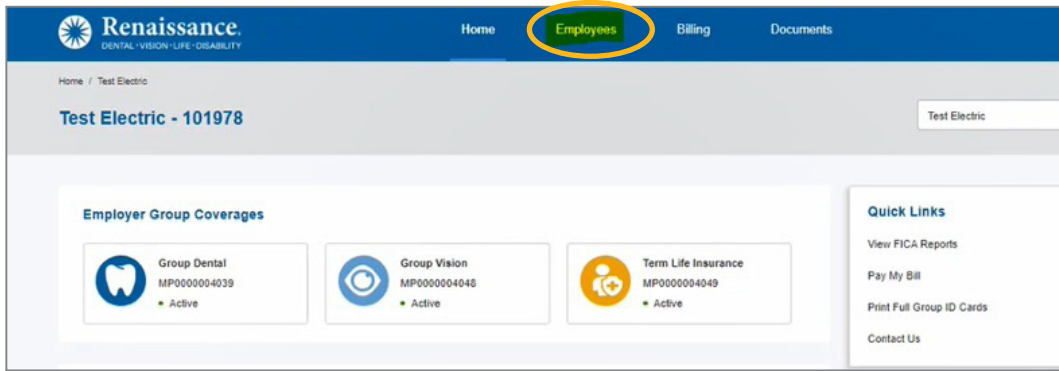
In the final step you will review and click **CREATE**.

Watch a *video walk-through*



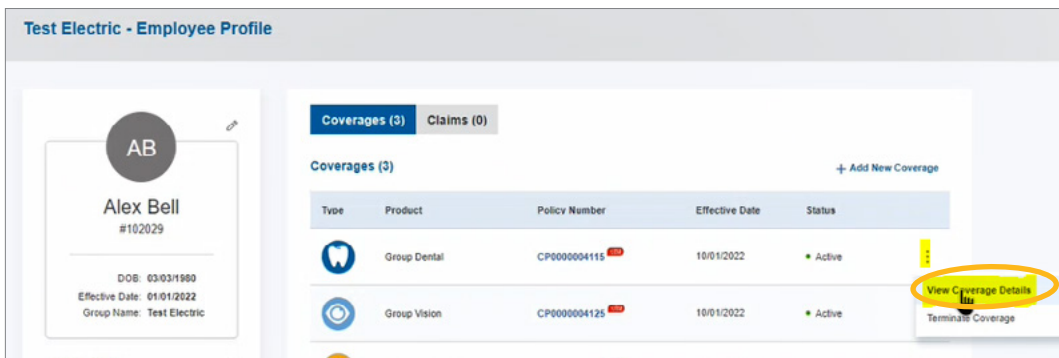
# ADDING A DEPENDENT

1



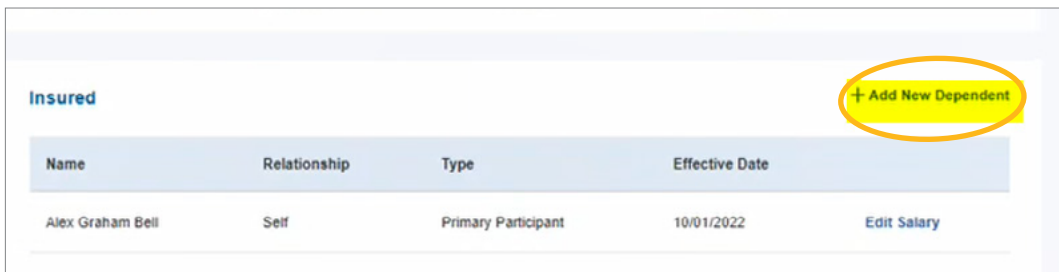
Start by selecting **Employees** from the group homepage.

2



On the employee profile screen, click on the 3 dots and then **View Coverage Details**.

3



Select **+ Add New Dependent**.

4

Add New Dependent

Dependent Information

FIRST NAME LAST NAME DATE OF BIRTH  
GENDER RELATIONSHIP TO INSUR... REASON FOR ENROLLME...  
EFFECTIVE DATE  
ADDRESS LINE 1  
ADDRESS LINE 2  
CITY STATE / PROVINCE ZIP CODE / POSTAL

CANCEL ADD

Complete the required fields and then select **ADD**.

The dependent will now be listed under the insured.

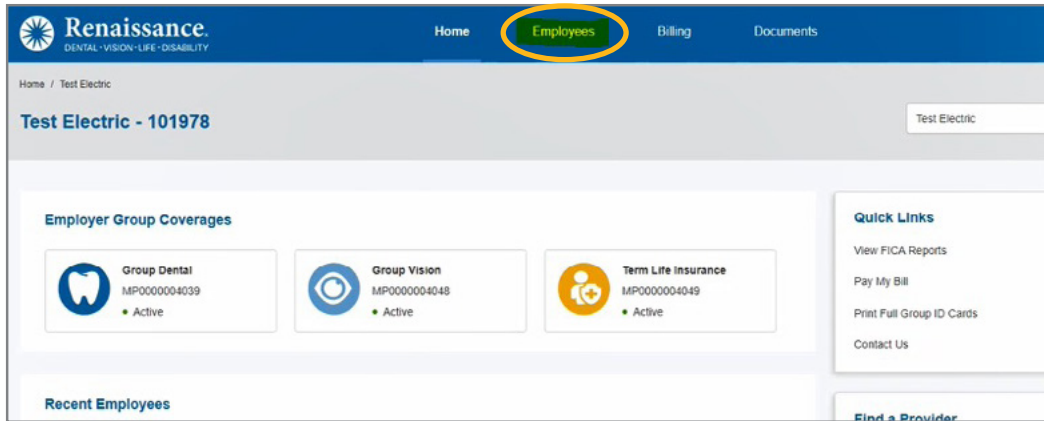


Watch a *video walk-through*



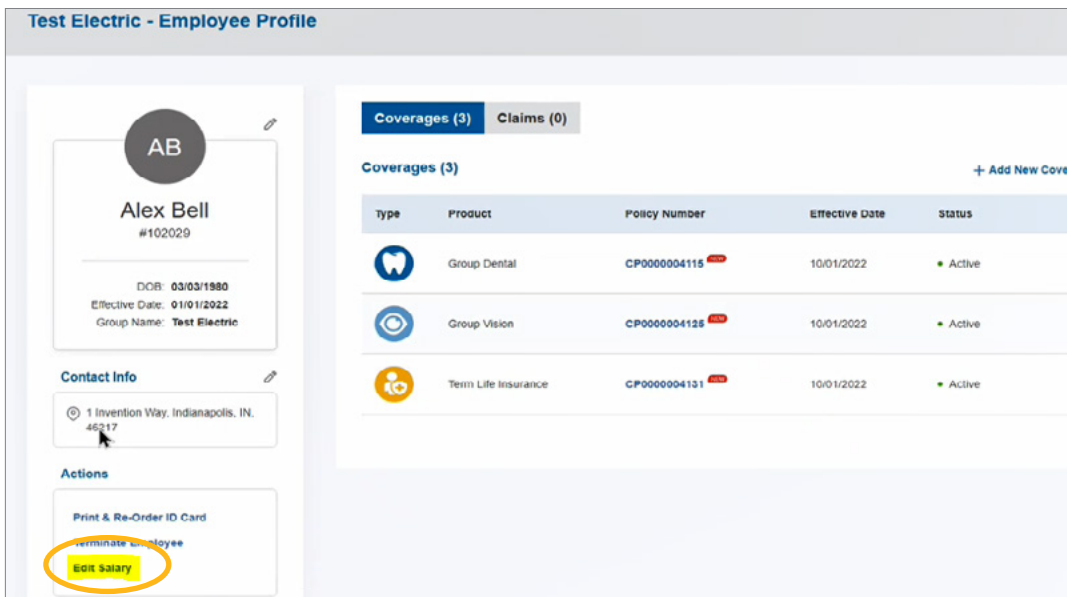
# EDITING SALARIES

1



Start by selecting **Employees** from the group homepage.

2



On the Employee Profile page, select **Edit Salary**.

3

Edit Insured Information

Insured Salary Information

SALARY MODE: Monthly

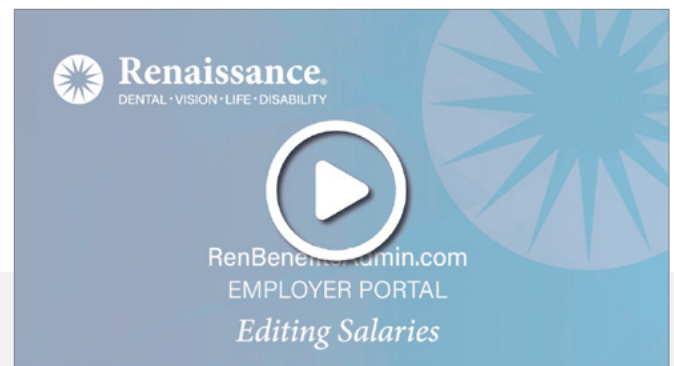
ANNUAL AMOUNT: \$60,000.00

EFFECTIVE DATE: 10/01/2022

CANCEL SUBMIT

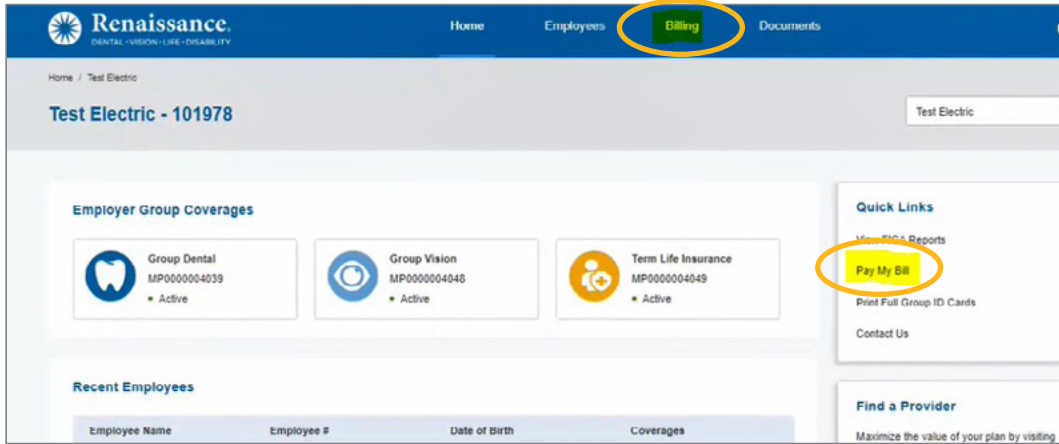
Update the salary and effective date and then select **SUBMIT**.

Watch a *video walk-through*



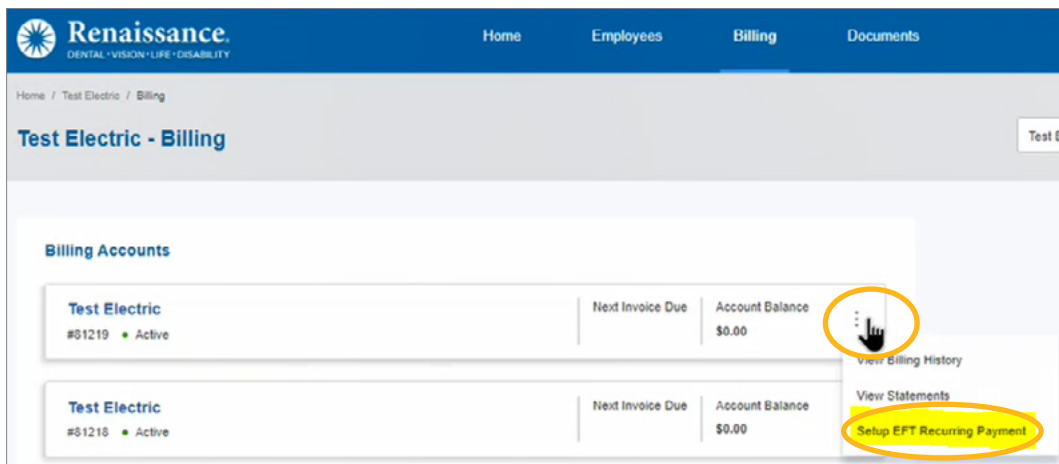
# SETTING UP EFT/PAY BILL

1



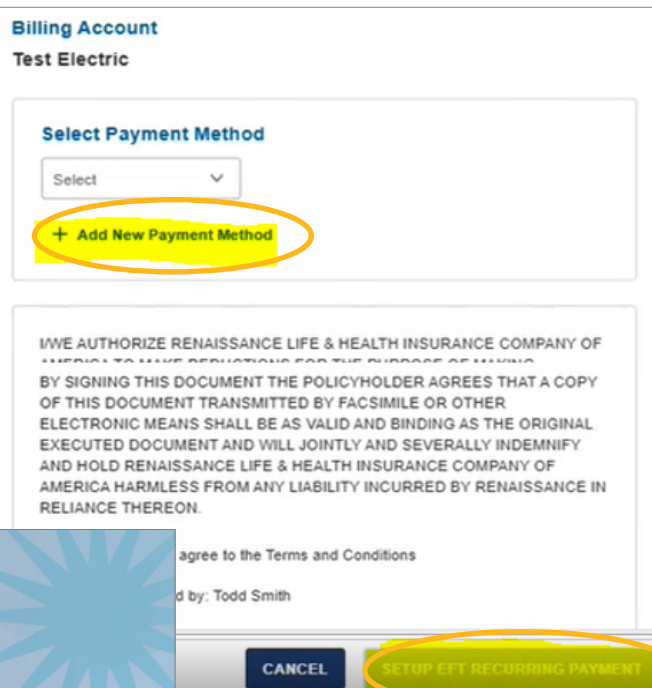
From the group homepage, select **Billing** or **Pay My Bill** from the Quick Links sidebar section.

2



On the Billing screen, select the 3 dots and then **Setup EFT Recurring Payment**.

3



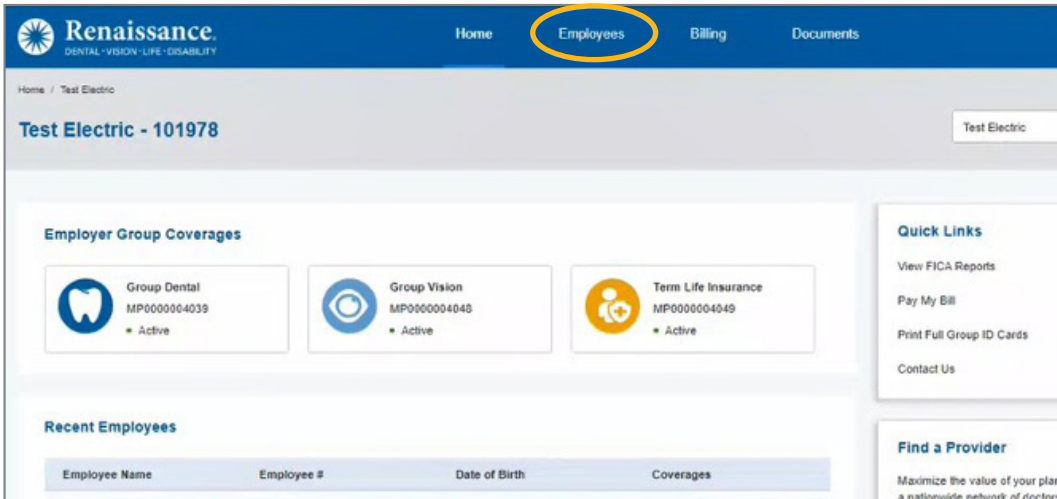
Select **+ Add New Payment Method** and enter your payment information. Next, check the box for "I have read and agree to terms and conditions" and select **SETUP EFT RECURRING PAYMENT**.



Watch a *video walk-through*

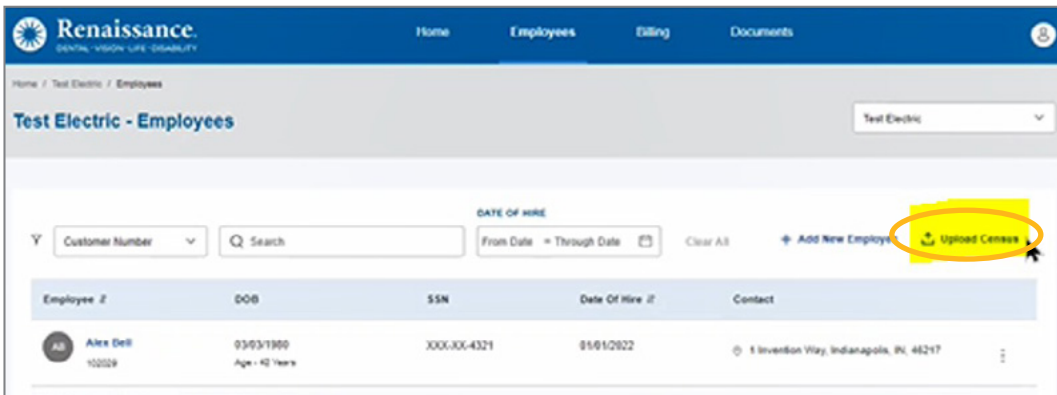
# UPLOADING A CENSUS

1



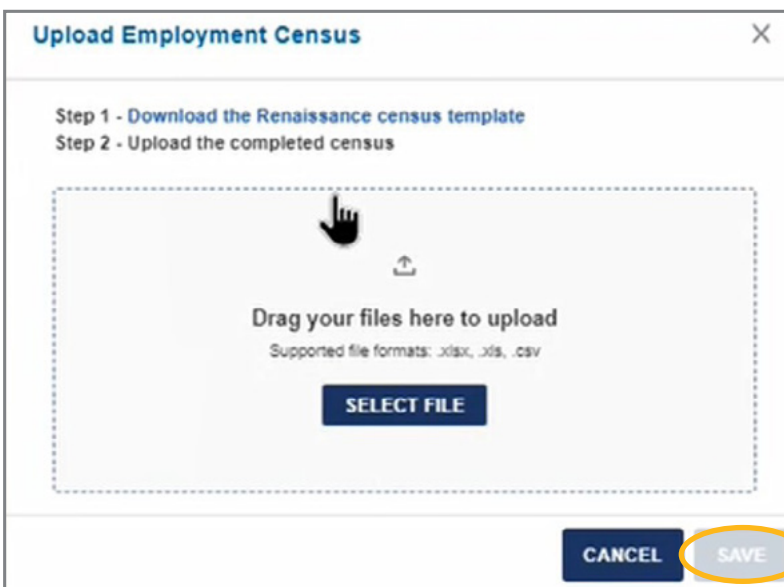
Start by selecting **Employees** from the group homepage.

2



Select **Upload Census**.

3



Please note, you must use the Renaissance Census template which can be downloaded in Step 1 of the upload process.

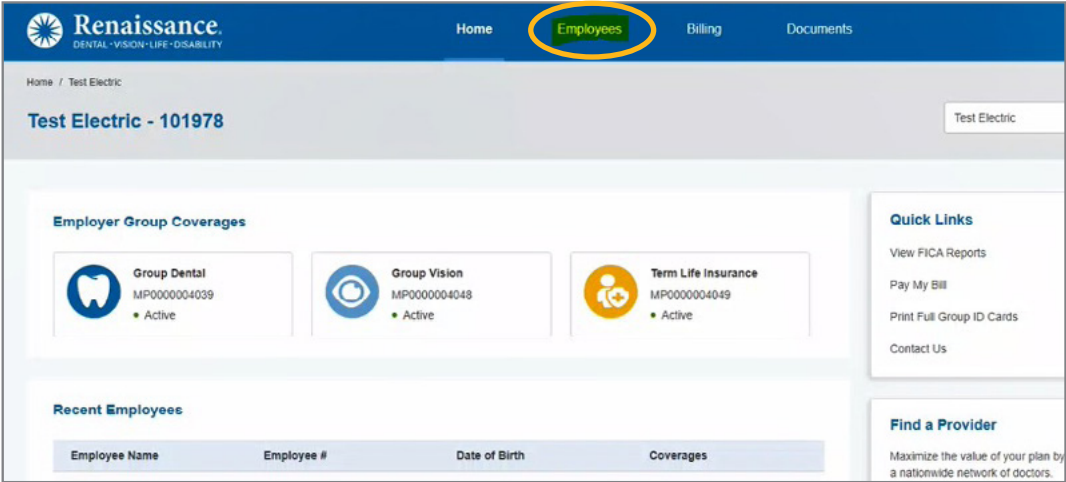
**SELECT FILE** and then select **SAVE**.

Watch a *video walk-through*

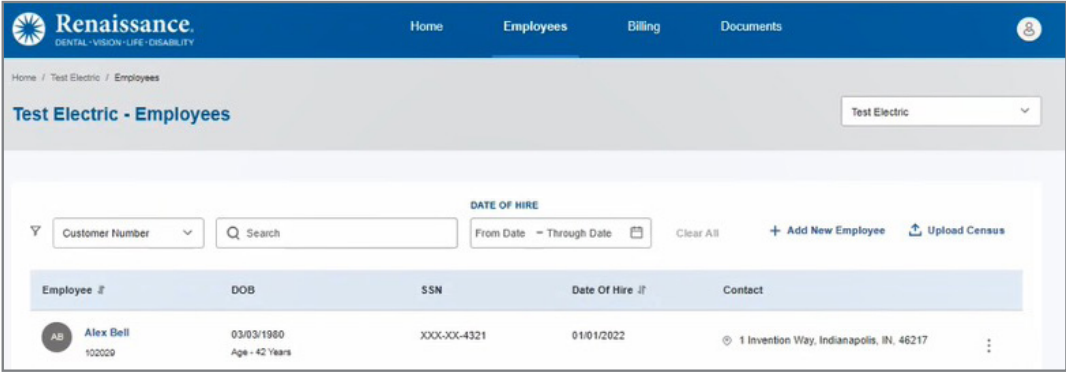


# SUBMITTING LIFE & DISABILITY CLAIMS

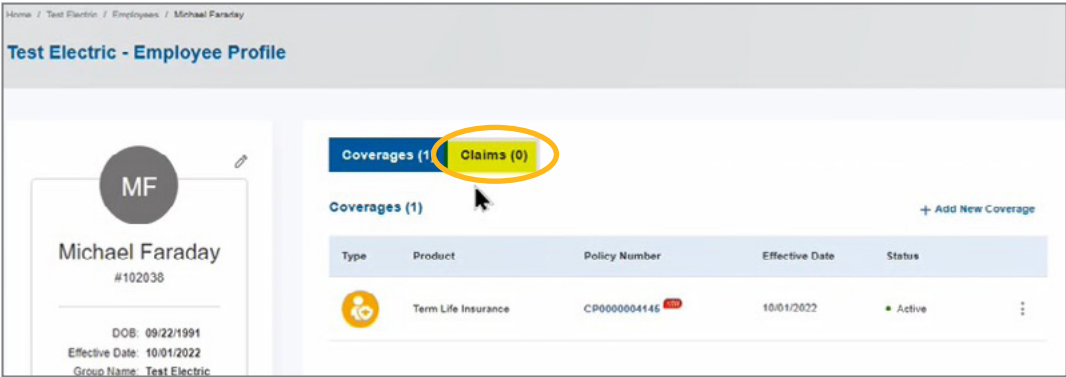
1 Start by selecting **Employees** from the group homepage.



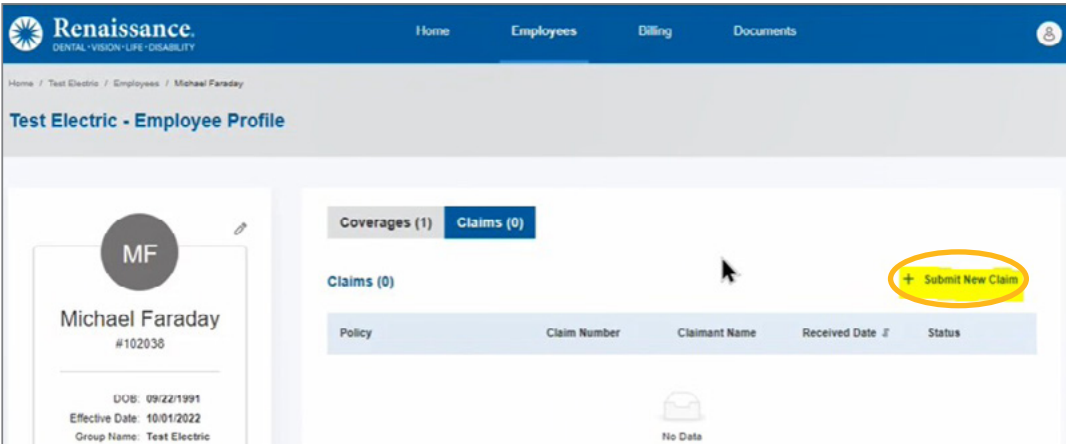
2 Select the employee.



3 Select **Claims**.



4 Select + **Submit New Claim**.





# SUBMITTING LIFE & DISABILITY CLAIMS, CONTINUED

5

The screenshot shows the 'Michael Faraday - Submit Claim' page at Step 1: Claim Info. The progress bar at the top indicates four steps: 1. Claim Info (active), 2. Documents, 3. Review and Submit, and 4. Confirmation. The main content area is titled 'Claim Info' and asks the user to 'Choose the type of claim you'd like to submit'. There is a radio button next to a 'Term Life Insurance' option, which is highlighted with a blue border. Below this, there are three bullet points: 'Your dental providers will submit claims for you, you can also access our dental claim form here', 'To submit claims for expired or cancelled policies, please Contact Us', and 'Who are you claiming it for?' followed by a dropdown menu.

Complete the required fields under Claim Info and follow the 4-step process.

6

The screenshot shows the 'Michael Faraday - Submit Claim' page at Step 2: Documents. The progress bar at the top indicates four steps: 1. Claim Info, 2. Documents (active), 3. Review and Submit, and 4. Confirmation. The main content area is titled 'Upload Supporting Documents' and provides instructions on what information is required to evaluate a claim. It lists three types of documents: 'Employer's Statement', 'Death Certificate', and 'For Accidental Death'. Below the text is a large dashed box with an upload icon and the text 'Drag your files here to upload'. Below the box, it lists supported file formats: .zip, .docx, .doc, .pdf, .jpg, .png. A 'SELECT FILES' button is located below the list. At the bottom of the page, there are two buttons: 'PREVIOUS' and 'NEXT'. The 'NEXT' button is highlighted with a yellow circle.

Upload supporting documents and select **NEXT**.

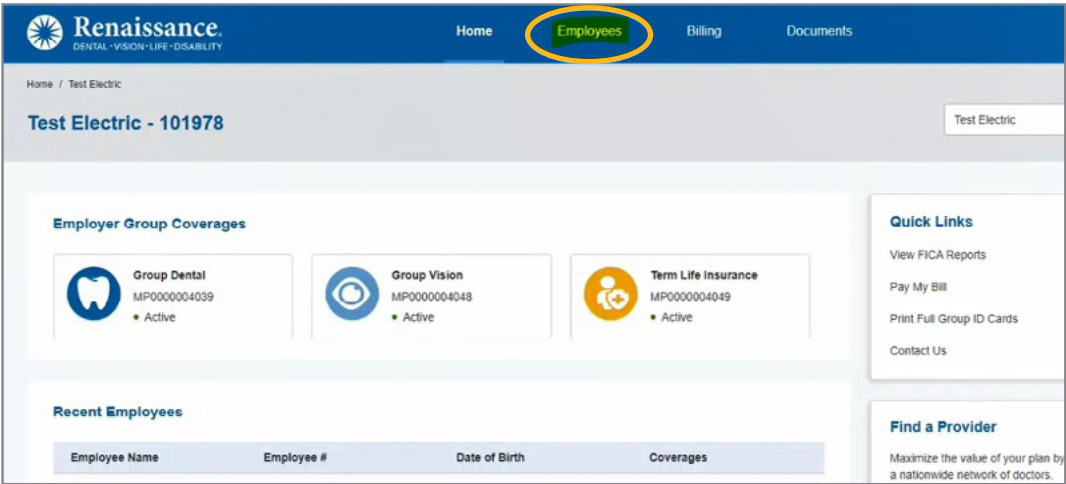
Watch a *video walk-through*





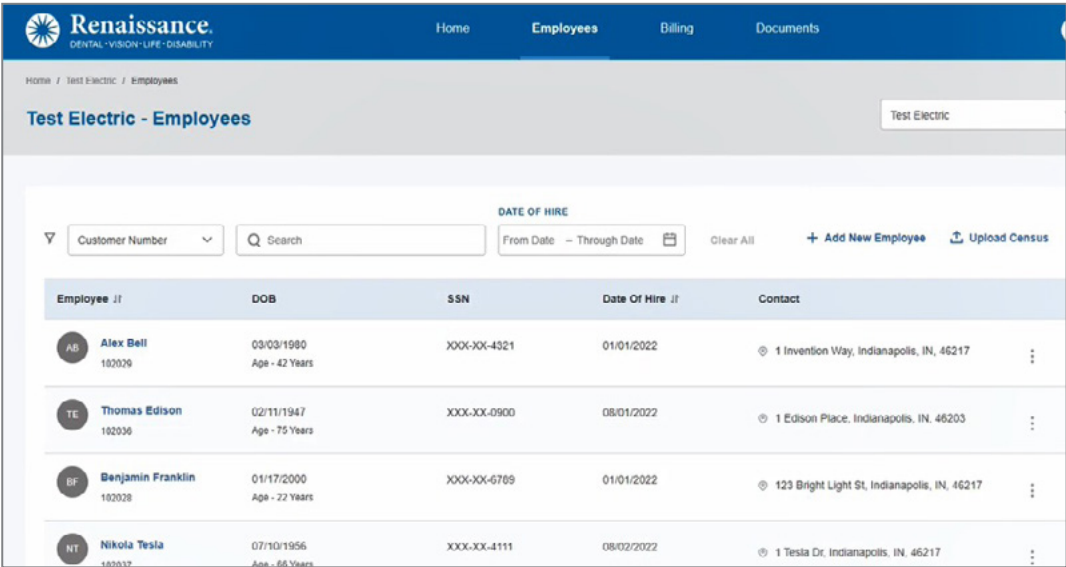
# TERMINATING EMPLOYEES

1



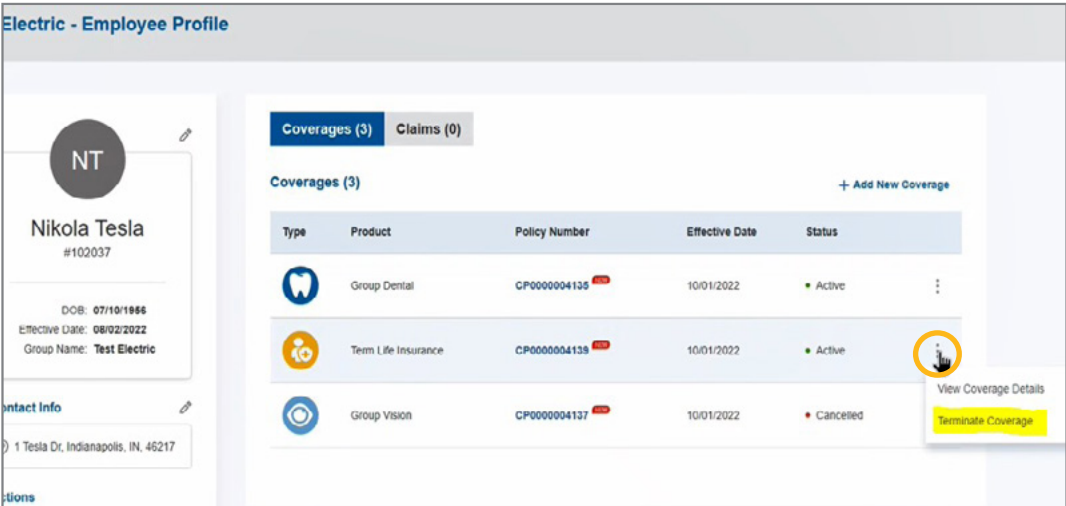
Start by selecting **Employees** from the group homepage.

2



Select an employee.

3



To terminate a single product, on the Employee Profile screen select the 3 dots and then **Terminate Coverage**.

# TERMINATING EMPLOYEES, CONTINUED

4

⚠ Are you sure you want to terminate this coverage?

• REASON

Term

NOTES

• TERMINATION DATE

10/01/2022

CANCEL TERMINATE

Complete the required fields and then select **TERMINATE**.

5

DOB: 07/10/1966  
Effective Date: 08/02/2022  
Group Name: Test Electric

Contact Info

1 Testa Dr, Indianapolis, IN, 46217

Actions

Print & Save Green ID Card  
**Terminate Employee**  
Edit Salary

Type	Product	Policy Number	Effective Date	Status
	Group Dental	CP0000004135	10/01/2022	Active
	Group Vision	CP0000004137	10/01/2022	Cancelled
	Term Life Insurance	CP0000004139	10/01/2022	Cancelled

To terminate the employee completely, select **Terminate Employee** under the Actions Menu on the left side of the page.

6

⚠ Are you sure you want to terminate all coverage?

• REASON

Select

Term

• TERMINATION DATE

MM/DD/YYYY

CANCEL TERMINATE

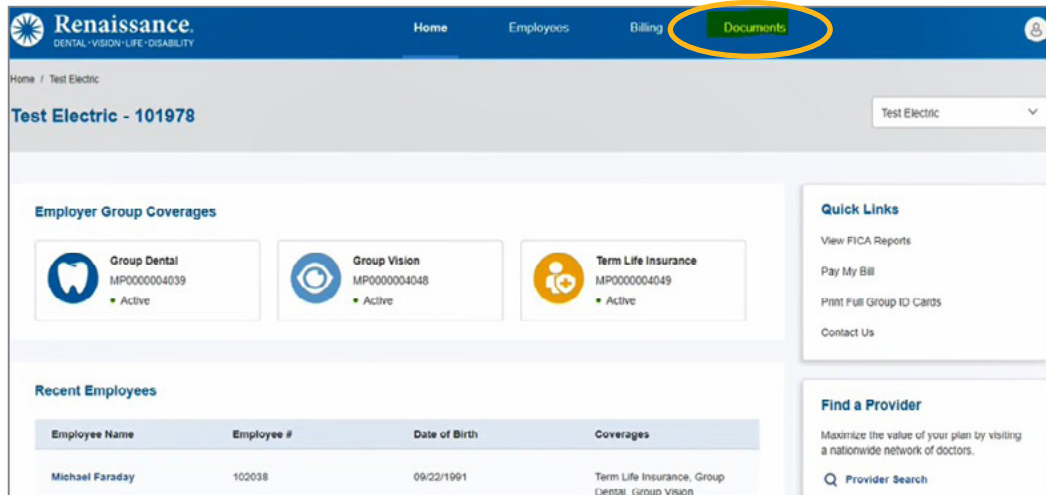
Complete the required fields and then select **TERMINATE**.

Watch a *video walk-through*



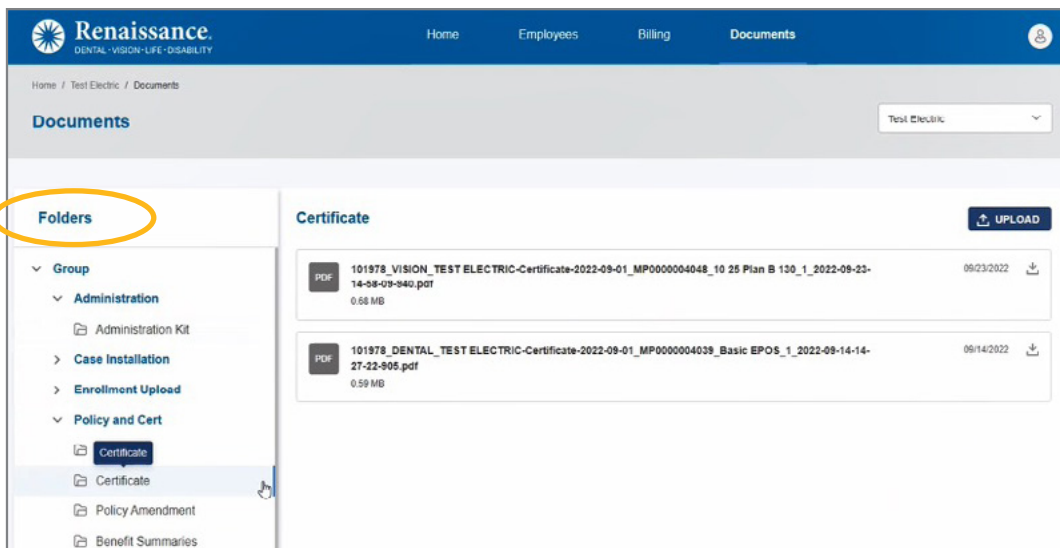
# VIEWING DOCUMENTS

1



Start by selecting **Documents** on the group homepage.

2



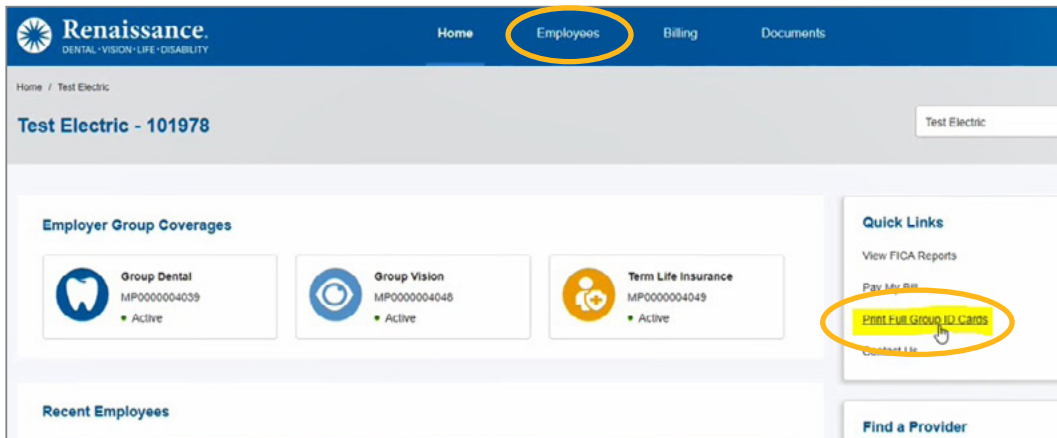
From the **Documents** tab you will have access to **Folders** and be able to view and print documents.

Watch a *video walk-through*



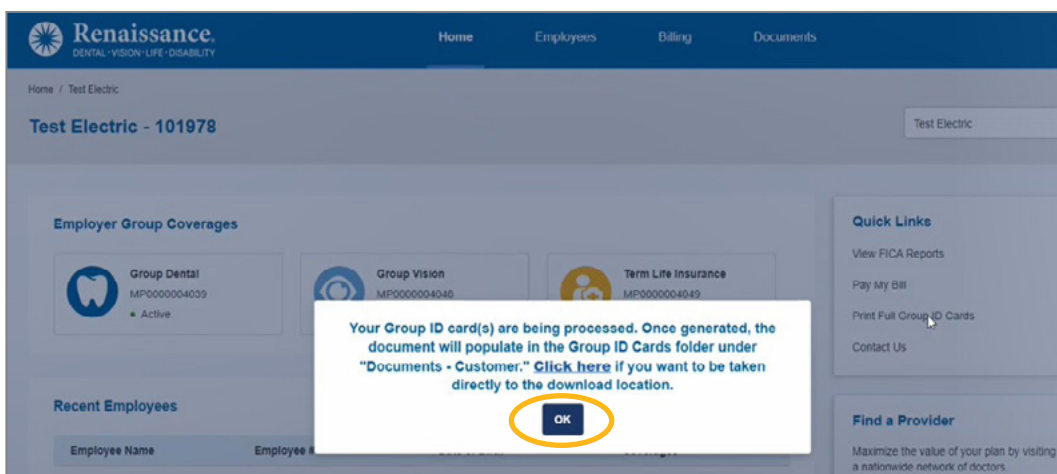
# VIEWING AND PRINTING ID CARD FOR FULL GROUP

1



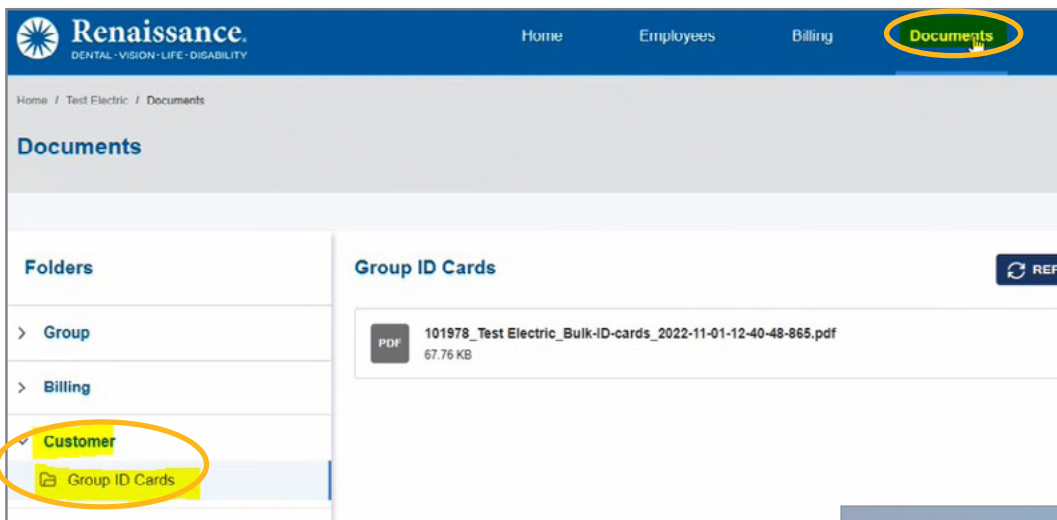
Starting from the group homepage select **Print Full Group ID Cards** under Quick Links on the right side of the page.

2



You will then see a box pop up confirming the ID cards are being generated.

3



The ID cards are stored under the **Documents** tab in the **Customer** folder labeled **Group ID Cards**.

Watch a *video walk-through*



# VIEWING, PRINTING AND RE-ORDERING ID CARDS FOR AN EMPLOYEE

1

The screenshot shows the Renaissance group homepage. The top navigation bar includes 'Home', 'Employees' (highlighted with a yellow circle), 'Billing', and 'Documents'. Below the navigation bar, the page title is 'Test Electric - 101978'. The main content area is divided into two sections: 'Employer Group Coverages' and 'Recent Employees'. The 'Employer Group Coverages' section displays three active coverages: Group Dental, Group Vision, and Term Life Insurance. The 'Recent Employees' section shows a table with columns for Employee Name, Employee #, Date of Birth, and Coverages. The table lists Benjamin Franklin as the only employee.

Employee Name	Employee #	Date of Birth	Coverages
Benjamin Franklin	102028	01/17/2000	Group Dental

Start by selecting **Employees** from the group homepage.

2

The screenshot shows the Renaissance Employees page. The top navigation bar includes 'Home', 'Employees' (selected), 'Billing', and 'Documents'. Below the navigation bar, the page title is 'Test Electric - Employees'. The main content area includes a search bar with a dropdown menu for 'Customer Number' and a search button. Below the search bar, there is a table with columns for Employee #, DOB, SSN, Date Of Hire, and Contact. The table lists two employees: Alex Bell and Thomas Edison.

Employee #	DOB	SSN	Date Of Hire	Contact
AB 102029	03/03/1980 Age - 42 Years	XXX-XX-4321	01/01/2022	1 Invention Way, Indianapolis, IN, 46217
TE 102038	02/11/1947 Age - 75 Years	XXX-XX-0900	08/01/2022	1 Edison Place, Indianapolis, IN, 46203

Next, select the employee.

3

The screenshot shows the Renaissance Employee Profile page for Michael Faraday. The top navigation bar includes 'Home', 'Employees' (selected), 'Billing', and 'Documents'. Below the navigation bar, the page title is 'Test Electric - Employee Profile'. The main content area is divided into two sections: 'Coverages (3)' and 'Claims (1)'. The 'Coverages (3)' section displays three active coverages: Term Life Insurance, Group Dental, and Group Vision. The 'Actions' section is highlighted with a yellow circle and contains three buttons: 'Print & Re-Order ID Card', 'Terminate employee', and 'Edit Salary'.

Type	Product	Policy Number	Effective Date	Status
Term Life Insurance	CP0000004145	10/01/2022	Active	
Group Dental	CP0000004147	10/01/2022	Active	
Group Vision	CP0000004149	10/01/2022	Active	


Under Actions, select **Print & Reorder ID Card**.



4

**View Dental and Vision ID Card** ×

**Dental** **Vision**

 **Renaissance.**  
DENTAL

NAME Michael Faraday

GROUP NAME Test Electric

GROUP NUMBER 101978

MEMBER ID 102038

PAYOR ID RLHA1

Submit Claims to:

P.O. BOX 17250, INDIANAPOLIS, IN 46217

Customer Service: (800) 894-4532

This card is for identification purposes only and is not a  
guarantee of coverage.

**CANCEL** **RE-ORDER** **DOWNLOAD**

View, **RE-ORDER**,  
or **DOWNLOAD**  
your Dental and  
Vision ID cards.

Watch a *video walk-through*

