

Life and Disability Online Claims – Employer Reports Frequently Asked Questions

What tools are available for benefit administrators?

Group benefit administrators can log in to our secure portal to:

- Check claim status for disability and life claims
- View basic statistics reports for life claims
- View basic statistics reports for disability claims.
- View and download disability paid claims tax reports.
- Clients with FATP and ATP plans can log in to get their reports.

How do I get a user ID & password?

To get a user ID and password, you must first submit the [Online Claims Reporting/Status Check Application Registration Form](#). Due to the PHI and PII that claims reporting and status check access affords, an Officer of the Company must sign the form.

You may have already completed this form during your implementation process with Anthem Life. If you did not, download the form and complete, sign, and submit it to dl-soccerreporting@anthem.com.

I've forgotten my user ID and/or password. How do I get that information?

Just email us at dl-soccerreporting@anthem.com or call us at 1-800-232-0113 ext. 4044798627. We'll be happy to email your User ID to you and help you reset your password.

How do I sign on to online claims administration tools?

You can log in at <https://myspecialtyappsanthem.com/benadmin/Account/logon/uc>

Is there a charge to use benefit administrator tools?

There is no charge to use the benefit administrator tools. Access is included as part of your benefits plan.

Can more than one administrator in our company have access to check claim status and claim statistic reports?

Yes – just ask for a user ID and password for each of your administrators. The person who signed your group contract must sign the request for additional access.

Can our third-party administrator (TPA) check status for us?

Yes – just complete the user agreement and list the TPA as an authorized user if you'd like a TPA to have access on your behalf. We need to approve the use of the TPA and will confirm to you that the TPA can have access. We'll also send the TPA a user ID and password.

What security features does the benefit administrator tool have?

The benefit administrator site is protected with Computer Associates Siteminder, an industry standard security framework. A user cannot access any secured pages on the site until they are logged in with a user ID and password. Benefit administrators can securely change their password and manage their profile. We provide a password to each benefit administrator for their initial login. They must then change their password.

If an invalid password is entered three times, the user account is locked out. Email us at dl-soccerreporting@anthem.com Call 1-800-232-0113 ext. 4044798627 to have it reset.