MemberXG

Self-service web portal gives members 24/7 access to their benefits information

About basys

Since 1977, basys has specialized in benefits administration software for the Taft-Hartley community, providing integrated technology solutions that help trust fund offices, national multiemployer plans and third party administrators accurately and efficiently serve millions of members across the US and Canada. Basys software suites, web-based portals and hosting services deliver cost-effective and reliable health and pension benefits processing, fund office administration, reporting and member service on a platform built for data security, regulatory compliance and a lower total cost of ownership.

MemberXG, the secure, web-based, mobile-ready member portal from basys, lets your members and their dependents access benefit information and securely submit updates, payments, enrollments and supporting documents to the fund office 24/7 from anywhere, using their internet-connected smartphone, tablet or PC.

It isn't always possible for members to come into the office or call during business hours. With **MemberXG**, users can elect benefits options in online enrollment, run personal pension projections, make online payments, download electronic EOBs, submit applications and forms, and more – and in their choice of English or Spanish.

MemberXG reduces paperwork and improves workflow. More important, it lets you send and receive time-sensitive documents without waiting for the mail.
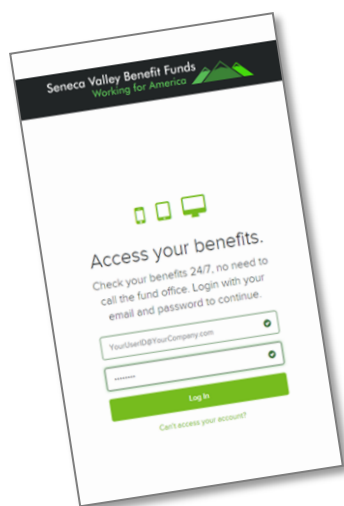
MemberXG quickly become the industry standard for Taft-Hartley self-service portals, thanks to a robust set of standard and optional capabilities that dramatically improve both member service and fund office efficiency, including:

ePayments

Integrating **MemberXG** & **FundOfficeXG** makes it easy and secure for your fund office to accept self-pay, COBRA and other payments 24/7. Members can view what they owe and pay online using their credit card or bank account.

Pension Projection Tool

Help members plan for retirement by estimating their future pension benefit, comparing scenarios based on their projected retirement date, age, pension type and future work options. And their projection results are tracked in their account at the fund office, so if they call with a follow-up question your customer service team can quickly access and explain what the member is seeing.

Online Enrollment/Applications

Members can view and modify benefit enrollment elections and beneficiary information online via **MemberXG**. Boost timely open enrollment participation and make submitting qualified life change events easier than ever.

Enhanced Document Center

Go paperless! Securely display participant-specific documents, including electronic EOBs, that members and their dependents can view, download and print on demand. Online forms can be completed, e-signed, and submitted, and members can upload supporting documents like birth/marriage certificates through **MemberXG**.

Multilingual Access

Enrich your customer service for non-English-speaking participants by adding an option to view the **MemberXG** portal in Spanish.

Fund Office Access

Give your customer service staff access to exactly what the member sees in **MemberXG** so they can help callers navigate and use the portal, answer member questions, and review documents and payments.

Product Features	Value and Benefit
Usability ✦ Navigation and user tools make the site easy and intuitive for members. ✦ Users can navigate the site using the menu or Benefit tiles. ✦ Fund, benefit plan or accumulator selections available for the **MemberXG** Administrator provide clarity to the user. ✦ Intuitive filters to zoom right to specific information, such as a health claim for a specific date of service.	Provides users the ability to choose the site navigation that they are most comfortable with. Filters allow users to quickly locate exactly what they need.
Security **MemberXG** is a hosted application that incorporates the latest in web authentication best practices, including: ✦ Client Authentication – Insures only permitted client applications can communicate with the server. ✦ Two-step verification – A process that uses two ways to verify identity, which helps protect the user account. This method of securing accounts requires that you not only *know* something (a password) to log in but also that you *possess* something (an access code). ✦ Claim-based Authorization – A set of standard security protocols to authenticate a user on a host computer. The user information is stored securely in the database and not passed with each request.	Secure internet access to the information your members need with assured privacy.

Product Features	Value and Benefit
Fund Office control of which data is displayed **MemberXG** can display information for the benefits YOU choose. Benefit information follows HIPAA privacy regulations and will only display to the appropriate user. ✦ Dashboard – the landing page containing quick navigation ✦ Beneficiaries – lists the elected beneficiaries for a specified fund, for members only. ✦ Demographics – demographics for a member and/or dependent(s). ✦ Eligibility – past and present eligibility for multiple benefit plans – medical, dental, vision, etc. ✦ Deductibles – displays deductible maximums and the amounts applied to them; **MemberXG** administrator can select which deductibles display. ✦ Health Claims – displays claims submitted for the benefit plan. ✦ Member Account Balances – the account balance and associated transactions relating to a member's account. ✦ Member Account Payments – history of payments and payment detail for member account payments. ✦ Pension Credits – display of yearly pension credits and vesting status. ✦ Document Center with member-specific documents. ✦ Pension Options – eligible pension types and options based on the member's pension credit history. ✦ Pension Payments – history of pension payments and payment for retired members or beneficiaries. ✦ Work History – member's work history for the last 5 years.	Allows members to track their own claims, determine if a deductible is met and view work history and pension credits to ensure correct reporting, all within HIPAA regulations for access.
Flexible configuration and custom branding Configuration tool provides the **MemberXG** administrator control of the site: ✦ Branding – use your own color scheme, custom image/logo in page banner and welcome page, and provide your own Welcome Message text. ✦ Benefit page selection – choose which benefit pages to include in your site. Menus dynamically build based on pages selected. ✦ Benefit page detail – select options for benefit pages, where available, and keep the generic paragraph text or create you own. ✦ Starter content is provided, but you can customize based on your policies.	Allows for continuity between your administrative site and **MemberXG**. Members feel safe and at home accessing **MemberXG** when the look of the portal echoes the Fund's site. Tailor which benefit pages display to your needs.