



## Enrolling in the employer service center

Our online employer service center (ESC) allows you to securely access critical information wherever and whenever you need it. This innovative and secure tool is available for employers and provides a direct connection for up-to-date information for everything your group needs.

### Account setup: How do I enroll in the ESC?

First, the employer who wants access to the ESC will need to submit a [super user form](#) to begin the enrollment process. Once the form is submitted and processed, the super user will receive a registration email with a **GHP Personal ID Number and instructions to establish their account**. They've now become the super user; there is only one permitted per group.

### Super users hold the power

After activating their account, the super user will be responsible for managing their group's access. If brokers and other users need access to their group's ESC portal, the super user will be able to approve and remove access by clicking on the "Manage Web Access" button in the secured Employers section of our site. This page will list all current users that you granted access to your company's information.

### Broker access

A super user can give their broker access to be a delegate user, and thus access the Employer Service Center. If brokers are currently super users for their group, their access will remain intact.

### Access granted.

#### Next step: use WalkMe



Walk Me Through

Once you have access to the ESC, you'll use an interactive pop-up tool called WalkMe to assist you with navigating through our site. Located on the sidebar of your screen, it will guide you through functions like:

- Enrollments/dis-enrollments
- Change employee demographics/primary care provider (PCP)
- View and request ID cards
- Premium invoice statements/make payments (fully insured groups)
- View invoice statements (Geisinger Funding Alternative groups)
- Financial funding reports for self-funded/TPA groups

### Log in to the service center

- Go to [GeisingerHealthPlan.com](https://GeisingerHealthPlan.com).
- Under the "For Businesses" dropdown menu, select
- "Manage Your Plan".
- Click "Login to the Employer Service Center."

### Want more? We can help.

If you are interested in learning more and becoming a registered user, reach out to your **client services representative**.

If you need website support after your initial registration, give us a call at [877-571-5366](tel:877-571-5366).