

eMember Services Frequently Asked Questions

1. What is *eMember Services*?

eMember Services is a secure part of New Hampshire Local Government Center's (LGC's) website. It allows LGC HealthTrust enrollees to complete and submit Smart Forms, download printable forms and view items in the Library online and aims to make your interactions with LGC quicker and easier.

2. How do I access *eMember Services*?

- a. *eMember Services* may be accessed through www.nhlgc.org
- b. Once the main page is displayed, click on **HealthTrust—My Benefits**.
- c. Click on the *eMember Services* link.
- d. Log in with your assigned Login ID and Password.

3. How does a user log into *eMember Services*?

- a. Using the Login ID and Password provided to you in a mailing from LGC:
 - 1) Enter your Login ID and Password.
 - 2) Click on the **Submit** button.
 - 3) You will then enter the secure *eMember Services* portion of our website.
- b. If you are unsure of your Login ID and/or Password, contact LGC's Enrollee Services Department at 800.527.5001 between 8:30 a.m. and 4:30 p.m. weekdays.

4. How secure is *eMember Services*?

This web feature uses state-of-the-art security — password protection and secure 128-bit encryption.

5. Who can use *eMember Services*?

LGC's subscribers who are currently enrolled in medical and/or dental coverage can use *eMember Services*.

6. What can *eMember Services* do for me?

eMember Services provides convenient Web-based functions for you, including the following:

- a. **Smart Forms** – Interactive forms that can be completed online and submitted electronically
Examples: ID Card Request Form, Address Change Form, Application Form
- b. **Printable Forms** – Downloadable documents that can be printed for completion and then returned to your employer; most of LGC's forms are available to be downloaded.
- c. **Library** – A secure, online repository of enrollee-related documents and information.

Please e-mail us at enrolleeservices@nhlgc.org with comments or suggestions for improving *eMember Services*.

7. What do I do if I have problems using *eMember Services*?

If you encounter problems after connecting to *eMember Services*, use the "Help" button for immediate assistance. If this does not resolve the issue, please call LGC's Enrollee Services Department toll free at 800.527.5001 with specific questions. Our Enrollee Services Representatives are knowledgeable about *eMember Services*, however, they may not be equipped to resolve specific computer and Internet issues related to personal computers, software or monitors that are uniquely configured. Internet connection or computer issues of this nature should be directed to your own local support area.