



HealthSun

AANEEL CONNECT PORTAL USER MANUAL

12/07/2023

TABLE OF CONTENTS

Overview	3
1 Login Page and Create Account	3-5
A. Login Page	3
1 Username	3
2 Password	3
3 Forgot your Password	3
4 Log In	3
5 Create Account	3
B. Create Account Page	4
1 Personal Info.....	4
2 Email Info.....	5
3 Credentials Info	5
2 Main Page and Medicare Access.....	6
1 Tabs	6
2 Member Details.....	6
3 Member Coverage.....	6
4 Member Account Setting	6
5 Connect to Medicare.....	7
5.1 Revoke CMS access.....	8

5.2 Member Account Setting Dropdown.....	8-12
1 Change Password	8-9
2 Enable 2FA.....	9-12
a SMS Authentication.....	9
b FIDO Key Authentication.....	10-11
c Authenticator App.....	11-12
3 Logout	12
3 Claims Tab.....	13-14
3.1 Claim Number.....	13-14
4 Provider Directory Tab.....	15
4.1 Provider ID.....	15
5 Formulary Directory Tab.....	16
6 Lab Result Tab.....	16

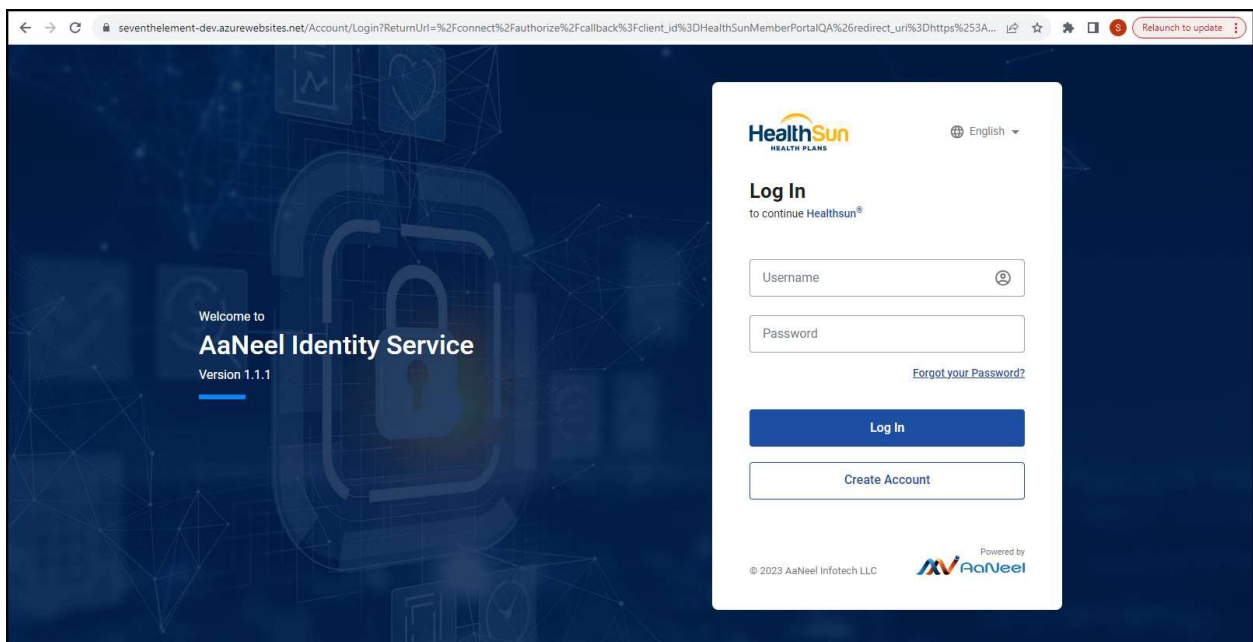
OVERVIEW

URL - <https://healthsun.aaneelconnect.com/>

Using AaNeel Connect Portal Members can check their Claim or Treatment History all in one place.

1. Login Page and Create Account

A. Login Page



1. Username - User uses the Username chosen while creating the account.
2. Password - User uses the Password chosen while creating the account.
3. Forgot your Password - User can use this link to get new password if they forget their login Password. The user needs to add their username and they will receive a reset password link in their registered email ID (Register Email ID is the one given when the account is created)
4. Log In - Log's in to AaNeel Connect Portal.
5. Create Account - This link opens the page below to create a new account.

B. Create Account

Sign up
Insert your information to signup

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1 Personal Info — 2 Email Info — 3 Credentials Info

First Name*

Last Name*

Date of Birth* MM / DD / YYYY

PIN* [Add a PIN?](#)

[← Back to login](#) [Next →](#)

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1. Personal Info - Here the user needs to Add their First Name, Last Name, DOB and PIN
 - a) PIN - Pin is the combination of Member ID Card (provided by insurance company) and last 4 digits of the Medicare ID Card (provided by CMS). Without the correct PIN the page does not let the user move to the next step (Email Info).

* For PIN, please enter **full Member ID Number** on your insurance card and **last 4 digits of Medicare ID Number** on your Medicare card. ×

Eg., For **Member ID P1234567801** and **Medicare ID TEG4-TE5-MK74**, PIN would be **P1234567801MK74**

Member ID Card
Name
Member ID
P1234567801
Full Member ID Number

MEDICARE HEALTH INSURANCE
Name/Nombre
Medicare Number/Numero de medicare
1EG4-TE5-MK74
Last 4 Digit of Medicare ID Number

PIN*
P1234567801MK74

2. Email Info - Here User will add email address and generate a One Time Password which will be sent to the email address which the user needs to add to go next.

The screenshot shows the 'Email Info' step of a registration process. At the top, there are three progress indicators: 'Personal Info' (checked), 'Email Info' (active), and 'Credentials Info'. Below this, the 'E-Mail Address *' field contains 'testspecialist987@gmail.com' and a 'Send OTP' button. The 'Enter OTP *' field is empty. At the bottom are 'Back' and 'Next' buttons.

The second screenshot is an email titled 'Your OTP for Registration'. It is from 'DoNotReply <DoNotReply@asmeel.com>' to 'me'. The email body contains the heading 'Your OTP for Registration', a 'Dear' field, and the message: 'You requested to complete the registration process on Healthsun Patient portal. Please use the following One Time Password (OTP) to proceed: 426751'. A note states: 'Note: This OTP is valid for 10 minutes and can be used only once. If you did not request this, please ignore this email or contact support if you feel this is an unauthorized attempt to access your account.'

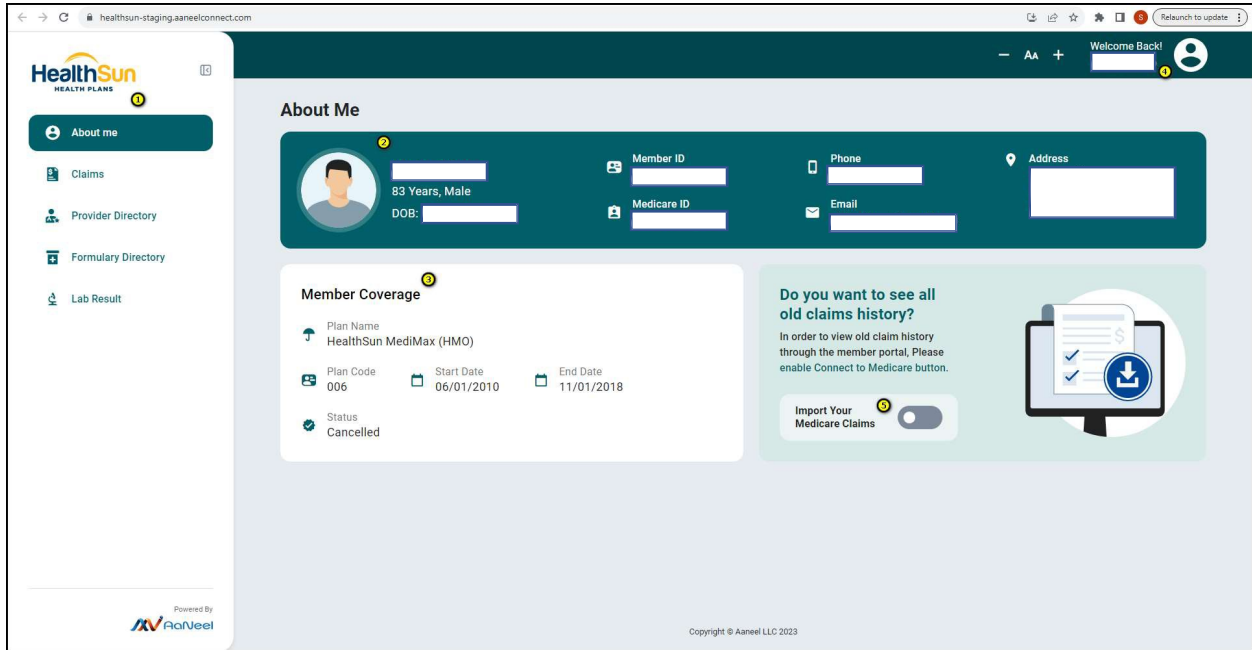
3. Credentials Info - Here User needs to add the username and password.

The screenshot shows the 'Credentials Info' step of the registration process. At the top, there are three progress indicators: 'Personal Info' (checked), 'Email Info' (checked), and 'Credentials Info' (active). Below this, the 'Username *' field is empty. The 'Password *' and 'Confirm Password *' fields are empty. Below these fields is a checkbox labeled 'I have read and agree to the [Privacy Policy](#) & [Terms of Service](#)'. At the bottom are 'Back' and 'Sign Up' buttons.

Click on Sign up and the account will be created, and confirmation email will be sent to the email address given during account creation.

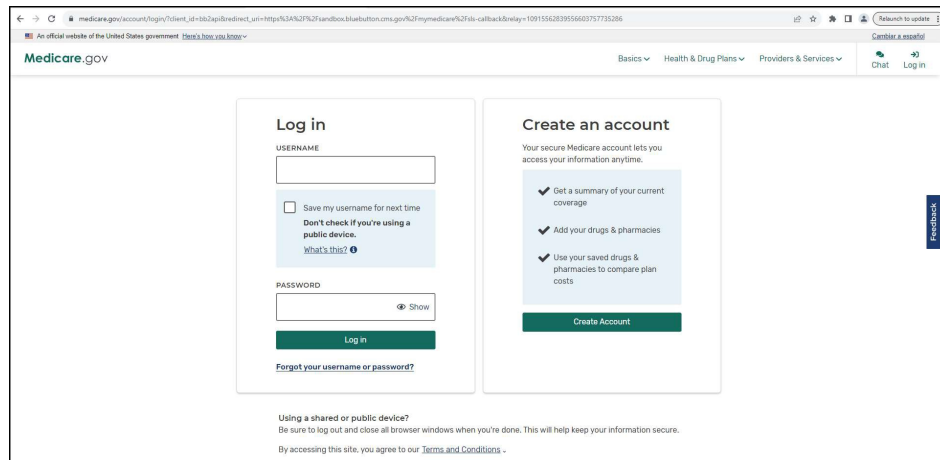
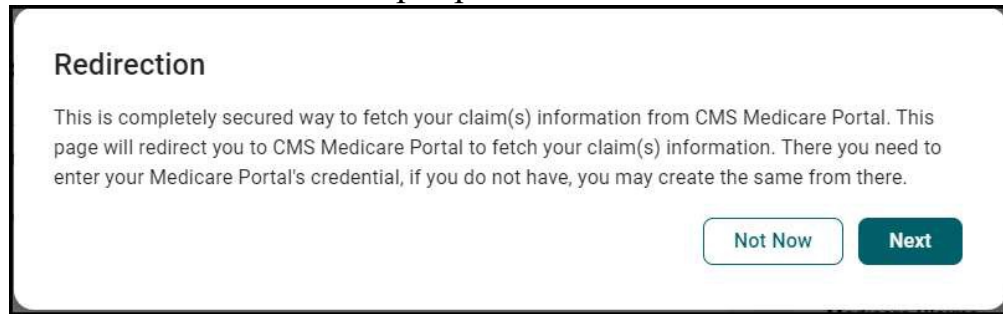
2.

Main Page and Medicare Login to connect all claims with AaNeel Connect Portal

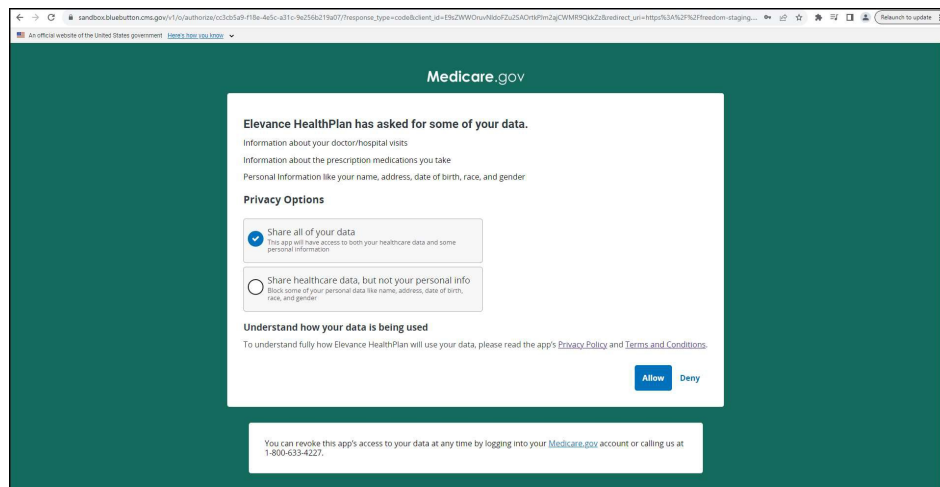


1. Tabs - About Me tab is selected by default and this page shows details of the member. (There are four other tabs explained below)
2. Member Details - Member Name, DOB, Age, Contact Details, Member ID and Medicare ID are shown here.
3. Member Coverage - Insurance coverage details with Plan Name, Plan Code, Start Date and Status are shown here.
4. Member Account Setting (with Dropdown) - Change Password, Enable 2FA and Logout buttons are available in the drop down (see below for more)
5. Connect to Medicare - This button enables the member to connect to CMS website (Medicare) to get all old claim history. This button is a slider. The steps are as follows:

- a) Member clicks on the slider, and they are redirected to the Medicare site after a Redirection Pop-Up.



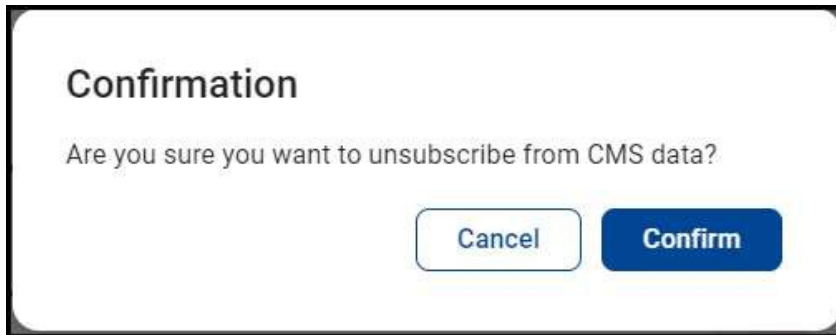
- b) Here the user needs to login and give consent for access and allow.



- c) All the claims' details will be shown in the AaNeel Connect Portal.

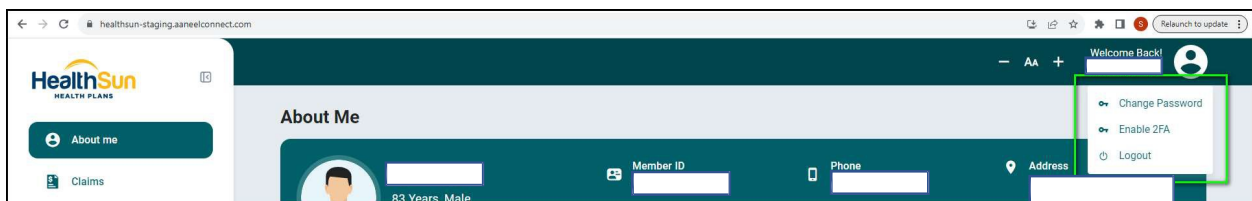
5.1 Member/User can Remove or Revoke CMS access as below:

The user/member can remove or revoke the CMS access by clicking on the slider and a confirmation pop-up will show.



5.2 Member Account Setting (with Dropdown)

In the top right corner of the screen the username or Member name shows. When a user clicks on it, Change Password, Enable 2FA and Logout buttons are available in the drop down.



1. Change Password - When user clicks on this, user is redirected to change password page.

Manage your account
Change your account settings

Profile

Password

Two-factor authentication

Change Password
Change your Password

Current Password

New Password

Confirm Password

Update Password

2. Enable 2FA - 2FA is a Two Factor Authentication when clicked, it redirects to the below page, and we have 3 options for 2FA :

Manage your account
Change your account settings

Profile

Password

Two-factor authentication

Two-factor authentication (2FA)
Enable two-factor authentication for your account

Toggle to 2FA Enrollment Requirement
(Requires 2FA Enrollment Requirement)

SMS Authentication

FIDO Key Authentication

Authenticator App

- a) SMS Authentication - US Mobile Number is required for this

Manage your account
Change your account settings

Profile

Password

Two-factor authentication

Two-factor authentication (2FA)
Enable two-factor authentication for your account

Country code

+1 - USA

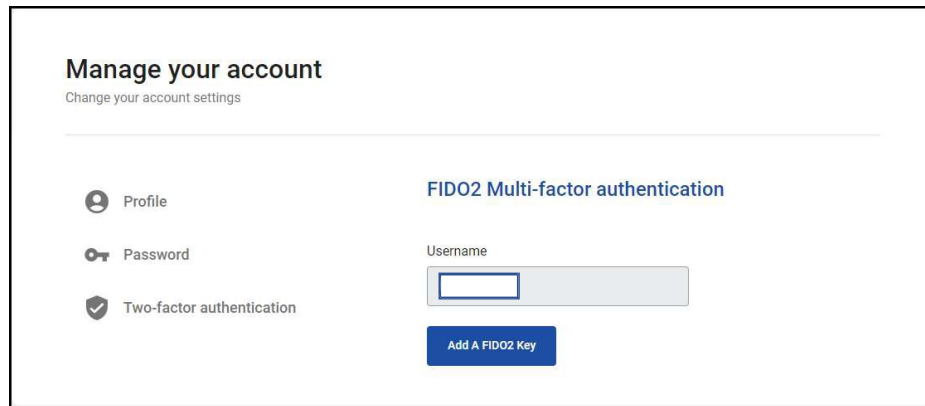
Phone number

(xxx) xxx-xxxx

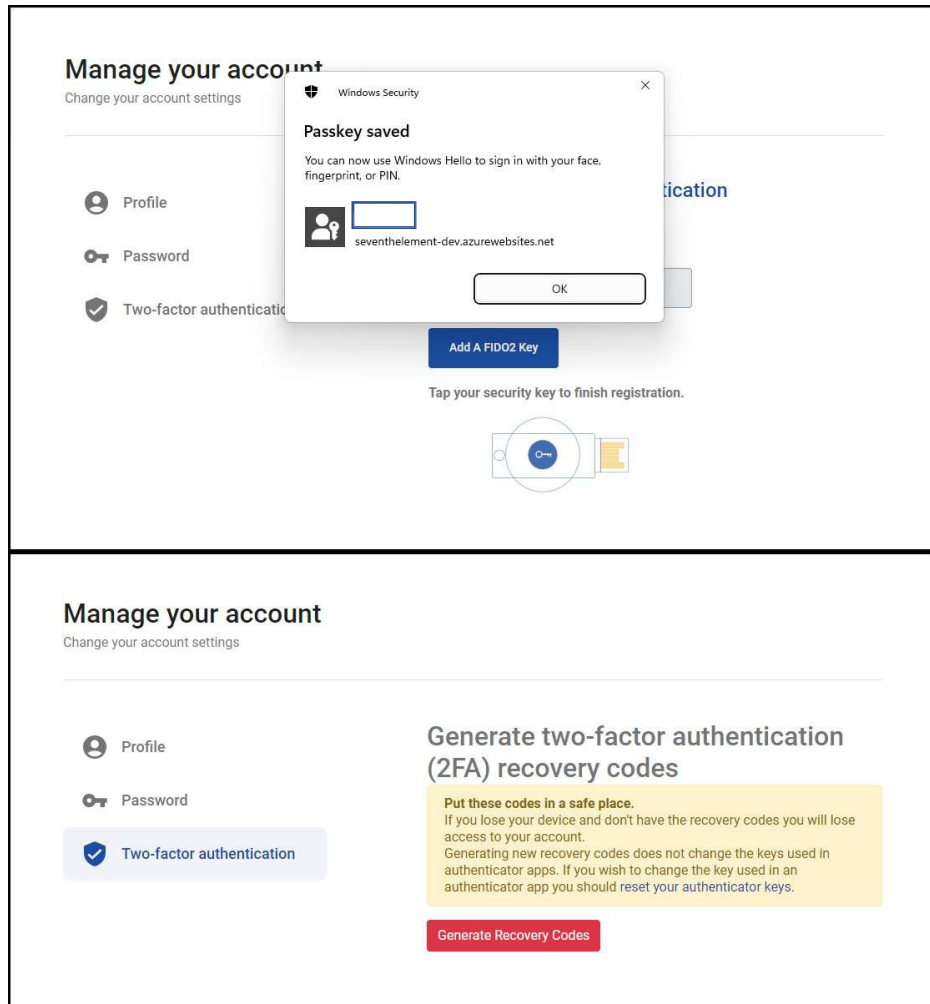
Send Verification Code

b) FIDO Key Authentication - Fast Identity Online (FIDO) is a technical specification for online user identity authentication. Member/User can use a PIN or Fingerprint to Login once they register through this. (Can be through Windows, Google or any devices that support this type of Verification).

For E.g.: Below the used device is Microsoft Pin to use as 2FA. Once the device Pin is entered user can use the same to access the AaNeel Connect Portal.



The screenshot displays a user account management interface. On the left, there is a sidebar with three menu items: 'Profile' (with a person icon), 'Password' (with a key icon), and 'Two-factor authentication' (with a checkmark icon). The main content area is titled 'FIDO2 Multi-factor authentication'. Below this title, there is a 'Username' label followed by a text input field. A blue button labeled 'Add A FIDO2 Key' is positioned below the input field.



- c) Authenticator App - User can also use an authenticator App like Microsoft Authenticator or Google Authenticator. The user needs to Scan the QR code shown in the system through an Authenticator App or use the code to create a unique code shown in the authenticator app which needs to be entered in the Verification Code box. As shown in the below screenshots certain codes will be generated to use in case of authenticator app is not accessible.

Manage your account

Change your account settings

- Profile
- Password
- Two-factor authentication**


Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for Windows Phone, Android and iOS or Google Authenticator for Android and iOS or Okta Verify app for Android and iOS.
2. Scan the QR Code or enter this key

into your two factor authenticator app. Spaces and casing do not matter.

To enable QR code generation please read our documentation.


3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

Verification code

Verify

Manage your account

Change your account settings

- Profile
- Password
- Two-factor authentication**

Recovery codes

Put these codes in a safe place.
If you lose your device and don't have the recovery codes you will lose access to your account.

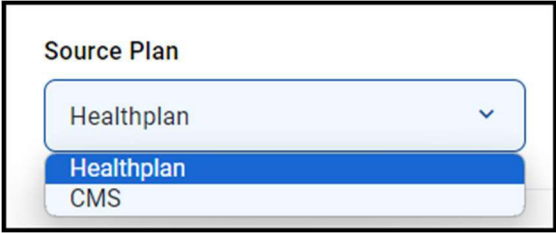
```
1ff1579c c15b0025
3b2bef27 bcdafe55
8f1b52cc 093ea9c1
fe63ddb0 4eaf96ad
543a47c1 d393d4bf
```

3. Logout - Logout of the system

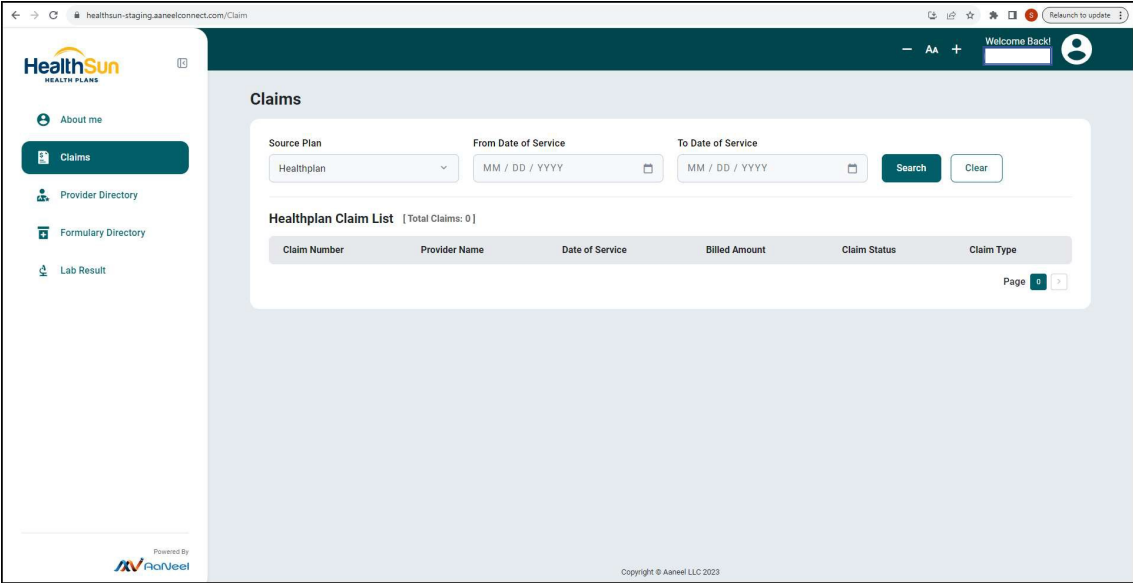
3. Claims Tab

Claims Tab shows all claims that the member has. (If connected with CMS even all old claims will show). The member/user can Filter the claims using below filters:

- 1. Source Plan - Two types of Plan source are available that is HealthPlan and CMS (CMS option will show only if the member is connected as explained above).



- 2. From Date of Service
- 3. To Date of Service



3.1 Claim Number:

In Claims Tab, the Claim Number is clickable - When clicked on page opens with all claim details for that claim number. Like Service Description, date of Service, Billed Amount, Allowed Amount, Paid Amount with member and provider details as well.

[← Back to Claims](#)

Claim Details

 Member ID <input type="text"/>	 Provider Name <input type="text"/>	 Attending Physician <input type="text"/>	 Claim Number <input type="text"/>
 Date of Service 10/05/2023	 Claim Status Paid	 Total Billed Amount \$2.20	 Paid Amount \$2.20

Service

Service Description	Date of Service	Billed Amount	Allowed Amount	Paid Amount
Metformin Tab 500mg	10/05/2023	\$2.20	N/A	\$2.20

4. Provider Directory Tab

Provider Directory Tab shows all participating providers in HealthSun, that the member can search. The member/user can use the Filters to search for the provider.

1. Provider Name
2. Provider NPI ID

ID	Provider Name	Specialty	NPI
111253	Michael Joseph	Internal Medicine	1033370127
128548	Navdeep Bhatti	Cardiovascular Disease	1538587035
118882	Furhan Qureshi	Hospitalist	1306194667
82308	Stacey Kacuban	Emergency Medicine	1548435365
76231	David Funt	Cardiovascular Disease	1780671248
112065	Jeffrey Gnerre	Radiology	1356784490
57447	Percy Nelson	Internal Medicine	1184631053
130992	Jill Howard	Infectious Disease	1285716589
98721	Jay Feldman	Emergency Medicine	1831413558
79837	James Hill	Emergency Medicine	1356311666

4.1 Provider ID:

In Provider Directory the Provider ID is clickable - when clicked on page opens with Provider Address and Office Location with Maps which is clickable and open Google maps with location.

[← Back to provider](#)

Evelyn Berne
Doctor

Provider ID
P1012227

Office Locations

Office Name Hematology Medical Oncology Of S Palm Beach County	Address 21020 State Road 7, Ste 200b, Boca Raton, FL 33428	View larger map
Phone (561) 482-1728		
Office Name South Fl Regional Breast Care	Address 2101 Riverside Dr, Ste 101, Coral Springs, FL 33071	View larger map
Phone (561) 420-8770		

5. Formulary Directory Tab

Formulary Directory Tab shows all drug details. Only Generic drugs are shown. The member/user can Filter or search through only the Drug Name.

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Formulary Directory

Search Formulary

Search for a formulary

Formulary List [Total Formulary: 229]

Name	Drug Tier	Is Prior Auth Required ?	Is Step Therapy Required ?	Is there a Quantity Limit ?
Ankle Support - Large	Generic	N/A	N/A	N/A
Estroven	Generic	N/A	N/A	N/A
Eye wash	Generic	N/A	N/A	N/A
Mineral Oil	Generic	N/A	N/A	N/A
Thyroid Aid	Generic	N/A	N/A	N/A
Chloraseptic	Generic	N/A	N/A	N/A
Zyrtec	Generic	N/A	N/A	N/A
Gyne-Lotrimin	Generic	N/A	N/A	N/A
Robitussin DM Sugar Free	Generic	N/A	N/A	N/A
Tylenol Extra Strength	Generic	N/A	N/A	N/A

Page 1 >

6. Lab Result Tab

Lab Results Tab shows all the past history of Lab results of the member. Member/user can search for a lab result using the search option.

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Lab Directory

Search Lab Result

Search for a lab result

Lab Result List [Total Lab Result: 0]

Test Name	Lab Name	Observation Status	Effective Date	Observation	Observation Value	Value Range
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Page 0 >

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