

Welcome to Creating a New Support Case on the WEBT Online Portal System!

This guide will walk you through the steps necessary to creating a new support case.

To begin, please log into the WEBT Online Portal:

Welcome to Your WEBT Benefit Plans Portal

Username

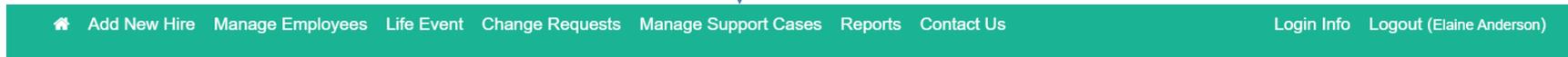
Password

Login

[Forgot Your Password?](#)

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Once you log into the portal and will utilize the Manage Support Case link to begin. This is a place where you may ask questions and track requests pertaining to claims and benefits for a member.



Test Group

Welcome to the **WEBT Online Portal!** A place to manage your employees and their eligible dependents, change coverages and review standardized reports pertaining to your membership. Feel free to open a case under the “**Manage Support Cases**” section to request information on benefits/eligibility, claims and/or enrollment! You may also request a new ID card or any WEBT supplies you may need.

**Account Detail**
Test Group

You may also choose to utilize the icons that run down the left-hand side of the page to assist with you with your membership additions and/or changes.

Please click on the New Case button to begin.



Manage Support Case

New Case

Case Number/Contact Name

Search

Case Number	Contact Name	Status	Case Reason	Description	Date/Time Opened	Action
00002072	Famous Amos	Open	Claim Status	Hi Elaine - Famous indicated his blood draw did not get paid. Can you check?	01/13/2021	View Edit
00002071	Bob Marley	Open	BCBSWY ID Card Request		01/12/2021	View Edit
00002070	Robyn Anderson	Open	Delta Dental ID Card Request		01/12/2021	View Edit
00002069	Robyn Anderson	Open	BCBSWY ID Card Request		01/12/2021	View Edit
00002055	Jack Hay-Day	Open	BCBSWY ID Card Request		12/28/2020	View Edit

You may utilize the Case Reason drop down to review the options available.

Please note: Benefits/Eligibility, Other and Supply Request are generic and will not bring up a member. All other categories will require you to you enter a member's name as they are case specific.

The screenshot shows a web browser window with the URL `full-webt-production.cs124.force.com/webt/newcase?branchId=0013J000009xiU0QA1`. The page title is "Case Edit: New Case". A green navigation bar at the top contains links for "Add New Hire", "Manage Employees", "Life Event", "Change Requests", "Manage Support Cases", "Reports", "Contact Us", "Login Info", and "Logout (Elaine Anderson)".

The main content area is titled "Case Edit New Case" and includes a "Back" link. Below this are "Save" and "Cancel" buttons. A section titled "Additional Information" contains a "Case Reason" dropdown menu. The dropdown is open, showing the following options: "Benefits/Eligibility", "Benefits/Eligibility Claim Status", "Other" (highlighted in blue), "ID Card Request", "Enrollment", "Supply Request", and "Life Claim". To the right of the dropdown is a checkbox labeled "Acknowledge Receipt/Close Case". Below the dropdown is a "Description" text area.

The Windows taskbar at the bottom shows the time as 1:47 PM on 1/13/2021, with 21 notifications.

When utilizing the Case Reason Claim Status, you will enter the member's name, and enter a description of what claims issue the member is having problems with.

Additional Information

Case Reason

Claim Status

Member Name

Here Here

Acknowledge Receipt/Close Case

Description Information

Description

Will you please check on claims for blood draw being denied on December 15, 2020?

Save Cancel

Once this is complete, you will hit the Save button to submit your support case.

This will bring up a screen showing you the case & number that has been created and sent to WEBT



Case

00002073

has been created on your behalf. Please feel free to utilize the sections below to edit your case or attach any documents associated with the case. Once your case has been reviewed, you will be notified. Thank you!

[Back](#)

[Edit](#)

Additional Information

Status	Open	Priority	Medium
Case Reason	Claim Status	Member Name	Here Here
		Acknowledge Receipt/Close Case	<input type="checkbox"/>

Description Information

Once WEBT has received the support case, and has an answer, you will receive an email letting you know. When you click on the link provided, it will take you back to the Manage Case section.

Sandbox: Case 00002077 has been closed.



WEBT Online Portal <webtcommunity@gmail.com>
To  Hageman, Cheryl

Hi Cheryl Hageman,

Your case has now been closed. Please click the link below to access your case and see what updates there may have been.

<https://full-webt-production.cs124.force.com/webt/viewcase?id=5003J000003I9wP>

Thanks
WEBT Online Portal

The Manage Support screen will now show the case Status as Closed. You may click on the View button to review WEBT's response to your inquiry. Please note: The information in this section will house all historical cases.

Manage Support Case

New Case

Case Number/Contact Name

Search

Case Number	Contact Name	Status	Case Reason	Description	Date/Time Opened	Action
00002077	Lucky Charms	Closed	Claim Status	Hi Elaine - Will you check on the progress of the chiropractic claim for Mr. Charms?	01/14/2021	View Edit
00002076	Josh Allen	Open	Delta Dental ID Card Request		01/13/2021	View Edit

Case Status



Once you click the View button, you will be redirected to the screen below, where you will find the response to your inquiry.

Additional Information

Status	Closed	Priority	Medium
Case Reason	Claim Status	Member Name	Lucky Charms
		Acknowledge Receipt/Close Case	<input type="checkbox"/>

Description Information

Description	Hi Elaine - Will you check on the progress of the chiropractic claim for Mr. Charms?
Closed Description	This is subject to deductible and coinsurance, and all was applied to deductible.

[Edit](#)



At any point in time, you may enter the Manage Support Case screen and review its history in its entirety, or you may search by member. If you search by member, all cases for that member will be displayed.



Manage Support Case

New Case

allen

Search

Case Number	Contact Name	Status	Case Reason	Description	Date/Time Opened	Action
00002074	Josh Allen	Open	BCBSWY ID Card Request		01/13/2021	View Edit
00002075	Josh Allen	Open	BCBSWY ID Card Request		01/13/2021	View Edit
00002076	Josh Allen	Open	Delta Dental ID Card Request		01/13/2021	View Edit

← Previous 1 Next →

At any time, before or after completing your request, you may utilize the home button at the top of your screen to return to your Employer Group Page.



[Add New Hire](#) [Manage Employees](#) [Life Event](#) [Change Requests](#) [Manage Support Cases](#) [Reports](#) [Contact Us](#)

Please feel free to contact your Account Manager via email or contact the WEBT/Willis Towers Watson office at (307) 634-5566 should you need assistance with your employer site.