CALIFORNIA SCHOOLS

VEBA

YOUR HEALTH, OUR PURPOSE

ARESOnline ER Portal Users Guide for
VEBA OPEN ENROLLMENT

Legend

■ **WARNING:** **A WARNING icon indicates a potential for property damage, personal injury, or death.**

❗ **CAUTION:** **A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

ℹ **Important Note**, **Note**, **Tip**, **Mobile**, or **Video:** An information icon indicates supporting information.

ARESOnline ER Portal User's Guide for VEBA Open Enrollment
Updated - January 2025
Version 3

◈ RPA
RISK PROGRAM ADMINISTRATORS

Prepared by Risk Program Administrators (RPA) of California Insurance Services; CA Corp. License # 0D69293.

Contents

CALIFORNIA SCHOOLS

VeBA

YOUR HEALTH, OUR PURPOSE

1
Accessing the Employer Portal

- Logging into the portal
- Logging off of the portal

Logging into the portal

1   To access the employer portal, go to https://er.myaresonline.com.

2   In the upper-left corner of the page, click **Login**.

ARESOnline →] Login

Welcome to ARESOnline ER Portal

Click login to sign in

3   In the **Employer Login** box, enter your **Username (email)** and **Password**, then select **Log in**.

Employer Login

Username (email)

Password

Log in

☐ Remember username (email)

Forgot your password?

Notice: This website is for the exclusive use of ARES members. All of the information contained in this site pertains to authorized users. This is not a public access site. DO NOT attempt to log in if you are not an ARES member.

Logging off of the portal

1 In the upper-right corner of the page, click the **More tools** icon, and select **Log off**.

CALIFORNIA SCHOOLS

VeBA

YOUR HEALTH, OUR PURPOSE
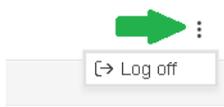
2
Viewing employee records

- Looking up an employee's record

Looking up an employee's record

1   In the **Employees** tab, use the search function to locate an employee's record based on the following categories:

   - **Last Name**
   - **First Name**
   - **SSN**
   - **Class**
   - **Group**
   - **Status**
   - **Aux ID**
   - **Emp PIN**

Action	Last Name ↑	First Name	MI	SSN	Class	Group	Status	Aux ID	Emp PIN
	Acre						Active ○ Term ○		
Open 👤	Acre	Andre	A	XXX-XX-7241	Active	Active	Active		593115

ℹ | **Note:** You can filter search results to include terminated employees.

2   To view an employee's record, select Open 👤 or double-click the record.

CALIFORNIA SCHOOLS

VeBA

YOUR HEALTH, OUR PURPOSE

3

Requesting changes during Open Enrollment

- Updating subscriber and dependent information
- Updating benefit plans
- Designating a Primary Care Physician (PCP)
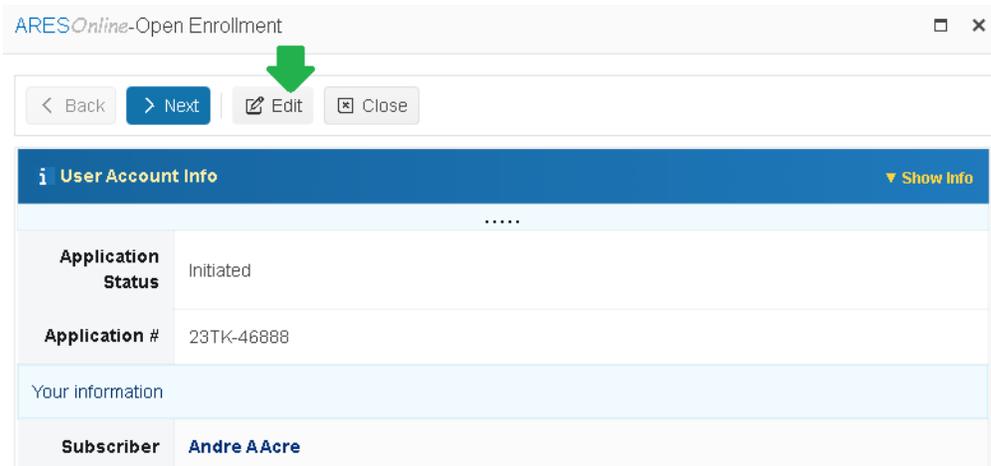- Submitting changes
- Viewing and printing an application

Updating subscriber and dependent information

1 After you open an employee's record, on the **Employee** tab, select **Proceed to Open Enrollment**.
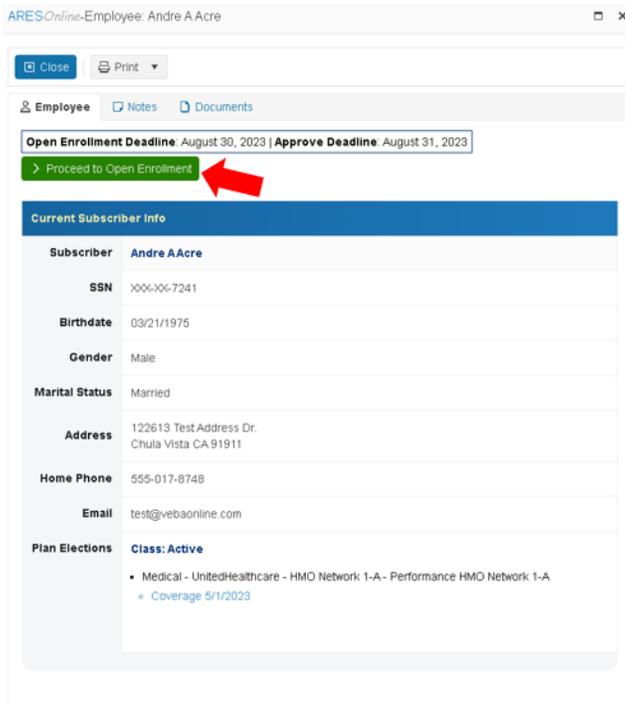
> **Note:** If you already initiated an application for OE, this box shows **Continue Open Enrollment**.

2   To update personal information about the **Subscriber**, select [✎ Edit] .

3   Enter changes, and select [💾 Save] .

> **Important:** Social Security Numbers for the subscriber cannot be changed online.

4   Review your changes, and select [> Next] .

Birthdate	09/01/1999 ⓘ
Gender	Male
Marital Status	Married ⓘ
Address	34 First Ave San Diego CA 92012 ⓘ

ⓘ **Note:** Recent changes are highlighted in yellow. A detailed view of the change history can be revealed by hovering over the ⓘ icon.

5 To update information about a dependent, use the following as a guide:

- To add a dependent, select [👤+ Add] .

  Make sure you save after you enter your changes.
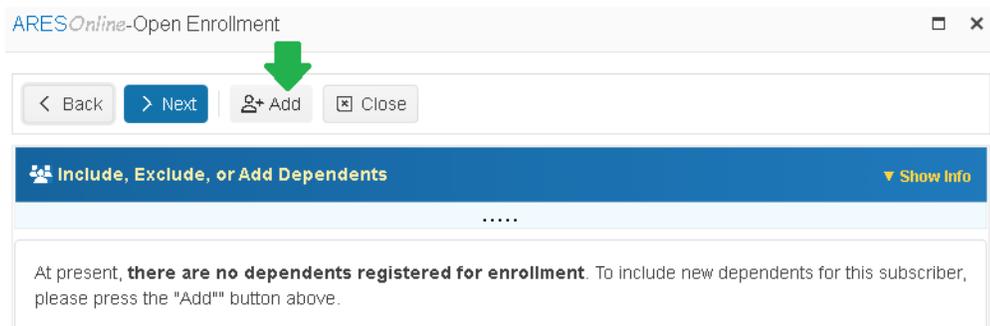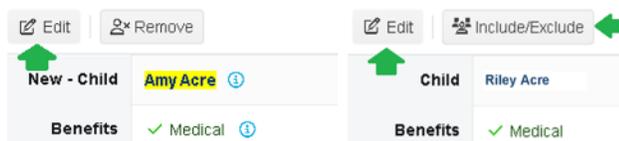
  ARESOnline-Open Enrollment □ ✕

  [< Back] [> Next] [👤+ Add] [✕ Close]

  👥 **Include, Exclude, or Add Dependents** ▼ Show Info

  . . . . .

  At present, **there are no dependents registered for enrollment**. To include new dependents for this subscriber, please press the "Add"" button above.

- To make changes on an existing dependent, identify the dependent, and select [✎ Edit] .

  Make sure you save after you enter your changes.

  [✎ Edit] [👤✕ Remove]   [✎ Edit] [👥 Include/Exclude]

 | New - Child | **Amy Acre** ⓘ | | Child | Riley Acre |
  |---|---|---|---|---|
  | Benefits | ✓ Medical ⓘ | | Benefits | ✓ Medical |

  ⓘ **Tip:** Alternatively, you can include or exclude benefits for a pre-existing dependent by selecting [👥 Include/Exclude] .

  Note: For this purpose, a pre-existing dependent is defined as a dependent of a subscriber who already contains a record within ARES prior to the current Open Enrollment.

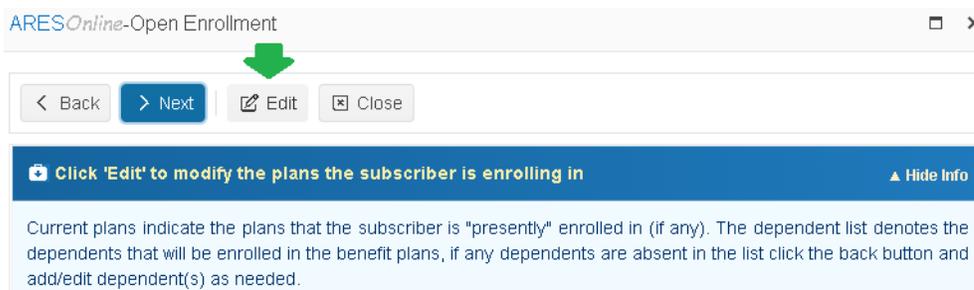- To remove an existing dependent, identify the dependent, and select [👤✕ Remove] .

  Make sure you select **Yes** to the removal prompt to save your changes and **No** to disregard it.
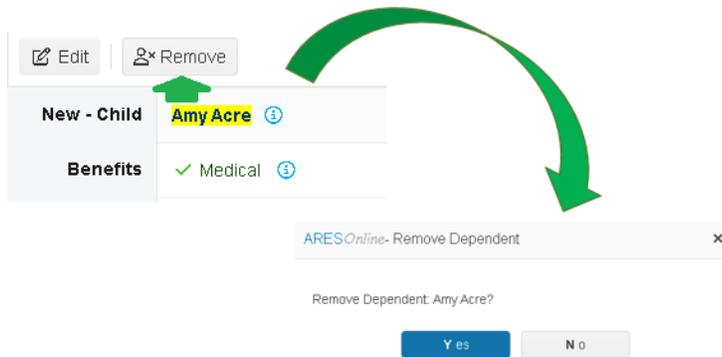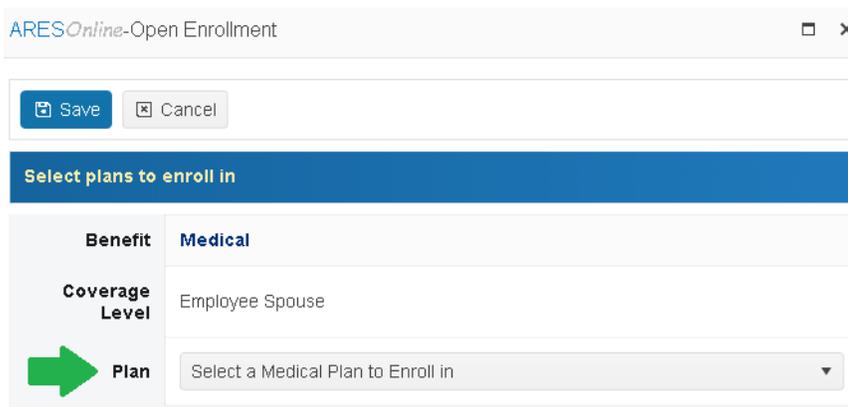
6   Review your changes, and select > Next .

Updating benefit plans

1   To modify plan selections, select ✎ Edit .

2   From the **Plan** list, select a plan, and then click 🖫 Save .

3   Review your changes, and select > Next .

ARESOnline-Open Enrollment

Back | Next | Edit | Close

Click 'Edit' to modify the plans the subscriber is enrolling in ▲ Hide Info

Current plans indicate the plans that the subscriber is "presently" enrolled in (if any). The dependent list denotes the dependents that will be enrolled in the benefit plans, if any dependents are absent in the list click the back button and add/edit dependent(s) as needed.

Hide Info

Employer	ABC district	Active
Current Benefits Info	Visit employer provided websites: ↗
Current plans	• Medical - Kaiser Permanente - Kaiser 10 100-Day

Plans subscriber is enrolling in

Medical Plan	✓ UnitedHealthcare - Alliance HMO 20/30 ⓘ

ⓘ **Note:** Recent changes are highlighted in yellow. A detailed view of the change history can be revealed by hovering over the ⓘ icon.

Designating a Primary Care Physician (PCP)

ⓘ **Note:** This feature only prompts if enrolling in a United Health Care (UHC) HMO plan. VEBA is currently only accepting PCP designations for new subscribers and dependents or existing subscribers and dependents who are undergoing a plan change. For all other PCP designation changes, members must contact UHC at www.myuhc.com or 888-586-6365.

1 For each subscriber and dependent, select [Edit] to update the PCP information.

2 Enter the PCP information, and select 🖫 Save .

Include the following:

- **10 Digit PCP ID**
- **Physicians Name**

ℹ **Note:** Physician information is available on www.whyuhc.com/csveba/search-for-a-provider.com.

3 Review your changes, and select ❯ Next .

Submitting changes

► Review the application, and select 🖫 Submit .

Make sure you select **Yes** to the submission prompt to complete this process and **No** to leave the submission incomplete.
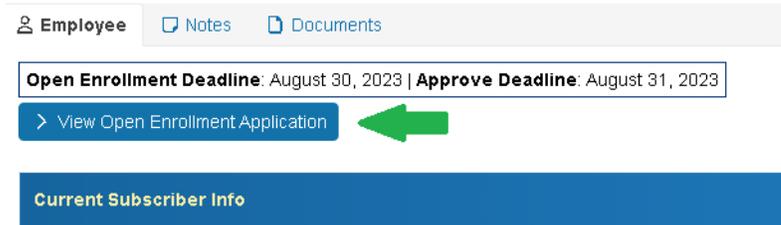

ℹ **Important:** Changes will not take effect until the application is processed. The typical time-frame is a few weeks after the end of open enrollment.

Viewing and printing an application

ℹ️ | **Note:** During Open Enrollment, you can view and print your application.

1 After you open an employee's record, on the **Employee** tab, select **View Open Enrollment Application**.

2 To cancel an application, select ⚠️ Action at the top of the screen, and click **Return**.

Make sure you save after you enter your changes.

3 To print an application, select 🖨️ Print at the top of the screen.

VEBAonline.com

VEBAresourcecenter.com