

Employer Online System Tutorial

Send Feedback on an Employee

IMPORTANT!

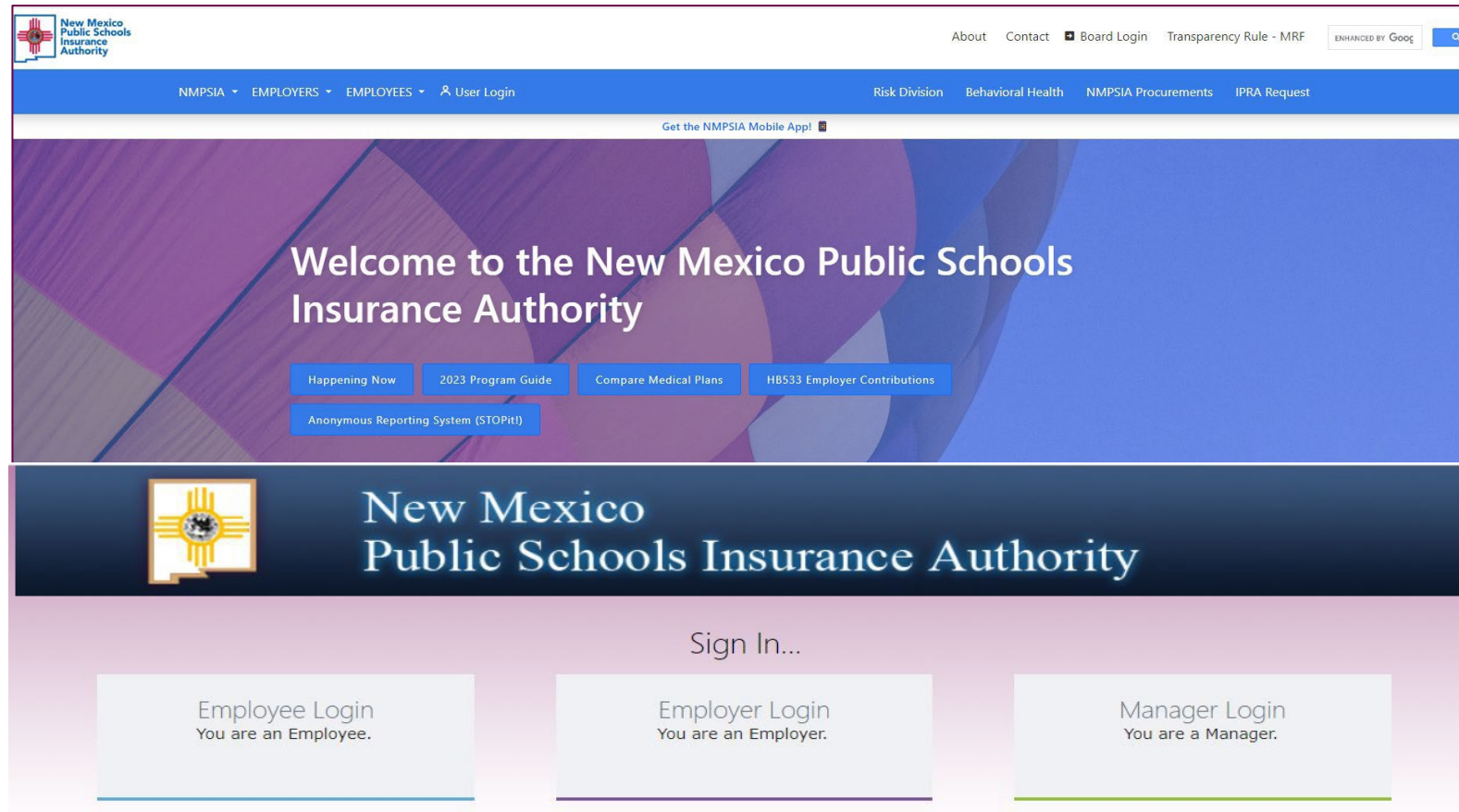
To ensure a successful experience on this tutorial, please read the following in it's entirety before proceeding.

- A “Send Feedback” can be done at any time of the year.
- Safer and secure system for sending confidential information.
- Ensures Erisa has received documents or information even if your Erisa Rep is out.
- Tracks all transactions that have been sent.
- No limit on the number of transactions you can send.

Employer Login Process

Go to <https://nmpsiaonline.nmpsia.com/>
Select User Login Select Employer Login...

Step
1



The screenshot shows the homepage of the New Mexico Public Schools Insurance Authority. At the top left is the logo and name. The top right has navigation links: About, Contact, Board Login, Transparency Rule - MRF, and a search bar. Below this is a blue navigation bar with links for NMPSIA, EMPLOYERS, EMPLOYEES, and User Login. A secondary navigation bar includes Risk Division, Behavioral Health, NMPSIA Procurements, and IPRA Request. A banner below the navigation bar says "Welcome to the New Mexico Public Schools Insurance Authority" and features buttons for "Happening Now", "2023 Program Guide", "Compare Medical Plans", "HB533 Employer Contributions", and "Anonymous Reporting System (STOPit)". Below the banner is a dark blue section with the logo and the text "New Mexico Public Schools Insurance Authority". At the bottom, under the heading "Sign In...", there are three login options: "Employee Login (You are an Employee.)", "Employer Login (You are an Employer.)", and "Manager Login (You are a Manager.)".

Step
2

Sign in by using your credentials



 **New Mexico
Public Schools Insurance Authority**

Employer Sign in...
Please log in with your district id and password

District ID:

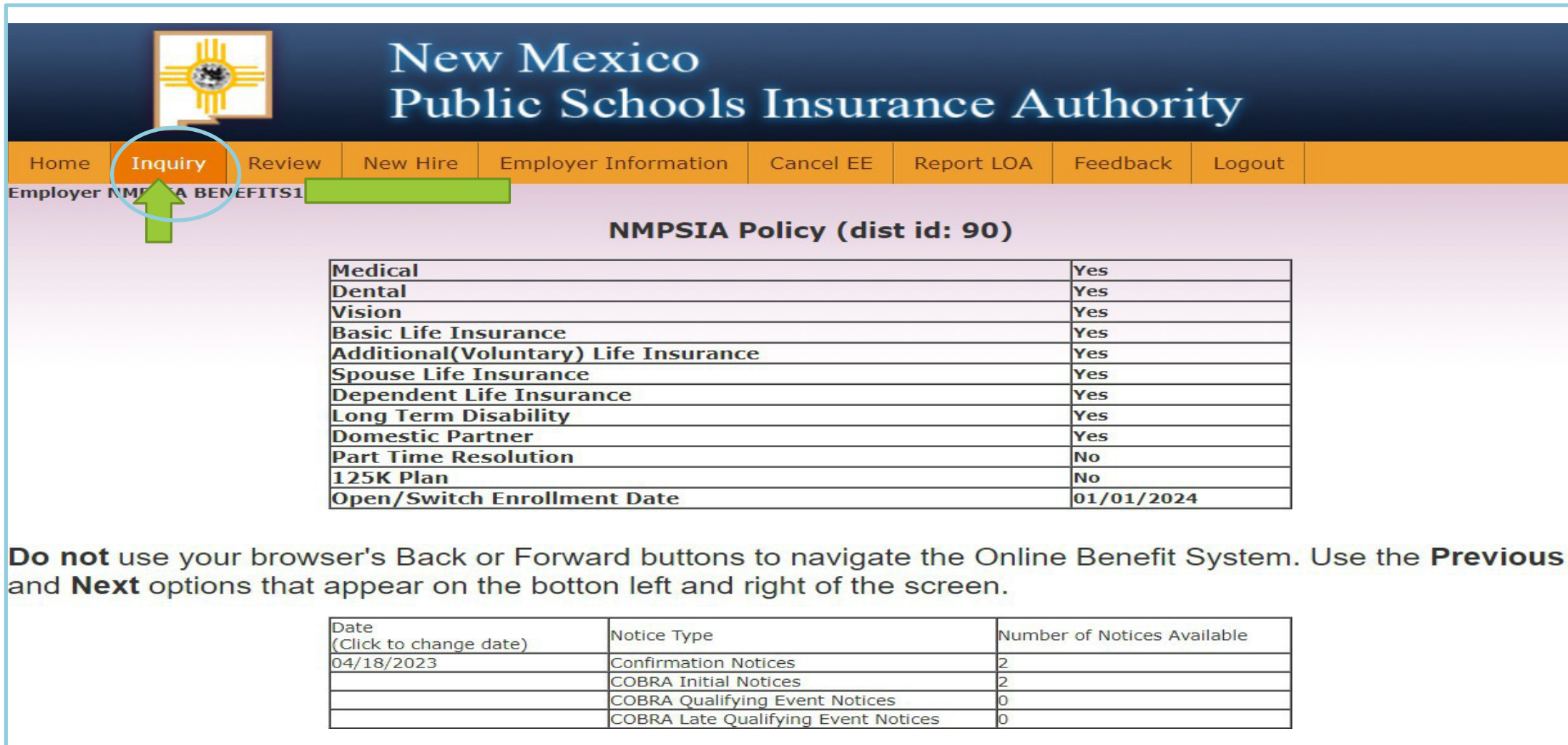
Representative Name:

Password:

[Forgot Your Password](#)

Step
3

On the Home Page
Click on Inquiry



New Mexico Public Schools Insurance Authority

Home **Inquiry** Review New Hire Employer Information Cancel EE Report LOA Feedback Logout

Employer NMPSIA BENEFITS1

NMPSIA Policy (dist id: 90)

Medical	Yes
Dental	Yes
Vision	Yes
Basic Life Insurance	Yes
Additional(Voluntary) Life Insurance	Yes
Spouse Life Insurance	Yes
Dependent Life Insurance	Yes
Long Term Disability	Yes
Domestic Partner	Yes
Part Time Resolution	No
125K Plan	No
Open/Switch Enrollment Date	01/01/2024

Do not use your browser's Back or Forward buttons to navigate the Online Benefit System. Use the **Previous** and **Next** options that appear on the bottom left and right of the screen.

Date (Click to change date)	Notice Type	Number of Notices Available
04/18/2023	Confirmation Notices	2
	COBRA Initial Notices	2
	COBRA Qualifying Event Notices	0
	COBRA Late Qualifying Event Notices	0

Click on drop-down option to select how you would like to search by “SSN, Name, HIPPA ID, etc.”

Step
4

Enter the information and click “Search”

Which person do you want to see?

Name Search Index Search
(SSN/District#/LastName/LastName,FirstName/Address/Phone/HIPAA ID)

You can find the records for an employee starting with one of the following pieces of information

- **SS#**

Enter a random digit SS#. You may not include "-". The search will look for an employee or dependent SS#. (e.g. 123-4567-89 or 111223333)

- **District#**

Enter a three digit district number. All employees of the district, up to 500, will be listed by last name and first name. (e.g. 090)

- **Employee or Dependent Name**

Type the first few characters of the last name. The more you enter, the narrower the search result(e.g. SMITH). Or type in few characters of the last name + comma + few characters of the first name without space(e.g. Sminthsonion,Jason)

- **Address**

Type the first few characters of the address or the street name(e.g. 1429 Second or Meadows Road)

Step
5

The employee's information will auto populate on the screen
Click on Detail

Which person do you want to see?

Name Search Index Search


(SSN/District#/LastName/LastName,FirstName/Address/Phone/HIPAA ID)


Agency ID	SSN	last	first	mid	Dep.No	
2					10	Detail

1




**Step
6**

Employee's information will show on the screen, click on "Send Message"




[Send Message](#) User: 90 4/20/2023 9:12:06 AM

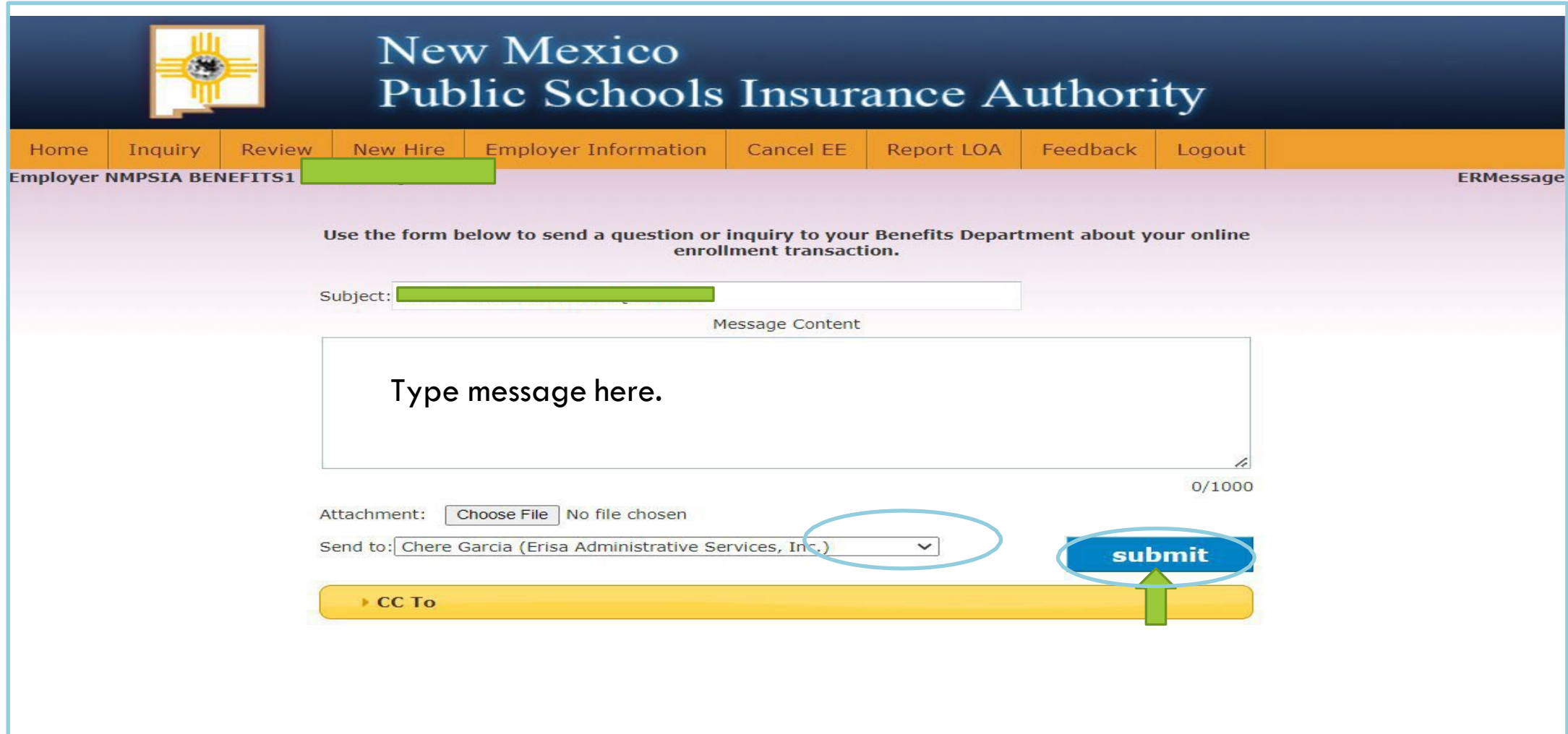
Search	Summary	Address	Phone	Family	Enrollments	Beneficiaries	Premium	Eligibles	Salary	Notes
--------	----------------	---------	-------	--------	-------------	---------------	---------	-----------	--------	-------

Address						
ADDRESS	CITY	STATE	ZIP	EFFECTIVE	EXPIRE	
PO BOX 	SANTA CRUZ	NM	87567	12/01/2020	N/A	
PO BOX 	SANTA CRUZ	NM	87567	08/01/2006	10/31/2000	
PO BOX 	SANTA CRUZ	NM	87567	03/21/2000	07/31/2006	

Phone and Email						
HOME PHONE	WORK PHONE	CELL PHONE	E-MAIL		PREFERRED CONTACT	EXPIRE

Enter the subject, type a message and attach any documents you need to send. Select who you want to send a message to and click submit.

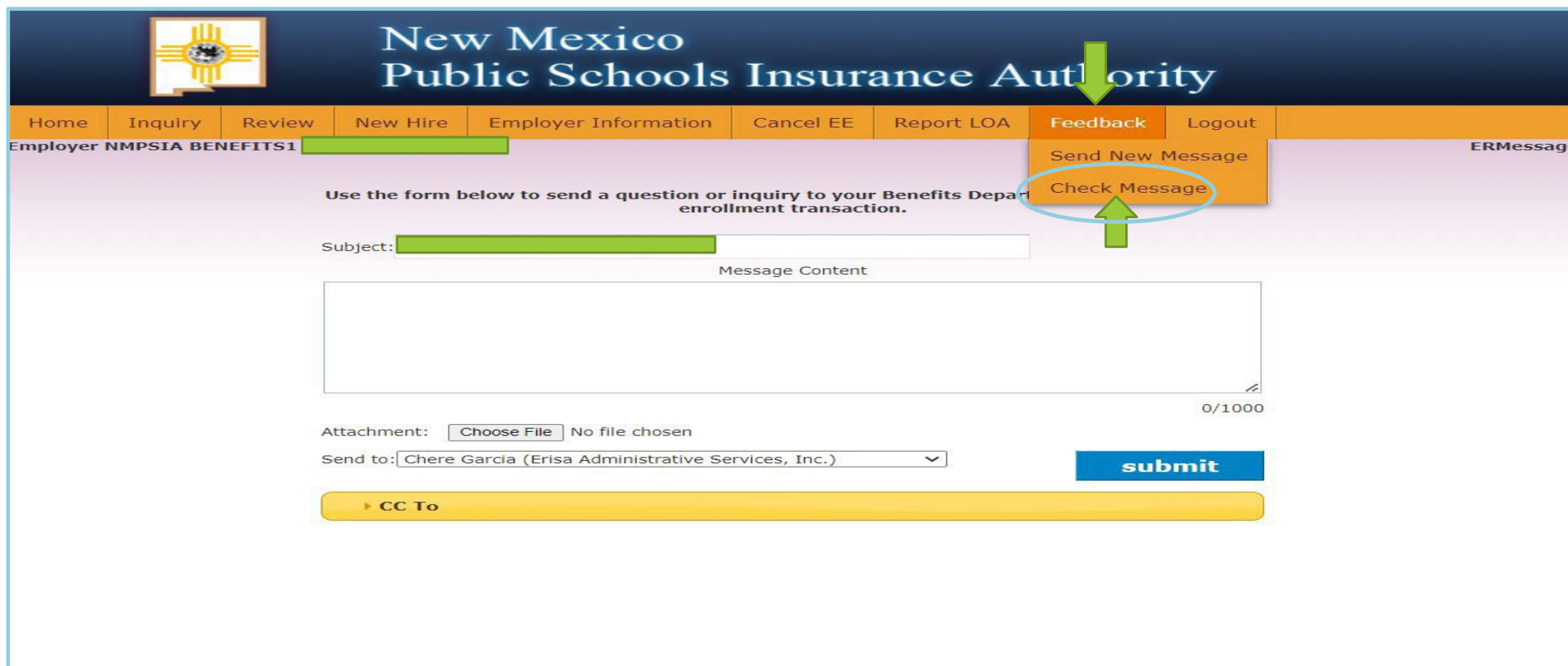
Step
7



The screenshot shows the 'ERMessaging' form on the New Mexico Public Schools Insurance Authority website. The page header includes the authority's logo and name. A navigation bar contains links for Home, Inquiry, Review, New Hire, Employer Information, Cancel EE, Report LOA, Feedback, and Logout. The main content area is titled 'Employer NMPSIA BENEFITS1' and contains instructions: 'Use the form below to send a question or inquiry to your Benefits Department about your online enrollment transaction.' The form fields include: a 'Subject:' text box with a green highlight; a 'Message Content' text area with the placeholder 'Type message here.' and a character count of '0/1000'; an 'Attachment:' section with a 'Choose File' button and 'No file chosen' text; a 'Send to:' dropdown menu with 'Chere Garcia (Erisa Administrative Services, Inc.)' selected, circled in blue; and a blue 'submit' button, also circled in blue, with a green arrow pointing to it. A yellow 'CC To' bar is located at the bottom of the form.


Step
8

To review messages you have sent,
on the Home Page click on Feedback
and select “Check Message”



The screenshot displays the website's navigation menu with the following items: Home, Inquiry, Review, New Hire, Employer Information, Cancel EE, Report LOA, Feedback, and Logout. The 'Feedback' menu is expanded, showing 'Send New Message' and 'Check Message'. The 'Check Message' option is circled in blue, and a green arrow points to it from below. Another green arrow points to the 'Feedback' menu item from above. The main content area contains a form for sending a message to the Benefits Department, with fields for 'Subject', 'Message Content', and 'Attachment'. The 'Send to' dropdown is set to 'Chere Garcia (Erisa Administrative Services, Inc.)', and a 'submit' button is visible.

To review your previous messages and responses from your Erisa Representative you can review them under “Status”.
Click on the drop down to choose Open & Unread or Close to review past messages.
You can search messages by employee name, date or time.



The screenshot displays the 'New Mexico Public Schools Insurance Authority' website interface. The top navigation bar includes links for Home, Inquiry, Review, New Hire, Employer Information, Cancel EE, Report LOA, Feedback, and Logout. Below the navigation bar, the user is logged in as 'Employer NMPSIA BENEFITS1'. The main content area is titled 'Message List' and contains a table of messages. A green arrow points to the 'status' dropdown menu in the first screenshot, which is set to 'Open & UNREAD'. In the second screenshot, the 'status' dropdown menu is set to 'Close'. The table columns are: Title, Receiver, Create Time, Last Reply, Datetime Closed By, status, and Author.

Title	Receiver	Create Time	Last Reply	Datetime Closed By	status	Author
[Redacted] Enrollment	Chere Garcia(CG)	12/22/2022	12/22/2022	12/22/2022 16:57:SS CG	CLOSE	MARTHA QUINTANA(DEPUTY DIRECTOR,BENEFITS1)
[Redacted]	Chere Garcia(CG)	11/30/2022	11/30/2022	11/30/2022 15:46:SS KP	CLOSE	MARTHA QUINTANA(DEPUTY DIRECTOR,BENEFITS1)
[Redacted]	Chere Garcia(CG)	04/18/2023	04/18/2023	04/18/2023 10:33:SS CG	CLOSE	[Redacted] QUINTANA(DEPUTY DIRECTOR,BENEFITS1)
Last one	Chere Garcia(CG)	04/17/2023	04/17/2023	04/17/2023 14:34:SS CG	CLOSE	[Redacted] QUINTANA(DEPUTY DIRECTOR,BENEFITS1)

**Thank you for utilizing this valuable tool.
We hope you found it helpful and user friendly.**

**If you need assistance or have any questions, please
contact your Erisa Administrative Representative
at 1-800-233-3164.**