

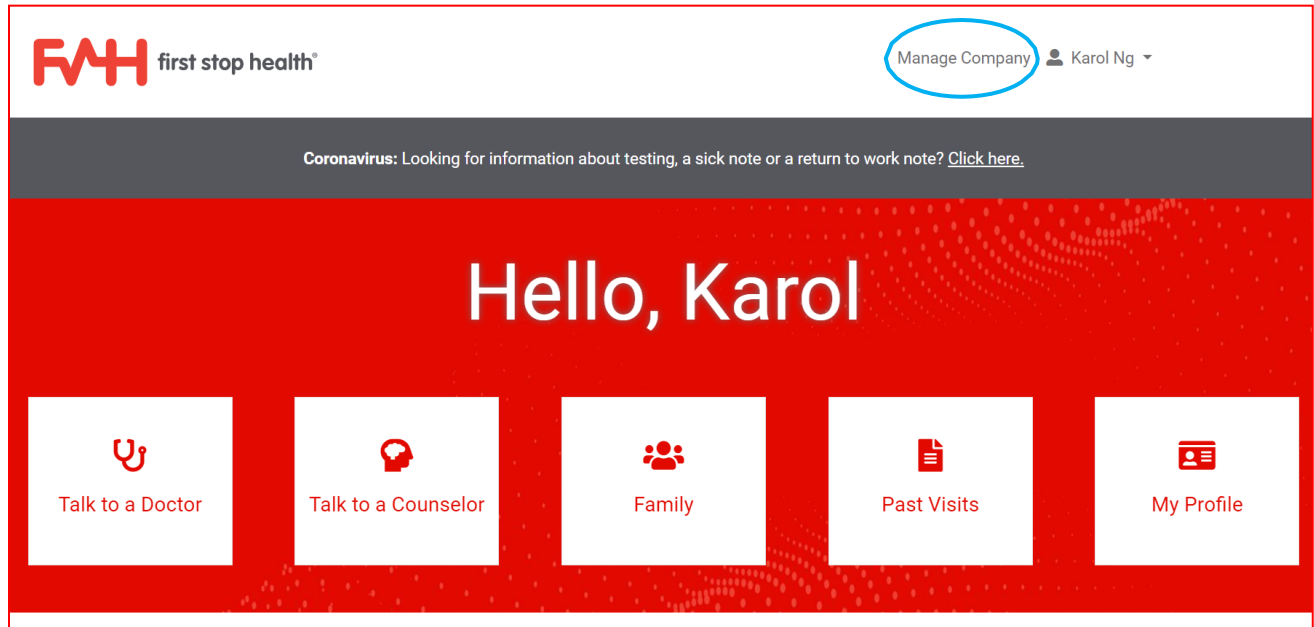


First Stop Health Portal Instructions

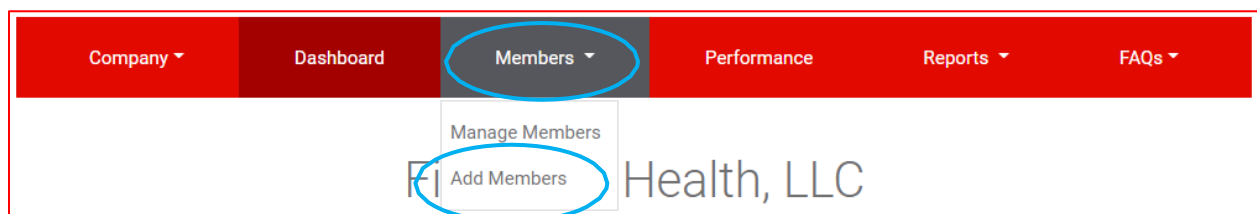
When logging into the First Stop Health portal, please be sure to use Google Chrome or Firefox as your browser.

UPLOADING A CENSUS FILE

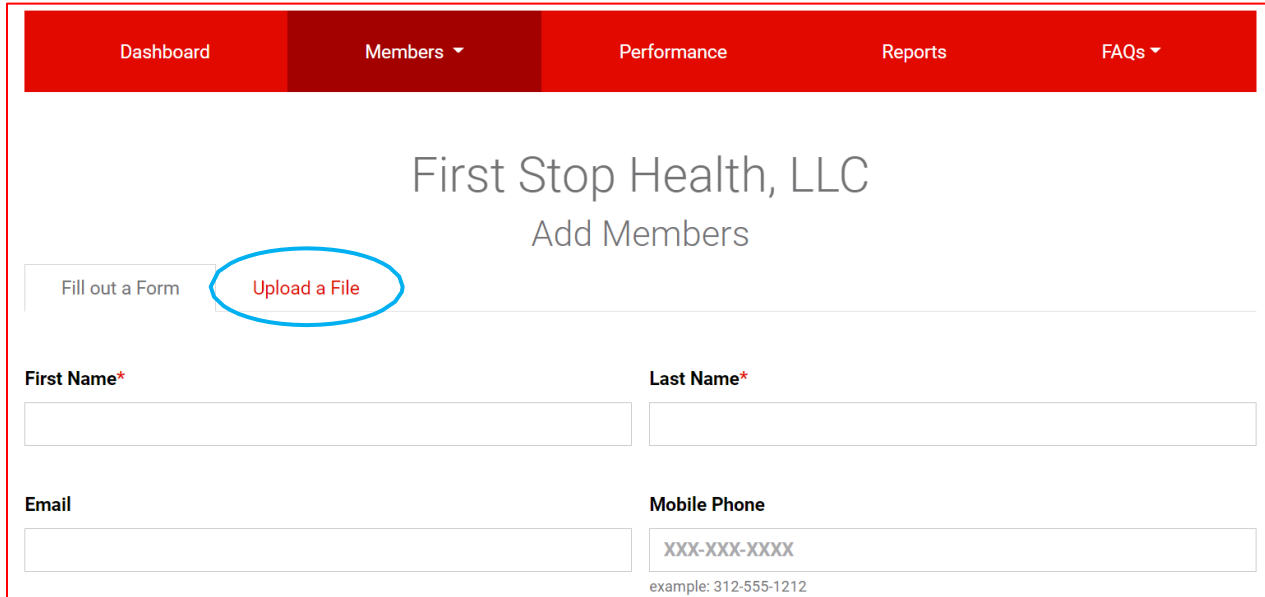
1. Go to www.fshealth.com. Once logged in, click **"Manage Company"** next to your name in the top right corner.



2. Go to **"Members"** in the top bar, then click **"Add Members"** in the drop-down menu.



3. Click **"Upload a File"** tab.



Dashboard Members Performance Reports FAQs

First Stop Health, LLC

Add Members

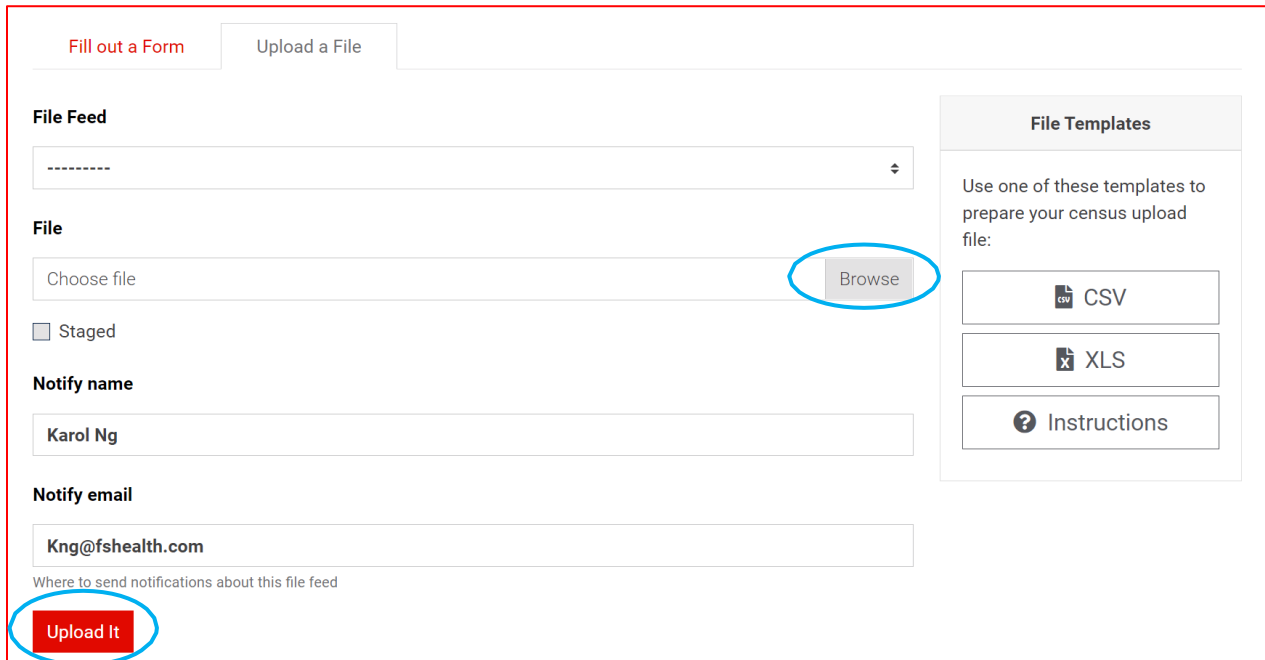
Fill out a Form **Upload a File**

First Name* **Last Name***

Email **Mobile Phone**

example: 312-555-1212

4. Click **"Browse"** to select the file you want to upload. Then click **"Upload It"**.



Fill out a Form Upload a File

File Feed

File

Choose file **Browse**

☐ Staged

Notify name

Karol Ng

Notify email

Kng@fshealth.com

Where to send notifications about this file feed

File Templates

Use one of these templates to prepare your census upload file:

CSV

XLS

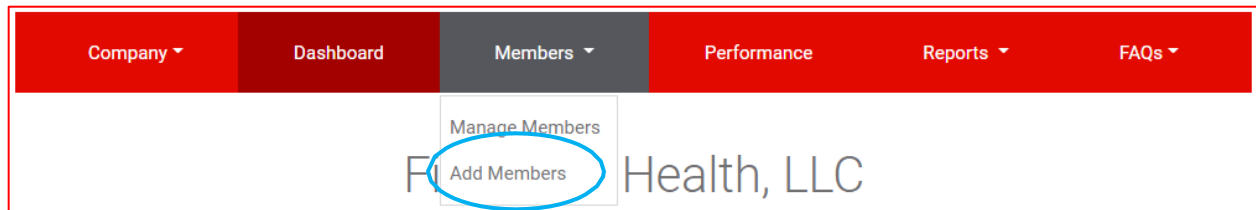
? Instructions

Upload It

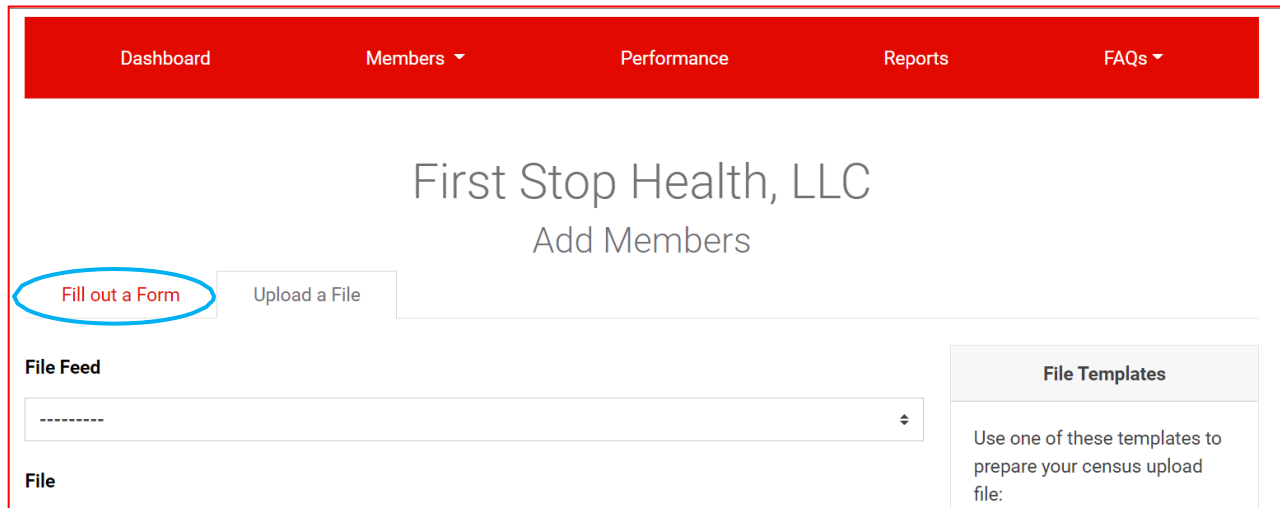
5. Wait for your Account Manager to email you the results! Once confirmed, your Account Manager will move the file into production.

MANAGING ONGOING CENSUS UPDATES

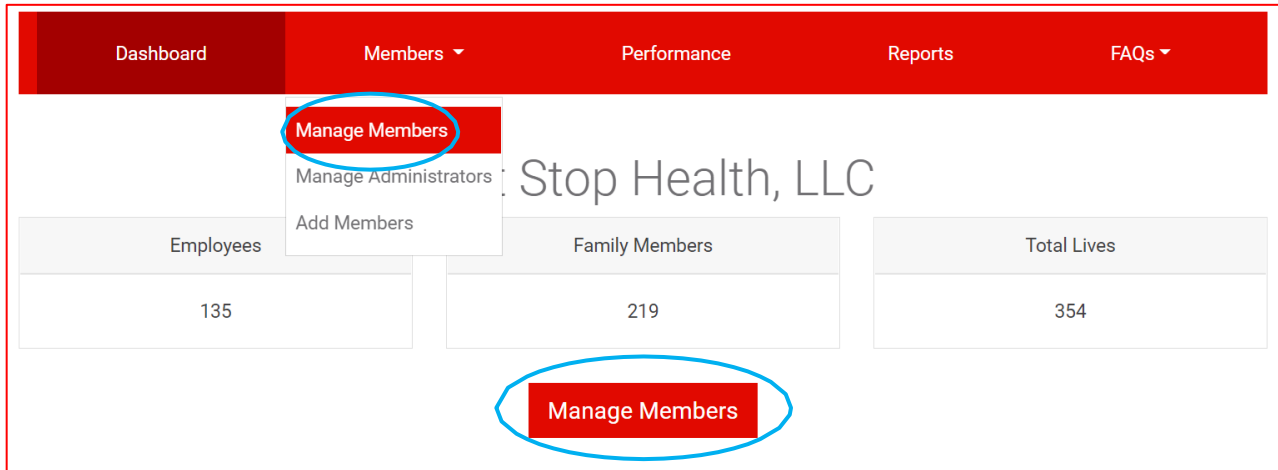
- You can continue to provide us an eligibility file by simply following the same steps above. *Please note: when uploading an eligibility file, you should submit the file before the 1st of the month because all member **additions** and **terminations** will occur on the 1st of the upcoming month.*
- OR you can add, edit, and remove employees and their family members (if applicable) by following the instructions below:
 1. To add an employee, go to **"Members"** on the top bar and click **"Add Members"** in the drop-down menu.



2. Click **"Fill out a Form"** and complete the form to add a new employee. (*Please see steps 3-4 below to add family members.*)

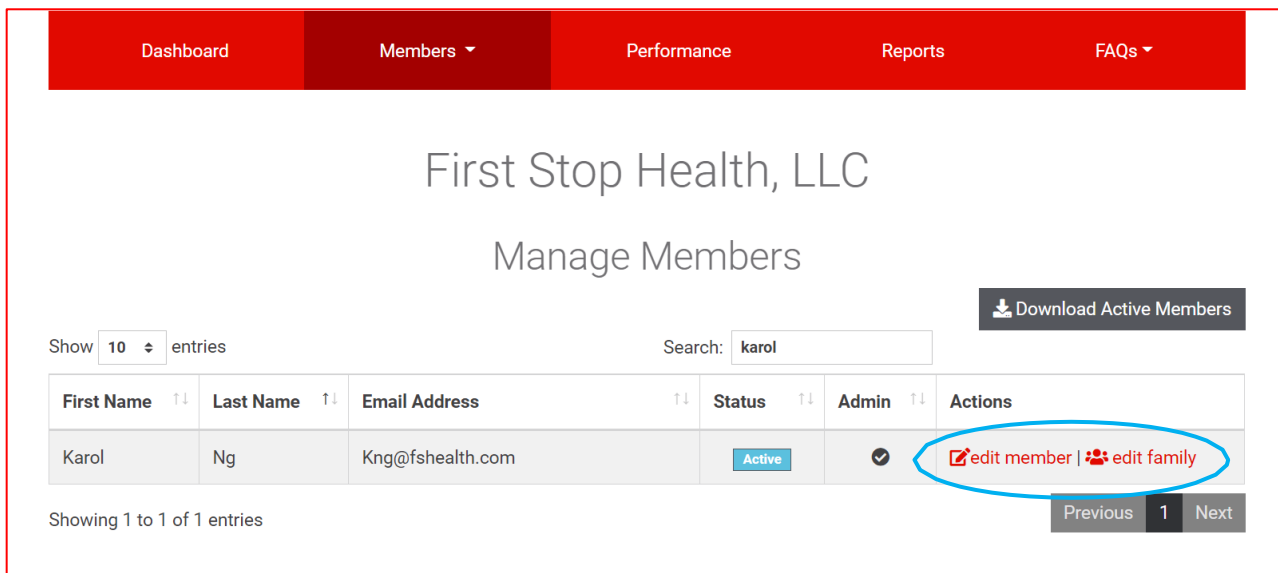


- To add the employee's family members (if applicable), click **"Manage Members"** in the "Members" drop-down menu; or click the **"Manage Members"** button on the Dashboard.



The screenshot shows the First Stop Health dashboard. The top navigation bar includes Dashboard, Members (with a dropdown arrow), Performance, Reports, and FAQs (with a dropdown arrow). The Members dropdown menu is open, showing options: Manage Members (circled in blue), Manage Administrators, and Add Members. Below the navigation bar, the dashboard title is 'Stop Health, LLC'. There are three summary cards: Employees (135), Family Members (219), and Total Lives (354). At the bottom center, there is a red button labeled 'Manage Members' (circled in blue).

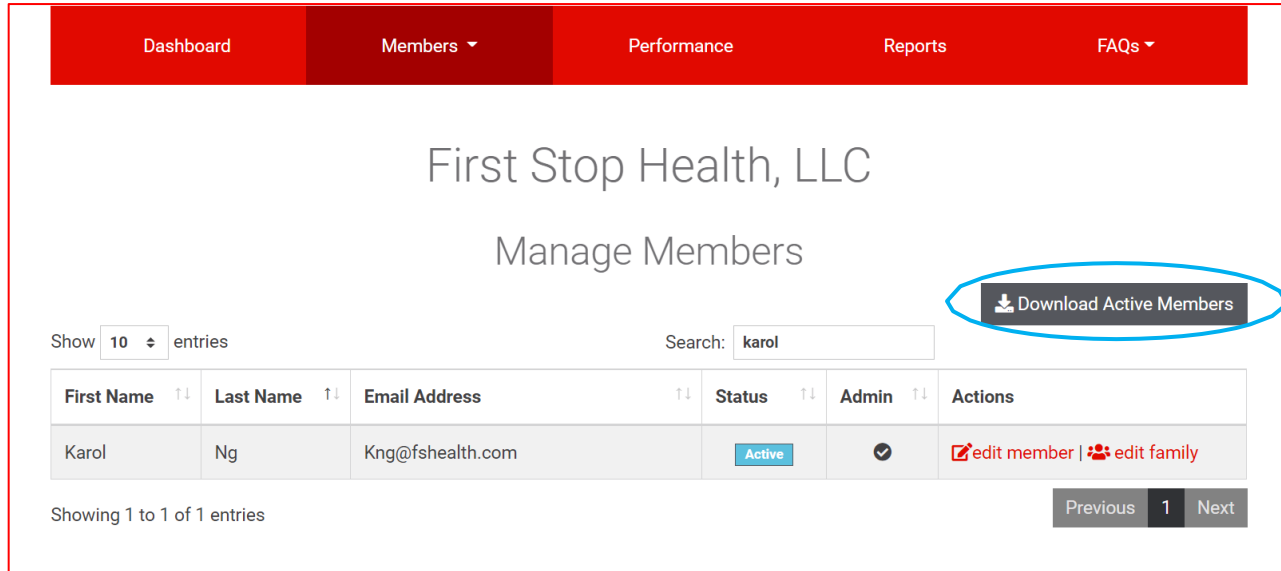
- You can show from 10 up to 100 employees at a time, and you may search for employees using the search bar. Once you find the employee, click **"edit family"** under the "Actions" column. Then click the **" +Add Family Member"** button and follow the instructions.
- To terminate an employee or to edit the employee's information, such as a change of address, click **"edit member"** under the "Actions" column.
Please note: all terminations occur on the 1st of the upcoming month, so be sure to terminate employees before the 1st of each month. Terminating an employee will automatically terminate their dependents.



The screenshot shows the 'Manage Members' page for 'First Stop Health, LLC'. The top navigation bar is the same as the dashboard. Below the title, there is a 'Download Active Members' button. A search bar contains the text 'karol'. Below the search bar, there is a table of employees. The table has columns: First Name, Last Name, Email Address, Status, Admin, and Actions. The first row shows an employee named Karol Ng with email Kng@fshealth.com, status Active, and an Admin checkbox checked. The Actions column for this employee contains two links: 'edit member' and 'edit family' (circled in blue). Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right, there are pagination controls: Previous, 1, and Next.

DOWNLOADING THE CENSUS

- Produce an Excel spreadsheet of all active employees and their family members.
- Click the **“Manage Members”** button on the dashboard, and then click the **“Download Active Members”** button located above the table.



Dashboard Members Performance Reports FAQs

First Stop Health, LLC

Manage Members

Show entries Search:

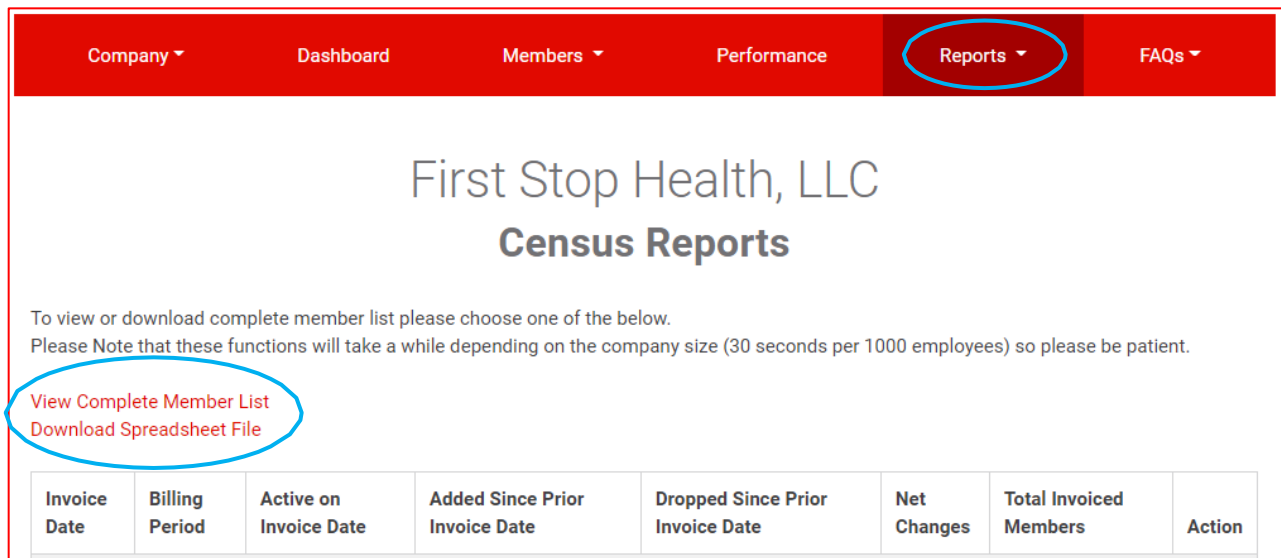
First Name ↑↓	Last Name ↑↓	Email Address ↑↓	Status ↑↓	Admin ↑↓	Actions
Karol	Ng	Kng@fshealth.com	Active	✓	edit member edit family

Showing 1 to 1 of 1 entries

Previous 1 Next

RECONCILING INVOICES

- Click the **“Reports”** dropdown menu, then **“Census Invoice Reports.”**
 - View Complete Member List:** produces a list of all employees (past, present, and future), which includes start and cancel dates.
 - Download Spreadsheet File:** produces the above Complete Member List in an Excel spreadsheet format.



Company Dashboard Members Performance Reports FAQs

First Stop Health, LLC

Census Reports

To view or download complete member list please choose one of the below.
Please Note that these functions will take a while depending on the company size (30 seconds per 1000 employees) so please be patient.

[View Complete Member List](#)
[Download Spreadsheet File](#)

Invoice Date	Billing Period	Active on Invoice Date	Added Since Prior Invoice Date	Dropped Since Prior Invoice Date	Net Changes	Total Invoiced Members	Action
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- **Download (under Action column):** produces a list of employees that are associated with a particular invoice.

To view or download complete member list please choose one of the below.

Please Note that these functions will take a while depending on the company size (30 seconds per 1000 employees) so please be patient.

[View Complete Member List](#)

[Download Spreadsheet File](#)

Invoice Date	Billing Period	Active on Invoice Date	Added Since Prior Invoice Date	Dropped Since Prior Invoice Date	Net Changes	Total Invoiced Members	Action
Sept. 15, 2020, 2 a.m.	October 2020	119	2	3	-1	118	Download
Aug. 15, 2020, 2 a.m.	September 2020	120	22	3	19	139	Download

ADDING/REMOVING ADMINISTRATORS

1. To add an administrator: from the Dashboard, click the **"Manage Members"** button. Or, you can navigate to "Members" and click **"Manage Members."**

Company ▾

Dashboard

Members ▾

Performance

Reports ▾

FAQs ▾

First Stop Health, LLC

Employees

147

Family Members

249

Total Lives

396

Manage Members

2. Locate the employee and click **"edit member"** under the "Actions" column.

Dashboard
Members ▼
Performance
Reports
FAQs ▼

First Stop Health, LLC

Manage Members

Show entries
Search:
[Download Active Members](#)

First Name ↑↓	Last Name ↑↓	Email Address ↑↓	Status ↑↓	Admin ↑↓	Actions
Karol	Ng	Kng@fshealth.com	Active	<input checked="" type="checkbox"/>	edit member edit family

Showing 1 to 1 of 1 entries

Previous 1 Next

3. Click **"Yes"** in the "Administrator" box, then click **"Save."** To remove an administrator, click **"No"** then **"Save."**

First Stop Health, LLC

Edit Member

Account Status ✓

Status: Active

Start Date: Tue., Sep. 15th, 2020

Company: First Stop Health, LLC

[Deactivate](#)

Password

Send password reset email

[Send](#)

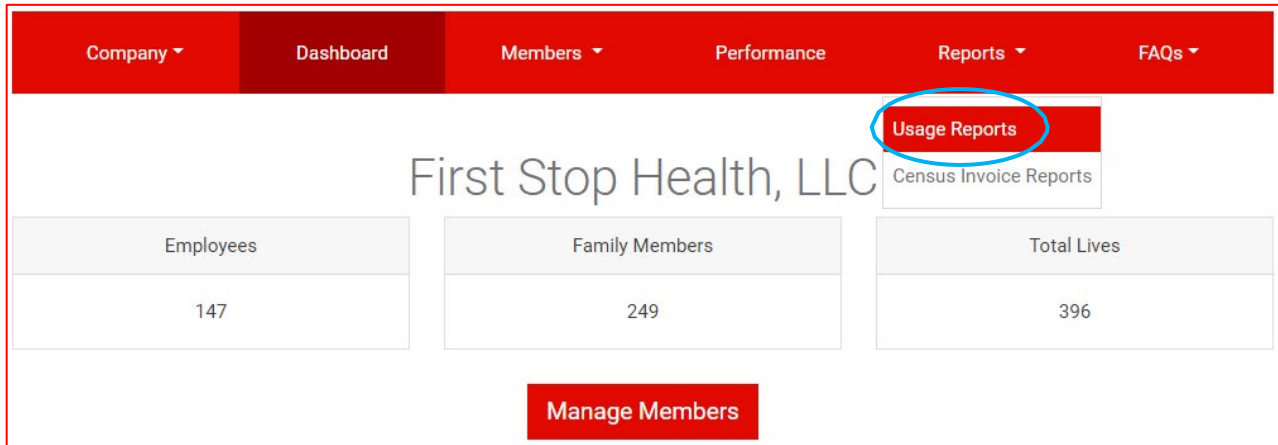
Administrator

Company Administration
☒ Yes
☐ No

Use the 'Save' button at the end of the form to save.

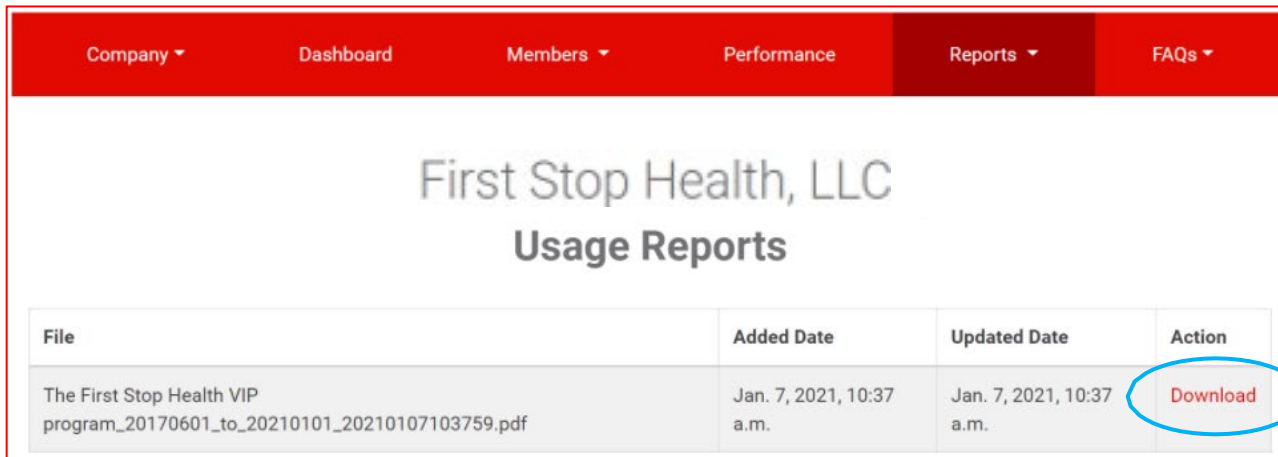
VIEWING UTILIZATION REPORTS

1. Click “**Reports**” in the top bar, then click “**Usage Reports.**”



The screenshot shows the First Stop Health dashboard. The top navigation bar is red with white text for 'Company', 'Dashboard', 'Members', 'Performance', 'Reports', and 'FAQs'. The 'Reports' menu is open, showing 'Usage Reports' (highlighted with a blue circle) and 'Census Invoice Reports'. Below the navigation bar, the dashboard title 'First Stop Health, LLC' is displayed. Underneath, there are three summary cards: 'Employees' with a value of 147, 'Family Members' with a value of 249, and 'Total Lives' with a value of 396. At the bottom center, there is a red button labeled 'Manage Members'.

2. Click “**Download**” under the Action column to download the usage report in PDF format.



The screenshot shows the 'First Stop Health, LLC Usage Reports' page. The top navigation bar is red with white text for 'Company', 'Dashboard', 'Members', 'Performance', 'Reports', and 'FAQs'. The 'Reports' menu is highlighted. Below the navigation bar, the page title 'First Stop Health, LLC Usage Reports' is displayed. Underneath, there is a table with the following columns: 'File', 'Added Date', 'Updated Date', and 'Action'. The table contains one row with the following data:

File	Added Date	Updated Date	Action
The First Stop Health VIP program_20170601_to_20210101_20210107103759.pdf	Jan. 7, 2021, 10:37 a.m.	Jan. 7, 2021, 10:37 a.m.	Download (highlighted with a blue circle)