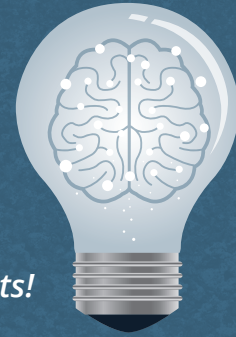


# Getting Started

## Frequently asked Questions



*Welcome to Stellar Solutions and a quick guide to using your benefits!*

Enrollments are transmitted to the insurance carriers via a weekly online feed. Once the feed is received and processed by the carriers, you will be listed in their system. The typical processing time is 24-72 hours once the feed is received. You will not be listed in the system until your enrollment has been processed. ID cards will arrive in 10-14 business days once processing has been completed.

If you need services prior to receiving your ID card, please follow the instructions below.

**\*\*Remember, you cannot register for a new account until the first day of your new coverage.**

## Medical

### *Temporary ID Card for United HealthCare*

Go to <https://accounts.myuhc.com/rt/register/myuhc/en>

You do not need your ID number to register. Please follow prompts and use your social security number.

**Customer Service:** 866-414-1959

**Mobile App** – Download the free United HealthCare app, select register, confirm your identity, create a username and password, confirm your email preferences and follow the prompts to register.

**Find a provider** – We recommend logging into your account first and then finding a provider. You can also go to <https://www.uhc.com/find-a-physician>, click general provider search, all United HealthCare Plans, Network is Choice Plus.

## Dental & Vision

### *Temporary ID card for Guardian*

Go to <https://www.guardianlife.com/login>

Click Register, choose Member as your User Role, fill in your member information and Group ID number 00450840. Create a username and password and click Submit.



**Customer Service** – 800-627-4200

**Mobile App** - Download GuardianLife, register, member. Once logged in, you can find ID cards and search providers.

**Find a Provider for Dental** – Go to <https://www.guardiananytime.com/fpapp/FPWeb/search>  
- (Network is PPO)

**Find a Provider for Vision** – Go to <https://www.vsp.com/eye-doctor>

## Basic – Health Reimbursement Arrangement, Computer & FSA/Dependent Care

### *Account Information and Filing Claims*

Go to <https://cda.basiconline.com/login>

Click Sign Up, Email – Enter the email address matching your work email and create a password

**Customer Service** 800-444-1922 Ext. 1

### **Helpful Links**

[Setting Up Your Pin](#)

[How Do Reimbursements Work](#)

[Submitting a Claim Without Using your Card](#)

### **Getting Funds Reimbursed for the First Time** - [How MyCash Works](#)

- You submit claims through the website
- Once the reimbursement is approved, your funds will show up under MyCash
- Log back into the system and confirm how you would like to be paid—direct deposit or check
- The system will remember those preferences for future reimbursements

### **Cards**

If you need to reorder a card you can do so on the online portal. **Please note that your old card will become deactivated once a new card is ordered.**

When ordering a new card for a spouse you will use the drop down under your name and click “request a new card” and in the next pop up click “reissue an existing card”

When ordering a new card for a dependent child you will use your name as the drop down and click “request a new card” and in the next pop up click “request a card for a dependent”

**Mobile App:** Download the free BASIC benefits app