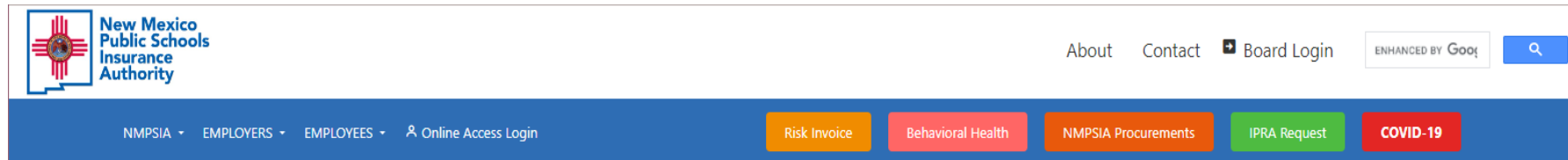


Feedback Tutorial

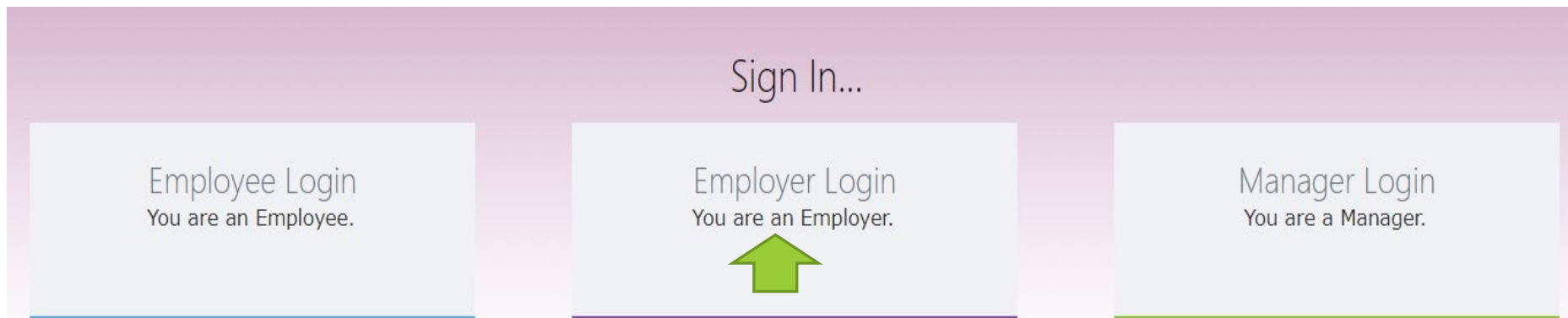
PROCESS

Log into the NMPSIA website

<https://nmpsia.com/index.html>



Click on Employer Login





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](#)

ONCE LOGGED IN THIS PAGE WILL APPEAR. 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

INQUIRY SCREEN

Click on drop down select SSN or Name

Enter the desired employee's name or SSN and click on 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)

CLICK ON DETAIL FOR THE DESIRED EMPLOYEE

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

INQUIRY SCREEN SELECT 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 [REDACTED]	SANTA CRUZ	NM	87567	12/01/2020	N/A	
PO BOX [REDACTED]	SANTA CRUZ	NM	87567	08/01/2006	10/31/2000	
PO BOX [REDACTED]	SANTA CRUZ	NM	87567	03/21/2000	07/31/2006	

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

ENTER MESSAGE, SELECT SENDER AND CC IF DESIRED.
ONCE COMPLETE CLICK SEND.

The screenshot shows the website for the New Mexico Public Schools Insurance Authority. At the top left is the state seal of New Mexico. The header text reads "New Mexico Public Schools Insurance Authority". Below the header is a navigation menu with buttons for Home, Inquiry, Review, New Hire, Employer Information, Cancel EE, Report LOA, Feedback, and Logout. The main content area is titled "Employer NMPSIA BENEFITS1" on the left and "ERMessage" on the right. The central instruction says: "Use the form below to send a question or inquiry to your Benefits Department about your online enrollment transaction." The form includes a "Subject:" field with a green highlight, a "Message Content" text area with the placeholder "Type message here." and a "0/1000" character count, an "Attachment:" section with a "Choose File" button and "No file chosen" text, and a "Send to:" dropdown menu currently showing "Chere Garcia (Erisa Administrative Services, Inc.)". A blue "submit" button is located to the right of the dropdown. Below the dropdown is a yellow "CC To" button, which has a green arrow pointing to it from below.

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

Employer NMPSIA BENEFITS1 ERMessage

Use the form below to send a question or inquiry to your Benefits Department about your online enrollment transaction.

Subject: [REDACTED]

Message Content

Type message here.

0/1000

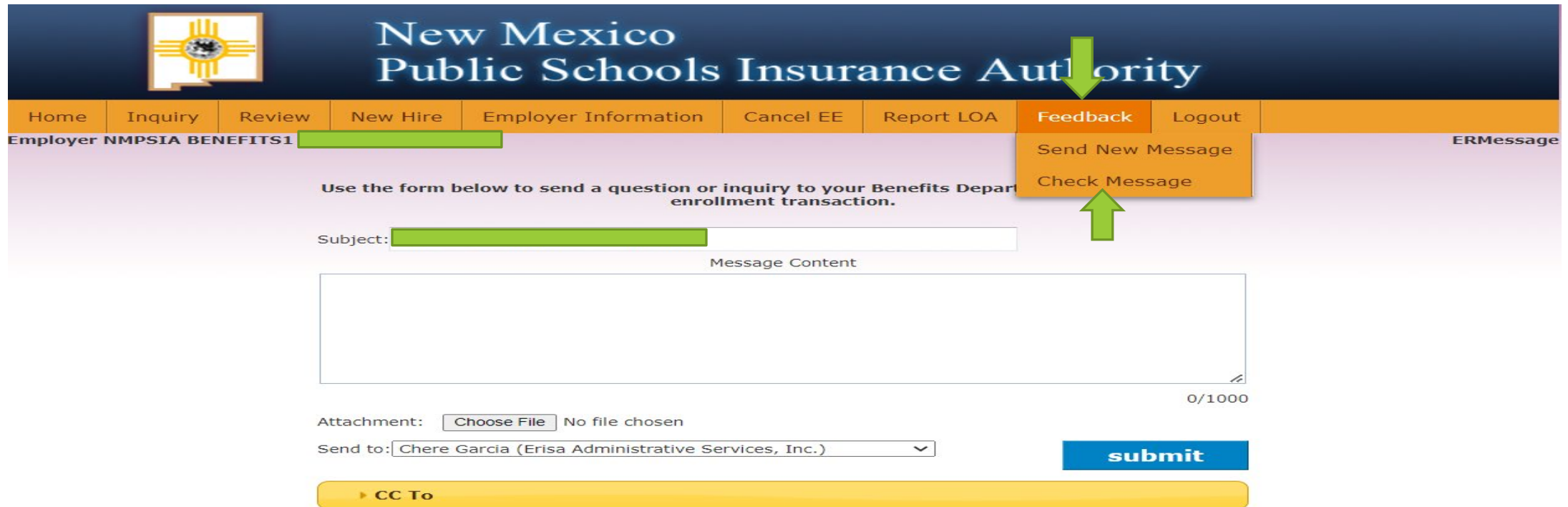
Attachment: Choose File No file chosen

Send to: Chere Garcia (Erisa Administrative Services, Inc.)

submit

CC To

TO REVIEW MESSAGES SENT AND RECEIVED CLICK ON FEEDBACK. CLICK ON CHECK MESSAGE



The screenshot shows the New Mexico Public Schools Insurance Authority website. The header includes the state logo and the text "New Mexico Public Schools Insurance Authority". A navigation bar contains links for Home, Inquiry, Review, New Hire, Employer Information, Cancel EE, Report LOA, Feedback, and Logout. The "Feedback" link is highlighted with a green arrow pointing down. A dropdown menu is open under "Feedback", showing "Send New Message" and "Check Message". A second green arrow points up to the "Check Message" option. Below the navigation bar, there is a form for sending a message to the Benefits Department. The form includes a "Subject:" field, a "Message Content" text area, an "Attachment:" section with a "Choose File" button, and a "Send to:" dropdown menu. A "submit" button is located at the bottom right of the form. A yellow bar at the bottom of the form contains a "CC To" link.

Employer NMPSIA BENEFITS1

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

Send New Message
Check Message

ERMessage

Use the form below to send a question or inquiry to your Benefits Department enrollment transaction.

Subject: [Redacted]

Message Content

Attachment: Choose File No file chosen

Send to: Chere Garcia (Erisa Administrative Services, Inc.)

submit

CC To

UNDER STATUS CLICK ON DROP DOWN TO CHOOSE OPEN & UNREAD OR CLOSED.

YOU WILL BE ABLE TO REVIEW YOUR PREVIOUS MESSAGES AND REPLY'S FROM YOUR ERISA REP HERE.
YOU CAN SEARCH MESSAGES BY EMPLOYEE NAME OR DATE AND TIME.

The screenshot shows the website header with the logo and title "New Mexico Public Schools Insurance Authority". A 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 identified as "Employer NMPSIA BENEFITS1" and the page title is "Message List". A table displays message details with columns for Title, Receiver, Create Time, Last Reply, Datetime Closed By, Status, and Author. The Status column has a dropdown menu currently set to "Open & UNREAD". A green arrow points to this dropdown menu.

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)

This screenshot is similar to the one above, showing the same website header and navigation bar. The "Message List" table now shows two messages from 2023. The Status column dropdown menu is now set to "Close". A green arrow points to this dropdown menu.

Title	Receiver	Create Time	Last Reply	Datetime Closed By	Status	Author
[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)