Employer MyBenefits Portal Tutorial
Send Feedback

New Mexico Public Schools Insurance Authority

EASI Edu INCORPORATED

Before You Begin

Before sending feedback, please review the following information:

- The **Send Feedback** feature can be used at any time during the year.
- Securely send confidential employee information and supporting documents through the Employer Portal.
- Messages are securely delivered to EASI Edu.
- All messages are stored within the Employer Portal for future reference.
- There is no limit to the number of messages or documents you can submit.

Helpful Tip

Using the **Send Feedback** feature provides a secure way to communicate with EASI Edu and helps keep all employee-related correspondence in one location.

Before You Begin

You must be logged into the NMPSIA MyBenefits Portal before completing this tutorial.

If you are a new user, forgot your password, or experience login issues, please refer to the Employer Login Tutorial https://nmpsia.com/employer-trainings.html for complete step-by-step instructions.

Important Reminders

- MFA codes expire after 5 minutes.
- Use the email associated with your NMPSIA benefits.
- Check your Spam or Junk folder if you do not receive your code.

Need help logging in?

Please refer to the Employer Login Tutorial before continuing.
The Employer Login Tutorial includes:

✓ First-Time Login
✓ Password Assistance
✓ MFA Verification
✓ Common Login Errors
✓ Account Assistance

Helpful Tip

Bookmark the Employer Portal login page for quicker access in the future.

Go to NMPSIA.com
↓
Benefits Portal Login
↓
Select Employer
↓
Enter District ID
↓
Select Representative
↓
Enter Password
↓
Complete MFA Verification

What You'll Need

Before beginning, have the following information available:

- District ID
- Your login credentials
- Access to your authentication email
- Employee's Social Security Number (SSN), Name, or HIPAA ID
- Documents you would like to attach (if applicable)
- Subject for your message
- Description of your question or request

Helpful Tip

Providing a clear subject and detailed message will help your EASI Edu Representative respond more quickly.

Transaction Overview

This tutorial will show you how to:

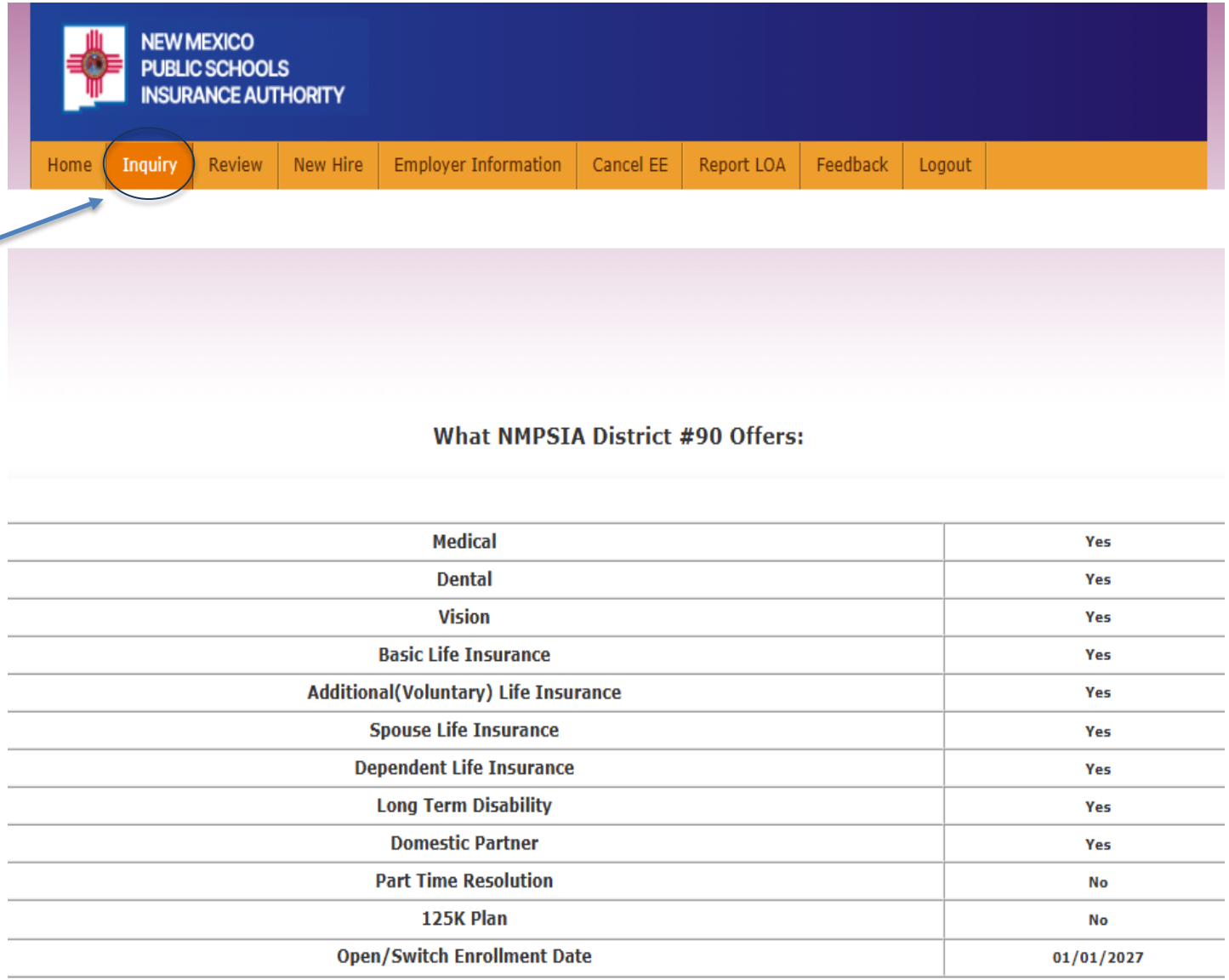
- ✓ Search for an employee
- ✓ Send a secure message
- ✓ Attach supporting documents
- ✓ View previous messages and responses
- ✓ Track the status of your communications

Helpful Tip

The **Send Feedback** feature provides a secure record of all communication between your organization and EASI Edu.

From the Home page

- Navigate to the **Inquiry** tab.



Helpful Tip

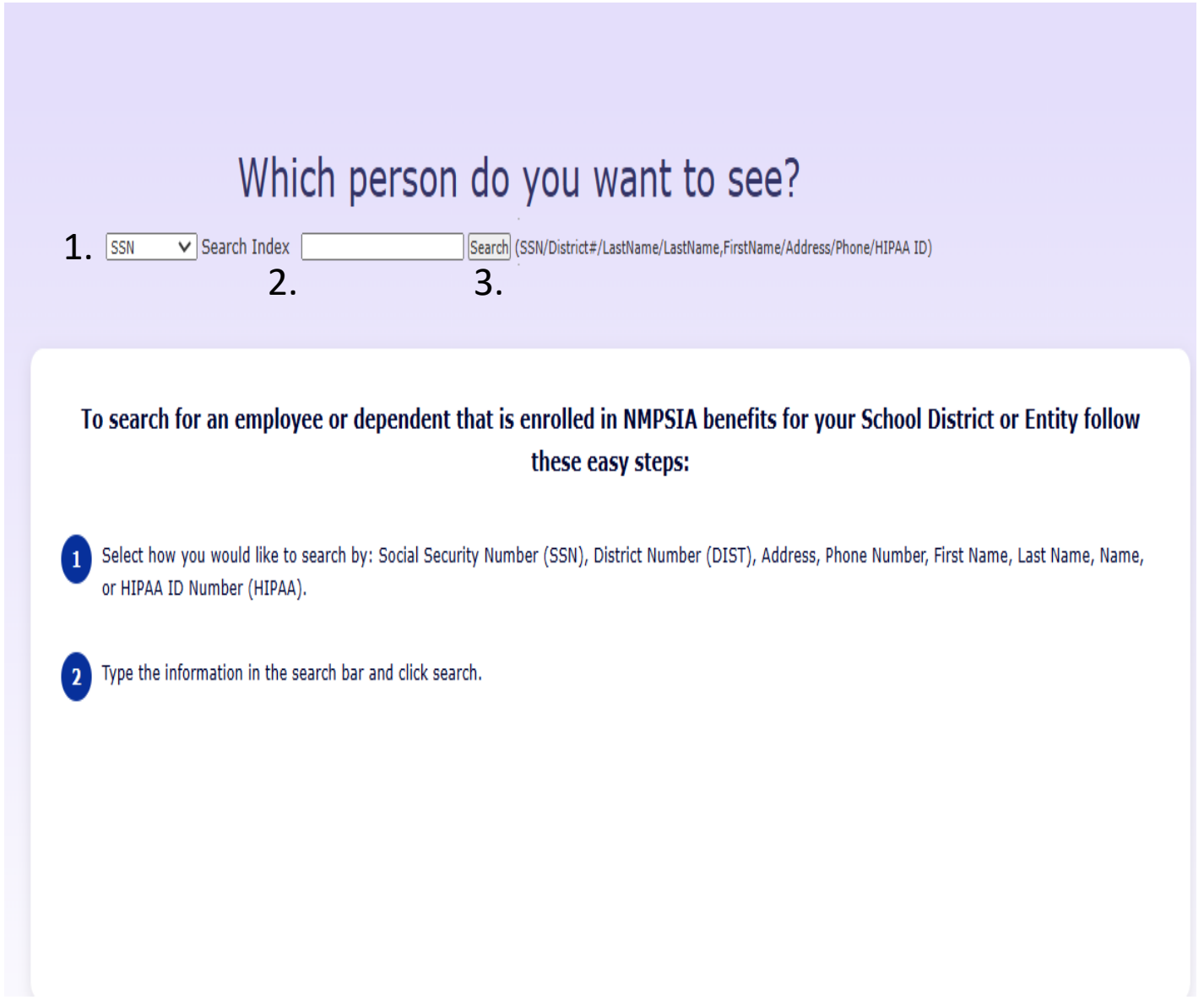
The Inquiry page allows you to search for an employee before sending secure messages or reviewing employee information.

Search for an Employee

1. Select your preferred search method (SSN, Name, HIPAA ID, etc.).
2. Enter the employee's information.
3. Select **Search.**

Helpful Tip

Searching by **Social Security Number** usually provides the quickest and most accurate results.



- Verify the employee's information.
- Select **Detail** to open the employee's record.



Helpful Tip

Always verify you have selected the correct employee before sending confidential information.

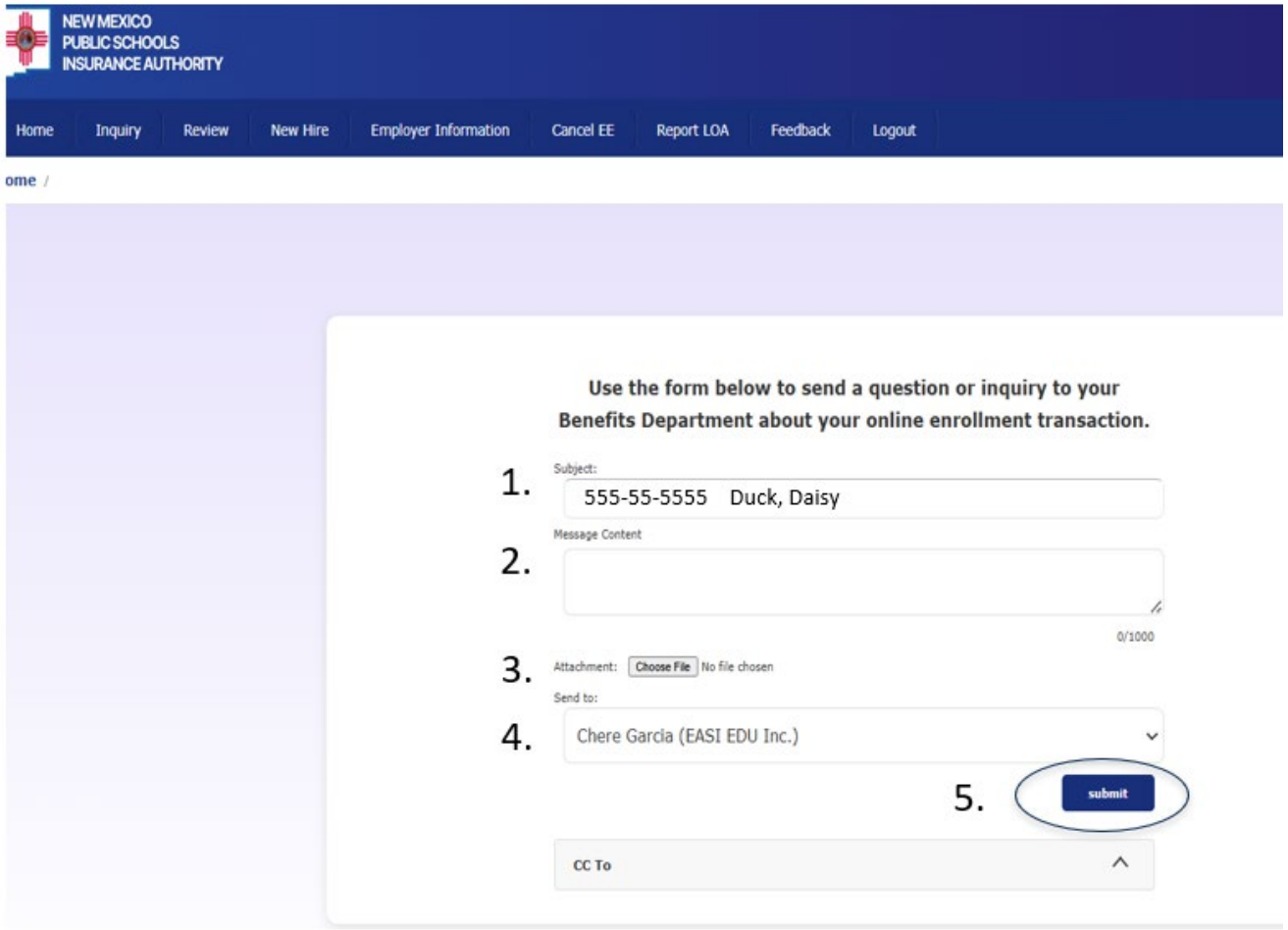


From the employee's record:
Select **Send Message**.

Helpful Tip

Use **Send Message** whenever you need to securely communicate with EASI Edu regarding an employee's benefits.

1. Subject will auto populate with employee name and SSN.
2. Type your message.
3. Attach supporting documents, if needed.
4. Select the appropriate recipient.
5. Select **Submit**.

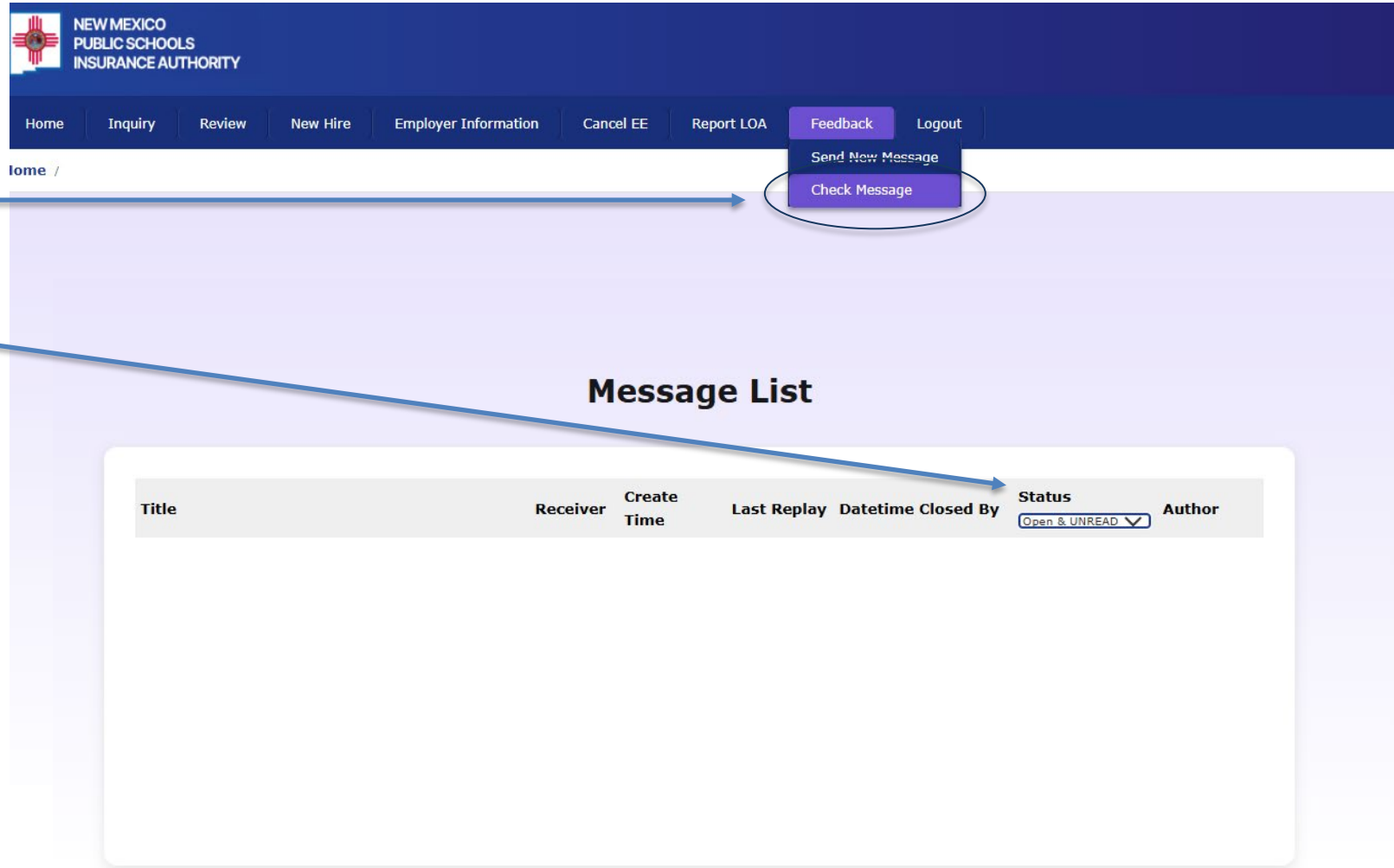


Helpful Tip

Include enough detail in your message to help your EASI Edu Representative understand your request without requiring additional follow-up.

Step 6

- To review previously submitted messages from the Home page:
  - Navigate to the **Feedback** tab.
  - Select **Check Message**.
- Select **Open & Unread** or **Closed** to filter messages.
- Open messages to review responses from your EASI Edu Representative.



Helpful Tip

Review your message history before sending a new request. Your question may have already been answered within an existing conversation.

Common Errors

Common issues you may encounter when sending feedback:

Employee not found – Verify the employee's Social Security Number (SSN), Name, or HIPAA ID and search again.
Required fields are incomplete – Complete the subject and message before submitting.
Attachment failed to upload – Verify the file is supported and has finished uploading before selecting **Submit**.
Message sent to the wrong recipient – Confirm the appropriate recipient before submitting your message.
Authentication code expired – Request a new Multi-Factor Authentication (MFA) code and sign in again.
Session timed out – Log back into the Employer Portal and restart your request.
Unable to locate previous messages – Verify you selected the correct message status (**Open & Unread** or **Closed**) or adjust your search criteria.

Helpful Tip

Before submitting your message, review the employee information, subject, attachments, and recipient to ensure everything is accurate.

Need Assistance

Contact Us:

EASI Edu

Phone: 1-800-233-3164

Contact your assigned representative for portal assistance.

Or

NMPSIA Benefits Team

Phone: 1-800-548-3724

Thank you for supporting your employees!

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