**Welcome Back Guide**

*for* **Returning Employees**

**Welcome Back to FormFire!**

Your employer is using FormFire to ensure that you are getting the best medical coverage at the best price. Since you already have a FormFire account, you only need to verify that your data is complete and correct. You do not need to fill out a brand new application!

To update your account, simply go to www.formfire.com, login, and click ***“Start Here.”*** Although FormFire may look a little different from the last time you logged in, all of your data has been stored securely and you will have the opportunity to review it.

Once you have verified your data, indicate that you’re finished and you will be presented with an electronic signature page. Your actual signature will then accompany your application to the carriers.

**If you do not have a FormFire account**, please visit www.formfire.com and click ***“Sign Up.”*** At the new user page, please enter your employer’s unique Employer Code: (EEC0F86)

**Frequently Asked Questions**

**What if I have forgotten my username and/or password?**

Please use the link at www.formfire.com to have your username and temporary password sent to you via email. Or you may call FormFire Support at **216-367-9730** and they will assist you with resetting your password.

**Do I need to update my account if nothing has changed?**

Yes. The carriers need to know that you have verified that all of your data is complete and correct.

**What if I am waiving coverage?**

You will still need to create or update your account. There will be a few questions you need to complete, but no medical questions will need to be answered.

**What do they mean when they ask about other coverage?**

They want to know about the plan you are currently on. If it is your company plan, you will use the date for the current plan year (ie, renewal 1/1/18, coverage from 1/1/17-12/31/17)

**Will this take long?**

If you don’t have many changes to make, updating your FormFire account should only take a few minutes.

**Have the Following Information Ready Before You Begin**

While you can stop at any time and save your progress, having the following information at your fingertips will help you to get through the FormFire interview quickly.

***Information about any new dependents:***

* Full legal name of individuals
* Dates of birth
* Social Security Numbers
* Heights and weights
* Names and phone numbers of primary care physicians

***Information about you and your dependents’ medical history:***

FormFire will walk you through a series of questions designed to gather the required medical information. All the details you have previously entered will be displayed. You will simply need to provide any necessary updates or additional information. You will need the following:

* Name of medical conditions
* Any medications taken, including dosage levels and frequency for each medication
* Treatment dates
* Details about any past or anticipated, upcoming hospitalizations or surgeries

You’ll also have the opportunity to provide specific information about the description, diagnosis, prognosis, and treatment of each medical condition.

**Additional Instructions**

FormFire is designed to be very user-friendly and instructions are provided within the system to help you complete your FormFire interview. Additionally, you may find the following instructions to be helpful.

***Saving your data:***

Your data is saved automatically as you complete the FormFire interview. Should you need to stop in the middle of your interview and finish later, simply click ***“Logout.”*** When you log in again later, your data will have been saved securely in your account and you can pick up where you left off.

***Reviewing your application:***

You will have opportunities to review and edit your data throughout the FormFire interview. You may also print a complete summary of all the information you have entered.

While FormFire is designed to work with all Medical Insurance Carriers, some require that you review their specific application. In this case, you will be prompted to review the application prior to signing. Adobe Acrobat© software is necessary to review carrier applications.

Regardless of Medical Insurance Carrier requirements, completed versions of your application are available upon request.

***Electronically signing your application:***

FormFire uses special software designed to capture your signature. It works just like the electronic signature tablet you may already use at your grocery store or department store.

At the signature page, click once with the left mouse button in the black rectangle on the screen. This will activate the signature capture software.

You will use the mouse as a pen. Put cursor in white area inside black rectangle. Click and hold the left mouse button and write with your mouse cursor. You’ll notice that as you move the mouse, the screen is tracing your movements.

If you’re not satisfied with the quality of your signature, you may click ***“Clear”*** to try again. Once you are comfortable with the signature, please click the ***“Sign”*** button and wait for the box that says “Congratulations!” Your application will now be marked as complete, and you may log out of FormFire. You are also offered the option to type in your signature.

***Updating your application:***

If you need to make any changes or updates to your account, you may do so at any time by visiting www.formfire.com and clicking ***“Login.”***  To access your information, you’ll then need to sign in with your username and password. **After making any updates, please be sure to re-sign your application.**

**If You Have Additional Questions**

We’re here to help! FormFire is designed to be very user-friendly. However, if you do have questions, please do not hesitate to contact us.

***For questions about your Medical Benefits:***

Contact your McGohan Brabender Service Representative at (937) 293-1600.

***For questions about FormFire or for Technical Support:***

If you have technical questions about FormFire, please send an email support@formfire.com or call FormFire Support at 216-367-9730. FormFire’s normal service hours are 8:30 AM to 6:00 PM ET Monday through Friday.

 