

Mercer Marketplace 365 Document Center Employee User Guide

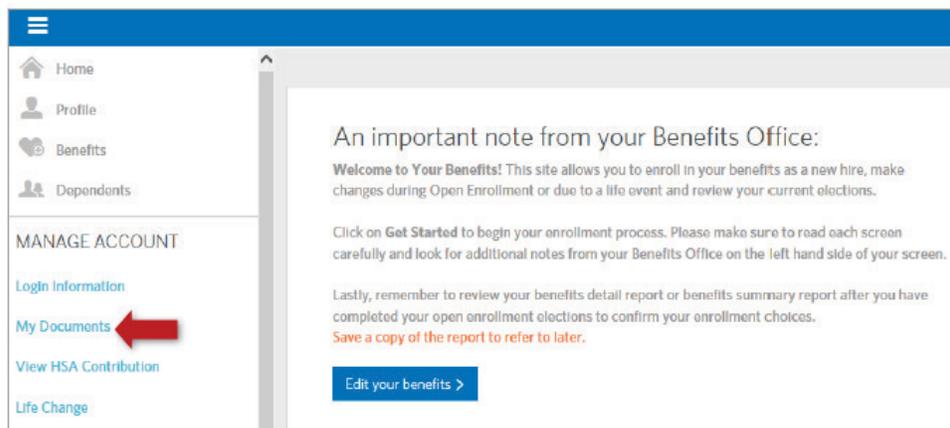
Document Center

The Document Center is a new feature that provides you the ability to manage your dependent eligibility documents when new dependents are enrolled in benefits or a Qualifying Life Event is used to update benefits that require verification documentation. This feature allows you to use the Mercer Marketplace 365 website or the Mercer Marketplace 365 mobile app to upload dependent verification documents, such as birth certificates or marriage licenses, at the same time you enroll your dependents.

You will still have the option to send in documents for dependent verification via email, mail or fax. Please refer to the Dependent Verification form for more details on how to email, mail or fax documentation.

A document request is created in the Document Center when you add coverage for a dependent that requires dependent eligibility verification or process a life event to change a benefit that requires verification.

The Document Center may be accessed by selecting the [My Documents](#) link in the left-hand navigation of the employee home page.



You may submit documentation in two ways:

1. Upload a document directly to the request that was created when the enrollment was completed.
2. Upload a document independently of a documentation request, and then associate the document to the request.

OPTION ONE DOCUMENT REQUEST

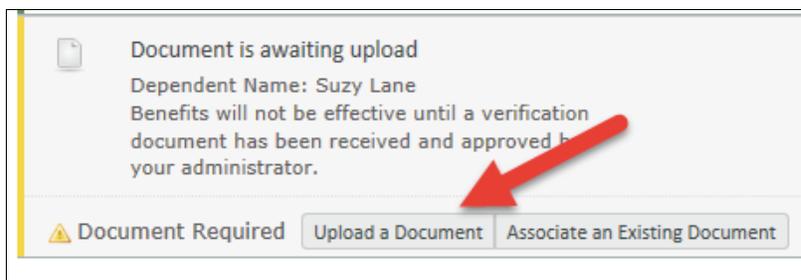
The first option is to upload a document directly to a request. This option is available after you enroll on the Mercer MarketPlace 365 website. Make sure you have your document scanned and saved on your computer prior to uploading it to the Document Center.

To upload a document to a request:

1. Navigate to the Document Center and locate the request to which the document should be associated.

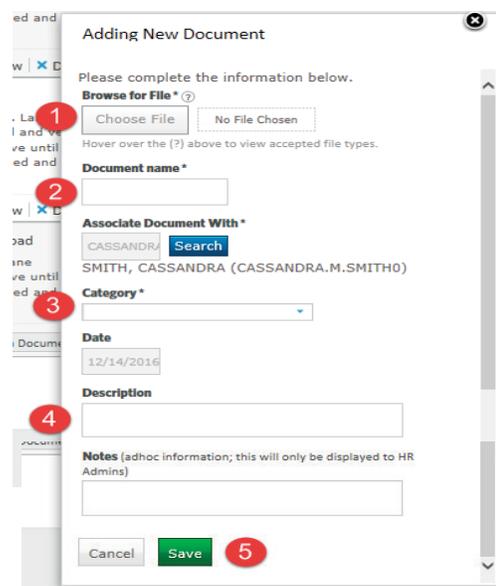


2. Select the *Upload a Document* button on the request.



3. The *Adding New Document* window will open.

1. Select the Choose File button to locate and select the file to be uploaded.
2. Enter a name in the Document name field to help identify the upload.
3. Enter a category for the document by selecting one of the available options from the Category drop-down menu.
4. Enter a description for the document. (Optional)
5. Select the Save button at the bottom of the window.



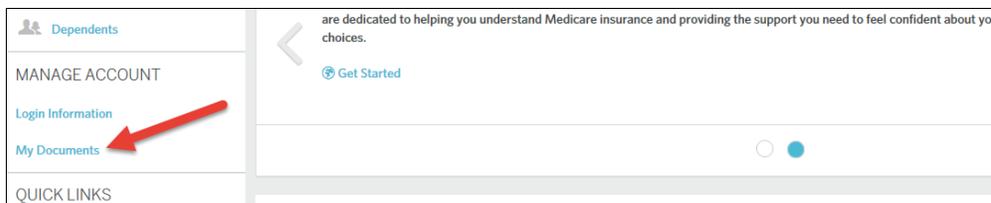
After the document request saves, you will be able to view the status on the document request page. Once the document is pending approval, the Mercer Marketplace 365 team will review the documentation and approve or deny as necessary.



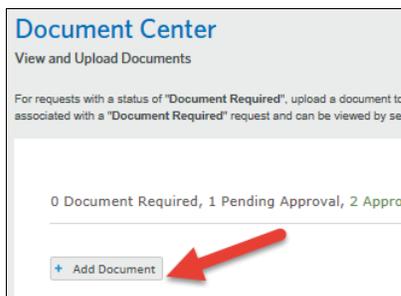
OPTION TWO UPLOAD INDEPENDENTLY

To upload a document not associated with a request:

1. Navigate to the Document Center.



2. Select the [Add Document](#) button at the top of the document/request list.



3. The [Adding New Document](#) window will open. Then you will fill out the required fields and select save.

Adding New Document

Please complete the information below.

Browse for File *

Choose File No File Chosen

Hover over the (?) above to view accepted file types.

Document name *

Associate Document With *

CASSANDRA.M.SMITHO Search

CASSANDRA MONICA SMITH
(CASSANDRA.M.SMITHO)

Category *

Date

Once saved, the document will be available under the document list. It will be viewable by selecting All Documents from the Filter by status option.

Filter by type All Filter by status All Requests

Sort By: Document Name Date Created

Barry LOC

Word

Dependent Name: test williams

Loss of coverage letter for Barry only

Benefits will not be effective until a ve

document has been received and approved by you

Pending Approval

Approved

Denied

Disabled

Expired

All Documents

Mercer Marketplace 365 benefits counselors are available to help you with any questions you have regarding the Document Center functionality. Simply call the toll-free number listed below for personal assistance.

1-855-9MERCER (1-855-963-7237)
Monday through Friday, 7 am to 9 pm Eastern Time