

# Provider Website Guide

Thank you for visiting our website. The following tips will help you best experience our site and content.

When you first visit **asuris.com**, you will be asked to select an audience type (Individual and families, employer, producer, provider or Medicare) and enter a ZIP code for your office location. This allows our site to display content relevant to you. Our site remembers your selection and automatically directs you to the same site the next time you visit. For most users, this is a time-saving and very convenient feature: Just visit **asuris.com**, and automatically be directed to our provider website.

There are some special circumstances where our site might not know how best to direct you. Below is the most common issue our visitors might see and how to quickly resolve it.

## Page not found error or a page with no content

This most often occurs when clicking links on pages deep within the site, or when using your browser's bookmarks. For example:

- If you did not select an audience type and enter a ZIP code (or you deleted your browser cookies), some links will appear to be broken because the site is unable to direct you to the appropriate content
- If you last visited a different audience type (e.g., you visited the Regence employer site), the site will anticipate you wish to visit our employer site again. You may see a page not found error when clicking linked content or a page with no content when trying to access provider site content. This is because the provider content does not exist on the employer site.

**The fast fix:** Glance at the top right side of your browser to verify your audience type. If your audience is not set to the provider site, you are more likely to experience page not found errors or content that does not display on the page.

This example indicates that the site is set to display provider content.



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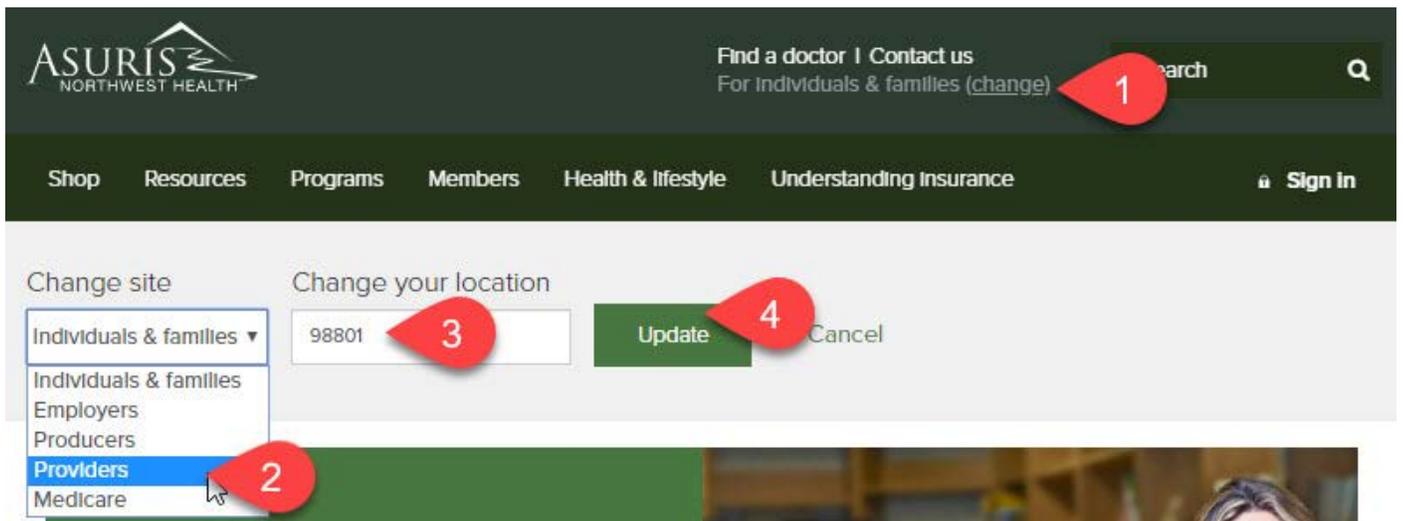


In the next example, the site is set to display content for Individuals and families.



## It's easy to change your site selection

1. Click Change
2. Under Change site, select Providers from the drop-down
3. Enter your ZIP code
4. Click Update



## Maybe we broke something!

Sometimes we make mistakes and a link really is broken, or a page really is lost! If you have confirmed you are in the site for Providers, and you still experience a broken link, missing content or page not found error, please tell us so we can correct it.

## Share your feedback

Your feedback is important. Complete our feedback form if you'd like to share your thoughts about our website.