

# Using [asonet.com](https://asonet.com)

A great way to keep up to date with your benefits.

# Welcome to asonet

On the welcome screen, click Sign In on the Members line

## [welcome to asonet.com](#)

Administrative Services Only / Self-Insured Dental Services (ASO/SIDS) / Metrodent

Serving plan members and their families for over 50 years

### Members

Sign In >

See details about your benefits, upload forms and more...

### Providers

Sign In >

Check eligibility, submit claims, check claim status and more...

### Plan Sponsors

Sign In >

Manage your plan.

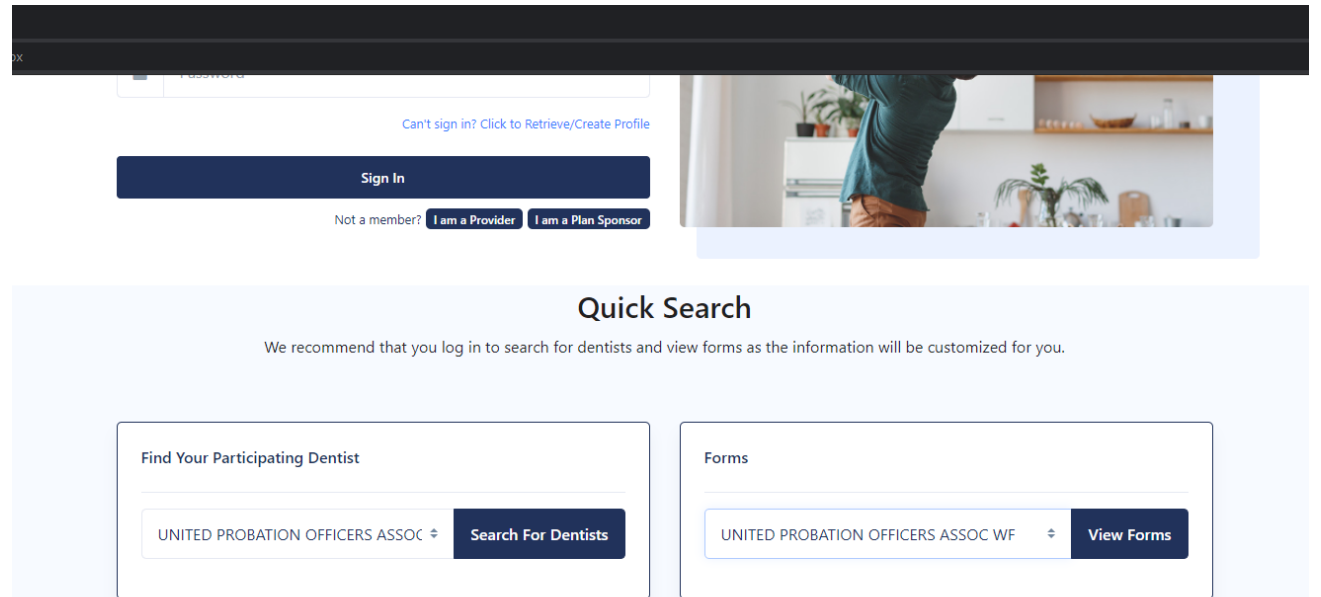


# Quick Search

If you scroll down you will see options to Find a Dentist and View Forms without having to log in.

Simply choose your plan and click the button.

You can also Contact ASO if you have any questions or are having trouble logging in.



The screenshot shows a website interface. At the top, there is a dark navigation bar. Below it, a login form is visible with a 'Sign In' button and links for 'I am a Provider' and 'I am a Plan Sponsor'. To the right of the login form is a photograph of a person in a kitchen. Below the login section, a light blue banner titled 'Quick Search' contains the text: 'We recommend that you log in to search for dentists and view forms as the information will be customized for you.' Underneath this banner are two white boxes. The left box is titled 'Find Your Participating Dentist' and contains a dropdown menu with 'UNITED PROBATION OFFICERS ASSOC' and a 'Search For Dentists' button. The right box is titled 'Forms' and contains a dropdown menu with 'UNITED PROBATION OFFICERS ASSOC WF' and a 'View Forms' button.

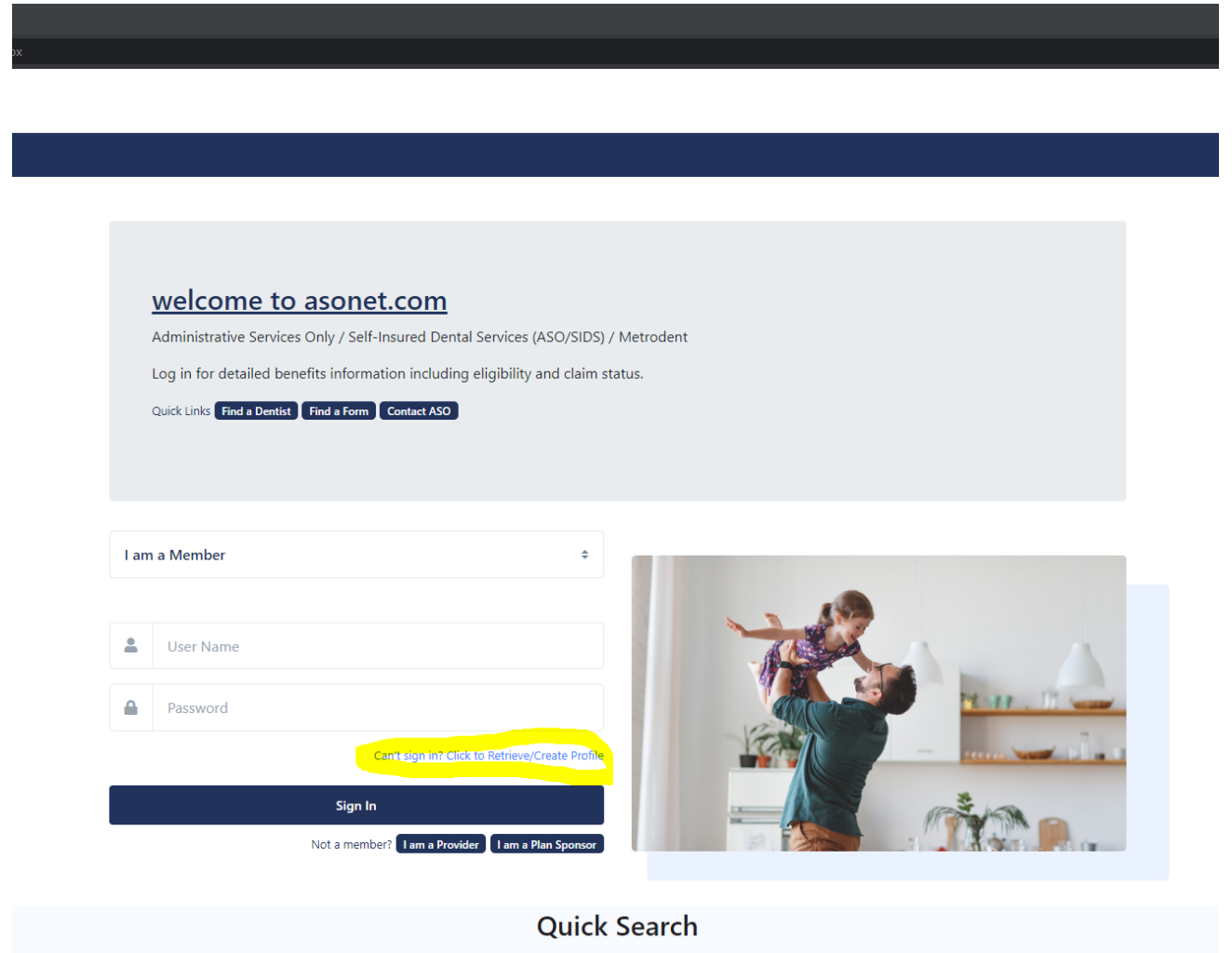
## Contact ASO/SIDS

Contact ASO by phone from 9am - 5pm (eastern) on business days. You can also fax or email at any time. Please use the quick contact form below to send ASO an email.

# Log In Screen

The first time you sign in you can either use your Social Security Number as your User Name and your initials (first letter of first name and first letter of last name) and Zip Code as your Password

Alternately you can click the link to Retrieve/Create Profile



The screenshot shows the login interface for asonet.com. At the top, there is a dark blue header. Below it, a light gray box contains the text: "welcome to asonet.com", "Administrative Services Only / Self-Insured Dental Services (ASO/SIDS) / Metrodent", and "Log in for detailed benefits information including eligibility and claim status." There are three quick links: "Find a Dentist", "Find a Form", and "Contact ASO".

The login form consists of a dropdown menu labeled "I am a Member", a "User Name" field with a person icon, and a "Password" field with a lock icon. A yellow highlight is placed over the text "Can't sign in? Click to Retrieve/Create Profile" located below the password field. A dark blue "Sign In" button is positioned below the form. At the bottom of the form, there is a link "Not a member?" followed by "I am a Provider" and "I am a Plan Sponsor" buttons.

To the right of the form is a photograph of a man in a green shirt lifting a young girl in a purple dress into the air in a kitchen setting. Below the photograph is a light blue bar with the text "Quick Search".

# Setting Up a User Account – Step 1

Answer these questions...

Retrieve/Create Sign In

Last 4 Digits of Member Social

Member Birthdate (MM/DD/YYYY)

Member Zip Code

Retrieve/Create Sign In

Close

welcome

Administrative

Log in for details

Quick Links [Find a](#)

I am a Member

User Name

Password

Sign In

Not a member? [I am a Provider](#) [I am a Plan Sponsor](#)

Quick Search

# Setting Up a User Account – Step 2

Create a user name and password that is not easy to guess. Some suggestions are not to use your name, address or anything else that can be guessed. The most secure method has been found to be to use 3 or 4 random words together. . To further enhance security, you may want to add a number and a symbol. It is also a good idea to not use the same password for different sites.

Add your contact information

Add security questions in case you need to retrieve your credentials

At the bottom of the screen you have the option of adding two factor security, which will send a code to your email or mobile phone whenever you log in from a new device.

You can also have an email notification go to you when a claim is processed and go paperless by turning off paper EOBs.

The image shows a 'User Profile' creation form overlaid on a blurred background of a website. The form is titled 'User Profile' and has a close button (X) in the top right corner. It contains the following fields and options:

- CREATE USER NAME**: Text input field.
- CONFIRM USER NAME**: Text input field.
- PASSWORD**: Text input field.
- CONFIRM PASSWORD**: Text input field.
- EMAIL ADDRESS**: Text input field.
- CONFIRM EMAIL ADDRESS**: Text input field.
- MOBILE PHONE**: Text input field.
- CONFIRM MOBILE PHONE**: Text input field.
- SECURITY QUESTION 1**: Text input field.
- ANSWER TO QUESTION 1**: Text input field.
- SECURITY QUESTION 2**: Text input field.
- ANSWER TO QUESTION 2**: Text input field.

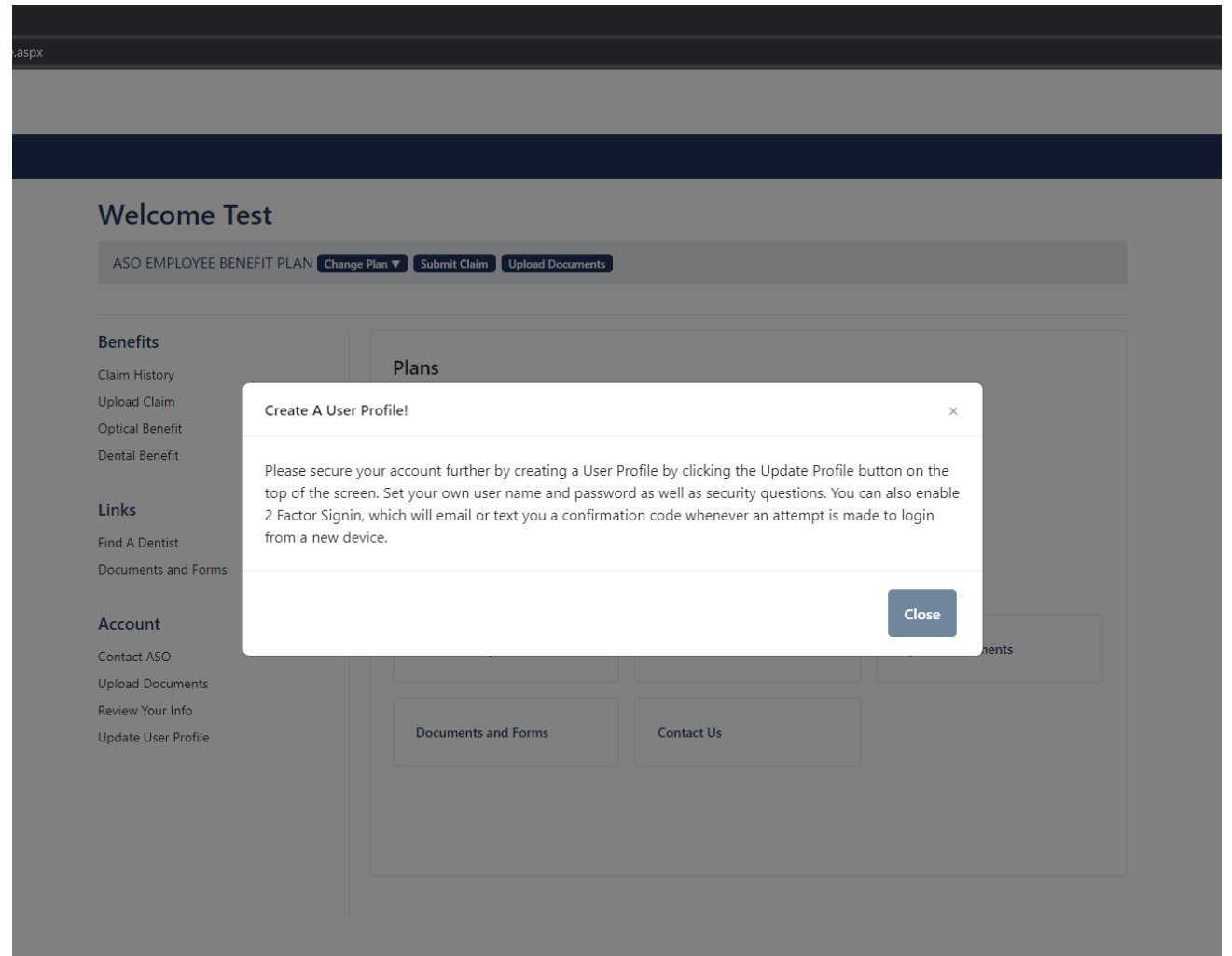
Below the fields, there is a dark blue button labeled 'Click to Create Profile'. At the bottom of the form, there are radio button options for two-factor authentication:

- Two Factor Signin - Email
- Two Factor SignIn - Text
- Email Explanation of Benefits Notification
- Mail Explanation of Benefits

Below these options, there is a line of text: 'Explanation of Benefits Delivery Settings: Notification Will Be eMailed. You Will NOT Receive a Printed Copy By Mail'. At the bottom right of the form, there is a dark blue button labeled 'Close'.

# Welcome to asonet

If you do not set up a user account you will be prompted after you sign in. It's a reminder that it's really a good idea to secure your account.



# Update User Profile

You can update your profile at any time by clicking the option on the menu on the left.

ie.aspx#

### User Profile

NEW USER NAME

NEW PASSWORD

CONFIRM NEW USER NAME

CONFIRM NEW PASSWORD

EMAIL ADDRESS

CONFIRM EMAIL ADDRESS

MOBILE PHONE

CONFIRM MOBILE PHONE

SECURITY QUESTION 1

ANSWER TO QUESTION 1

SECURITY QUESTION 2

ANSWER TO QUESTION 2

**Click to Update Profile**

Two Factor Signin - EMail  Two Factor SignIn - Text

Email Explanation of Benefits Notification  Mail Explanation of Benefits

Explanation of Benefits Delivery Settings: Notification Will Be eMailed. You Will NOT Receive a Printed Copy By Mail

**Close**

Welcome T

ASO EMPLOYEE BE

**Benefits**

- Claim History
- Upload Claim
- Optical Benefit
- Dental Benefit

**Links**

- Find A Dentist
- Documents and Forms

**Account**

- Contact ASO
- Upload Documents
- Review Your Info
- Update User Profile



# Review Your Information

Click Review Your Info to see the current contact info and address we have on file.

You can also see your Alternate ID#, which is helpful for filing claims more securely.

You can also print and ID Card with this information.

## Welcome Jane

UPOA RETIREMENT WELFARE FUND [Change Plan](#) [Submit Claim](#) [Upload Documents](#)

### Benefits

[Claim History](#)  
[Upload Claim](#)  
[Optical Benefit](#)  
[Supplemental Benefits](#)  
[Dental Benefit](#)

### Links

[Find A Dentist](#)  
[Documents and Forms](#)

### Account

[Contact ASO](#)  
[Upload Documents](#)  
[Review Your Info](#)  
[Update User Profile](#)

#### JANE DOE

1 MAIN STREET  
ANYTOWN, NY 10000  
Phone: 5165551212  
Email:

[Contact ASO to Request an Update](#)

#### UPOA RETIREMENT WELFARE FUND

Current Eligibility Level: ACTIVE  
Current Eligibility Status: Eligible  
Effective: 1/1/2020  
Alternate Member ID: 7398035

[Print ID Card](#)

- Two Factor Signin - EMail
- Two Factor SignIn - Text
- Email Explanation of Benefits Notification
- Mail Explanation of Benefits

Explanation of Benefits Delivery Settings: Notification Will Be eMailed. You Will Receive a Printed Copy By Mail

Please consider going paperless by turning off mailing of Explanation of Benefits.  
Please consider going paperless - uncheck Mail Explanation of Benefits.

# ID Card

Example of a printable ID Card

JANE J DOE  
1 MAIN STREET  
ANYTOWN, NY 10000

9/29/2020

Below is your identification card with your unique ASO member identification number for the **United Probation Officers Association Retiree Welfare Fund Dental Benefit Plan** administered by **Administrative Services Only, Inc.**

The identification card includes your name, the group name, where to send claims and how to obtain information regarding the benefits available to you through the UPOA Welfare Fund. You can also download benefit information and claim forms through the website by logging onto [www.asonet.com](http://www.asonet.com).

- › Benefit Booklets
- › Claim Forms
- › Locate Participating Dental Providers
- › Claims History

When you submit a claim to ASO, you can use either your ASO identification number OR the last 4 digits of your social security number. You are not required to use your full social security number for access to [asonet.com](http://asonet.com) or for the submission of claims.

In addition to the current UPOA Participating Dental Network which is available at [www.upoa.com](http://www.upoa.com), you will have access to over 2,000 providers participating in the **Metrodent Premier Dental Network**. To use a participating dentist, simply select a dentist from the Directory of Participating Metrodent Premier Dentists available at [www.asonet.com](http://www.asonet.com). After selecting a dentist, call the dental office directly to schedule an appointment. Identify yourself as being covered by the **United Probation Officers Association Retiree Welfare Fund METRODENT PREMIER DENTAL PLAN** when scheduling the appointment. You should verify whether a dentist is participating when scheduling an appointment and at the time of your visit.

Please refer to your Benefit Booklet and Summary of Material Modifications for information regarding the plan provisions, limitations and exclusion.

PLEASE DETACH AND RETAIN FOR FUTURE REFERENCE

UNITED PROBATION OFFICERS ASSOCIATION  
RETIREE WELFARE FUND  
DENTAL PLAN

Member: JANE J DOE  
Member ID: 7388035 Group No. V23

Network: UPOA Participating Dental Network &  
Metrodent Premier Dental Network

Mail claims to: ADMINISTRATIVE SERVICES ONLY, INC  
PO Box 9005 DEPT V23  
Lynbrook, NY 11583

ELECTRONIC DENTAL CLAIMS: BAY05 ID # 00375

# View Claims

Click Claim History to view claims.

Set your filter based on Dates, Patient, Claim Type

Click on a Claim Number to View/Print EOB

The screenshot shows a web application interface for viewing claims. At the top, there is a dark blue header with the text 'Welcome Test'. Below this is a light gray navigation bar containing the text 'ASO EMPLOYEE BENEFIT PLAN' and three buttons: 'Change Plan', 'Submit Claim', and 'Upload Documents'. The main content area is divided into a left sidebar and a main panel. The sidebar has three sections: 'Benefits' with links for 'Claim History', 'Upload Claim', 'Optical Benefit', and 'Dental Benefit'; 'Links' with links for 'Find A Dentist' and 'Documents and Forms'; and 'Account' with links for 'Contact ASO', 'Upload Documents', 'Review Your Info', and 'Update User Profile'. The main panel contains a search and filter area with a dropdown for 'All Family Member', buttons for 'Cal Year', 'Last Year', and '12 Months', date input fields for '12/26/2019' and '09/29/2020', a dropdown for 'All Benefits', and checkboxes for 'Show Pre-Tx' and 'Show Service Details'. Below this is a 'Print' button and a summary line: 'Deductible: \$0.00 / Paid: \$52.00 / Max: \$0.00'. A table displays a single claim record for 'TEST MEMBER' with details for benefit type, claim number, date, service dates, provider, charge, and paid amount.

**ASO EMPLOYEE BENEFIT PLAN** [Change Plan](#) [Submit Claim](#) [Upload Documents](#)

**Benefits**

- Claim History
- Upload Claim
- Optical Benefit
- Dental Benefit

**Links**

- Find A Dentist
- Documents and Forms

**Account**

- Contact ASO
- Upload Documents
- Review Your Info
- Update User Profile

All Family Member: [Cal Year](#) [Last Year](#) [12 Months](#) 12/26/2019 09/29/2020 All Benefits

Claim#: Tooth: Code:  Show Pre-Tx  Show Service Details Date Order

[Print](#) Deductible: \$0.00 / Paid: \$52.00 / Max: \$0.00

Patient Name	Benefit	Claim#	Date	Svce Dates	Provider	Charge	Paid
TEST MEMBER	Dental	V10956575	02/04/2020	01/09/2020	ASHER MANSDORF	255.00	52.00

# View EOB

You can view and print a detailed EOB

You can also upload supporting documents if they have been requested.

Explanation of Benefits x +  
Benefits.aspx?Ref=v10956575

[Upload Documentation to ASO](#) [Inquire About Claim](#) [Print](#) [Close](#)

Administered by **A.S.O.** ADMINISTRATIVE SERVICES ONLY  
PO Box 9005  
Lynbrook, NY 11563-9005  
www.asonet.com

ASO EMPLOYEE BENEFIT PLAN  
EXPLANATION OF BENEFITS

Member (Plan - ACTIVE) **TEST MEMBER**  
570 MAIN ST  
ANYTOWN, NY 11559  
Patient: TEST MEMBER (M)

Treating Provider (Non-Participating-Care) **ASHER MANSDORF**  
360 CENTRAL AVENUE SUITE 112  
LAWRENCE, NY 11559

Reference#: **V10956575**  
Processed: 02/04/2020 Mailed: 03/20/2020  
Check#: 094769 Pay Provider  
Control#: 666 FIN 68  
Mem ID: UDA1311304

Service Date	Code	Tooth No.	Surface	Description	Dentist Charge	Plan Payment	Member Responsible	Remark Code
01/09/20	D1110			PROPHYLAXIS	180.00	30.00	150.00	
01/09/20	D0270			X-RAY 1 BITEWING	25.00	5.00	20.00	
01/09/20	D0120			PERIODIC ORAL EXAMINATION	50.00	17.00	33.00	
				*** THIS IS NOT A BILL ***	255.00	52.00	203.00	

Remark Code(s)

CALENDAR YEAR 2020	Personal	Family
Annual Maximum:	\$1,500.00	\$1,500.00
Paid to Date:	\$52.00	\$52.00
Annual Max Remaining:	\$1,448.00	\$1,448.00

# Find a Dentist

Click the option on the left menu and you can find participating dentists.

You can look for General Practitioners and Specialists.

You can also search by location and even for a particular dentist.

[Home](#) / [Help](#) / [Feedback](#) / [Terms](#) / [Privacy](#) / [About Us](#) / [Contact Us](#) / [Network Savings](#) / [Nominate Dentist](#) / [Contact Us](#)

## Find a Participating Dentist - ASO EMPLOYEE BENEFIT PLAN

Your Plan has arranged for multiple networks. Your savings are based on the network the dentist you choose participates with. [Learn more....](#)

Include Dentists Who Provide:

- Best Savings  Very Good Savings  
Metrodent Premier Metrodent MAX

570 MAIN ST ANYTOWN NY 11559

- 1 Mile  3 Miles  5 Miles  10 Miles  30 Miles  
 50 Miles

- All  General  Periodontists  Endodontists  Orthodontists  Oral Surgeons  Pediatric Dentistry  Prosthodontists

Dentist Name:

Dentist or Office Name (Optional)

State:

All States

Sort By:

- Savings Level  Distance

Search Dentists

# Find a Dentist – 2

Once you search, you will see a list of the matching dentists with more information and a map showing their locations.

The screenshot shows a web browser window with a search page for dentists. The browser's address bar contains a URL with parameters like 'Plan=V190&mailto=TEST%20MEMBER&mailtoaddress=570%20MAIN%20ST&mailtoaddress2=&mailtocity=ANYTOWN&mailtostate=NY&mailtozip=11559%20&EMailTo=larrysachs2000@gmail.co'. A blue navigation bar at the top contains links for 'Instructions/Questions', 'Network Savings', 'Nominate Dentist', and 'Contact Us'. Below this, there are search filters: 'Dentist Name:' with a text input field containing 'Dentist or Office Name (Optional)', 'State:' with a dropdown menu set to 'All States', and 'Sort By:' with radio buttons for 'Savings Level' (selected) and 'Distance'. A large dark blue button labeled 'Search Dentists' is centered below the filters. The search results show '15 Dentists Matched Your Search' with options for 'Map' and 'Print'. Two dentist profiles are visible in a list:

- DR. ALAN R. PERLMUTTER**  
516-295-1584  
650 Central Ave # H  
Cedarhurst, NY 11516  
Directions (0.63 miles)  
Office Profile  
Handicap Access  
Savings: BEST View
- ALAN PERLMUTTER - General Dentistry** (SUNY BUFFALO - 1987)
- MARK M. BORNSTEIN**  
516-295-0081  
145 Maple Ave  
Cedarhurst, NY 11516  
Directions (0.64 miles)  
Office Profile  
Handicap Access  
Savings: BEST View
- MARK BORNSTEIN - General Dentistry** (COLUMBIA UNIV - 2004)

To the right of the list is a Google Map showing the locations of the dentists as blue pins in the Cedarhurst, NY area. The map includes labels for 'Map', 'Satellite', 'Inwood', 'Cedarhurst', 'Lawrence', 'Rockaway', 'Atlantic Beach', 'Hewlett', and 'East Rockaway'. The Google logo and 'Map data ©2020 Google' are visible at the bottom of the map.

# Find a Dentist – 3

If you click a dentist you can see a more detailed Office Profile, including reviews (if we have enough data).

You can also request an appointment from this screen for many of the dental offices.

The screenshot shows a web browser window with two tabs: "Find Your Participating Dentist" and "Profile - MARK M BORNSTEIN". The address bar shows the URL "/MARK-M-BORNSTEIN-22168/office.html". The main content area displays the dentist's name "MARK M BORNSTEIN" in large, bold letters. Below the name, the address "145 Maple Ave ,Cedarhurst, NY 11516" and phone number "516-295-0081" are listed. There are two tabs: "Office details" (selected) and "Hours / Appointments". Under "Office details", it lists "Languages:" and "Handicap Accesible: Yes". A section titled "Ratings From Our Surveys" shows five categories, each with a 5-star rating: Care Received, Office Environment, Convenient Appointments, Appointments Kept, Options Explained, and Courteous Staff. Below this is a "Recommend Dentist" section, which states "Based on 6 responses to our survey requests" and shows a "100.00%" recommendation rate. At the bottom, under "Dentists", it lists "DR. MARK BORNSTEIN" as a "General Dentistry" professional, with a note "Dental School - COLUMBIA UNIV(2004)".

id Your Participating Dentist x Profile - MARK M BORNSTEIN x +

/MARK-M-BORNSTEIN-22168/office.html

## MARK M BORNSTEIN

145 Maple Ave ,Cedarhurst, NY 11516 516-295-0081

Office details Hours / Appointments

Languages:  
Handicap Accesible: Yes

### Ratings From Our Surveys

Care Received	★★★★★	Appointments Kept	★★★★★
Office Environment	★★★★★	Options Explained	★★★★★
Convenient Appointments	★★★★★	Courteous Staff	★★★★★

### Recommend Dentist

Based on 6 responses to our survey requests

# 100.00%

### Dentists

**DR. MARK BORNSTEIN**  
General Dentistry  
Dental School -  
COLUMBIA UNIV(2004)

# Find a Form

Click the Documents and Forms option and you will see the documents and forms for the plan.

Click the link next to the form you want and you can view or print the form.

## Welcome Test

ASO EMPLOYEE BENEFIT PLAN [Change Plan](#) [Submit Claim](#) [Upload Documents](#)

### Benefits

[Claim History](#)  
[Upload Claim](#)  
[Optical Benefit](#)  
[Dental Benefit](#)

### Links

[Find A Dentist](#)  
[Documents and Forms](#)

### Account

[Contact ASO](#)  
[Upload Documents](#)  
[Review Your Info](#)  
[Update User Profile](#)

### Forms and Documents

Benefit Booklet

[View/Print](#)

Dental Claim Form

[View/Print](#)

DENTAL PLAN INFO

[View/Print](#)

OPTICAL BENEFITS PLAN

[View/Print](#)

OPTICALFORM

[View/Print](#)



# Upload Claim

You can upload a claim for processing by clicking Upload Claim.

Select the family member

Select benefit type

Attach any documents

Click Send to ASO



## Welcome Test

ASO EMPLOYEE BENEFIT PLAN [Change Plan](#) [Submit Claim](#) [Upload Documents](#)

### Benefits

- Claim History
- Upload Claim
- Optical Benefit
- Dental Benefit

### Links

- Find A Dentist
- Documents and Forms

### Account

- Contact ASO
- Upload Documents
- Review Your Info
- Update User Profile

## Contact ASO

1-800-537-1238  
(9am - 5pm Eastern)

1-877-414-4069 (Fax)

Sender name

TEST MEMBER

Email

testmember@gmail.com

Telephone Number (Optional)

5165551212

Topic

Your Message

Upload Forms/Documents

Submit Claim  Update Info  General

Claim Type:

Optical

For:

TEST

If you have multiple documents for one claim, please select all of them before submitting to ASO

Attach File(s)

# View Details about Benefits

By clicking the benefit you can see where your account stands, for instance for the Optical Benefit you can see if you and/or your family members are eligible.

Other details will show based on the benefit selected.

berHome.aspx#

## Welcome Jane

UPOA RETIREMENT WELFARE FUND [Change Plan](#) [Submit Claim](#) [Upload Documents](#)

### Benefits

[Claim History](#)

[Upload Claim](#)

[Optical Benefit](#)

[Supplemental Benefits](#)

[Dental Benefit](#)

### Links

[Find A Dentist](#)

[Documents and Forms](#)

### Account

[Contact ASO](#)

[Upload Documents](#)

[Review Your Info](#)

[Update User Profile](#)

Optical Benefit Eligibility	Benefit Status
JANE Benefit \$600	ELIGIBLE
JOHN Benefit \$400	ELIGIBLE
JAMES Benefit \$400	ELIGIBLE

# Supplemental Benefit Summary

View Your status on other benefit types

## Welcome Jane

UPOA RETIREMENT WELFARE FUND [Change Plan ▼](#) [Submit Claim](#) [Upload Documents](#)

### Benefits

[Claim History](#)

[Upload Claim](#)

[Optical Benefit](#)

[Supplemental Benefits](#)

[Dental Benefit](#)

### Links

[Find A Dentist](#)

[Documents and Forms](#)

### Account

[Contact ASO](#)

[Upload Documents](#)

[Review Your Info](#)

[Update User Profile](#)

Description	Benefit	Eligibility Details	
EMERGENCY ROOM TREATMENT 150 per CALENDAR	\$150.00	JOHN	ELIGIBLE \$1
		JAMES	ELIGIBLE \$1
SUPPLEMENTAL MEDICAL 300 per CALENDAR	\$300.00	JOHN	ELIGIBLE \$3
		JAMES	ELIGIBLE \$3
PODIATRIC CARE 300 per CALENDAR	\$300.00	JOHN	ELIGIBLE \$3
		JAMES	ELIGIBLE \$3
PRESCRIPTIONS 2500 per CALENDAR	\$2,500.00	JOHN	ELIGIBLE \$2
		JAMES	ELIGIBLE \$2
HEARING AIDS 1000 per CALENDAR	\$1,000.00	JOHN	ELIGIBLE \$1
		JAMES	ELIGIBLE \$1
ANESTHESIA SERVICES 500 per CALENDAR	\$500.00	JOHN	ELIGIBLE \$5
		JAMES	ELIGIBLE \$5
REHABILITATION 500 per CALENDAR	\$500.00	JOHN	ELIGIBLE \$5
		JAMES	ELIGIBLE \$5
COPAY/DEDUCTIBLE REIMBURSEMENT 500 per CALENDAR	\$500.00	JOHN	ELIGIBLE \$5
		JAMES	ELIGIBLE \$5