



Employer Portal Guide updated 08/17/26

At Gravie, removing obstacles and reducing the administrative burden of health benefits is a core part of our customer experience.

That's why we built the [Gravie Employer Portal](#), an online business platform that allows you to easily manage your employee benefits from anywhere, at any time. As we continue to make enhancements, we'll update and re-release this guide to highlight new features and make sure you're up-to-speed!

What's Included:

Getting started 1

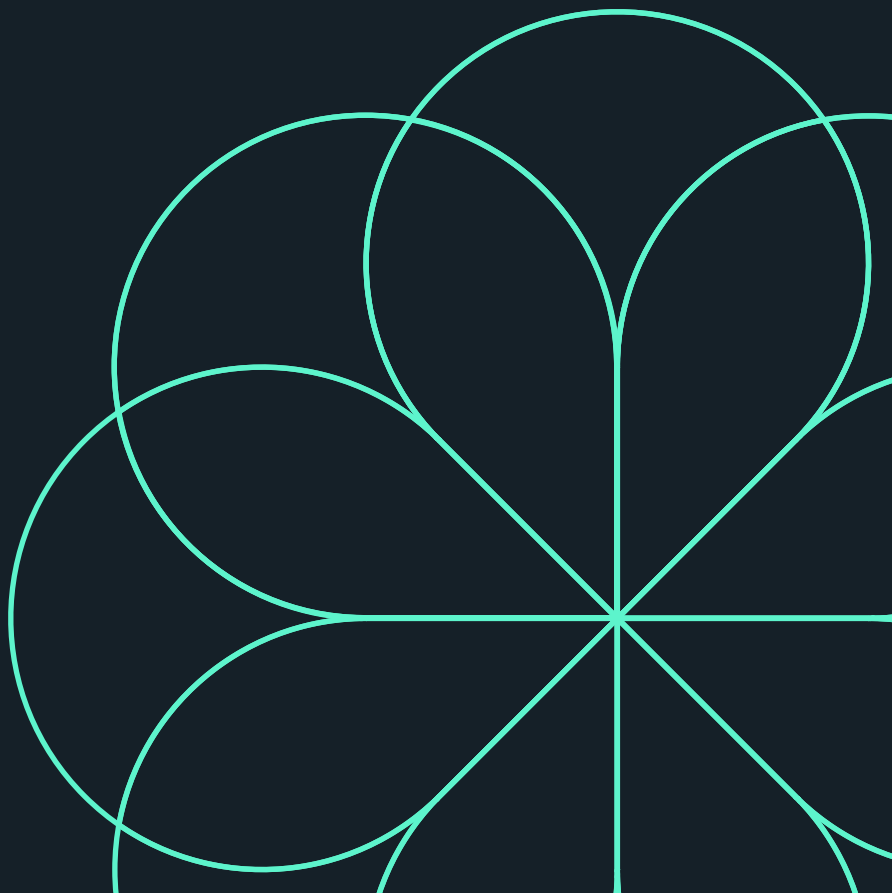
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Getting started

New to Gravie?

Your Implementation Manager will provide a portal activation link, which remains valid for 72 hours.

1. From the welcome email you receive, click **Set Up Account**
2. **Create a password** of at least 12 characters
3. For added security, you'll need to set up **Two-Factor Authentication** that will be sent to you via email.
4. Enter your six digit **verification code**
5. Choose to **trust device for 90 days** (optional)

Accessing your account

Once your account has been activated, you can log in at any time by visiting employer.gravie.com.

If your company has multiple entities or locations set up in Gravie's system, you'll be able to select them from the Companies page in the navigation menu.

Portal permissions

During onboarding, your Implementation Manager will work with your company to determine who can use the Gravie Employer Portal, and what permissions each user should have. These permissions are listed below:



Profile

The company profile is viewable by any user associated with a company



Employees

Users have view-only access, or edit access



Invoices

Users are able to view and download invoices, or invoices are hidden

Navigating the Gravie Employer Portal

Profile page

This page displays a brief overview of your company and billing information. Please notify us promptly of any changes so we can keep your account records current.

The screenshot shows the 'My Company' profile page for 'The Wheels Group'. The page is divided into several sections: 'About', 'Gravie Account Manager', 'Payment', and '12 Sub-Groups'. The 'About' section includes company name, address, contact information, and tax ID. The 'Gravie Account Manager' section lists the account manager's name, address, and contact information. The 'Payment' section shows the bank name, account type, and account number. The '12 Sub-Groups' section lists various subgroups with employee counts and links to their respective pages.

Subgroup Name	Employees	Status
Chesee Wheels	20 Employees	Inactive
Wagon Wheels	60 Employees	Active
Color Wheels	25 Employees	Active
Wheel of Fortune	79 Employees	Active
Big Wheels	42 Employees	Active

Employees overview

The employee's page provides a snapshot of all employees and their real-time status in Gravie's system. View the table to see:

- Enrollment status
- Plan name and effective dates
- The subgroup an employee belongs to
- Number of dependents covered by the employee's plan

The screenshot shows the 'Employees' overview page. It features a search bar and a table with columns for First Name, Last Name, Enrollment Status, Effective Date, End Date, Plan Name, Subgroup, and Dependents. The table lists 15 employees, all of whom are enrolled in a plan. The 'Subgroup' column shows that all employees belong to the 'Wheels Group'.

First Name	Last Name	Enrollment Status	Effective Date	End Date	Plan Name	Subgroup	Dependents
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2
Lisa	Carrington	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	0
Andrew	Thomas	Enrolled	1/1/2025	12/31/2025	Group Plan 1000	Wheels Group	2

Tip: Having a Gravie account is generally necessary for any customer service inquiry — employees should take care to create an account at member.gravie.com before contacting Gravie Care™. They'll often find what they're looking for there, and signing up is the first step!

Navigating the Gravie Employer Portal, continued

Invoices



- My Company
- Employees
- Documents
 - Invoices
- Companies
- Support
- Settings

John Greene

Invoices

Subgroup
Choose or type Subgroup

☐ Download

Invoice Number	Invoice Name	Date	Subgroup	Amount	Invoice Type
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium
☐ 82929202000	Monthly Invoice 2025	12/31/2025	Wheels Group	800	Premium

65 Results

1 2 3 4 ... 6

Show 10

Invoices will be posted in the portal as they become available. Click on a specific invoice to view it or download as a PDF. During onboarding, you'll also establish who from your company should receive invoices automatically by email as they're generated.

Managing employee benefits

Adding employees

To create a new employee record, first select the appropriate subgroup, then click 'Add Employee'.

Take care to enter all **Demographic Info** requested. It's especially important that Date of Birth and Last 4 digits of SSN are entered correctly — when the employee goes to register, those pieces of information are what tie them to your company and allow them to create an account.

Employer Reporting items are optional — you can use these to classify or track employees for reporting purposes.

The **Program Info** pictured here is an example. Your Plan Documents establish your company's waiting period and eligibility criteria for health benefits. Follow those rules to determine correct effective dates.

As a best practice, **add newly eligible employees as soon as you can, prior to their eligibility date**, so they have plenty of time to review benefit options and complete enrollment. This also helps to ensure that employees have ID cards when their plan begins.

1. Enter the employee's **Hire Date** and **Program**. This expands additional fields. Program will display as either Comfort or Private Exchange, depending on the plans you offer.
2. **Program Start Date** refers to the soonest available effective date for the employee's health plan. Calculate by applying your company's waiting period.
3. **Contribution Start Date** should be the same. This refers to the first month that the employee can access a payroll contribution toward the cost of premiums, if they enroll.
4. **Contribution Type** will display as Flat Amount or Tiered Amounts, depending on your company's dollar strategy.
5. **Contribution Amount** is the monthly pre-tax dollar amount available to them.
6. **Bonus Dollars** only apply if your company doesn't offer group ancillary benefits (like dental or vision), and you want employees to be able to shop for individual plans on our site. In that case, you can offer a flat, taxable sum to offset the cost.

This screenshot shows the top of the 'Add Employee' form. It features a green 'Add Employee' button in the top right corner. Below it is a 'Subgroup' section with a dropdown menu currently set to 'Hayride Global Holdings' and a 'Filter' button to its right. A list of subgroups is visible below the dropdown, including 'Any' and 'Hayride Global Holdings'.

This screenshot shows the 'Demographic Info' section of the form. It includes fields for:

- Name:** First Name and Last Name.
- Date of Birth:** mm/dd/yyyy.
- Last 4 SSN:** XXXX.
- Address 1:** 505 Gracie Avenue.
- Address 2 — Optional:** Suite or Apt #.
- City / Zip / State:** City, Zip, and State dropdowns.
- County:** Select... dropdown.
- Email:** name@domain.com.

This screenshot shows the 'Program Info' section of the form, with numbered steps 1 through 6 on the left side:

- Hire Date:** 8/1/2021
- Program:** Comfort
- Program Start Date:** 9/1/2021
- Contribution Start Date:** 9/1/2021
- Contribution Type:** Flat Amount
- Contribution Amount:** \$
- Bonus Dollars — Optional:** \$

During onboarding, your Implementation Manager may pre-load your company's waiting period and contribution strategy, depending on their complexity. If you go this route, dates and/or amounts on this page may pre-populate.

Managing employee benefits, continued

Viewing and editing employee details

To view or make changes to a specific employee record, click anywhere on their row to expand **Employee Details**.

Rosalee Ashline
Enrolled
ID Card

1
2
3

Profile
Contributions
Enrollment

Demographic Info

Date of Birth
1/9/1992

SSN
XXX-XX-2222
[See Full SSN](#)

Address
9826 Hnjrvifz Mdbfry
St. Paul, MN
55102

County
Ramsey

Email
Karmen90444@Smtih.com

Employment
[Edit](#)

Employment Status
Active

Employment Dates
12/23/2018 -

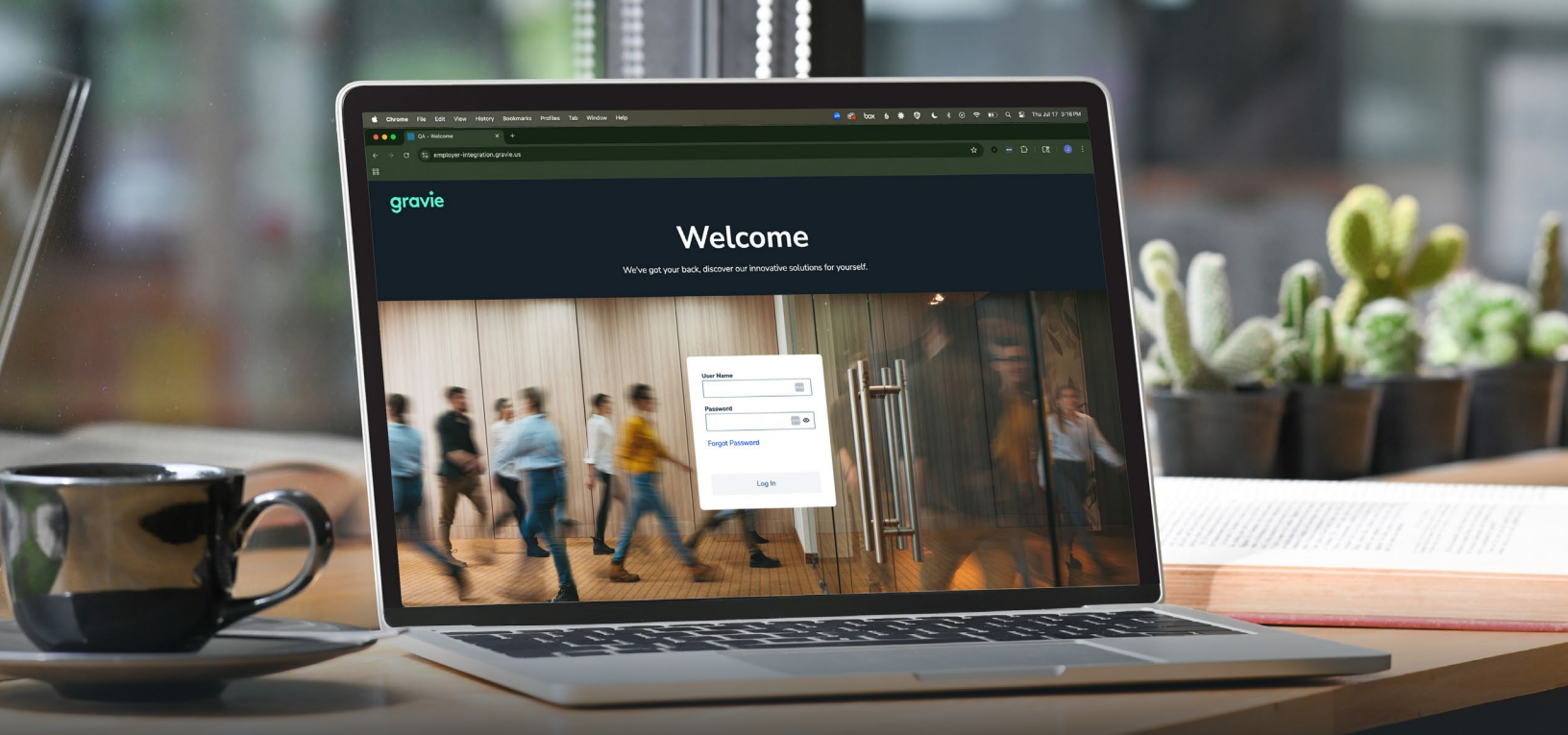
Reporting Code 1
test

1. **Profile** shows basic demographic and employment information. Demographic fields are editable if the employee has not enrolled in a plan.
2. **Contributions** provides an overview of the pre-tax contribution amount(s) being made available to them.
3. **Enrollment** captures information about their enrollment for the selected Plan Year.

Adding enrollments

Enrollments can now be added via the Gravie Employer Portal during your company's open enrollment window. This is a great option if your employees are not enrolling on Gravie's site. Keep in mind, you will only be able to add enrollments for employees who have not yet enrolled in a plan for the selected Plan Year. This feature will be expanded for capturing mid-year enrollments and plan changes.

From enrollment, click on the "Add Enrollment" button and enter all plan information requested. Be sure to have full names, dates of birth, and SSNs on hand for any dependents that should also be covered.



Managing employee benefits, continued

Viewing and downloading ID cards

Once an employee's coverage has been processed, you can view or download a copy of their health benefits card by clicking on the ID card button from **Employee Details**. Physical cards are of course issued by mail, but in some instances, their digital ID card may be available sooner.

Employees can also access their card directly by logging in at member.gravie.com or on the Gravie mobile app.



Employee terminations

If any employee is set to leave your company or will no longer be eligible for health benefits, update their record in the Gravie Employer Portal **as soon as you become aware of the change**.

Click **"Edit"** next to their employment information and enter their last day of employment.

If the employee is actively enrolled in a plan, once their Termination Date has been applied, coverage dates will update automatically. Plan Status will still show as Effective until their coverage end date has passed. Employment Status will also show as Active until after their termination date.

If an employee elects COBRA communication coverage, a representative from your company or COBRA vendor must notify your Account Manager as soon as possible so that Gravie can process the reinstatement.



Have feedback about the Gravie Employer Portal? We'd love to hear it! Let your Account Manager know if this guide was helpful, or if there's any functionality you'd like to see in the future.

