



Member Portal QuickStart Guide

The Health Plan's member portal is convenient and easy to use.

- Search for an EOB
- View current enrollment status, coverage type, and coverage start date
- Access deductible amounts and copays

HOW DO I GET ACCESS TO THIS PORTAL?

Select Secure Login from healthplan.org or log on to myplan.healthplan.org

MyPlan.HealthPlan.org

Secure Log in

User ID Password

Log In

Need Help! Forgot User ID Forgot Password

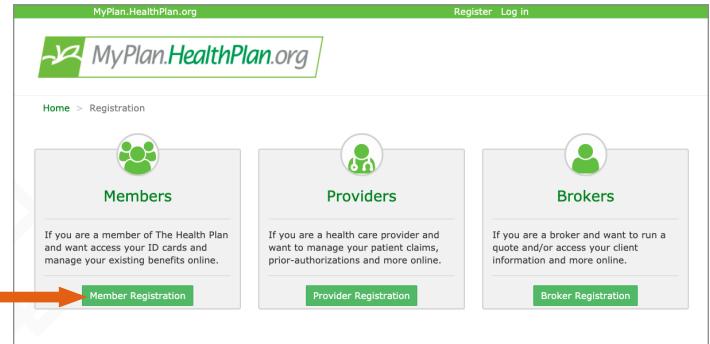
Download MyPlan QuickStart Guide for Members

Log in tips & other helpful technical information

We're Mobile! Download on the App Store Google play



- **First-time users:** Click Register and choose Member Registration from the following page





MyPlan.HealthPlan.org

Register Log in

Home > Member Registration

Member Registration

We need to ask you a few questions to verify your identity. Your Member HID can be found on your ID card. If you do not have your ID card you can enter your social security number instead. Please enter your first and last name exactly as it appears on your ID card.

Member HID:	<input type="text" value="H"/> <input type="text"/> <input type="text"/> <input type="text"/>		
- OR -			
SSN:	<input type="text"/>		

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Email:	<input type="text"/>
Confirm Email:	<input type="text"/>
Date of Birth:	<input type="text"/> / <input type="text"/> / <input type="text"/>
Zip Code:	<input type="text"/>

Please choose a User ID and Password for you to use each time you visit this website. The User ID must be at least six characters long.

User ID:	<input type="text"/>
Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Password requirements

- ✗ At least one lowercase letter
- ✗ At least one uppercase letter
- ✗ At least one number
- ✗ At least one special character
- ✗ Be at least 8 characters
- ✗ Passwords must match

- ✓ At least one lowercase letter
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- ✓ At least one number
- ✓ At least one special character
- ✓ Be at least 8 characters
- ✗ Passwords must match

By checking this option, you consent to receive information about your plan, reminders for screenings, health & wellness program information and tips on staying healthy. You will have the option to "unsubscribe" to the emails at any time.

Register »

NOW WHAT?

- You will receive a 'Thank You' screen with instructions on verifying your email
- Check your email for a noreply@healthplan.org message and follow directions on how to verify your email

CONGRATULATIONS!

- You can login and view your claims, coverage and benefit information

NEED HELP?

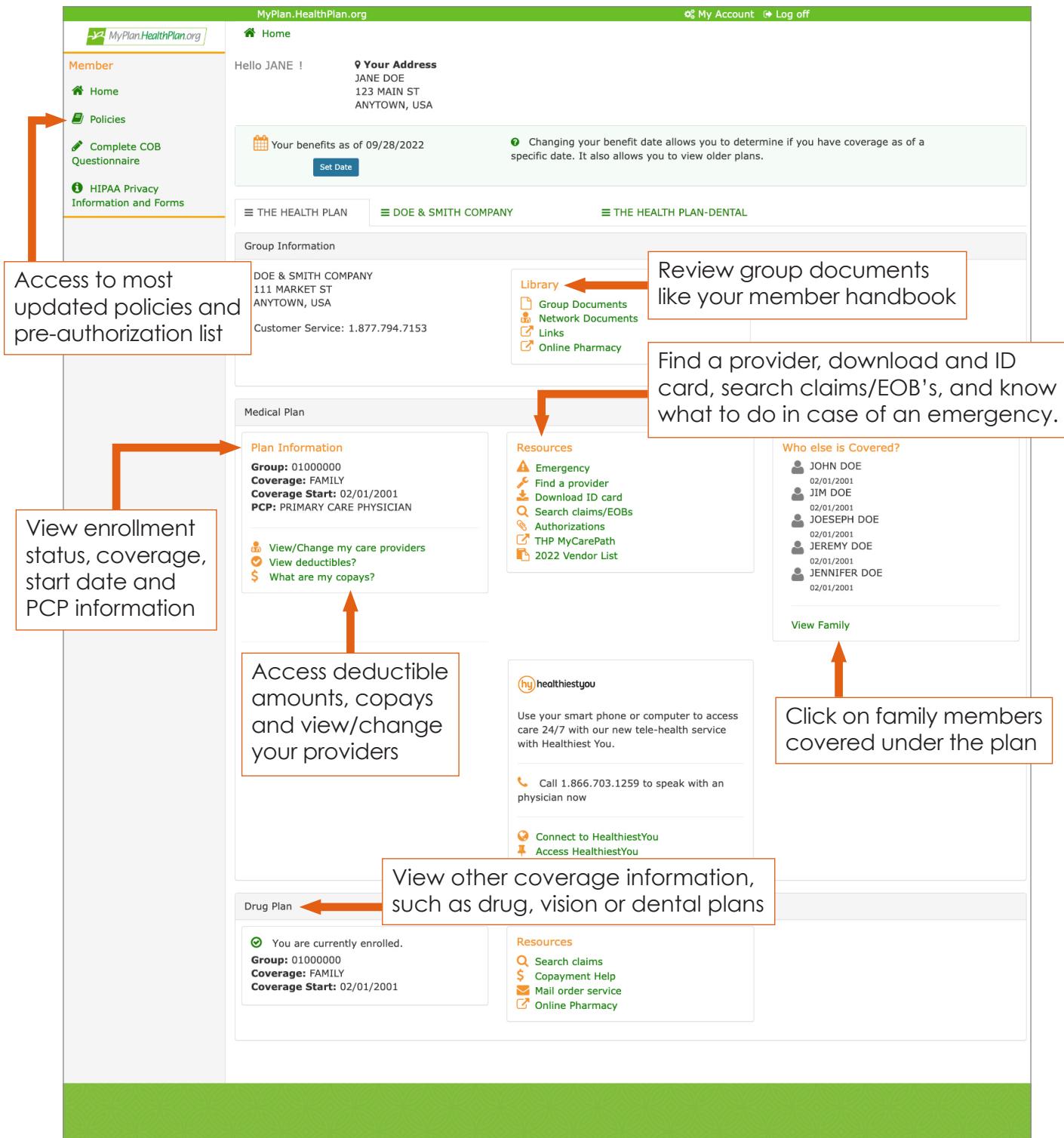
- After clicking 'Need Help,' click on one of the links for the help you need

FORGET YOUR USER ID or PASSWORD?

- It happens to the best of us. Click on 'Forgot User ID,' or 'Forgot Password,' follow prompts and enter your email address to recover

WHAT CAN I SEE?

- You can view your claims, benefit information, plan coverage and explanation of benefits (EOB).



The screenshot shows the MyPlan.HealthPlan.org Member Portal homepage. The left sidebar has a 'Member' section with 'Home', 'Policies' (highlighted with an orange arrow), 'Complete COB Questionnaire', and 'HIPAA Privacy Information and Forms'. The main content area shows 'Hello JANE !' and 'Your benefits as of 09/28/2022'. It lists 'DOE & SMITH COMPANY' and 'THE HEALTH PLAN-DENTAL'. A 'Group Information' section shows 'DOE & SMITH COMPANY' address and phone number. The 'Medical Plan' section has 'Plan Information' (Group: 01000000, Coverage: FAMILY, Coverage Start: 02/01/2001, PCP: PRIMARY CARE PHYSICIAN) and links to 'View/Change my care providers', 'View deductibles?', and 'What are my copays?'. The 'Drug Plan' section shows 'You are currently enrolled.' and links to 'Search claims', 'Copayment Help', 'Mail order service', and 'Online Pharmacy'. The 'Resources' section includes 'Emergency', 'Find a provider', 'Download ID card', 'Search claims/EOBs', 'Authorizations', 'THP MyCarePath', and '2022 Vendor List'. The 'Who else is Covered?' section lists family members: JOHN DOE (02/01/2001), JIM DOE (02/01/2001), JOSEPH DOE (02/01/2001), JEREMY DOE (02/01/2001), and JENNIFER DOE (02/01/2001). The 'View Family' button is highlighted with an orange arrow. The 'HealthiestYou' section provides information on tele-health services.

Access to most updated policies and pre-authorization list

View enrollment status, coverage, start date and PCP information

Access deductible amounts, copays and view/change your providers

Review group documents like your member handbook

Find a provider, download and ID card, search claims/EOB's, and know what to do in case of an emergency.

Click on family members covered under the plan

View other coverage information, such as drug, vision or dental plans