

Questions Regarding the New Secure Member Portal

- What's New?

We've made enhancements to your secure member portal! Updates include a new look and improved navigation that makes it easier for you to find the information you need. New features include:

- Visuals that show out-of-pocket expenses including copayments, coinsurance and deductibles
- Updated claims, referrals and authorizations pages that show cost accumulation graphs
- Referrals and prior authorizations that link to member's active claims

- Why am I being asked to change my user ID to an email address?

We now require that an email address be used to login to your online account. If you have not yet completed the one-time process to set-up your new login information, please enter your existing username in the email address field on the login page to get started.

- What do you mean that an email address can only be used once?

To help keep your information secure, the same email address cannot be used to create more than one secure member portal account. This means that each adult dependent on your plan who registers for a secure member portal account must do so with a unique email address.

Registering For A Secure Member Portal Account

- How do I register for a secure member portal account?

From the secure member portal login page, click the "Register Here" link, and follow the easy, three-step process.

- What if I can't answer the personal questions during the registration process?

If you're having trouble answering the personal security questions during the registration process, simply call Member Services at the number on your ID card for assistance.

- Can I register my dependent using our family email account?

To help keep your information secure, the same email address cannot be used to create more than one secure member portal account. This means that each adult dependent on your plan who registers for a secure member portal account must do so with a unique email address.

Logging In To Your Secure Member Portal Account

- How can I retrieve the email address I used to register my account?

To retrieve your email address, click the "Forgot Email Address?" link from the login page

- How can I retrieve my password?

To retrieve your password, enter your email address on the login page, then click the "Forgot Password?" link from the password page

System Requirements

- What browser should I use?

For optimal results, we recommend that you use the latest version of one of the following browsers:

- Chrome
- Firefox
- Safari
- IE (9,10,11-win8.0,11-win8.1)

- Can I login to my secure member portal account from my mobile device?

Yes, you can login to your secure member portal account from your mobile device if it is running one of the following operating systems:

- Mobile OS:
iOS: 5,6,7,8
- Android:
4.1, 4.2