



Improved Exciting news from NetCare Life & Health Ins. Co.

Improved Online Benefit Information for NetCare Subscribers

From your home or office you can now log into our secure and HIPAA compliant website (at www.netcarelifeandhealth.com) to access and view improved information about claims status, eligibility, online member services, and benefit plan information. We are offering you this ability to allow us to provide quality healthcare services to our NetCare subscribers and their families.

How do I access this information?

From the Internet, go to: www.netcarelifeandhealth.com

NEW USER REGISTRATION

1. In the upper left side of the screen, click the link that says **New User Registration**.
2. Under “**Sign Up for Your New Account**”, select how you are registering. Example: Employee/Insured, Dependent or Employer.
3. Once your selection has been made, click the **Next** button.
4. Enter your personal information:
 - a. For Date of Birth – Enter your Date of Birth in the format of MM/DD/YYYY.
 - b. For SSN- enter a nine digit Social Security Number. Do not include dashes (-) or slashes (/). If this field reads **Member ID** instead, enter the Member ID found on your NetCare ID card.
 - c. Once all personal information has been entered, click the **Next** button.

SIGN UP:

1. User Name – Create a unique User Name.
2. Password – Your Password should be a minimum length of eight characters, with at least one letter, one number and one of the following: ! @ # \$ % ^ & * ()
3. Enter your Email address.
4. Enter a Security Question and Security Answer. (Note: The Security Question will be displayed as a reminder if you click on “Forgot Your Password?”) When using “Forgot Your Password?” you must enter your Security Answer.
5. Click the **Create User** button.
6. Please make a record of your User Name, Password, Security Question and Security Answer. You will use the User Name and Password to access the web site. If you forget your Password, you can answer the Security Question to request a new password.

LOG IN:

1. Once you have successfully created your User Name and Password, click the **Continue** button. Log in using the User name and Password that you just created.

Features

- Personal Data
- Deductible Status
- Benefits
- Claims Status
- Dependent Status
- Eligibility

Common Questions

Do I need any special computer or software to access Online Member Services?

No. Any internet connection at any speed, any ISP service (i.e. GTA, IT&E etc...) can get you access to Online Member Services.

Is the information secure?

Your profile and information are managed in a system that meets the requirements as set forth by HIPAA for Privacy and Security of Personal Health Information.

How current is the information?

The claim status information available online is updated regularly. Employee Eligibility is updated on a regular basis.

Can my dependents view my or other dependent information?

No. Only the policy holder can view information of dependents enrolled in their policy. Dependents would need to register to view information on them.