

Registration Help

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.

Sign Up for Your New Account

I am a/an:

- Not Selected
- Employee/Insured
- Dependent
- Provider
- Administrative User
- Employer
- Agent/Broker

3. Once your selection has been made, the following screen will appear.

Sign Up for Your New Account

I am a/an:

Administrator:

Click the Next button.

Enter your personal information:

Personal Information

First Name:

Last Name:

Date of Birth:

For SSN - Enter only numbers, do not enter dashes!

SSN:

4. For Date of Birth – Enter your Date of Birth in the format of MM/DD/YYYY.

5. 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 ID card.

6. Once all personal information has been entered, click the Next button.

Sign Up:

Select a unique User Name and Password:

Sign Up

User Name:

(Password minimum length 8, with at least 1 letter, 1 number and 1 of the following: !@#\$%^&*)

Password:

Confirm Password:

E-mail:

(Will be displayed as a reminder when using "Forgot Password")

Security Question:

(When using "Forgot Password" you must enter the answer as defined here)

Security Answer:

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.

For Customer Service, please call the phone number listed on your ID card.

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.

Returning Users Log In

User Name:

Password:

(Password minimum length 8, with at least 1 letter, 1 number and 1 of the following: !@#\$%^&*)

Registration Help for Providers

Providers

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 Provider. Click the Next button.

Sign Up for Your New Account

I am a/an:

Next

Enter your personal information:

1. For Tax Identification Number (TIN) – Enter your nine digit Tax Identification Number. Do not include dashes (-) or slashes (/).

Note: The Tax Identification Number that you enter should match the billing Tax Identification Number submitted on Claims.

2. For National Provider Identifier (NPI) – Enter your ten digit Type I National Provider Identifier number. Do not include dashes (-) or slashes (/).

3. Phone number – Enter your phone number in the format of 999-999-9999.

4. Once all personal information has been entered, click the Next button.

Sign Up:

1. User Name – Create a unique User Name.

2. Password – Create a 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.

2. Log in using the User Name and Password that you just created.

3. Go to the Payer Access tab and request access to the administrator you wish to work with. Once your access has been authorized by the administrator, you will receive an email at the address that you provided during your registration.