

MHS Secure Member Portal Registration Process

Access your health information online, 24/7! The MHS secure member portal contains many family-friendly features. Members can view all family members enrolled with MHS under one account. Members can also:

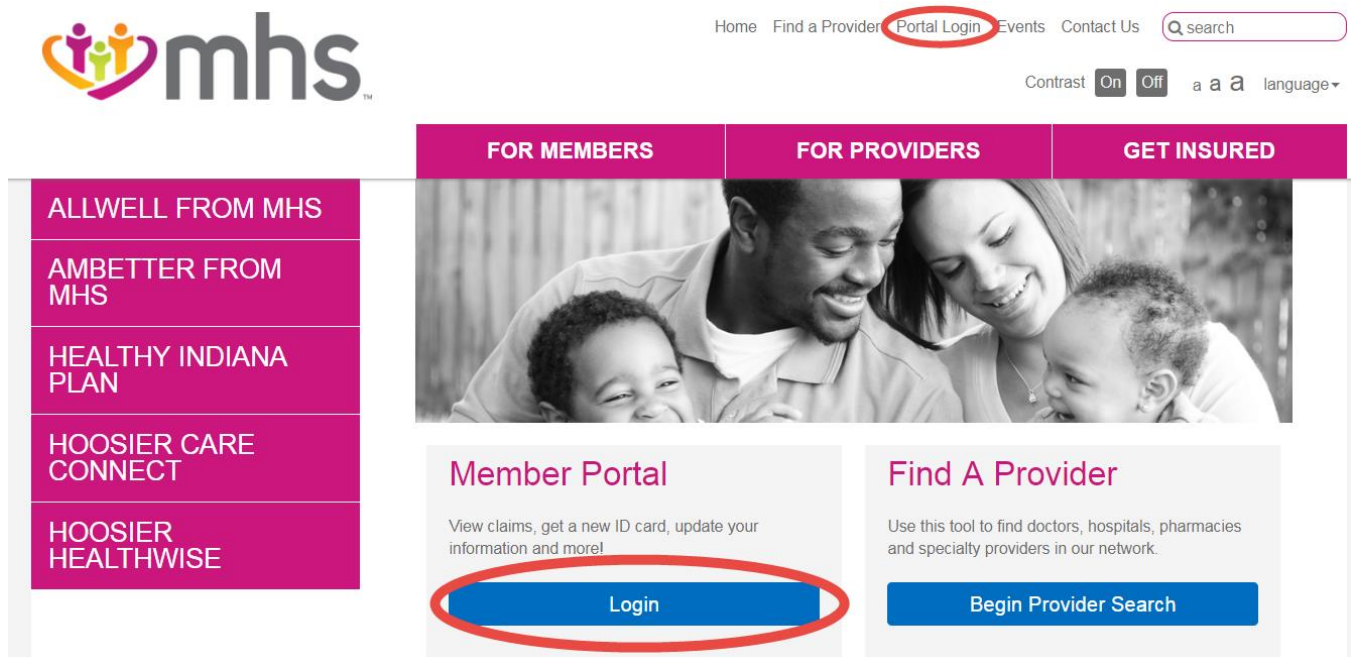
- Get reminders for yearly medical services
- Change each family members' doctor
- Send secure emails to MHS Member Services
- Check coverage for each family member
- View your medical service history

This guide will walk you through the account registration process.

If you have questions about the registration process or if need help with any of the portal functions, please contact our secure portal helpline at 1-866-912-0327.

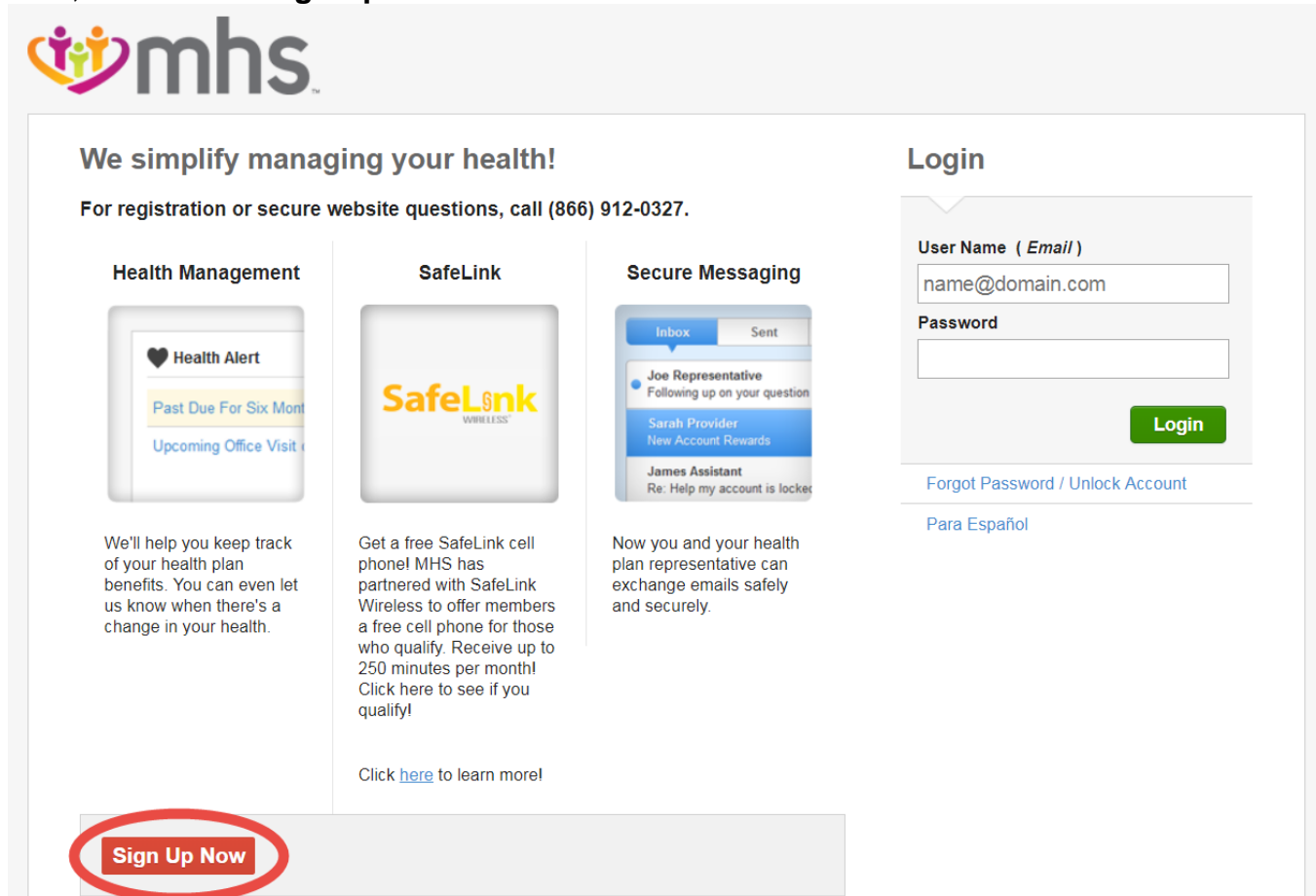
Step One

Go to mhsindiana.com and click on **Portal Login** or **FOR MEMBERS** and then **Login**.



The screenshot shows the MHS website homepage. At the top left is the MHS logo. To the right of the logo is a navigation menu with links for Home, Find a Provider, Portal Login (circled in red), Events, and Contact Us. There is also a search bar and a contrast control (On/Off) and a language selector. Below the navigation menu is a main content area with three columns: FOR MEMBERS, FOR PROVIDERS, and GET INSURED. The FOR MEMBERS column contains a list of plans: ALLWELL FROM MHS, AMBETTER FROM MHS, HEALTHY INDIANA PLAN, HOOSIER CARE CONNECT, and HOOSIER HEALTHWISE. The FOR PROVIDERS column contains a 'Find A Provider' section with a 'Begin Provider Search' button. The GET INSURED column contains a 'Member Portal' section with a 'Login' button (circled in red) and a description: 'View claims, get a new ID card, update your information and more!'. The background of the main content area features a black and white photo of a family smiling.

Next, click on the “**Sign Up Now**” button.



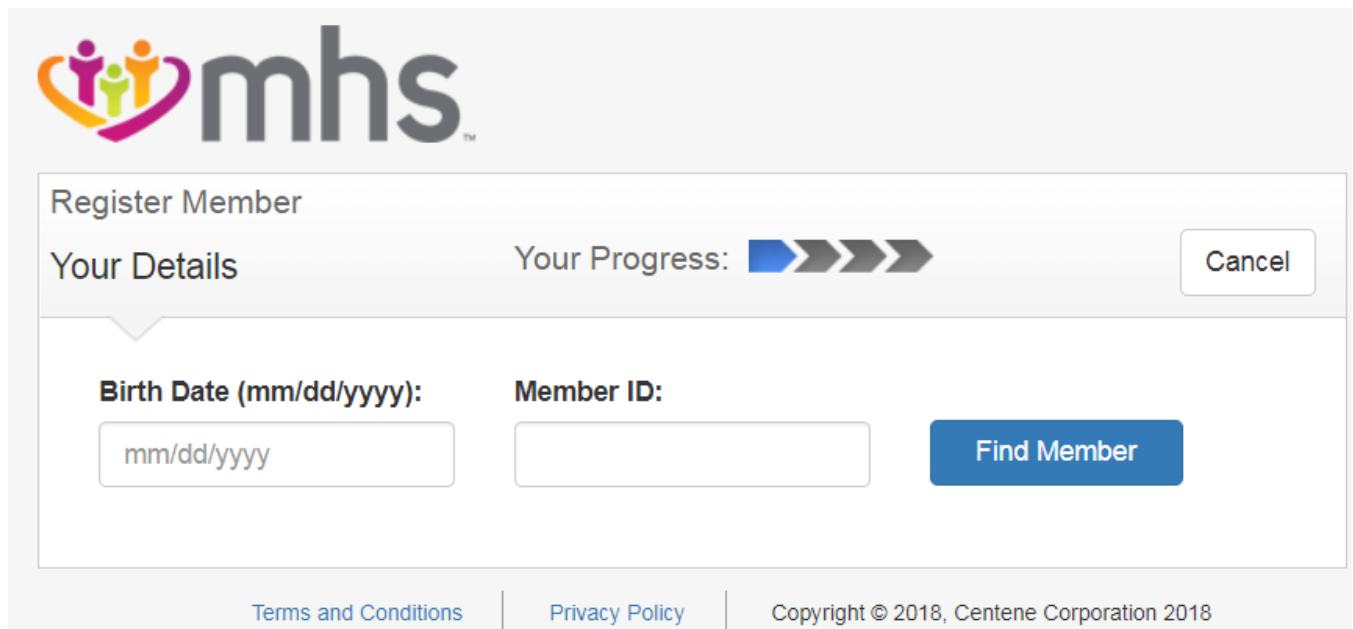
The screenshot shows the MHS website registration page. At the top left is the MHS logo. Below it, the text reads "We simplify managing your health!" followed by "For registration or secure website questions, call (866) 912-0327." The page is divided into three columns: "Health Management" with a "Health Alert" notification, "SafeLink" with a "SafeLink Wireless" logo and text about a free cell phone, and "Secure Messaging" with an email inbox preview. To the right is a "Login" section with fields for "User Name (Email)" (containing "name@domain.com") and "Password", a "Login" button, and links for "Forgot Password / Unlock Account" and "Para Español". At the bottom of the registration area, a "Sign Up Now" button is circled in red.

Step Two

On the “Sign up for an account” screen, enter the member’s birth date and Member ID. Member RID is the same as the Member ID. This is found on your Hoosier Healthwise, Hoosier Care Connect, or Healthy Indiana Plan (HIP) member ID cards.

Later in the registration, you can link more family members to this account.

Next, click the “Find Member” button.

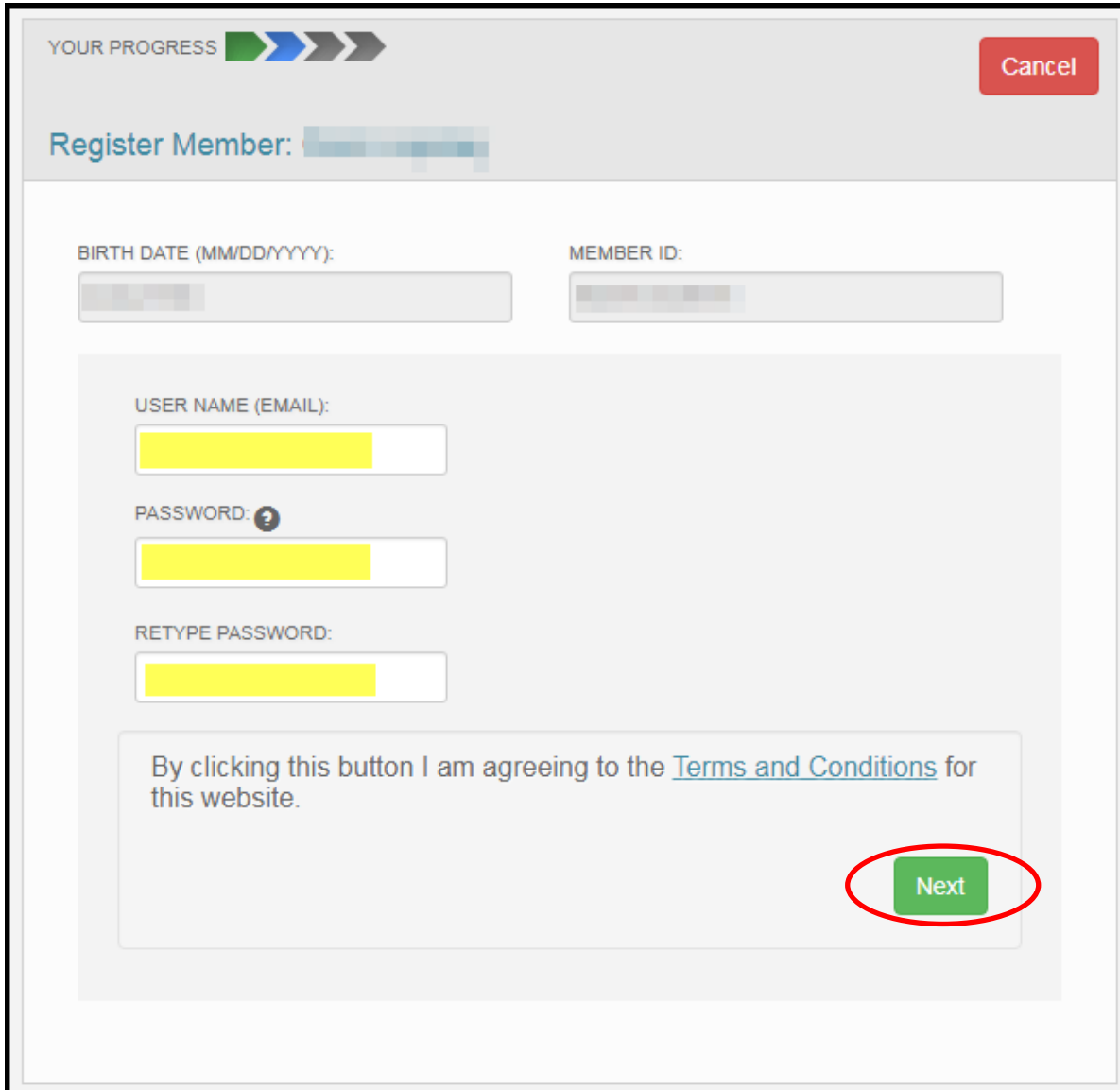



The screenshot shows the 'Register Member' form. At the top left is the mhs logo. Below it, the text 'Register Member' is displayed. Underneath, 'Your Details' is shown on the left, and 'Your Progress:' is followed by a progress indicator consisting of four right-pointing chevrons, with the first one filled in blue. A 'Cancel' button is located on the right. The main form area contains two input fields: 'Birth Date (mm/dd/yyyy):' with a placeholder 'mm/dd/yyyy' and 'Member ID:'. To the right of these fields is a blue 'Find Member' button. At the bottom of the form, there are three links: 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2018, Centene Corporation 2018'.

Step Three

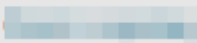
Either the member or the parent or legal guardian of the child member will enter his or her own First Name, Last Name, and Email (not the child's). Then, create a password.

Then, click the “Next” button.



YOUR PROGRESS 

Cancel

Register Member: 

BIRTH DATE (MM/DD/YYYY):

MEMBER ID:

USER NAME (EMAIL):

PASSWORD:

RETYPE PASSWORD:

By clicking this button I am agreeing to the [Terms and Conditions](#) for this website.

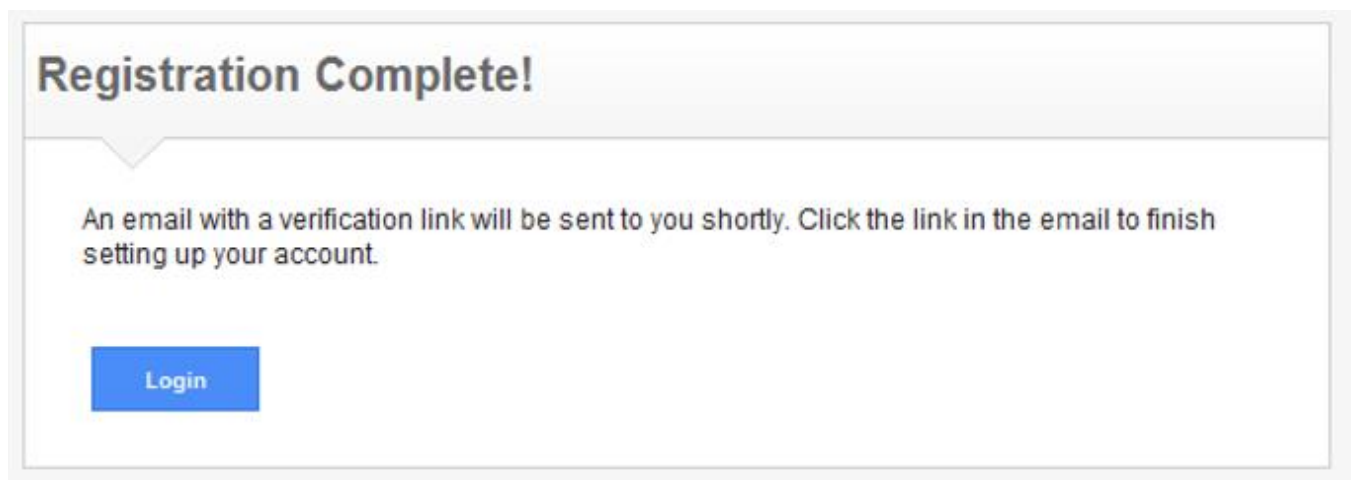
Next

Step Four

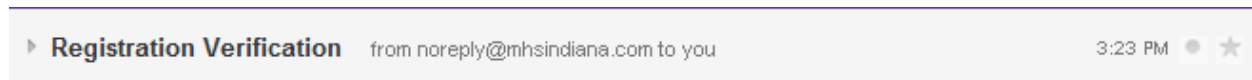
After registering, the “**Registration Complete**” screen loads. This screen tells you to wait for your verification email. An email with a verification link is sent to the email address you signed up with in the last step.

Your verification email contains a specific link. This link allows you to complete your registration. If you cannot click on the link directly, please copy and paste the link into the URL bar of your internet browser.

If you do not receive your verification email, check your spam or junk folders.



This is how your verification email will look:



Thank you for registering with the **Member Website for Managed Health Services for Indiana**.

Please use the link below to login and verify your email address.

<http://test-member.mhsindiana.com/healthconnect//verification?verificationCode=f81b282b-0496-404f-9d1a-531b69bbcfb2>

If the link above does not appear as a link in your email, please copy and paste the entire link that starts with http in a new browser window.

This link will take you back to the login page.

Please login using your email address and the password you created when you signed up.

Thank you,

Managed Health Services for Indiana

CONFIDENTIALITY NOTICE: This communication contains information intended for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by return mail and then permanently delete the communication from your system. Thank you.

Step Five

The specific link in your verification email will take you to a login screen. Login using your email address and the password that you created in Step Two.

Step Six

Select three security questions and create answers. You can use these questions to unlock your account or change your password. The answers to your security questions are case sensitive.

Next, click the “submit” button.

Account Setup

Preferred Language

Secret Questions

You will be asked these questions if you forget your password.

Question 1

Please select your secret question. <input type="button" value="v"/>	Answer: <input type="text"/>
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Question 2

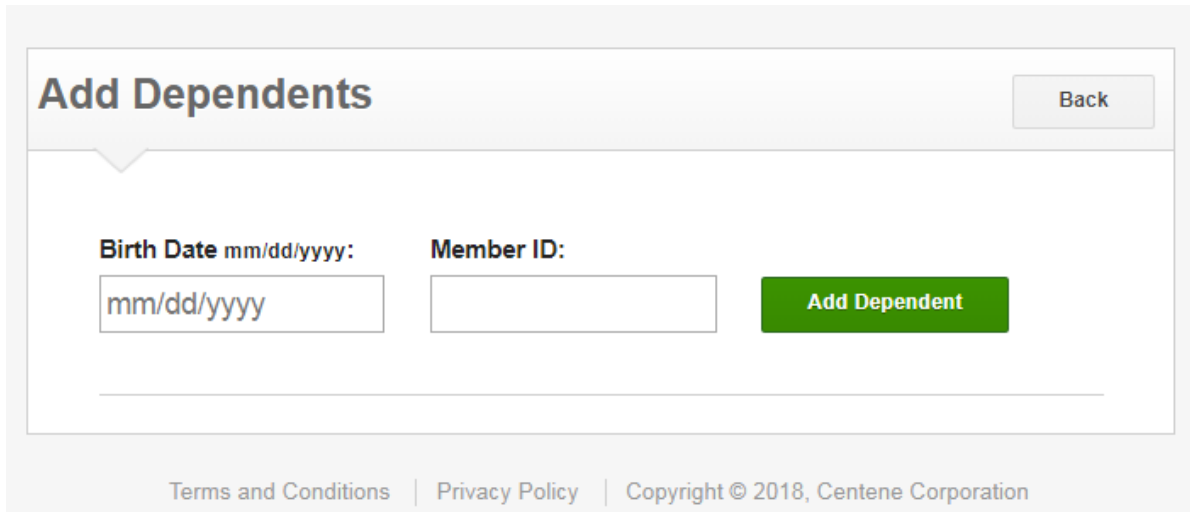
Please select your secret question. <input type="button" value="v"/>	Answer: <input type="text"/>
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Question 3

Please select your secret question. <input type="button" value="v"/>	Answer: <input type="text"/>
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Step Seven

If you have more family members that are MHS members, you can add them now, or at a later time through your “options” menu.

A screenshot of a web form titled "Add Dependents". The form has a light gray header with the title "Add Dependents" on the left and a "Back" button on the right. Below the header, there are two input fields: "Birth Date mm/dd/yyyy:" and "Member ID:". The "Birth Date" field contains the placeholder text "mm/dd/yyyy". To the right of the "Member ID" field is a green button labeled "Add Dependent". At the bottom of the form, there is a footer with links for "Terms and Conditions", "Privacy Policy", and "Copyright © 2018, Centene Corporation".

Troubleshooting

Please confirm you are using Internet Explorer version 8 or higher. Our web portal is also supported by Google Chrome and Firefox.

If you did not get your verification email after registering, please check your junk mail or your spam filter. If you are still having trouble, please call our Secure Portal Helpdesk at 1-866-912-0327.