Member Portal

24-hour online access to your health information.



Access your health information online, 24/7!

The MHS secure member portal contains many helpful tools to help manage your health. Creating an account is free and easy!

Members can:

- · Complete your Health Needs Screening (HNS)
- View all dependents under one account
- Print a member ID Card
- · Get reminders for yearly medical services
- · Change your doctor
- · Send secure emails to MHS Member Services

NEW MEMBERS! Create a member portal account and select a PMP within 30 days and earn a \$15 CentAccount reward.



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Member Portal: 24-hour online access to your health information.

LOGIN

Go to mhsindiana.com, click on **For Members**, then click on **Login** under Member Portal.



If you do not have an account, click on Sign Up Now. If you do have an account, enter your User Name and Password and click Login.



The portal will walk you through a step-by-step process. Then, you'll be ready to access everything the portal offers!

Following are just some of the things you can do through the portal.

Choose or Change Your Primary Provider On the Member Homepage, click on Change Primary Provider.



Then, select your network. The portal will walk you through the rest.







2 Complete Your Health Needs Screening On the Member Homepage, click on Tell Us About Your Health.



Then, choose Health Needs Screening and click on Fill Out Now.

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My Health	
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Health Needs Screening rectual Need	
A Health Needs Screening will help us determine how we can help you get nealthing	



3 View Your CentAccount Rewards On the Member Homepage, click on Rewards Program.



On this page, you can see:

- Card Balance
- How to Earn Rewards
- Where to Use Your Rewards





Make a HIP Payment (HIP Members Only) On the Member Homepage, click on Pay Contribution.



Once on the Payments page, click on Make Payment.



Once on the POWER Account tab, click on Pay My Bill.



5 Add/Remove Dependent(s) to MHS Member Portal Account

On the Member Homepage, click on Profile.



On the Profile page, click Add Dependent.

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My Profile								
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My information				Depend	erith			
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In order to add a Dependent enter the Member's **Birth Date** and **Member ID**.

Birth Date mm/dd/yyyy: Member ID: mm/dd/yyyy Add Dependent	d Dependents		Bac
mm/dd/yyyyy Add Dependent	Birth Date mm/dd/yyyy:	Member ID:	
	mm/dd/yyyy		Add Dependent
('urront l)opondonte	Current Dependents		



View Your Claim Status and EOB

On the Member Homepage, click on My Health.



Once on the My Health page, click on Claims.

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My Health Overview Claims	Hustifi Alurus	Lat Us Know	My Densitra	Automatemions	Reward's Progra		e Plane	Planary	
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The Claims search screen will appear and allow you to:

- View the claim summaries from the last 90 days.
- Search for claims using the following filters: Date range, Claim number, Claim type, Status
- Access claim details for claims returned in a search.

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- continued Step 6

View Your Claim Status and EOB

Click the claim number to open the claim detail screen below. The claim detail displays how the claim was processed and includes a summary for the following information:

- Total amount payable to Provider by Plan
- Total amount payable to Provider by Other Insurance Payment (if applicable)
- Co-pay (if applicable, you are responsible for this amount)
- Co-insurance (if applicable, you are responsible for this amount)

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Print a Temporary ID Card

On the Member Homepage, click on **Print Temporary ID** or click on **My Health** to request a New ID Card.



Once on the My Health page, click on My Benefits. Then ID Card.

Overview Claims Health Alerts	Let Us Know	Benefits Authorization	Power Account	Payments	Rewards Program
Semmary ID Card					
re below for some of your MHS benefits					
fealthy Indiana Plan (HIP)					
temefits and Services					

Click the Request New ID Card tab or Print Temp ID Card.

Summary ID Card
Request New ID Card
You now have the option to Request a New ID card or Print a Temp ID Card. Select one of the buttons below.
A new ID card will be sent to you in 7-10 business days
This is your temporary identification (ID) card. You can use this card as proof of insurance for the following covered services:
Upcoming doctor visits Upcoming hospital visits
Tris temporary (0 card does not guarantice payment, II does not represent prior approval for benefits. All claims are subject to coverage provisions and medical necessity.
This temporary ID card is only for your use. Letting someone else use your ID card is fraud and against the law
Request Swer D Card Prof. Timp 10 Card

A page will pop up to show details about your Temporary ID Card.



Managed Health Services (MHS) is a health insurance provider that has been proudly serving Indiana residents for two decades through Hoosier Healthwise, the Healthy Indiana Plan and Hoosier Care Connect. MHS also offers a qualified health plan through the Health Insurance Marketplace called Ambetter from MHS. All of our plans include quality, comprehensive coverage, with a provider network you can trust. MHS is your choice for affordable health insurance.

Staying informed is simple, and if you have questions, we're always ready to talk:



Visit mhsindiana.com



Call **1-877-647-4848** (TTY/TDD 1-800-743-3333) Monday - Friday 8 a.m. - 8 p.m.



1-877-647-4848 mhsindiana.com