

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*

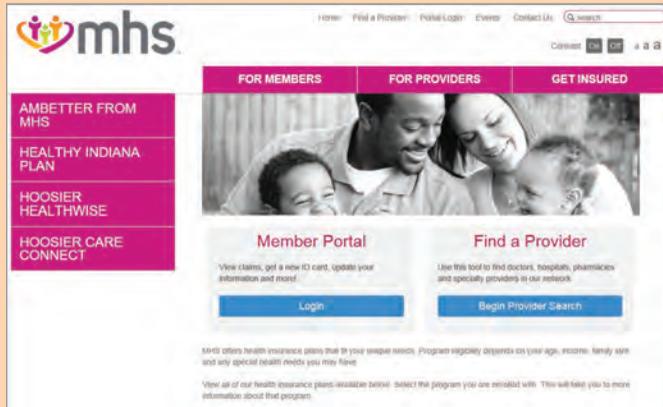
NEW MEMBERS!
Create a member
portal account and
select a PMP within
30 days and earn a
\$15 CentAccount
reward.



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

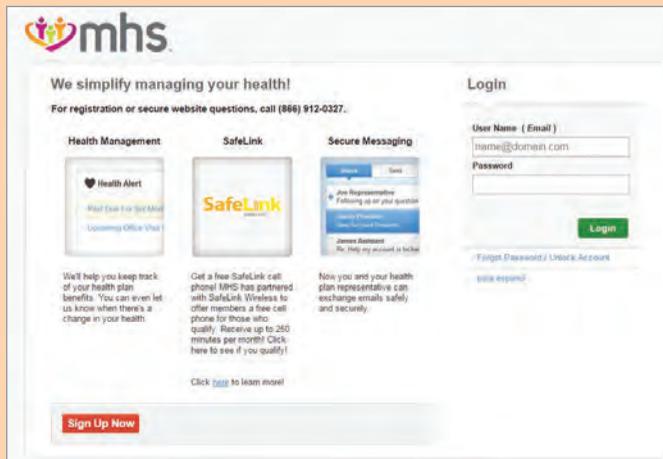
LOGIN

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**.

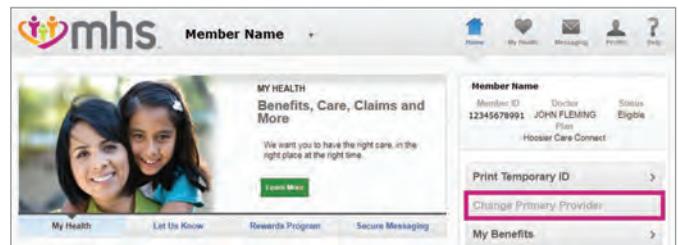


The portal will walk you through a step-by-step process. Then, you'll be ready to access everything the portal offers!

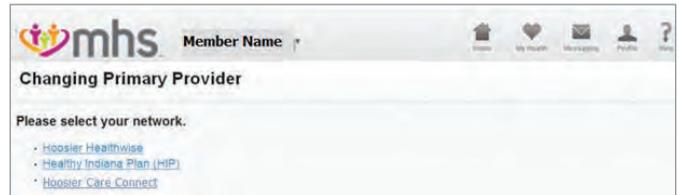
Following are just some of the things you can do through the portal.

1 Choose or Change Your Primary Provider

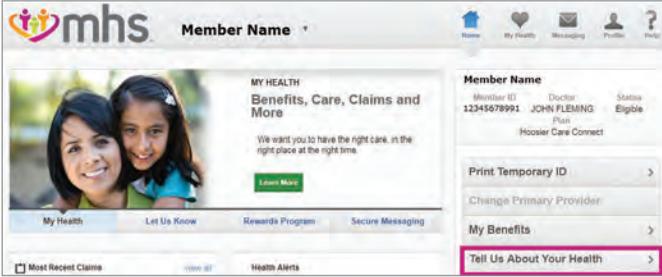
On the Member Homepage, click on **Change Primary Provider**.



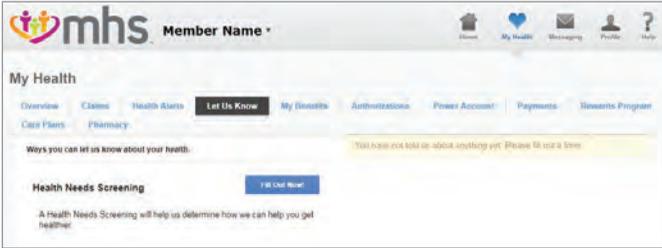
Then, select your network. The portal will walk you through the rest.



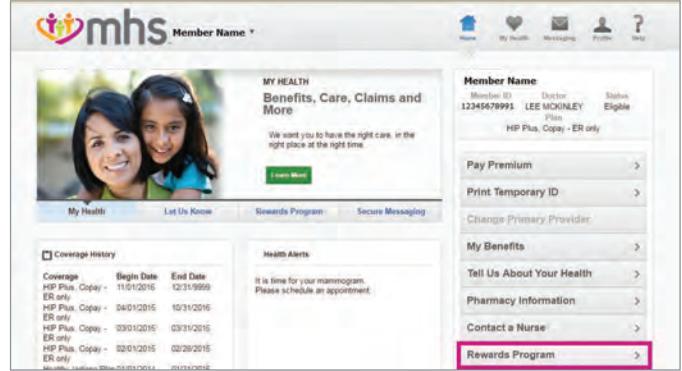
2 Complete Your Health Needs Screening
On the Member Homepage, click on **Tell Us About Your Health**.



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

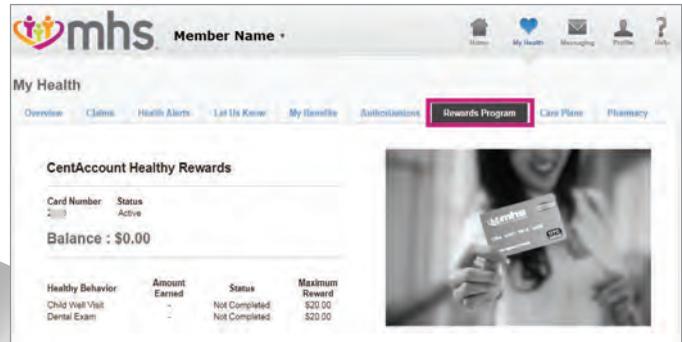


3 View Your CentAccount Rewards
On the Member Homepage, click on **Rewards Program**.

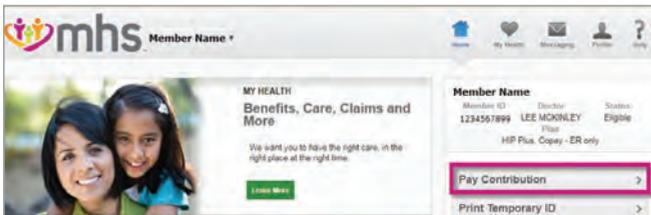


On this page, you can see:

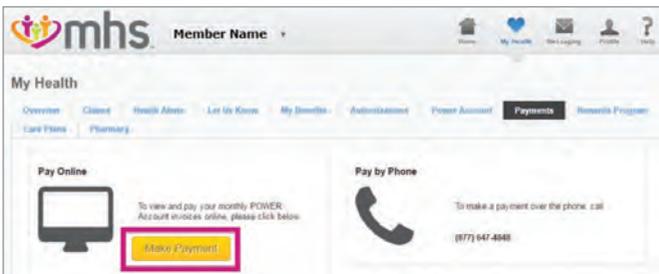
- Card Balance
- How to Earn Rewards
- Where to Use Your Rewards



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



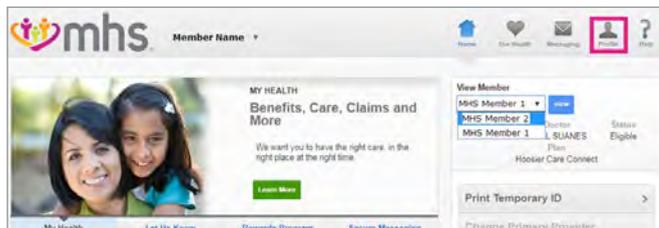
Once on the Payments page, click on **Make Payment**.



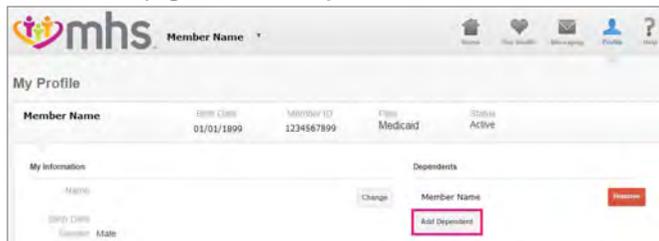
Once on the POWER Account tab, click on **Pay My Bill**.



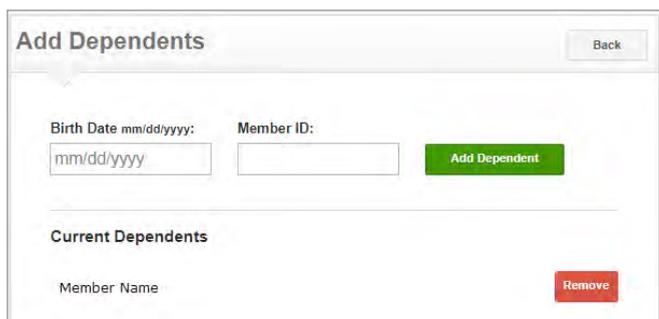
5 Add/Remove Dependent(s) to MHS Member Portal Account
On the Member Homepage, click on **Profile**.



On the Profile page, click **Add Dependent**.

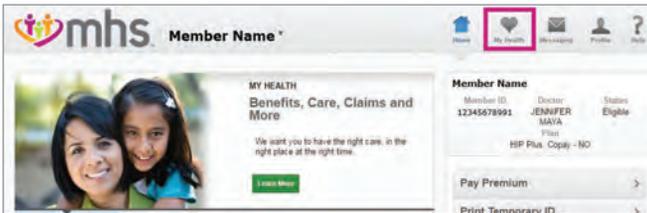


In order to add a Dependent enter the Member's **Birth Date** and **Member ID**.

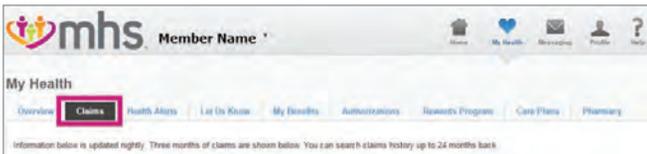


6 View Your Claim Status and EOB

On the Member Homepage, click on **My Health**.

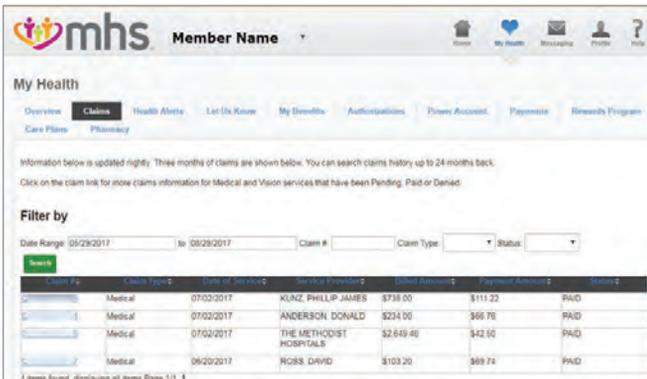


Once on the My Health page, click on **Claims**.



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.

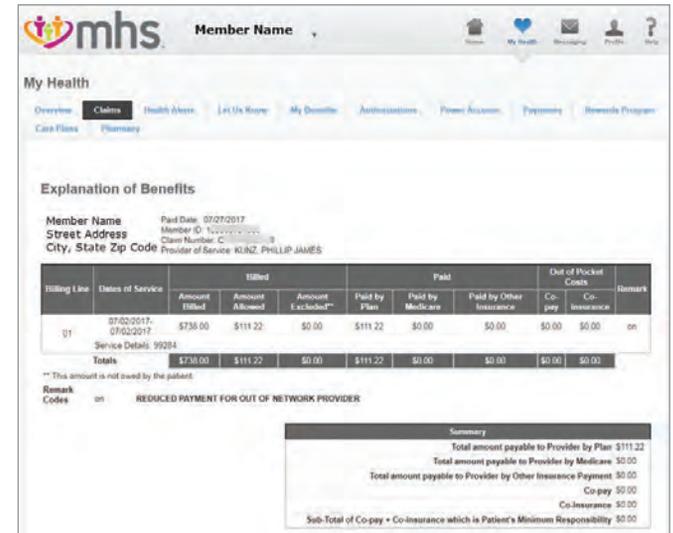


- continued Step 6

View Your Claim Status and EOB

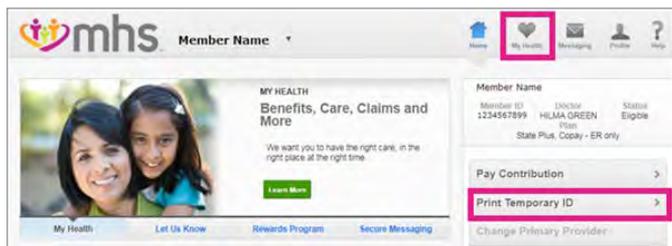
Click the claim number to open the claim detail screen below. The claim detail displays how the claim was processed and includes a summary for the following information:

- 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)



7 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.



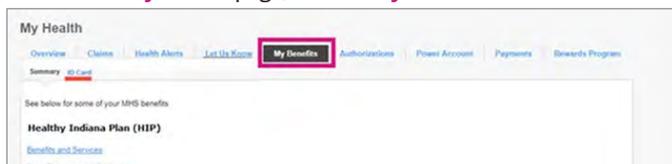
Member Name

MY HEALTH Benefits, Care, Claims and More

Member Name: HELMA GREEN, State Plus, Cospay - ER only

Print Temporary ID

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



My Health

Overview | Claims | Health Alerts | Let Us Know | **My Benefits** | Authorizations | Power Account | Payments | Rewards Program

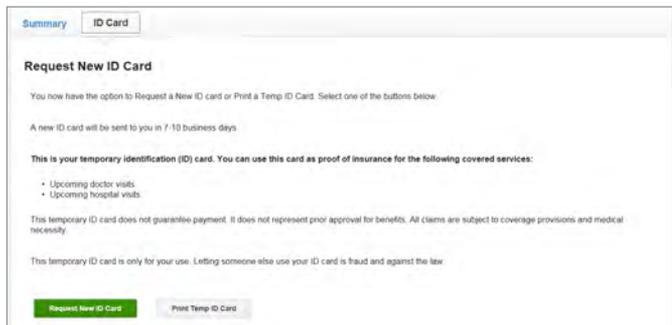
Summary **ID Card**

See below for some of your MHS benefits.

Healthy Indiana Plan (HIP)

Benefits 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

This temporary ID card does not guarantee payment. It 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 New ID Card | Print Temp ID Card

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



mhs

Click to go!

Temporary Identification Card

This temporary ID is valid for 24 hours from: **January 22, 2018 12:49:50 PM CST**

This is your temporary identification (ID) card. You can use this card as proof of insurance for covered services.

This temporary ID card does not guarantee payment. It does not represent prior approval for benefits. All claims are subject to coverage provisions and medical necessity.

Member Name

Member ID: 1234567899

PMP: MICHAEL FITZGERALD

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.



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