

## 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:

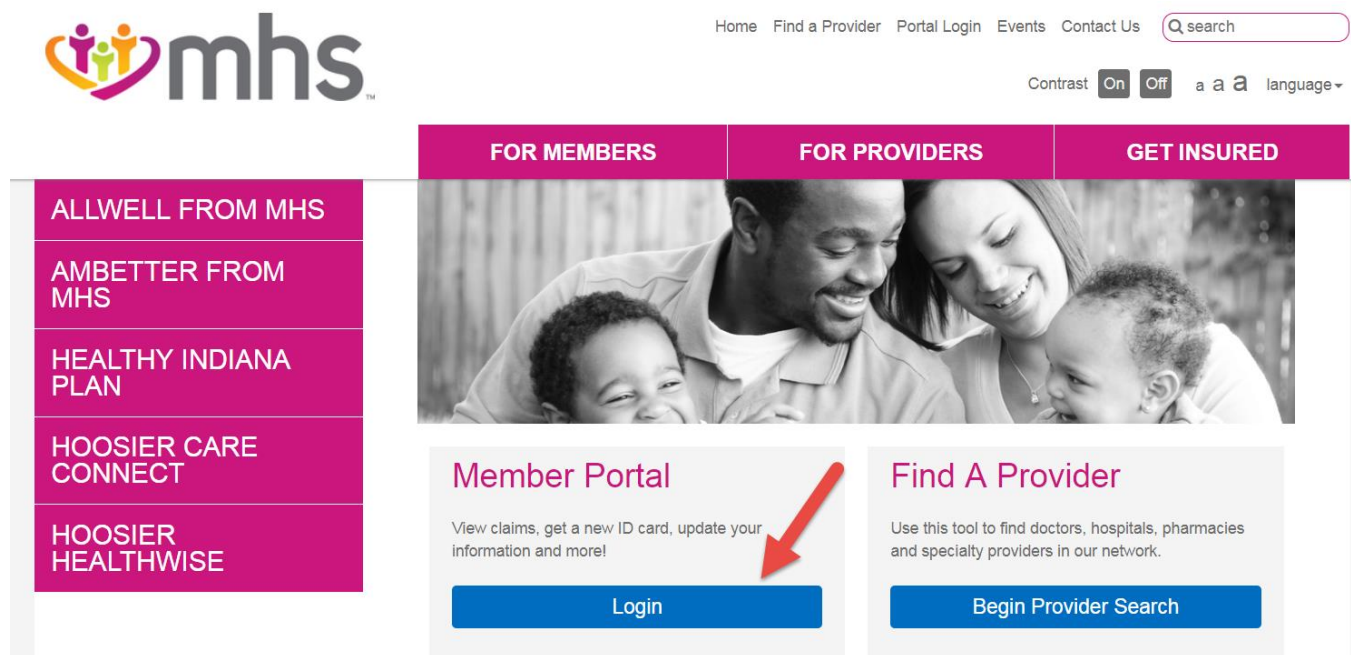
- Get reminders for yearly medical services
- Change each family members' doctor
- Send secure emails to MHS Member Services
- Check coverage for each family member
- View your medical service history

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](http://mhsindiana.com) and click on **FOR MEMBERS** and then **Login**.




The screenshot shows the MHS website homepage. At the top left is the MHS logo. To the right are navigation links: Home, Find a Provider, Portal Login, Events, Contact Us, and a search bar. Below these are options for Contrast (On/Off) and language. The main content area has three tabs: FOR MEMBERS, FOR PROVIDERS, and GET INSURED. On the left is a vertical menu with options: ALLWELL FROM MHS, AMBETTER FROM MHS, HEALTHY INDIANA PLAN, HOOSIER CARE CONNECT, and HOOSIER HEALTHWISE. The main content area features a large image of a family and two call-to-action boxes. The first box is titled 'Member Portal' and includes the text 'View claims, get a new ID card, update your information and more!' and a blue 'Login' button. A red arrow points to this button. The second box is titled 'Find A Provider' and includes the text 'Use this tool to find doctors, hospitals, pharmacies and specialty providers in our network.' and a blue 'Begin Provider Search' button.

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

### We simplify managing your health!


For registration or secure website questions, call (866) 912-0327.

#### Health Management



We'll help you keep track of your health plan benefits. You can even let us know when there's a change in your health.


#### SafeLink



Get a free SafeLink cell phone! MHS has partnered with SafeLink Wireless to offer members a free cell phone for those who qualify. Receive up to 250 minutes per month! Click here to see if you qualify!

Click [here](#) to learn more!

#### Secure Messaging



Now you and your health plan representative can exchange emails safely and securely.

### Login

User Name (Email)

Password

[Login](#)

[Forgot Password / Unlock Account](#)

[para español](#)

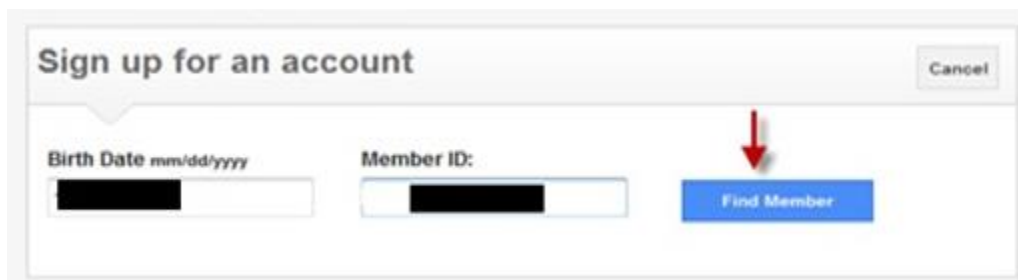
[Sign Up Now](#)

## 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, HIP Maternity or Healthy Indiana Plan POWER Account member ID cards.

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

Next, click the “Find Member” button.

A screenshot of a web form titled "Sign up for an account". The form has a "Cancel" button in the top right corner. Below the title, there are two input fields: "Birth Date mm/dd/yyyy" and "Member ID:". Both fields contain blacked-out text. To the right of these fields is a blue button labeled "Find Member". A red arrow points down to the "Find Member" button.

### 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 "Sign Up" button.

## Sign up for an account Cancel

Birth Date mm/dd/yyyy  Member ID:  Find Member

**You are now creating a Parent / Legal Guardian account.**

First Name  Last Name

User Name (Email):

Password:

Retype Password:

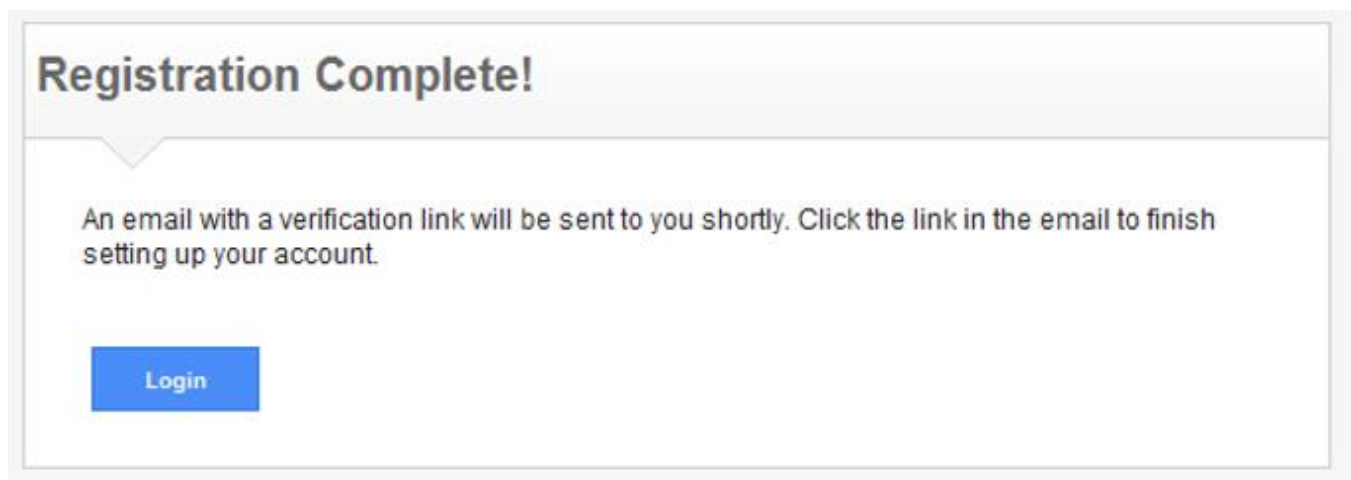
By clicking this button I am agreeing to the [Terms and Conditions](#) for this website. Sign Up

## Step Four

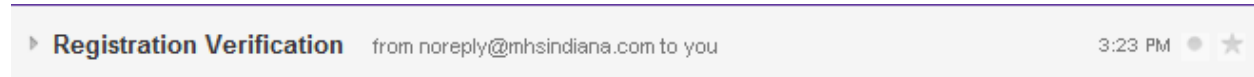
After registering, the “Registration Complete” screen loads. This screen tells you to wait for your verification email. An email with a verification link is sent to the email address you signed up with in the last step.

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**

English Español

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**Secret Questions**

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

Question 1

Please select your secret question.  Answer:

Question 2

Please select your secret question.  Answer:

Question 3

Please select your secret question.  Answer:

## 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.

### Add Dependents (optional)

Birth Date mm/dd/yyyy:  Member ID:

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**Current Dependents** You can add dependents from your profile

1.

## 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.