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
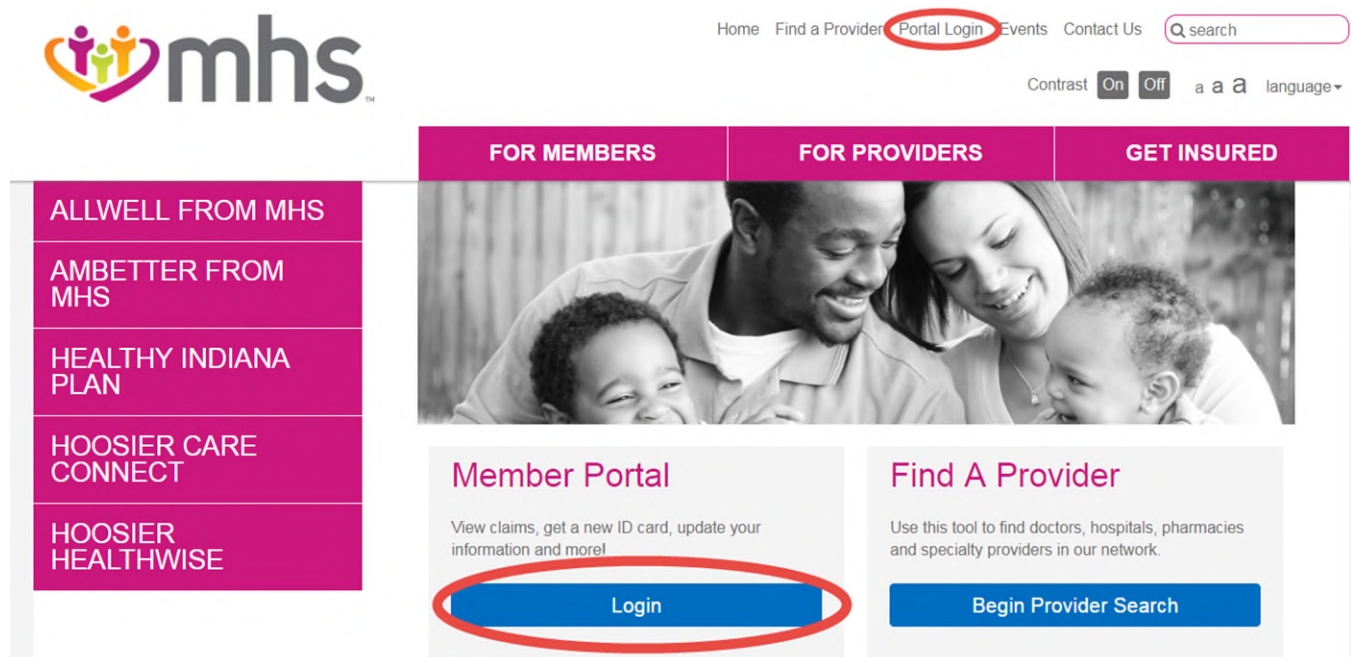- View your medical service history

This guide will walk you through the account registration process.

If you have questions about the registration process or need help with any of the portal functions, please contact MHS Member Services at 1-877-647-4848.

Step 1

Go to **mhsindiana.com.**

Click on **Portal Login** or **FOR MEMBERS** and then **Login.**

0720.MA.M.FL 7/20

1-877-647-4848 I TTY/TDD: 1-800-743-3333 I mhsindiana.com
Allwell from MHS I Ambetter from MHS I Healthy Indiana Plan (HIP) I Hoosier Care Connect I Hoosier Healthwise

MHS Secure Member Portal Registration Process

Next, click on **Sign Up.**

0720.MA.M.FL 7/20

1-877-647-4848 l TTY/TDD: 1-800-743-3333 l mhsindiana.com
Allwell from MHS l Ambetter from MHS l Healthy Indiana Plan (HIP) l Hoosier Care Connect l Hoosier Healthwise

MHS Secure Member Portal Registration Process

Step 2

On the **Create Your Member Account screen**, enter the **Member ID** and **Member Date of Birth**. This is found on the member's Hoosier Healthwise, Hoosier Care Connect, or Healthy Indiana Plan (HIP) Member ID card.

Check the **I am a Caregiver for this Member** box, if applicable.

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

Click the **Next** button.

0720.MA.M.FL 7/20

1-877-647-4848 I TTY/TDD: 1-800-743-3333 I mhsindiana.com
Allwell from MHS I Ambetter from MHS I Healthy Indiana Plan (HIP) I Hoosier Care Connect I Hoosier Healthwise

MHS Secure Member Portal Registration Process

Step 3

Either the member or the parent or legal guardian of the child member will enter his or her own **First Name**, **Last Name**, and **User Name (Email).**

Then, click **Next.**

0720.MA.M.FL 7/20

1-877-647-4848 I TTY/TDD: 1-800-743-3333 I mhsindiana.com
Allwell from MHS I Ambetter from MHS I Healthy Indiana Plan (HIP) I Hoosier Care Connect I Hoosier Healthwise
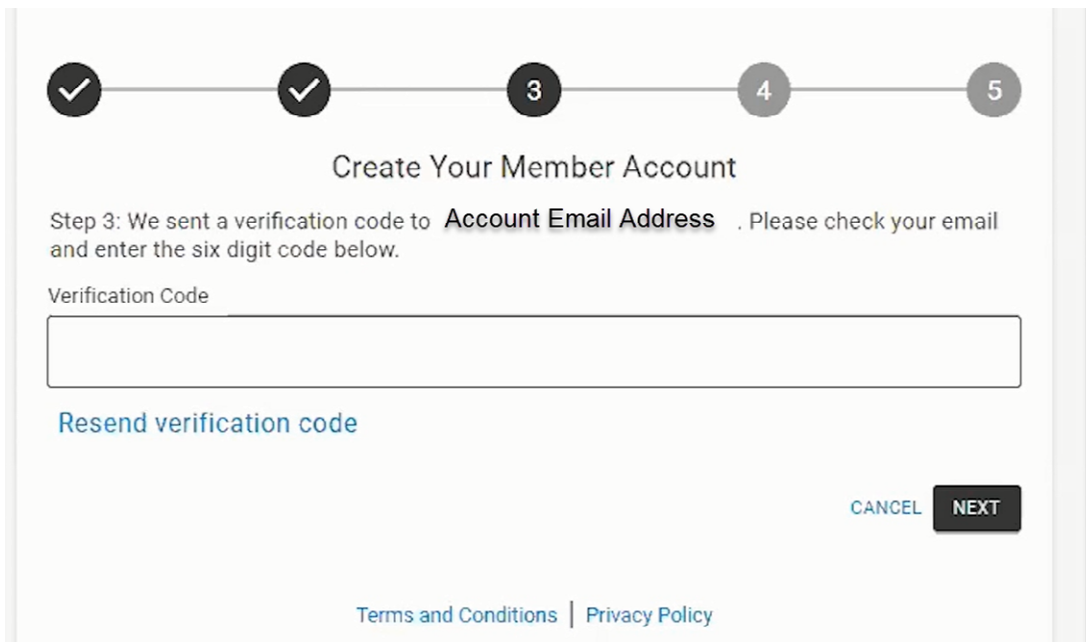
MHS Secure Member Portal Registration Process

Step 4

After completing Step 3, an email with a **verification code** is sent to the email address you signed up with. This code allows you to **complete your registration.**

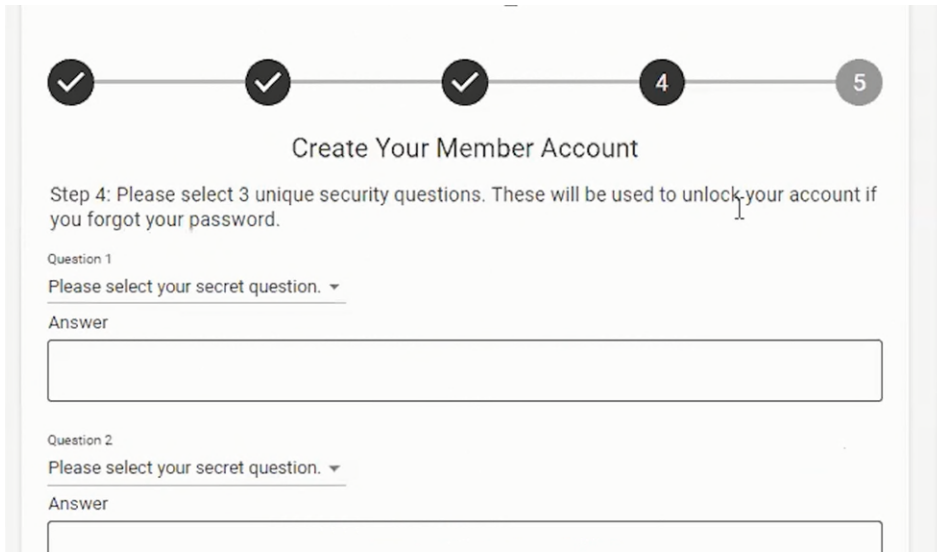If you do not receive your verification code, check your spam or junk folders.

0720.MA.M.FL 7/20

1-877-647-4848 I TTY/TDD: 1-800-743-3333 I mhsindiana.com
Allwell from MHS I Ambetter from MHS I Healthy Indiana Plan (HIP) I Hoosier Care Connect I Hoosier Healthwise
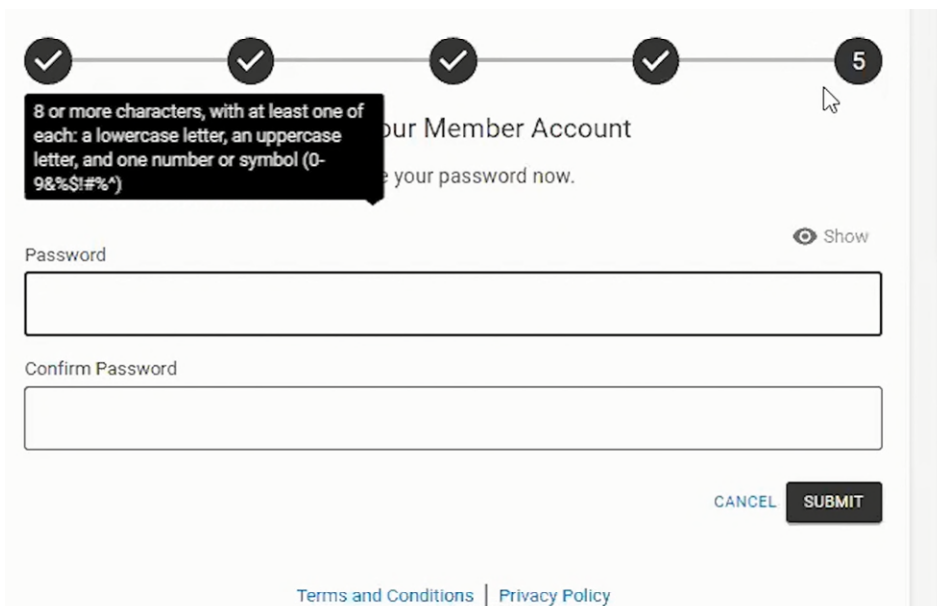
MHS Secure Member Portal Registration Process

Step 5

Select **3 unique 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 **Submit.**

Then, select a **Password**. The password must be 8 or more characters, with at least one of each: a lowercase letter, an uppercase letter, and one number or symbol (0-9&%$!#^).
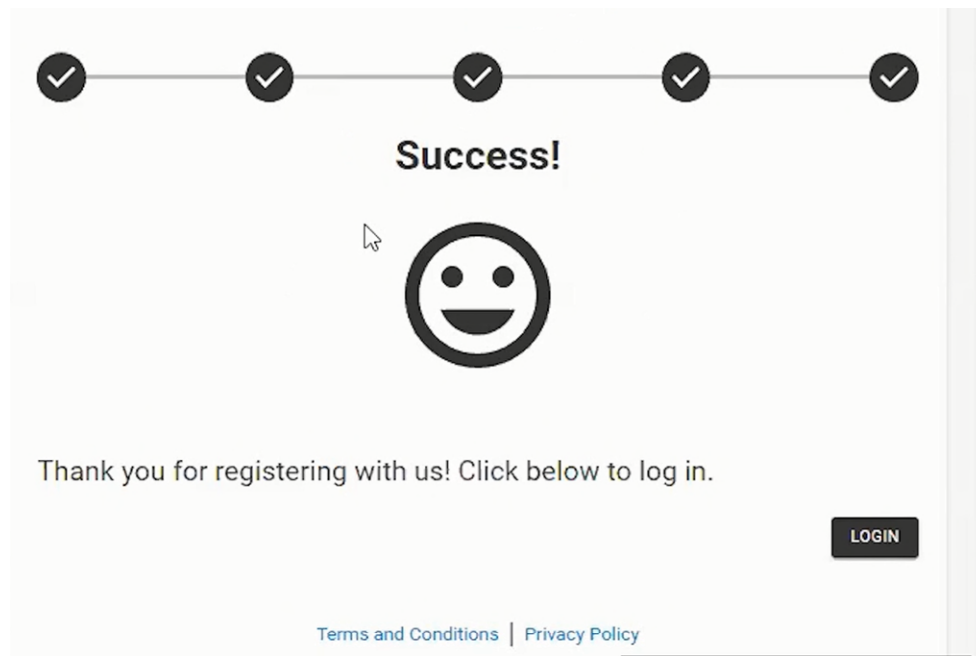

0720.MA.M.FL 7/20

1-877-647-4848 I TTY/TDD: 1-800-743-3333 I mhsindiana.com
Allwell from MHS I Ambetter from MHS I Healthy Indiana Plan (HIP) I Hoosier Care Connect I Hoosier Healthwise

MHS Secure Member Portal Registration Process

Step 6

Member account is now created and **Success!** is displayed.

Click **LOGIN** to view the new member account.

Troubleshooting

Please confirm you are using Google Chrome or Firefox. Our web portal is also supported by Internet Explorer 10.

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

0720.MA.M.FL 7/20

1-877-647-4848 I TTY/TDD: 1-800-743-3333 I mhsindiana.com
Allwell from MHS I Ambetter from MHS I Healthy Indiana Plan (HIP) I Hoosier Care Connect I Hoosier Healthwise