

## 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

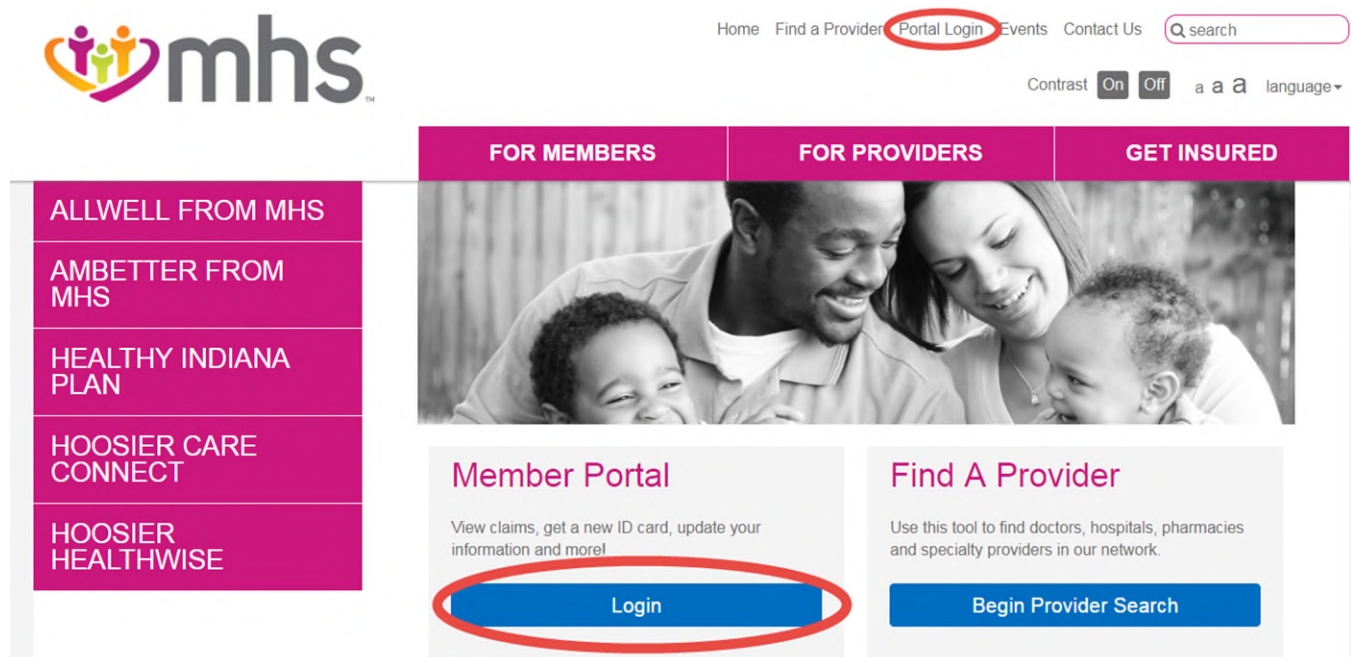
This guide will walk you through the account registration process.

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**.




The screenshot shows the MHS website homepage. At the top left is the MHS logo. To the right is a navigation bar with links: Home, Find a Provider, Portal Login (circled in red), Events, and Contact Us. There is also a search bar. Below the navigation bar are three tabs: FOR MEMBERS, FOR PROVIDERS, and GET INSURED. On the left side, there is a vertical menu with links: 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. Below the image are two boxes: 'Member Portal' with a 'Login' button (circled in red) and 'Find A Provider' with a 'Begin Provider Search' button.

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Next, click on **Sign Up**.


A black and white photograph of a woman with dark hair, resting her chin on her hand and looking towards the right, presumably at a computer screen.

English ▾

The MHS logo, featuring three stylized human figures in orange, green, and purple, followed by the letters "mhs" in a bold, lowercase sans-serif font.

Member Login

User Name (Email)

Password  Show

☐ Save User Name [Forgot password?](#)

[SIGN UP](#) [LOGIN](#)

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## 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.



English ▼

 mhs

1 — 2 — 3 — 4 — 5

Create Your Member Account

Member ID

Member Date of Birth

MM-DD-YYYY

Format: MM-DD-YYYY

☐ I am a caregiver for this member

CANCEL NEXT

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## 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**.



 English ▾



✓

2

3

4

5

Create Your Member Account

Step 2: You are now creating a Parent/Legal Guardian account. Please provide us with your name and email to send you a verification code.

First Name

Last Name

User Name (Email)

Format: member@email.com

CANCEL

NEXT

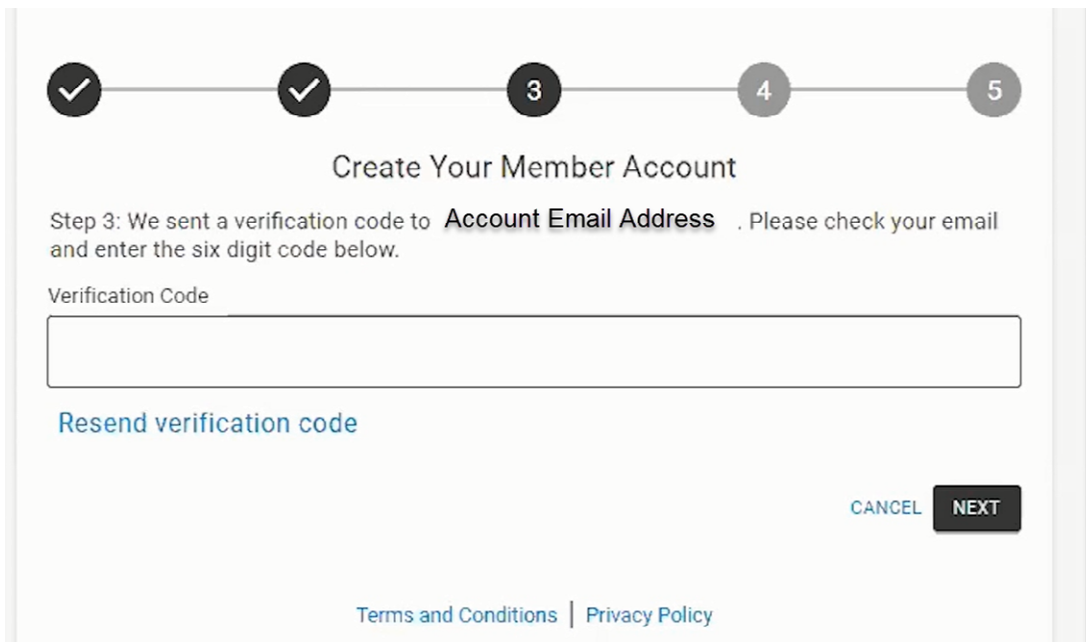
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## MHS Secure Member Portal Registration Process

### 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.



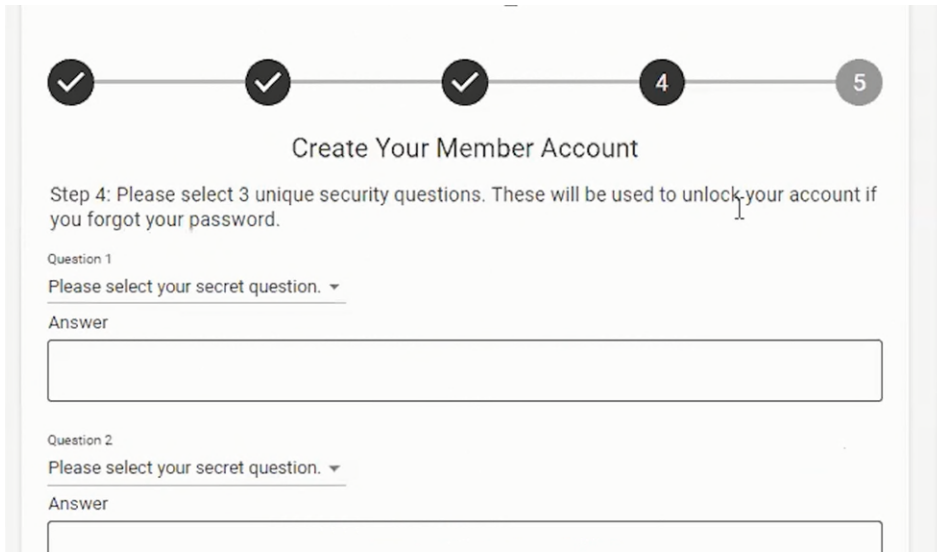
The screenshot shows a registration progress bar at the top with five steps. Steps 1 and 2 are marked with checkmarks, step 3 is the current step and is highlighted, and steps 4 and 5 are marked with the number 4. Below the progress bar, the heading "Create Your Member Account" is displayed. The text "Step 3: We sent a verification code to **Account Email Address** . Please check your email and enter the six digit code below." is shown. Below this text is a label "Verification Code" and a large text input field. Below the input field is a link "Resend verification code". At the bottom right, there are two buttons: "CANCEL" and "NEXT". At the bottom center, there are links for "Terms and Conditions" and "Privacy Policy".

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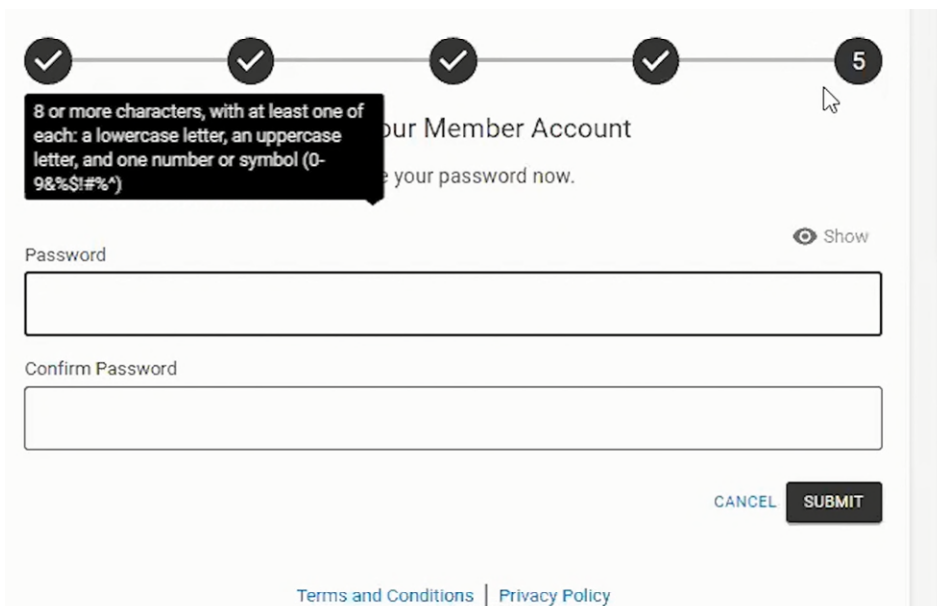
### Step 5

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&%\$!#^).

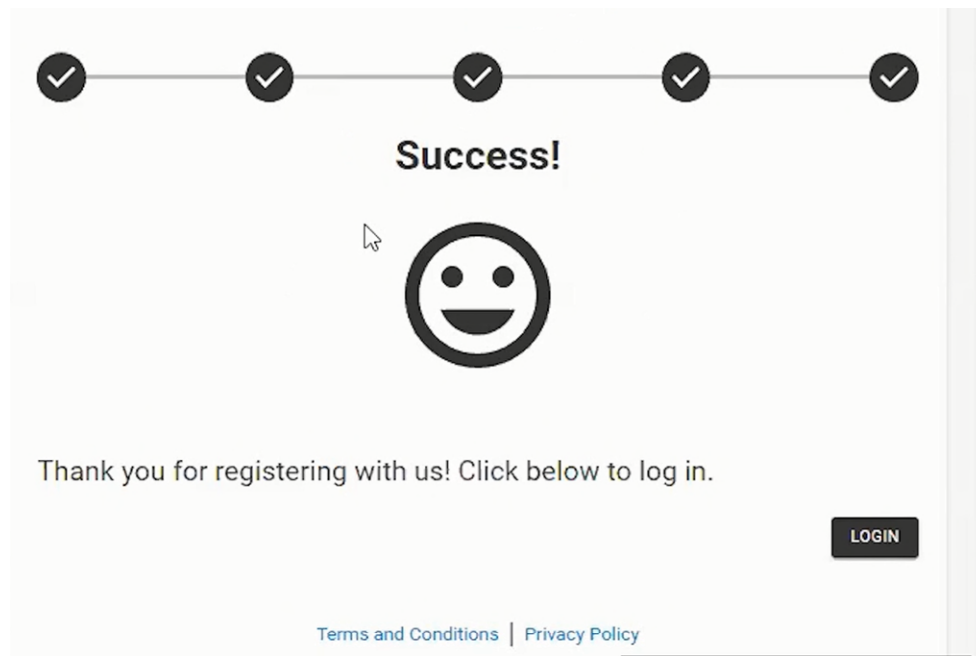


## MHS Secure Member Portal Registration Process

### 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