

Member Portal Registration Steps



Click on **For Members**, then under Member Portal click **Login**.

Home Find a Provider Portal Login Events Careers Contact Us

Contrast On Off a a language

FOR MEMBERS **FOR PROVIDERS** **GET INSURED**

ALLWELL FROM MHS

AMBETTER FROM MHS

HEALTHY INDIANA PLAN

HOOSIER CARE CONNECT

HOOSIER HEALTHWISE

Member Portal
View claims, get a new ID card, update your information and more!
[Login](#)

Find A Provider
Use this tool to find doctors, hospitals, pharmacies and specialty providers in our network.
[Begin Provider Search](#)

Next, click on **Create New Account**.

English

mhs

Log In

Username (Email)

Remember me

[NEXT](#)

[Create New Account](#)

single password reliable security
EntryKeyID

Help Privacy Policy Terms of Use ©2021 Centene



Member Portal Registration Steps



On the **Create Your Account** screen, enter your **Email**, **First Name**, **Last Name**, **Select Language Preference**, and **Password**.

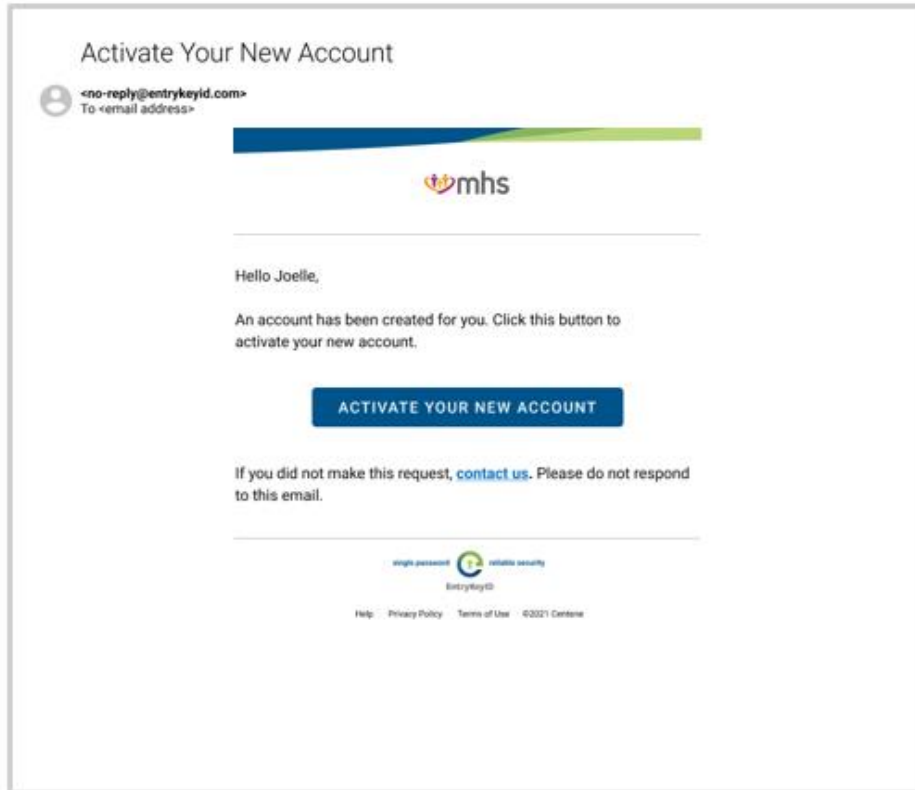
An email will be sent to activate your account.



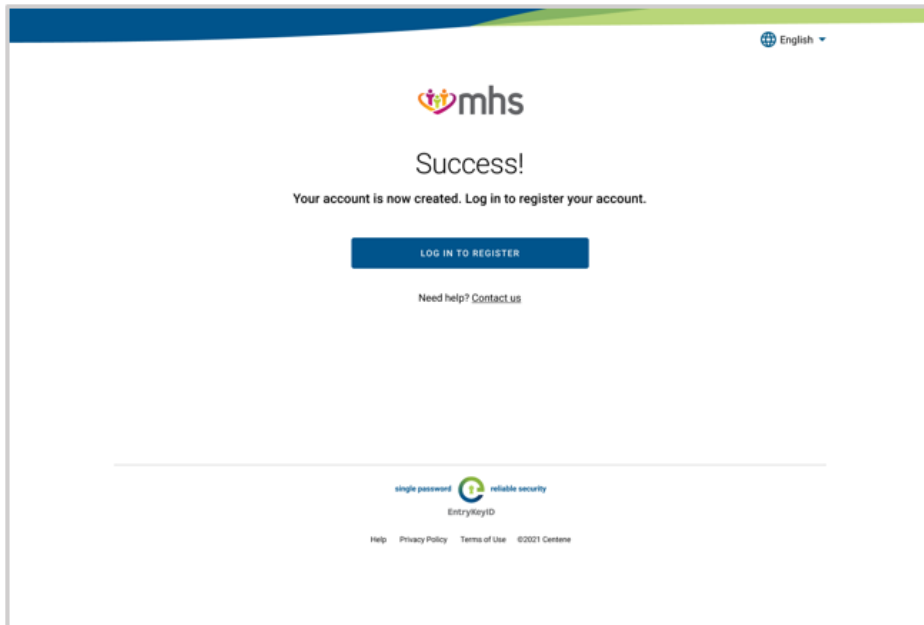
Member Portal Registration Steps



This email allows you to activate your new account.



Your account is created and you can register.



Member Portal Registration Steps



You will then enter your **Email Address** and **Password**.

A screenshot of the MHS member portal login page. At the top right, there is a language selector set to "English". The MHS logo is centered at the top. Below it, the text "Log In" is displayed. There are two input fields: "Username (Email)" with the placeholder text "email123@gmail.com" and "Password" with a masked password "1234567890" and a toggle icon. Below the password field is a checkbox for "Remember me" and a link for "Trouble logging in?". A blue "LOG IN" button is centered below the form. At the bottom, there is a "single password reliable security" logo with a key icon and the text "EntryKeyID". Footer links include "Help", "Privacy Policy", "Terms of Use", and "©2021 Centene".

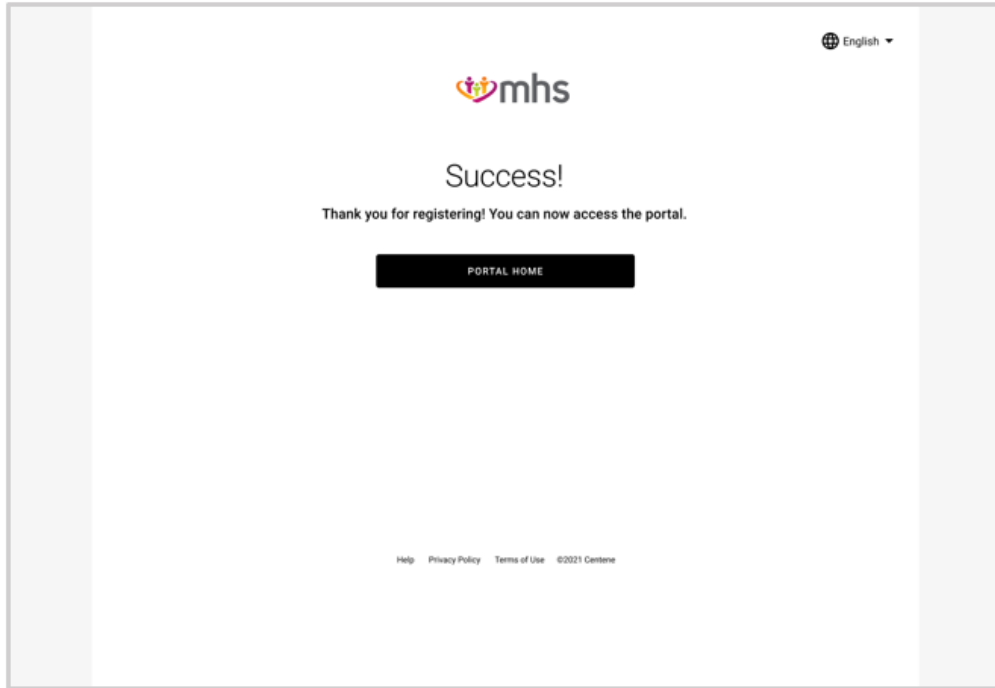
You will enter your **Member ID** and **Date of Birth** and select if you are a **Caregiver** to the member.

A screenshot of the MHS member portal registration page. At the top right, there is a language selector set to "English". The MHS logo is centered at the top. Below it, the text "Register Your Account" is displayed, followed by the instruction "Let's verify you have a plan." There are two input fields: "Member ID" and "Member Date of Birth" with a placeholder "MM-DD-YYYY". Below the date field is a checkbox for "Yes, I am a caregiver for this member." A black "SUBMIT" button is centered below the form. Below the button, there is a disclaimer: "By clicking 'Submit' you are agreeing to the Terms and Conditions of this website." Footer links include "Help", "Privacy Policy", "Terms of Use", and "©2021 Centene".

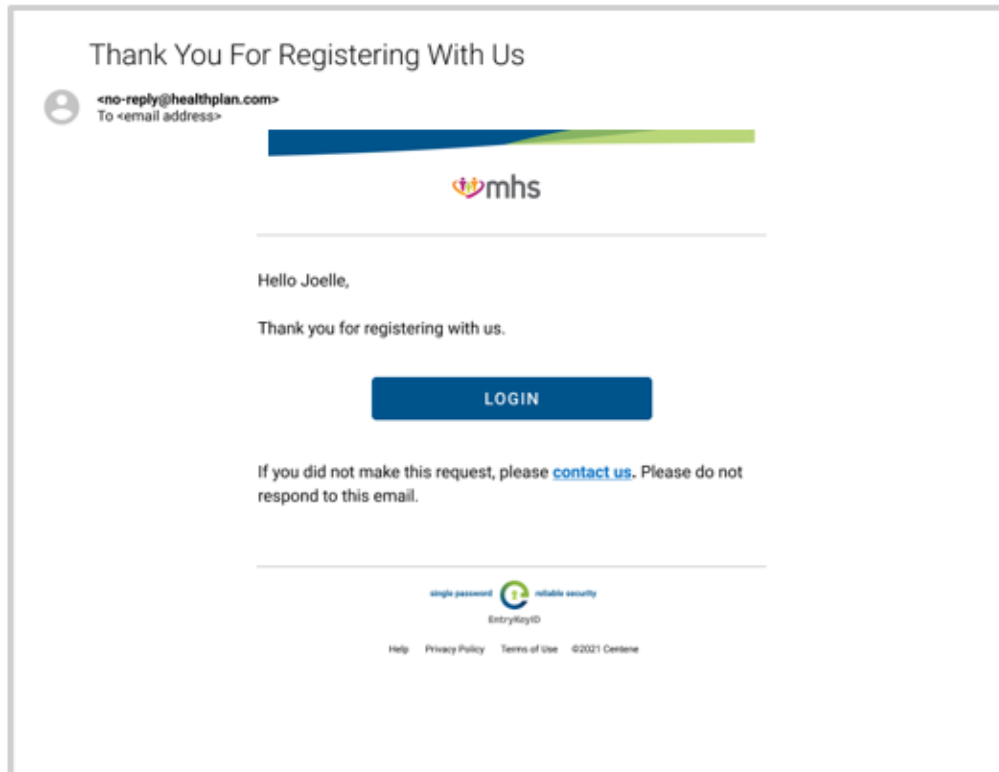
Member Portal Registration Steps



You will receive a confirmation after registering your account.



You will also receive an email confirming your registration.



Member Portal Registration Steps



Change Password or Unlock Account

Click **Trouble logging in?**

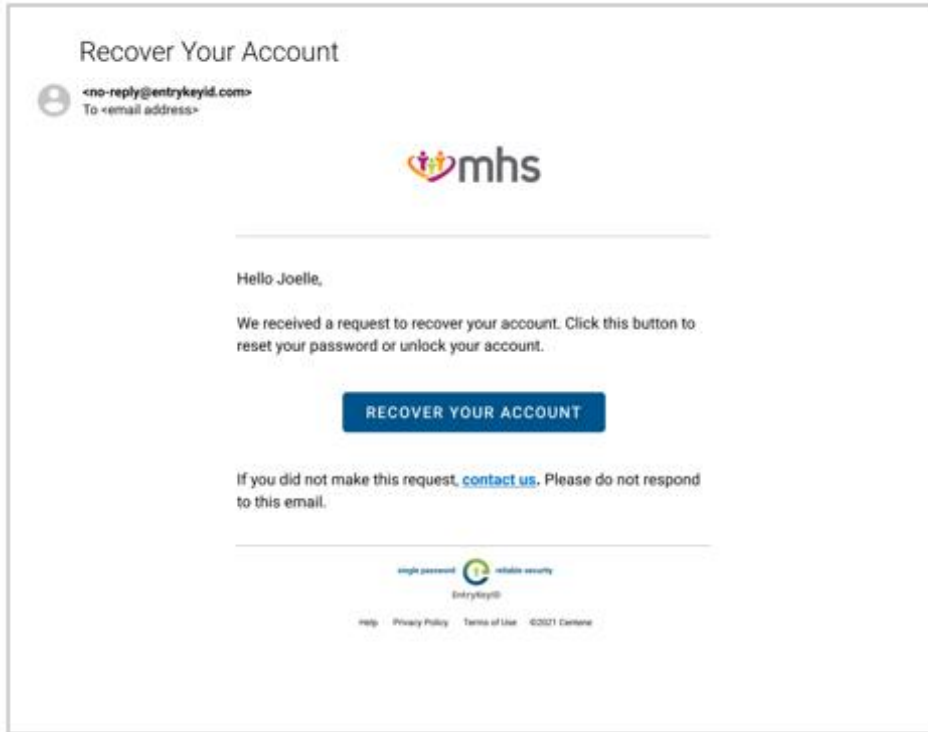
You will receive an email to reset your password or unlock your account.



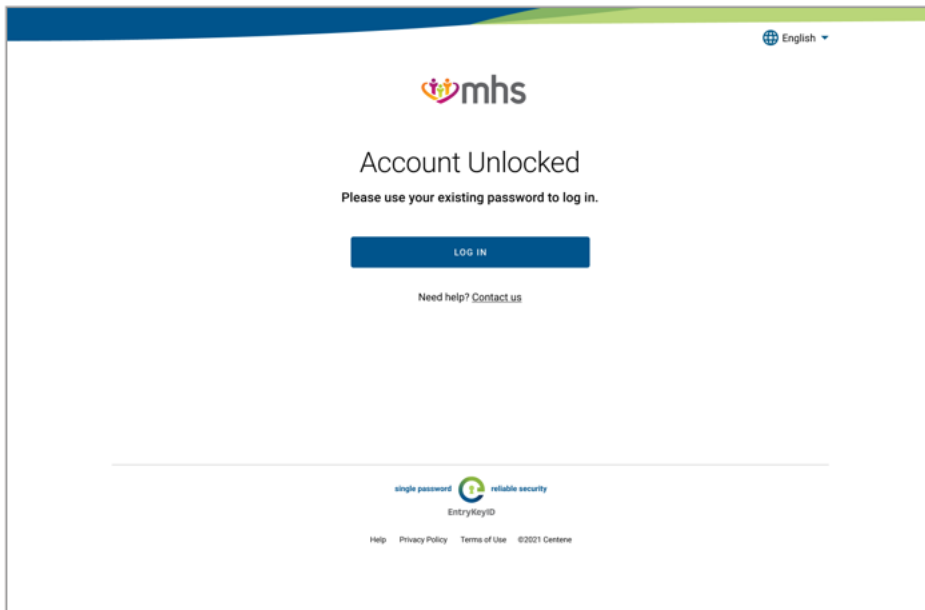
Member Portal Registration Steps



Based on your account status, you will be shown the **Account Unlocked** screen or the **Reset Password** screen.



If your account was locked the following screen will show. You can log in now.



Member Portal Registration Steps



If you need to reset your password, the following screen will show. You will choose a new password and click **RESET PASSWORD**.

This screenshot shows the 'Reset Password' page. At the top right, there is a language selector set to 'English'. The MHS logo is centered at the top. Below it, the heading 'Reset Password' is displayed. A sub-heading reads 'Enter your new password and confirm it.' There are two input fields: 'New Password' and 'Confirm New Password', each with a toggle icon for visibility. Below the fields are two buttons: a blue 'RESET PASSWORD' button and a white 'CANCEL' button. A link 'Need help? Contact us' is positioned below the buttons. At the bottom, there is a section for 'EntryKeyID' with the text 'single password' and 'reliable security' next to a circular icon. The footer contains links for 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

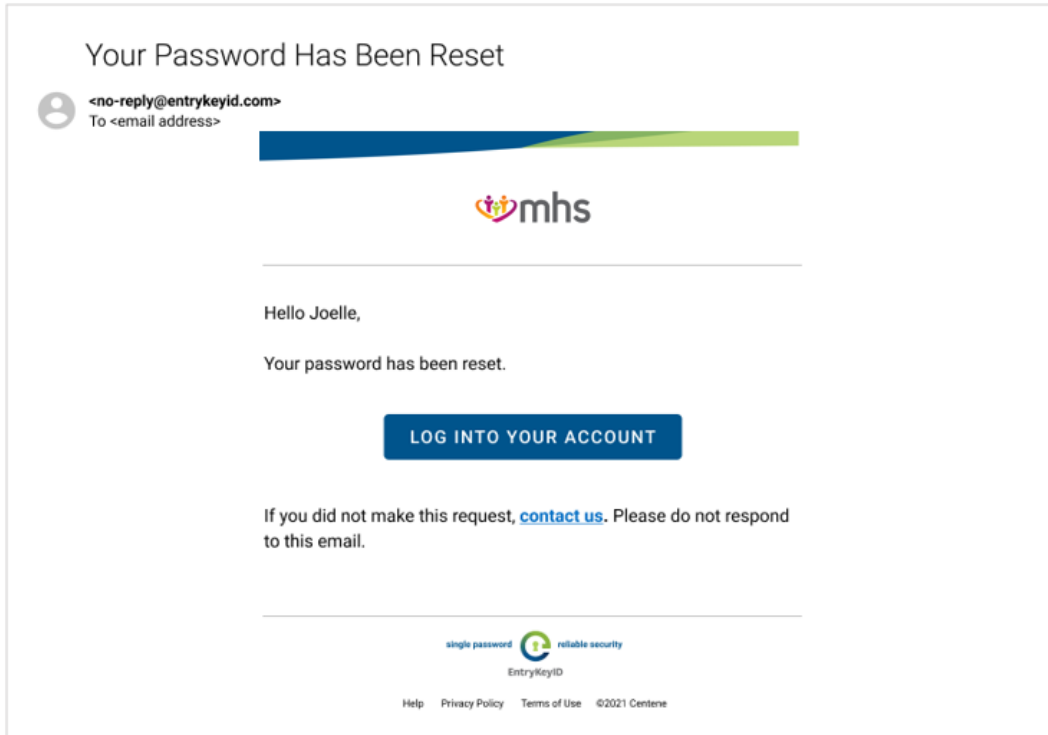
A confirmation screen will show once your password has been updated.

This screenshot shows the 'Success!' confirmation page. At the top right, there is a language selector set to 'English'. The MHS logo is centered at the top. Below it, the heading 'Success!' is displayed. A message reads 'Your password has been reset. Use your new password to log in.' There is a blue 'LOG IN' button. A link 'Need help? Contact us' is positioned below the button. At the bottom, there is a section for 'EntryKeyID' with the text 'single password' and 'reliable security' next to a circular icon. The footer contains links for 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

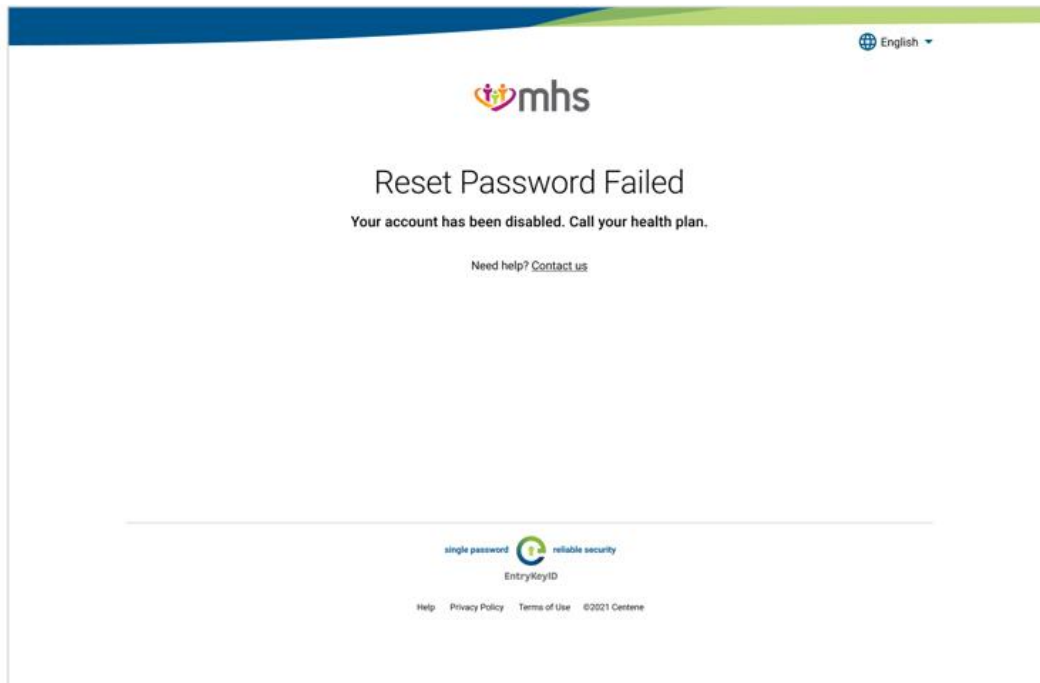
Member Portal Registration Steps



An email will also be sent confirming your password reset.



If the password reset is not successful, the following message will display.

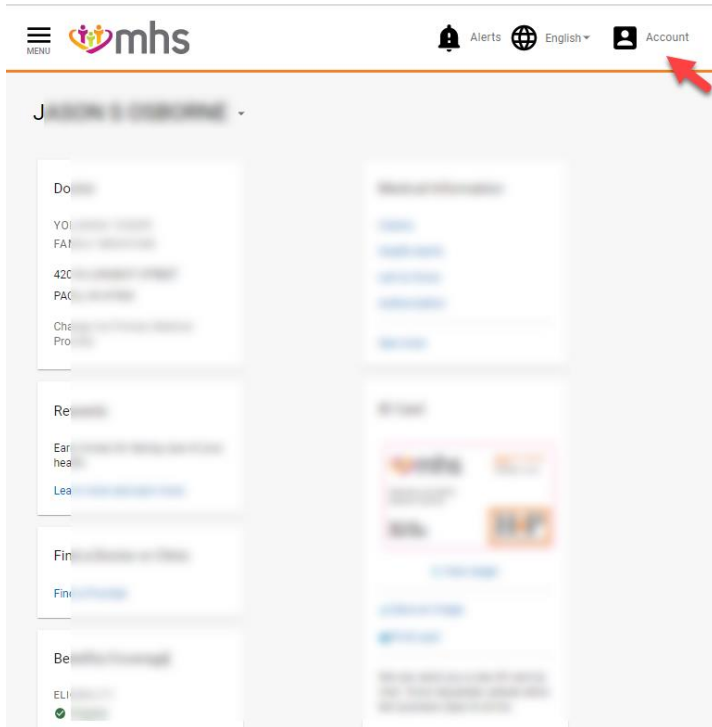


Member Portal Registration Steps

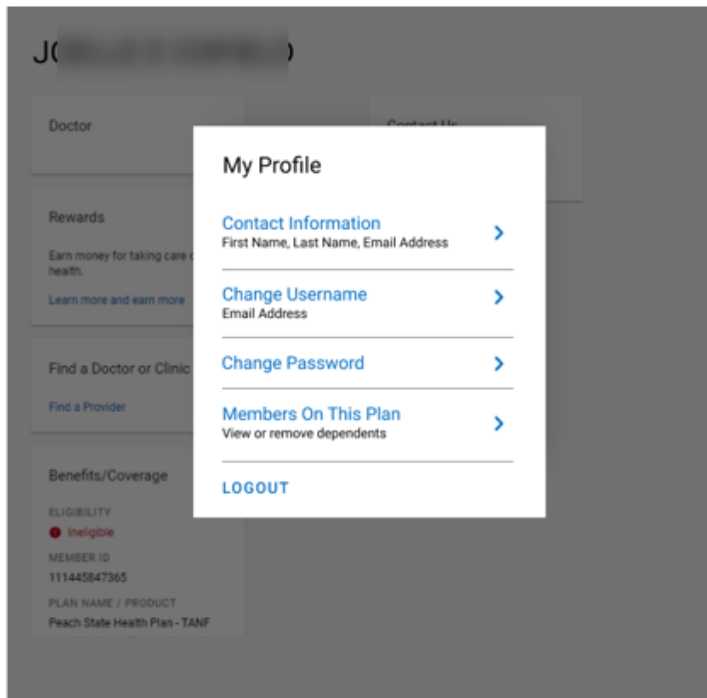


Change Password After Logging Into Member Portal Account

Click on **Account**.



Click on **Change Password**.



Member Portal Registration Steps



Enter your new password and click **Submit**.

English

mhs

Change Password

Enter your current password. Enter a new password and confirm it.

Email Address

Current Password

New Password

Confirm New Password

SUBMIT

CANCEL

single password reliable security
EntryKeyID

[Help](#) [Privacy Policy](#) [Terms of Use](#) ©2021 Centene

You will receive a notification that your password has been updated.

English

mhs

Success!

Your password has been updated.
Use your new password the next time you log in.
Please close window.



Member Portal Registration Steps



Potential Error Messages Shown During Registration or Logging into Your Account

“Your information does not match our records. Try again. Or, click “Trouble logging in?” below.

English

mhs

Your information does not match our records. Try again. Or, click "Trouble logging in?" below.

Log In

Username (Email)
email123@gmail.com

Password
[password field]

Remember me [Trouble logging in?](#)

LOG IN

“Email address is required to log in.”

English

mhs

Log In

Username (Email)
[empty field]

Email address is required to log in.

Password
[password field]

Remember me [Trouble logging in?](#)

LOG IN



Member Portal Registration Steps



“This email address is being used. Try another one.”

“You need to reset your password as part of this new login experience. If you didn’t request a password change, don’t worry. You’re in the right place. We have updated our security features.”

