

# 6 View Your Claim Status and On the Member Homepage, click on Claims.



## 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)





## View ID Card or click to Print.

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# 8 How To Request New Member ID Card On the Member Homepage, click on Request ID card by mail.

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umee Street diana 46703 y Primary Medical	MEMBER ID 1 PLAN NAME / PRODUCT Medicaid Expansion	
3	View my Benefits Medical Information	<ul> <li>Q View larger</li> <li>▲ Save as image</li> <li>● Print card</li> </ul>
ey for taking care of your	Claims Health Alerts	We can send you a new ID card by mail. Once requested, please allow ten business days to arrive.
e and earn more	Let Us Know Authorization	ID card requested!
octor or Clinic	See more	Request ID card by mail

New ID Card request has been submitted. ID Card will be sent out within 7-10 business days.

# 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
- View, print and request a Member ID Card
- Get reminders for annual 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 My Health Pays® 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.



View all of our health insurance plans available below. Select the program you are enrolled with. This will take you to more information about that program.

## If you do not have an account, click on Sign Up.



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.



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Suite 320	MEMBER ID	Hantar Nama P. Hantar RD: 1 2
Varion, Indiana 46952		Hoosler
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Change my Primary Medical Provider	TANF	
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Click Use my current location or enter Street address, Zip Code or county. The portal will walk you through the rest.

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Find a Provider	
Where do you want to search? Street address, ZIP Code or county	SUBJET.
Use my current location	SUBNIT





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

	Home Wy Health	Messaging Profile ?
My Health Overview Claims Health Alerts Let Us Know My Benefits	Authorizations Rewards Program Car	e Plans Pharmacy
Ways you can let us know about your health.	You have already told us about these things.	
Health Needs Screening Fill Out Now!	Health Needs Screening	05/30/2017
We will give you a \$30 My Health Pays reward if you complete this questionnaire within 30 days of becoming a member. Or you can get a \$10 My Health Pays reward for completing it within 90 days of becoming a member.		





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**3** View Your My Health Pays<sup>®</sup> Rewards On the Member Homepage, click on Learn more and earn more.





#### 4 Make a HIP Premium Payment (HIP Members Only) On the Member Homepage, click on Menu. Under My Health click on Payments.

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Member Name	-					
Doctor	Medical Information		Contact I	Js		

### Click on My Health.

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<ul> <li>Pharmacy</li> </ul>							
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## Click Payments.

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# **5** Add/Remove Dependent(s) to MHS Member Portal Account

On the Member Homepage, click on Account.

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Member Name	Ţ	
Doctor	Medical Information	Contact Us

## Click Members on this Plan.



Enter Member ID and Member Date of Birth or Last Four of Social Security Number and Date of Birth. Click Add Dependent.

