

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

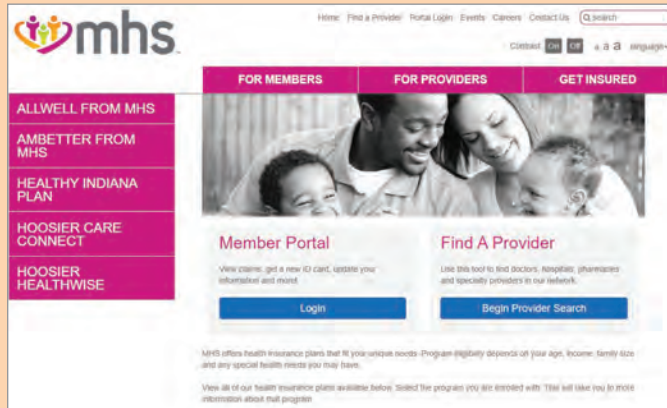
NEW MEMBERS!
Create a member
portal account and
select a PMP within
30 days and earn a
\$15 My Health Pays[®]
reward.



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.



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

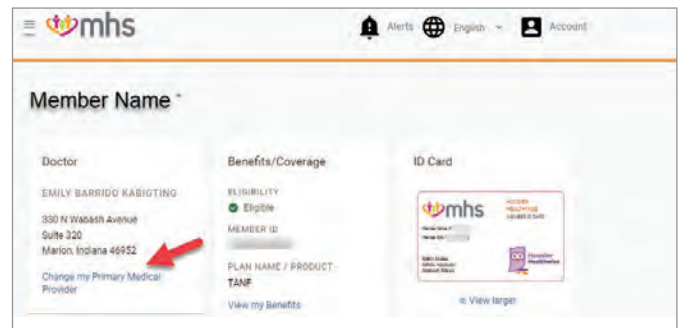


The portal will walk you through a step-by-step process. Then, you'll be ready to access everything the portal offers!

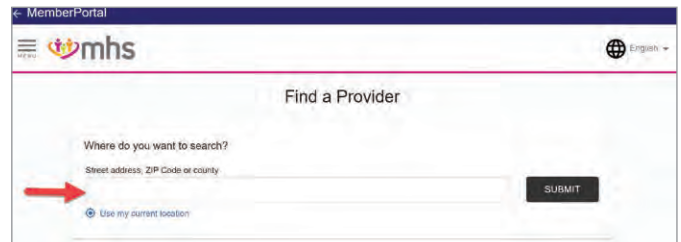
Following are just some of the things you can do through the portal.

1 Choose/Change Your Primary Medical Provider

On the Member Homepage, click on **Change my Primary Provider**.



Click **Use my current location** or enter **Street address, Zip Code or county**. The portal will walk you through the rest.



2 Complete Your Health Needs Screening

On the Member Homepage, click on **Let Us Know**.

The screenshot shows the mhs Member Homepage. The user's name is "Member Name". The page is divided into several sections: Doctor (EMILY BARRIDO KABIGTING, 330 N Wabash Avenue, Suite 320, Marion, Indiana 46952), Benefits/Coverage (ELIGIBILITY: Eligible, MEMBER ID: [REDACTED], PLAN NAME / PRODUCT: TANP), ID Card (mhs logo, "I CAN HELP YOU GET YOUR ID CARD", "Request ID card by mail"), Rewards (Earn money for taking care of your health, Learn more and earn more), and Medical Information (Claims, Health Alerts, Let Us Know, Authorization). A red arrow points to the "Let Us Know" link in the Medical Information section.

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

The screenshot shows the mhs Member Homepage with the "My Health" section expanded. The "Let Us Know" tab is selected. Under "Ways you can let us know about your health", the "Health Needs Screening" section is visible. It includes a "Fill Out Now" button and a date "05/30/2017". Below this, there is a paragraph: "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 60 days of becoming a member."

3 View Your My Health Pays® Rewards

On the Member Homepage, click on **Learn more and earn more**.

The screenshot shows the mhs Member Homepage. The user's name is "Member Name". The page is divided into several sections: Doctor (EMILY BARRIDO KABIGTING, 330 N Wabash Avenue, Suite 320, Marion, Indiana 46952), Benefits/Coverage (ELIGIBILITY: Eligible, MEMBER ID: [REDACTED], PLAN NAME / PRODUCT: TANP), ID Card (mhs logo, "I CAN HELP YOU GET YOUR ID CARD", "Request ID card by mail"), Rewards (Earn money for taking care of your health, Learn more and earn more), and Medical Information (Claims, Health Alerts, Let Us Know, Authorization). A red arrow points to the "Learn more and earn more" link in the Rewards section.

On this page, you can see:

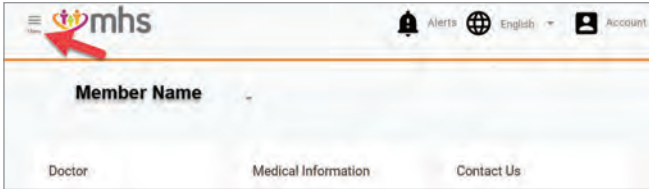
- Card Balance
- How to Earn Rewards
- Where to Use Your Rewards

The screenshot shows the "My Health Pays Rewards" page. At the top, there is a banner with the text "my health pays® REWARDS" and an image of a woman smiling at a counter. Below the banner, the "MyHealthPays Rewards" section is displayed. It includes a "Status and Balance" table, a "Healthy Behaviors" table, and a "RECENT ACTIVITY" table. To the right, there is a section titled "When you complete certain healthy activities, you earn a reward. Your reward will be added to your My Health Pays™ card. Don't forget to keep your card." and "Start earning today! You can use your My Health Pays Visa prepaid card to purchase a variety of products and services:". Below this, there is a list of eligible items: "Everyday items at Walmart (restrictions apply, cannot be used to purchase alcohol, firearms or tobacco products)", "Utilities", "Telecommunications", "Transportation", "Childcare", "Education", and "Rent". At the bottom, there is a note: "This card is limited to qualifying products and services as listed above. Eligible items up to the".

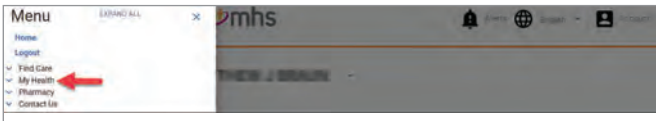
Healthy Behavior	Amount Earned	Status	Maximum Reward
Adult Well Visit	\$20.00	Completed	\$20.00

Date	Name	Amount
------	------	--------

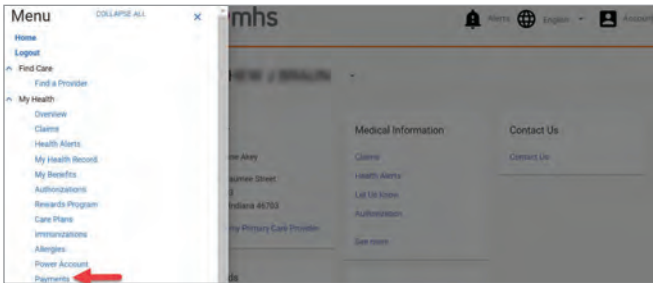
4 Make a HIP Premium Payment (HIP Members Only)
On the Member Homepage, click on **Menu**. Under My Health click on **Payments**.



Click on **My Health**.



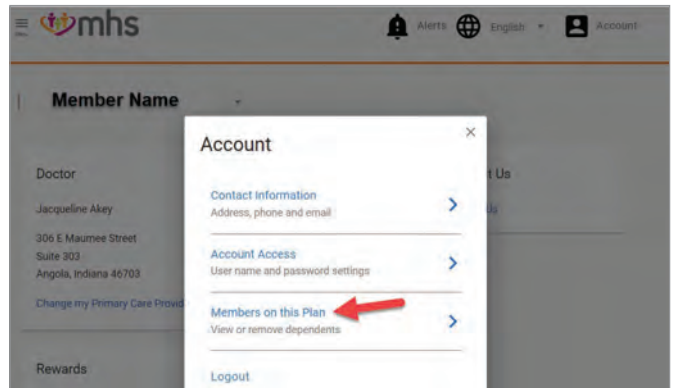
Click **Payments**.



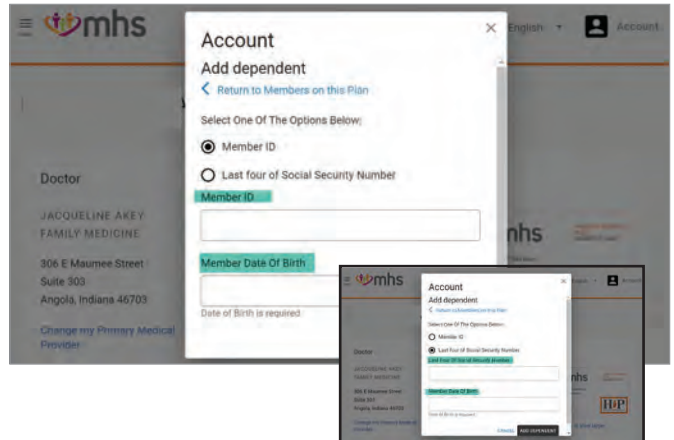
5 Add/Remove Dependent(s) to MHS Member Portal Account
On the Member Homepage, click on **Account**.



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**.



6 View Your Claim Status and EOB

On the Member Homepage, click on **Claims**.

The screenshot shows the mhs Member Homepage. The 'Medical Information' section is highlighted with a red arrow pointing to the 'Claims' link. Other sections include Doctor information (EMILY BARRIDO KABIGTING), Benefits/Coverage (Eligible), ID Card, Rewards, and Health Alerts.

Once on the My Health page, click on **Claims**.

The screenshot shows the mhs My Health page. The 'Claims' link is highlighted with a red box. Other links include Health Alerts, Let Us Know, My Benefits, Authorizations, Rewards Program, Care Plans, and Pharmacy.

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.

The screenshot shows the mhs Claims search screen. The search results table is visible, showing columns for Claim #, Date of Service, Provider Name, Amount Billed, Amount Allowed, Amount Excluded, Paid by Plan, Paid by Medicare, Paid by Other Insurance, Co-pay, and Co-insurance.

Claim #	Date of Service	Provider Name	Amount Billed	Amount Allowed	Amount Excluded	Paid by Plan	Paid by Medicare	Paid by Other Insurance	Co-pay	Co-insurance
01	07/02/2017-07/02/2017	KINZ, PHILIP JAMES	\$738.00	\$111.22	\$0.00	\$111.22	\$0.00	\$0.00	\$0.00	\$0.00
		ANDERSON, DONALD	\$231.00	\$69.78	\$0.00	\$69.78	\$0.00	\$0.00	\$0.00	\$0.00
		THE METHODIST HOSPITALS	\$2,649.46	\$42.00	\$0.00	\$42.00	\$0.00	\$0.00	\$0.00	\$0.00
		ROSS, DAVID	\$103.20	\$69.74	\$0.00	\$69.74	\$0.00	\$0.00	\$0.00	\$0.00

– 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)

The screenshot shows the mhs My Health page with the 'Explanation of Benefits' (EOB) for a claim. The table includes columns for Billing Line, Date of Service, Amount Billed, Amount Allowed, Amount Excluded, Paid by Plan, Paid by Medicare, Paid by Other Insurance, Co-pay, and Co-insurance. A summary box at the bottom shows the total amount payable to the provider by the plan as \$111.22.

Billing Line	Date of Service	Amount Billed	Amount Allowed	Amount Excluded	Paid by Plan	Paid by Medicare	Paid by Other Insurance	Co-pay	Co-insurance
01	07/02/2017-07/02/2017	\$738.00	\$111.22	\$0.00	\$111.22	\$0.00	\$0.00	\$0.00	\$0.00
Totals		\$738.00	\$111.22	\$0.00	\$111.22	\$0.00	\$0.00	\$0.00	\$0.00

Summary

- Total amount payable to Provider by Plan: \$111.22
- Total amount payable to Provider by Medicare: \$0.00
- Total amount payable to Provider by Other Insurance Payment: \$0.00
- Co-pay: \$0.00
- Co-insurance: \$0.00
- Sub-Total of Co-pay + Co-insurance which is Patient's Minimum Responsibility: \$0.00

7 View and Print the ID Card

Once on the Member Homepage, click on **Save as Image** or **Print ID Card**.

The screenshot shows the mhs Member Homepage. The 'ID Card' section is highlighted with a red box. It contains a preview of the ID card, a 'View larger' link, and two red arrows pointing to the 'Save as image' and 'Print card' links. Below the preview, there is a message: 'We can send you a new ID card by mail. Once requested, please allow ten business days to arrive.' and a 'Request ID card by mail' link.

View ID Card or click to **Print**.

The screenshot shows the mhs Member Homepage. A red arrow points to the 'Print' link in the top right corner of the page.

8 How To Request New Member ID Card

On the Member Homepage, click on **Request ID card by mail**.

The screenshot shows the mhs Member Homepage. The 'ID Card' section is highlighted with a red box. It contains a preview of the ID card, a 'View larger' link, and two red arrows pointing to the 'Save as image' and 'Print card' links. Below the preview, there is a message: 'We can send you a new ID card by mail. Once requested, please allow ten business days to arrive.' and a 'Request ID card by mail' link. A red box is drawn around the 'Request ID card by mail' link, and a red arrow points to it.

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



1-877-647-4848
mhsindiana.com