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*
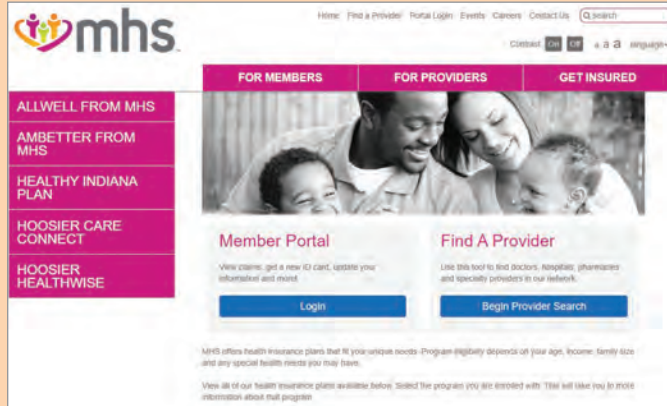- *Send secure emails to MHS Member Services*

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

mhs™

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.

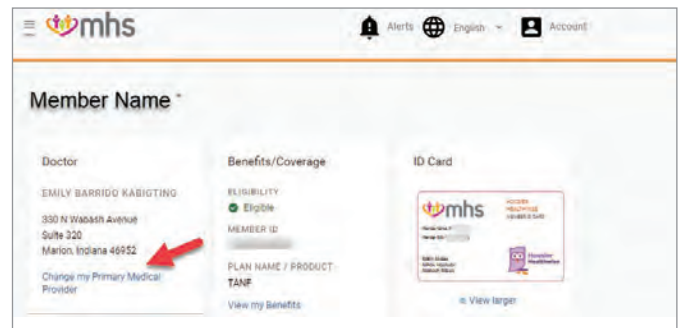If you do not have an account, click on **Sign Up**.

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.**

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

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

On this page, you can see:
- Card Balance
- How to Earn Rewards
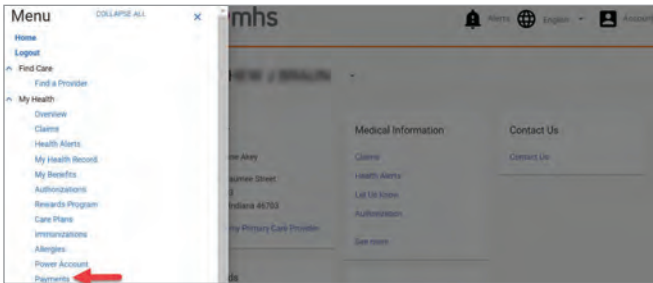- Where to Use Your Rewards

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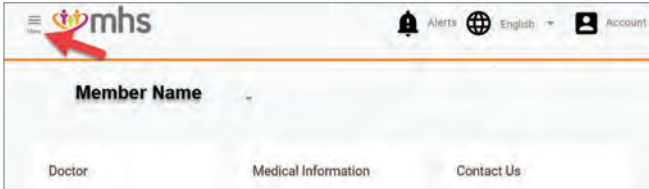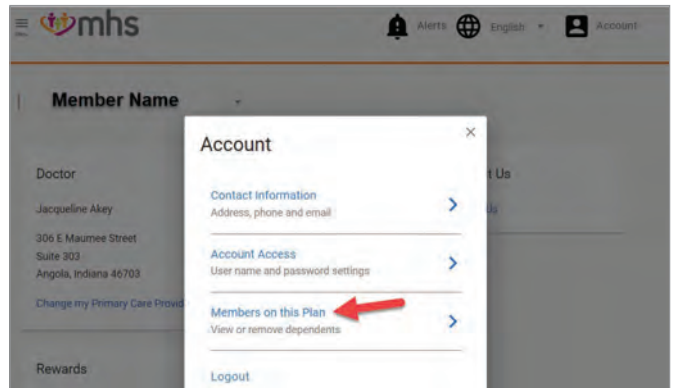

Click on **My Health**.
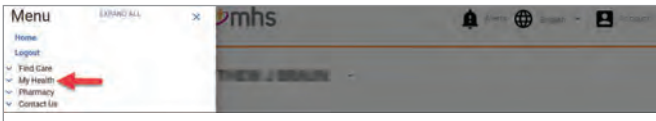
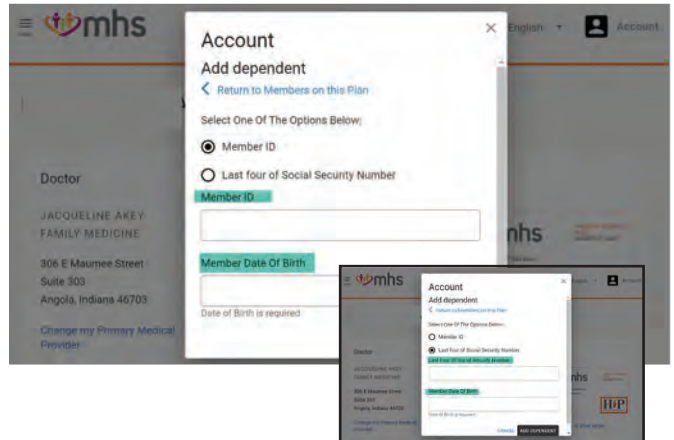Click **Payments**.

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**.

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.

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)

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

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

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

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

1-877-647-4848
mhsindiana.com