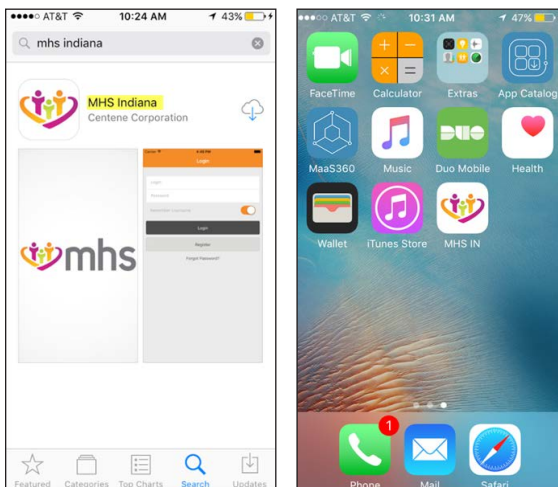## STEPS TO DOWNLOAD THE FREE MHS APP
AND REGISTER A NEW ACCOUNT

STEP 1: Take your iPhone or Android device and click on the "App Store" or "Apps" icon.
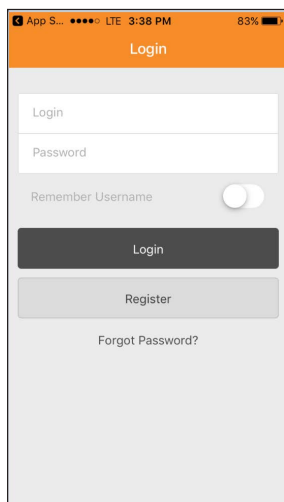
STEP 2: Click on the "Search" icon and type in "MHS Indiana."

STEP 3: Download the "MHS Indiana" app.

STEP 4: Once you have the app downloaded on your device, click on the "MHS" icon. You will be taken to the Login screen.

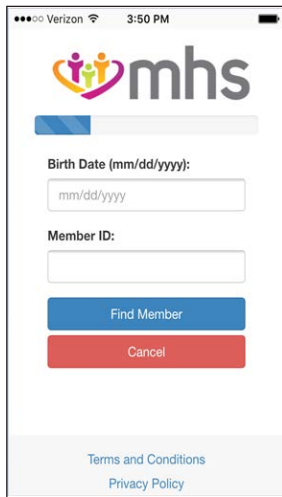**STEP 5:** You will need to create a new account or use your Member Portal Account login information.

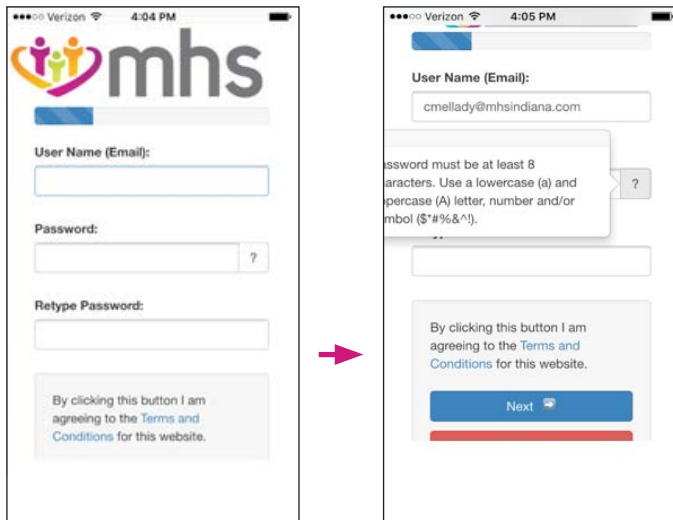**STEP 6:** If you need to create a new account, click on the "Register" button.

STEP 7: A new page will then ask you to verify your Birth Date and Member ID in order for the app to create an account.

**STEP 8:** Enter your Birth Date and your Member ID. Then click on the "Find Member" button.

**STEP 9:** Enter your email address as your User Name, and enter a password. Then click "Next."

STEP 10: The app will send an email message to the email address you entered in order to confirm the address. Check your email.

STEP 11: The email message you received will contain a four-digit code. Enter that code on the screen in the app where it says, "Enter code here." Click "Next."
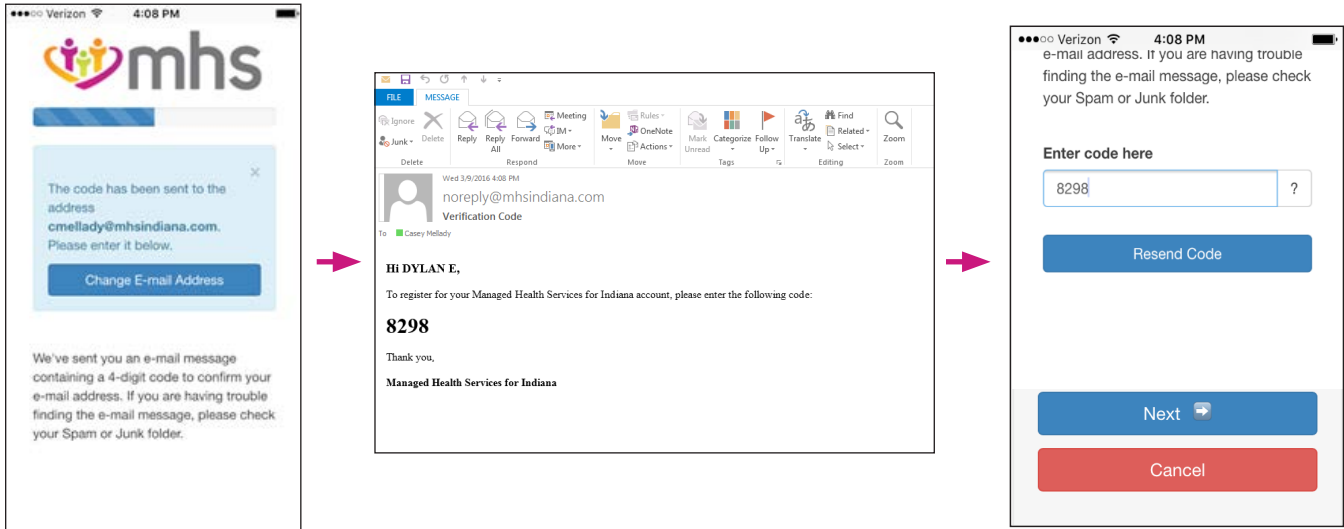
STEP 12: You must pick your preferred language as English or Spanish.
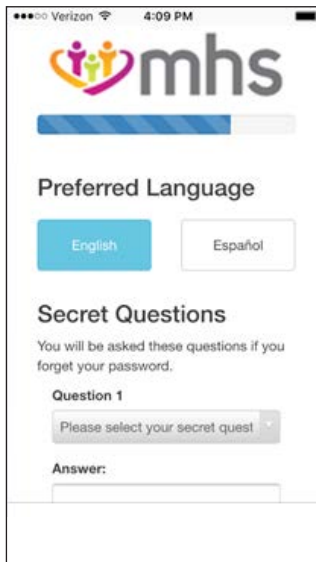
STEP 13: Then pick three security questions and answers to those questions in case you forget your password. Then click "Next."

STEP 14: You have completed the registration process. Now you can log in to the "MHS Indiana" app for the first time.
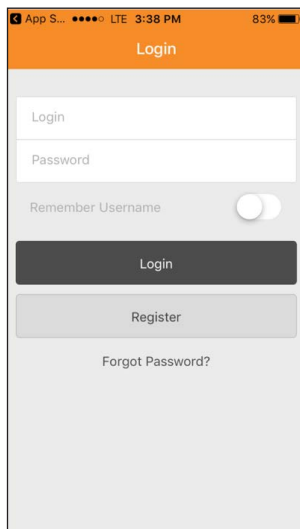
USING THE MHS APP

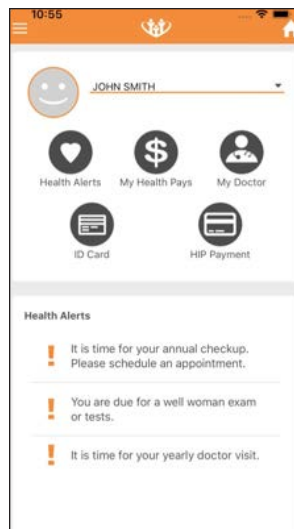**STEP 1:** Open the "MHS Indiana" app by clicking on the "MHS IN" icon. You will see the Login screen.

STEP 2: Enter your email address and password in the "Login" and "Password" fields. Click "Login."

STEP 3: The Homepage screen appears with the following options: Health Alerts, My Health Pays®, My Doctor, ID Card and HIP Payment.
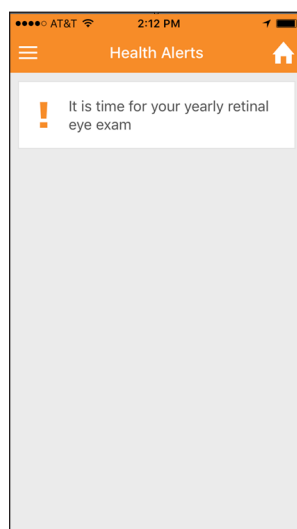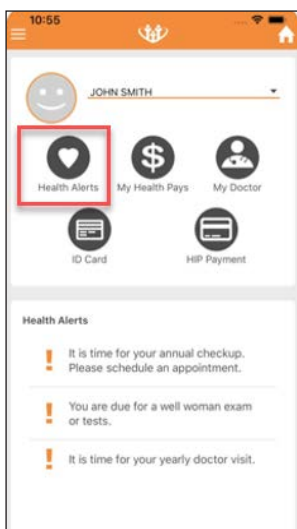
LOGIN SCREEN   HOMEPAGE

STEP 4: If you click on the "Health Alerts" button, you will either see a message letting you know you have no health alerts, or it will specify the health alert, such as, "It is time for your yearly doctor visit."

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STEP 5: If you click on the "My Health Pays®" button, you will see your card balance, status and the last four digits of your card number. You will also see how to earn additional rewards, like going to your Adult Well Visit.

STEP 6: The second "My Health Pays®" screen also shows your card's recent activity, like what you purchased and for how much.
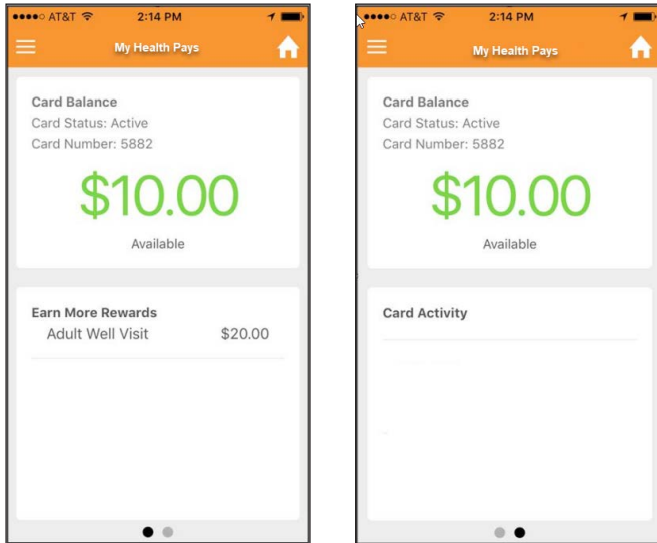

STEP 7: If you click on the "My Doctor" button, you see your doctor's name, address and telephone number. You can call your doctor right from the app or save the doctor's phone number to your phone.

STEP 8: You can also call the MHS Nurse Advice Line directly from this page on the app.
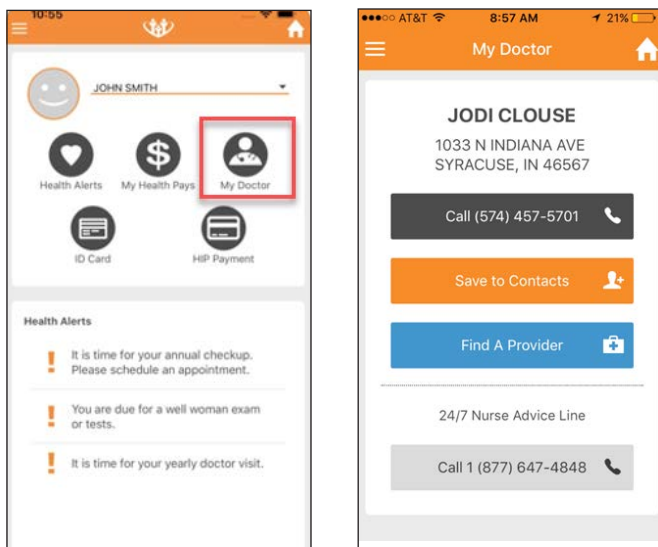
STEP 9: If you click on the "ID Card" button, you can pull up your ID card information to present to your doctor or when you are receiving medical services.

STEP 10: The "ID Card" button also has information on numbers to call if you have a vision or dental claim, along with a phone number if you need a prior authorization.
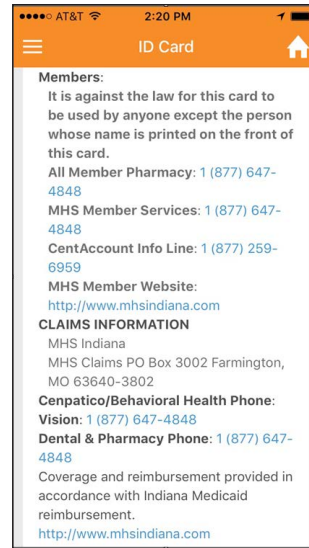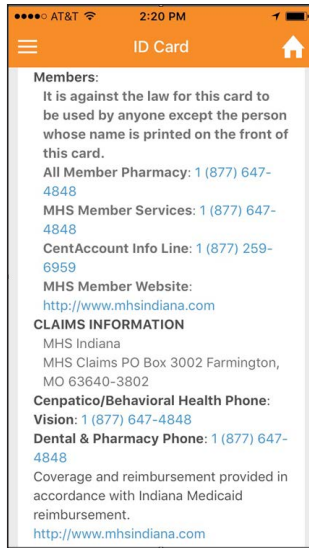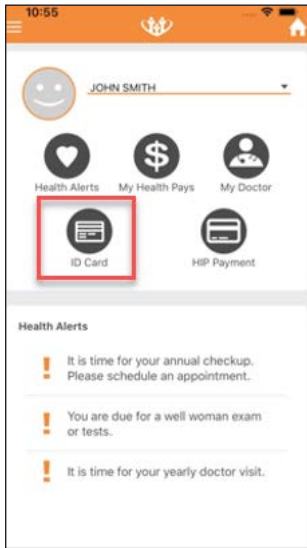

STEP 11: Click "HIP Payment" if you are an eligible HIP member and would like to use a debit or credit card to make a payment. You can also see your payment history.


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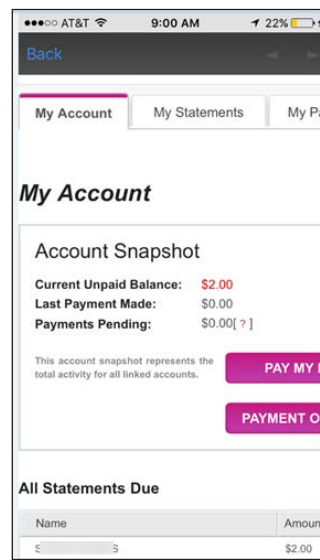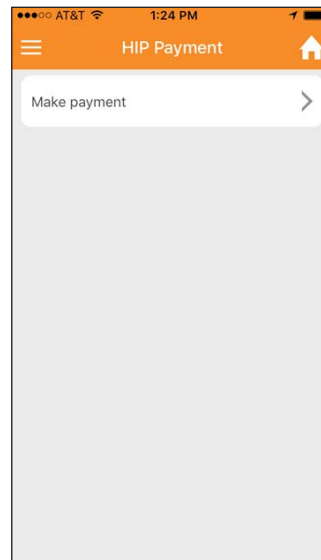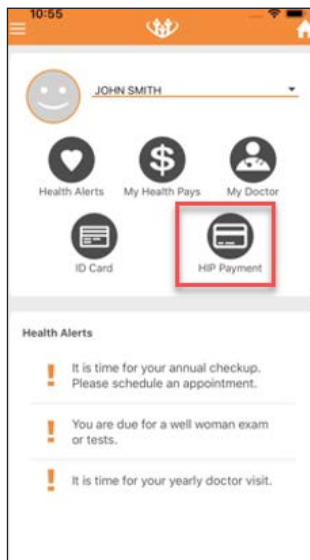
STEP 12: Clicking the "Menu" bar option at the top left of the app will offer you additional features: Find a Provider, My Health, Contact Us, Settings, Logout, Terms of Service and Privacy Policy.
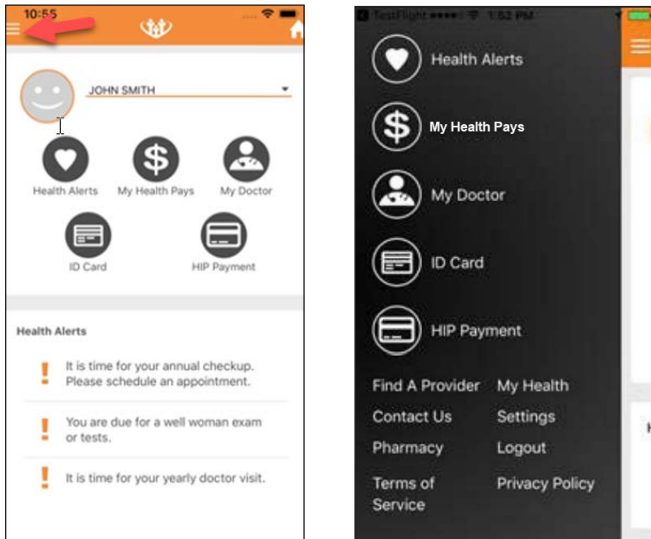

STEP 13: Click "Find a Provider" to search for a healthcare provider the same way you can on the MHS website. See the step-by-step guide at mhsindiana.com on the "Find a Provider" page.
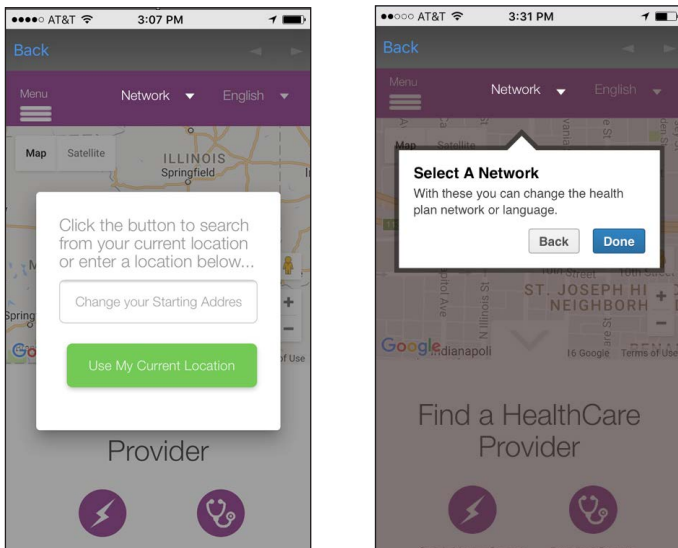
STEP 14: Click on "My Health" to view the Health Library. The Health Library search gives you access to more than 4,000 topics relating to health and medication. You can find answers to most questions, both big and small.
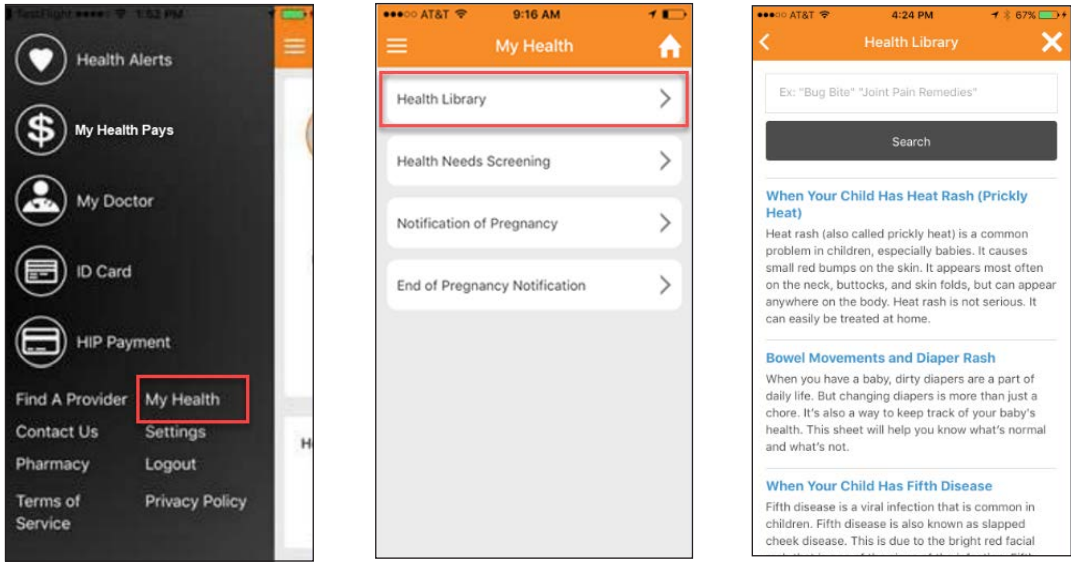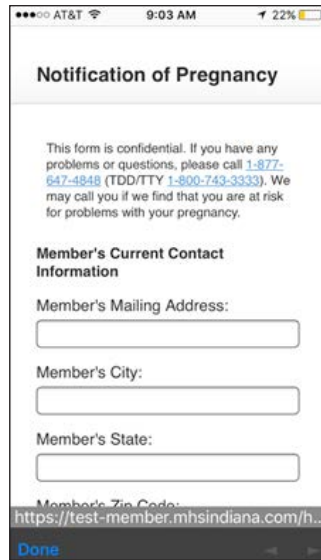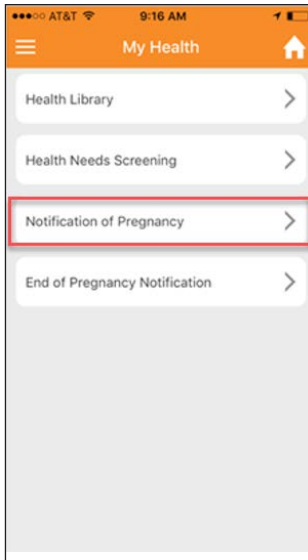

STEP 15: Click on "My Health" to complete the Health Needs Screening (HNS). The HNS is a questionnaire that asks you about your health history and if you have any healthcare conditions.
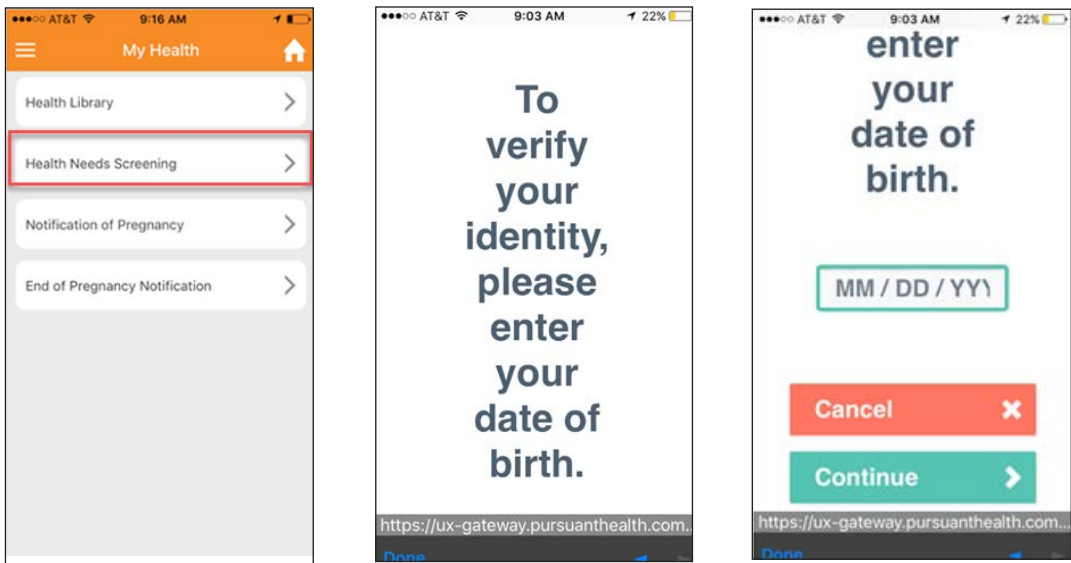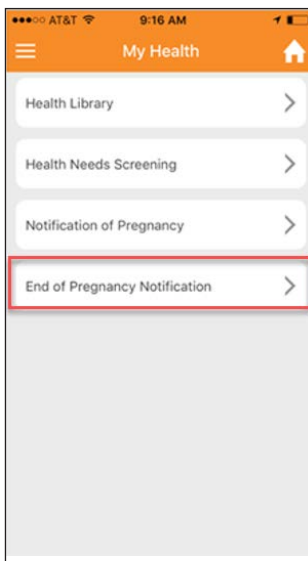
STEP 16: Click on "My Health" to complete the Notification of Pregnancy, which is the questionnaire that notifies MHS of your pregnancy.
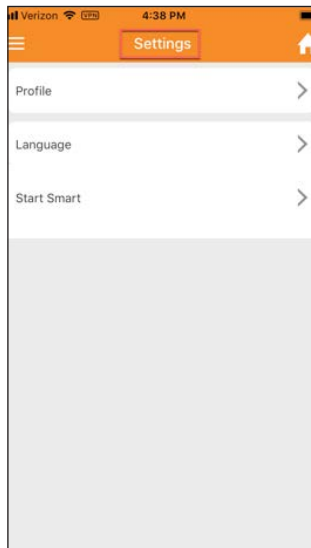

STEP 17: Click on "My Health" to complete the End of Pregnancy, which is the questionnaire that notifies MHS of the end of your pregnancy.
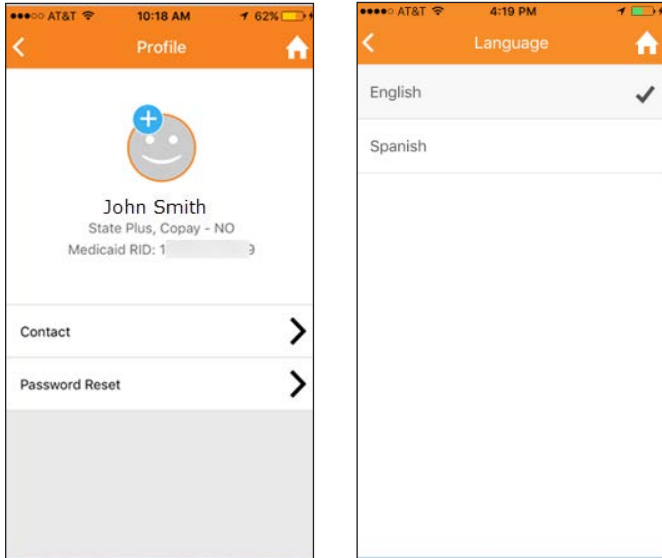
STEP 18: Click "Contact Us" to call MHS Member Services. You can visit the public website by clicking on www.mhsindiana.com.
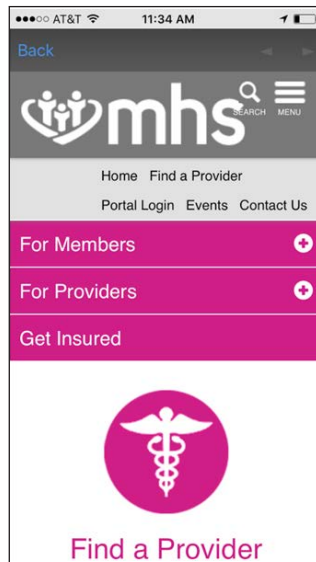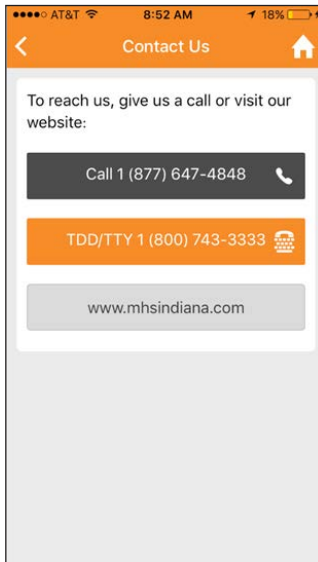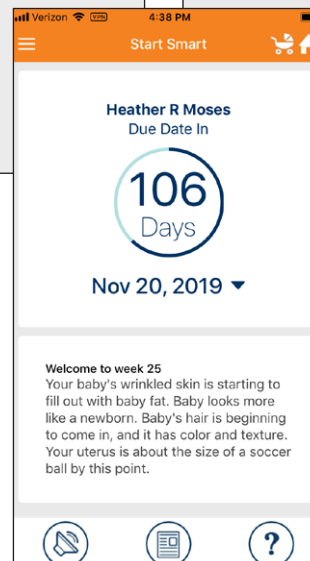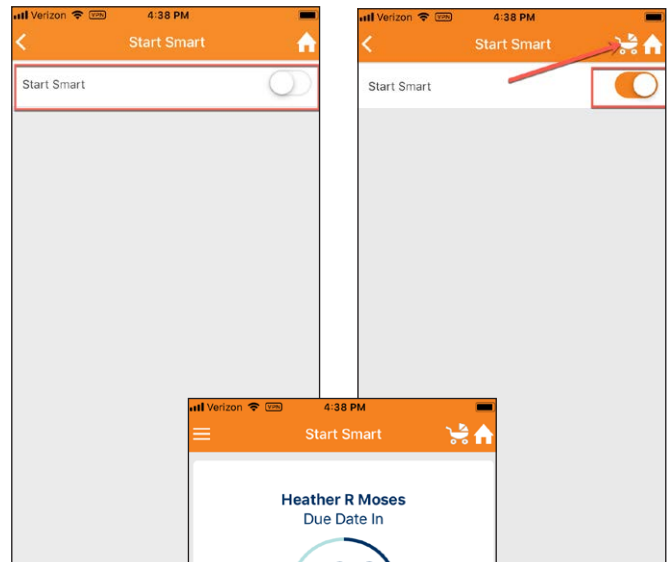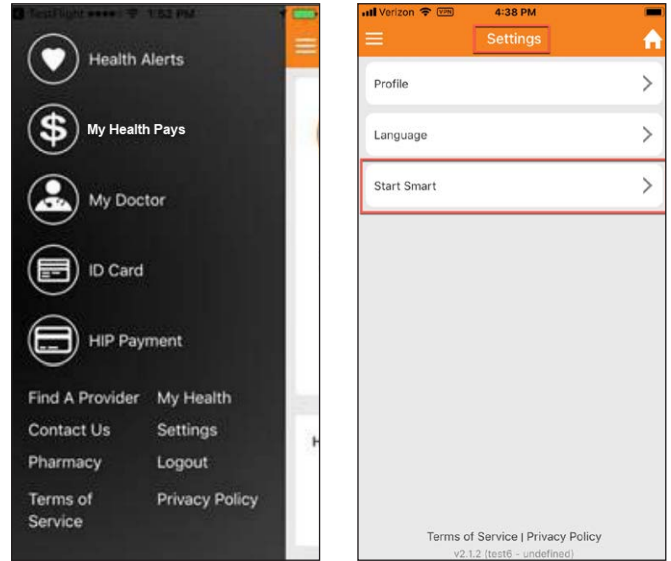

STEP 19: Click "Settings" to view your member profile or make a change to your language preference.

STEP 20: Click "Profile" to reset your password by choosing "Password Reset." You can also choose a different default language under the "Language" tab.

STEP 21: Click "Settings" to view the Start Smart screen. Once on the screen, use the toggle button to turn on the application.

STEP 22: Click "Pharmacy" to view most recent Claims, Find a Pharmacy, see Frequently Asked Questions (FAQs) and sign up for mail service and refills.