

Member Sign-up

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Overview

In order to create a user account and access member information, each member or dependent must successfully complete the following steps of the sign-up process:

- Review and agree to the website License Agreement
- Enter member information
- Create user account and password
- Select and answer user/password security questions
- Verify member and user information
- Complete sign-up

To begin the sign-up process, the member clicks on ***Proceed to our sign up process.***

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Login

Username

Password

SUBMIT

[Forgot your username or password?](#)

Need a username and password?
[Create a new account](#)

Log in to access a wide array of information:

- View your health plan benefits and summaries
- Print a temporary ID card
- Find a network healthcare provider
- View your healthcare claims and deductible/out of pocket balances
- Contact customer service via email

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License Agreement

The member must first review the License Agreement. To continue, click on **Agree**. If the member clicks **Disagree**, he/she will be returned to the login page.



Step 1 of 4

Please read the License Agreement. Click 'Agree' to continue or 'Disagree' to go back to the login page.

License Agreement

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Step 1: Verify Member

At the validation step, the member completes the displayed fields. The information entered is validated against the eligibility records in the database. After entering the appropriate information, the member clicks on **Next**. If the member clicks on **Cancel**, he/she will be returned to the login page. If the member clicks on **Previous**, he/she will be returned to the License Agreement.



Step 2 of 4

Please refer to your ID card to assist you in completing the steps on this screen. Enter your **Last Name**, **Date of Birth**, **Group Number** and **Member ID** exactly as it appears on your ID card.

If you do not have your Member ID number, you may use your Social Security Number without dashes. Click 'Next' at the bottom of the page when complete.

Are you a dependent?

*Last Name:

*Date of Birth:

Format mm/dd/yyyy

*Group Number:

*Member ID or Social Security Number:

Step 1: Verify Member – *continued*

If the member has already created a user account and attempts to create another, the information entered is also checked against the existing users in the database. If an existing user account is found, the “That account already exists” message is displayed.



Step 2 of 4

Please refer to your ID card to assist you in completing the steps on this screen. Enter your **Last Name**, **Date of Birth**, **Group Number** and **Member ID** exactly as it appears on your ID card.

If you do not have you Member ID number, you may use your Social Security Number without dashes. Click 'Next' at the bottom of the page when complete.

Are you a dependent?

*Last Name:

*Date of Birth:

Format mm/dd/yyyy

*Group Number:

*Member ID or Social Security Number:

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Step 1: Verify Member – *continued*

If information entered cannot be validated against an existing eligibility record, the “Eligibility not found” message is returned. After verifying or updating the information, click on **Next**. The member has two more opportunities to re-enter the correct information.

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Step 2 of 4

Please refer to your ID card to assist you in completing the steps on this screen. Enter your **Last Name, Date of Birth, Group Number** and **Member ID** exactly as it appears on your ID card.

If you do not have your Member ID number, you may use your Social Security Number without dashes. Click 'Next' at the bottom of the page when complete.

• Eligibility not found

Are you a dependent?

*Last Name:

*Date of Birth:

Format mm/dd/yyyy

*Group Number:

*Member ID or Social Security Number:

If the information still cannot be validated after three attempts, the member is given the option to fill in their information to be contacted.

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• Eligibility not found

Information
There was a problem signing you up.

Member ID:

First Name:

Last Name:

Group Number:

Date of Birth:

Format mm/dd/yyyy

Email Address:

Phone:

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Step 2: Create Login Information

After the member information is successfully validated, the member next types in the username and email address for his/her user account.

The username must have at least three characters and begin with a letter. It can contain letters, numbers, and any of these special characters: `_.-@`

The password must have at least eight characters up to 30 characters, and can contain letters, numbers, and any of these special characters: `_.!#$%&*~^\/?/+`. Password must contain one number, one letter, and one special character.

In case the member forgets his/her password for the user account, the member selects the three security questions and enters a unique answer to each question. These questions must be successfully answered in order to retrieve his/her password in the future.

To complete the sign-up process, click on **Next**. The member will then have the opportunity to confirm his/her personal information and user account. If the member clicks on **Cancel**, he/she will be returned to the login page. If the member clicks on **Previous**, he/she will be returned to the Validation step.

Step 3 of 4

- Enter a valid e-mail address
- Username must be at least 3 in length, beginning with a letter. Characters accepted are: alpha-numeric, . (dot), - (dash) and @
- Password must be at least 8 characters in length; and can use alpha numeric and the following special characters: -_!#\$%&*~^?/
- Select 3 security questions (for password reset or forgot password service)
- Click on "Continue" at the bottom of the page

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1
-- Select Question --

Security Question 2
-- Select Question --

Security Question 3
-- Select Question --

Step 2: Create Login Information – *continued*

The available security questions are:

In what city were you born? (Enter full name of city only)

What was the name of your first pet?

What is the name of the first company you worked for?

What is the first name of your oldest nephew?

What is the first name of your oldest niece?

In what city were you married?

What was the name of your first manager?

What is your father's middle name?

What is your mother's middle name?

Who is your favorite writer?

What is the first name of your closest childhood friend?

What is your favorite cartoon character?

Who is your all-time favorite musical artist or group?

In what city was your mother born? (Enter full name of city only)

In what city was your father born? (Enter full name of city only)

What was your school mascot?

What is your oldest sibling's middle name?

What street did you live on in third grade?

What is your oldest child's middle name?
What is the name of a college you applied to but didn't attend?

Step 3: Registration Complete

When the username and password are created, confirmation that registration was completed is displayed. Before the member can continue, he/she reviews the information displayed. If correct, the member clicks on **Finish**.



Step 4 of 4
Registration Complete

Your registration is complete. Please confirm the information below is correct and press the "Finish" button to finalize the process

Member Information

Your Name	Address

Account Information

Username	Email Address
test.ata	test@test.com

Cancel PREVIOUS FINISH

The member receives an email confirming the account creation, is directed to the home page, and given access to the appropriate services and content.