



Member Portal QuickStart Guide

The Health Plan's member portal is convenient and easy to use.

- Search for an EOB
- View current enrollment status, coverage type, and coverage start date
- Access deductible amounts and copays

HOW DO I GET ACCESS TO THIS PORTAL?

Select [Member Sign In](#) from **healthplan.org** or log on to **myplan.healthplan.org**

- **First-time users:** Click 'Register'

MyPlan Register Log In

The Health Plan

Home > Member Registration

Member Registration

We need to ask you a few questions to verify your identity. Your Member HID can be found on your ID card or you can enter your social security number instead.

Member HID: H -

- OR -

SSN:

First Name:

Last Name:

Email:

Confirm Email:

Date of Birth: MM/dd/yyyy

Zip Code:

User ID:

Password:

Confirm password:

- × At least one lowercase letter
- × At least one uppercase letter
- × At least one number
- × At least one special character
- × Be at least 8 characters
- × Passwords must match

MyPlan Register Log In

The Health Plan

Home

Access your account

Secure Log In

User ID:

Password:

[First-time users](#)

[Register](#)

- Enter your member HID or social security number (SSN) to verify your identity
- Follow the instructions onscreen on how to create your password
- Once all password rules turn green, click 'Register'

- ✓ At least one lowercase letter
- ✓ At least one uppercase letter
- × At least one number
- ✓ At least one special character
- × Be at least 8 characters
- × Passwords must match

NOW WHAT?

- You will receive a 'Thank You' screen with instructions on verifying your email
- Check your email for a noreply@healthplan.org message and follow directions on how to verify your email

CONGRATULATIONS!

- You can login and view your claims, coverage and benefit information

NEED HELP?

- After clicking 'Need Help,' click on one of the links for the help you need

FORGET YOUR USER ID or PASSWORD?

- It happens to the best of us. Click on 'Forgot User ID,' or 'Forgot Password,' follow prompts and enter your email address to recover

WHAT CAN I SEE?

- You can view your claims, benefit information, plan coverage, explanation of benefits (EOB) and CoreWellness. CoreWellness is our online wellness program where you can take a health risk assessment and participate in Journeys to better your health

The screenshot shows the Member Portal interface for 'The HealthPlan'. The user is logged in as 'JANE DOE' with the address '123 MAIN ST, ANYTOWN, USA'. The page displays various sections:

- Search EOBs:** A search bar in the left sidebar for finding Explanation of Benefits documents.
- Medical Plan Information:** A card showing enrollment status, group number (01000000), coverage type (FAMILY), start date (09/13/2010), and PCP (PRIMARY CARE PHYSICIAN).
- Plan Information:** A card with links to view deductibles and copays.
- Who else is Covered?:** A list of family members including CHILD 1, CHILD 2, CHILD 3, and SPOUSE, each with their date of birth (01/01/1967).
- Resources:** Links to 'Find a provider' and 'Download ID card'.
- corewellness:** A section for logging in to the wellness program to take health risk assessments.
- Vision Plan:** A card showing enrollment status and coverage details for vision or dental.

Callouts with arrows point to these features:

- Search EOBs:** Points to the search bar in the left sidebar.
- View enrollment status, coverage, start date and PCP information:** Points to the Medical Plan information card.
- Find a provider OR download an ID card:** Points to the Resources section.
- View other coverage information, such as vision or dental:** Points to the Vision Plan card.
- Access deductible amounts and copays:** Points to the Plan Information card.
- Access health risk assessments and begin journey to better health:** Points to the corewellness section.
- Click on family members covered under the plan:** Points to the 'Who else is Covered?' list.