Connected Consumer Health™

MEMBER PORTAL USER GUIDE

Version 4.00 | November 18, 2021

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Overview

Welcome to the Member Portal.

This guide will assist with navigating and discovering all the features designed to help easily and securely manage your healthcare experience. This includes finding, obtaining and paying for care, as well as an Explanation of Benefits (EOB) for services already provided.

From within the Member Portal, you may manage your *Profile & Settings*, link to and manage your profile with 3rd Party applications, or even request a record of past services provided by your current and past plan providers spanning the last five years (**NOTE:** *The historical records request feature is anticipated to be available approximately January 01, 2022*).

Not all features described in this User Guide may be available within the Member Portal. Certain screens and/or functionality may have been removed or restricted based on individual plan provider requirements. Contact your plan provider for more information.

NOTE: *The screenshots, including names of companies or individuals presented within, are purely fictious to comply with HIPAA regulations and protect the privacy of all currently enrolled members. User functionality will remain the same, however some appearances may vary slightly based on whether browsing from a desktop or mobile device.*

1 Creating An Account

To access the Member Portal, an authenticated account is required. An email should have been sent by your plan provider with an enrollment code and this code is required to begin the account creation process.

If you have not received an enrollment code, contact your plan provider for more information.

1.1 Change Healthcare Call Center Assistance

Member enrollment questions should be directed to your plan provider. The exception to this is if you are unable to receive text messages. Please call the Change Healthcare (CHC) Support Call Center directly at (866) 371-9066 to complete the one-time passcode (OTP) authentication process (3-way calling is not supported).

Member delegates MUST have a cell phone to receive and complete the OTP authentication process.
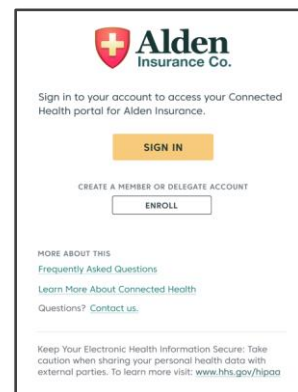
1.2 Member Enrollment

1.2.1 PC

The PC enrollment process requires approximately 10-15 minutes, depending on internet speeds and your comfort level with technology.

Navigate to the URL supplied by your plan provider to access the enrollment screen. Any iOS, Android, Chrome, Firefox, Safari, Internet Explorer or Edge browser is supported.

To begin the enrollment process, click *Enroll.*

1.2.2 MOBILE

The enrollment process via mobile device is very similar to that on a PC, the only minor difference is the sign-in and invitation code screens have been combined.

> **NOTE:** *To enroll in the Member Portal, a valid email address and invitation code is* ***REQUIRED****. Each member account MUST have a unique email address for enrollment. For example, should a parent wish to enroll themselves and a child, two unique email addresses are required.*

Welcome to Connected Health

Please enter your invitation code. You should have received this by email or mail.

INVITATION CODE

NEXT

Are you already enrolled?

SIGN IN WITH CHANGE HEALTHCARE

Need help? Contact us.
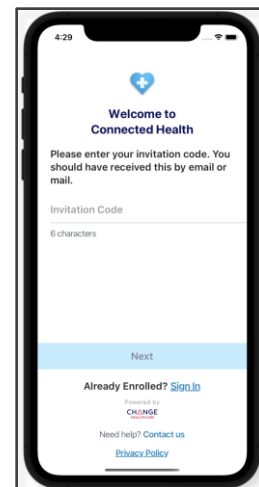
Enter the invitation code provided in the enrollment notification.

Click *Next*.

Confirm your personal identification. By default, you must provide the last 4 digits of your SSN, your birthday and your zip code to verify your identity. However, some plan providers may have elected to use a "Secret Question & Answer" option.

Click *Next*.

Let's confirm your personal information

In order to protect your personal information we need to ask you a few security questions.

LAST 4 DIGITS OF SOCIAL SECURITY NUMBER

YOUR BIRTHDAY

m m / d d / y y y y

YOUR ZIP CODE

NEXT

Need help? Contact us.

Once your account has been located, select an SMS enabled phone number to receive a one-time passcode (OTP) via text message.

NOTE: *Text message is the only available method of communicating a passcode at this time. A passcode cannot be emailed or delivered via automated phone call. If none of the phone numbers listed for your account are able to receive a text message, contact Change Healthcare support to continue the process.*

Click *Send Code*.

Within 1-2 minutes you should receive the code via text message. Enter it in the *Phone Verification Code* box.

Click *Next*.

Hi, we found your account

To confirm your identity, we'll send a unique code to your mobile number. This code expires in 10 minutes. ⓘ

○ (***) ***-1234
○ (***) ***-5121
○ (***) ***-8543

SEND CODE

Phone Verification Code
123456 ✓

Expires in 10 minutes

NEXT

Questions? Contact us.

Hi Jane, we've confirmed your identity

To sign you in securely, we need to confirm your email. This will also be your username for signing into Connected Health. Select one of these emails and we'll send unique code:

● ja*****@g****.com

○ gr********@c********.net

○ Enter a new email

SEND CODE

Email Verification Code
_ _ _ _ _ _

Expires in 60 minutes

NEXT

Questions? Contact us.

The next screen to appear will list all emails associated with your account. Select the email you wish to use as your username and click *Send Code*. If you wish to use an email that is not listed, enter that email address in the *Enter New Email* field. Please ensure you remember the email selected as your username.

Alden
Insurance Co.

Please verify your email address

You're almost there! We just need to verify the email you've used to set up your Alden Insurance account.

Enter the code below to verify your email address.

Your Verification Code is
VC56789

This code expires in 60 minutes.

Powered by CHANGE HEALTHCARE

Please do not reply to this email

A second (new) code will be sent via email to the email address you have selected as the username for your account.

Enter that code in the *Email Verification Code* field.

Click *Next*.

Email confirmed, let's create a password

Create a unique password that will be used for signing into Connected Health. Minimum 8 characters, both upper and lower case letters, at least one number, and one special character.

New password
··············· ✓

Confirm new password
··············· ✓

SAVE PASSWORD

Questions? Contact us.

Upon successfully verifying your email address, the password creation screen will load.

Enter a password that meets the security requirements in the *New Password* field.

Enter the new password a second time in the *Confirm New Password* field.

Click *Save Password*.
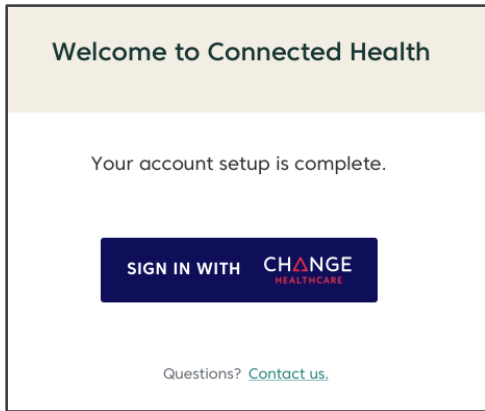
When account set up is complete, you will be prompted to login.

1.3 Delegate Enrollment

 NOTE: *To enable delegate enrollment, all required delegate information MUST be on file with your plan provider. Required information includes name, address, an SMS enabled phone number and an email address. Please contact your plan provider to ensure they have all the necessary information on file before a delegate attempts to create an account.*

The enrollment process requires approximately 10-15 minutes, depending on internet speeds and your comfort level with technology.

Navigate to the URL supplied by your member's plan provider to access the enrollment screen. Any iOS, Android, Chrome, Firefox, Safari, Internet Explorer or Edge browser is supported.

To begin the two factor authentication (2FA) enrollment process, click *Enroll*.
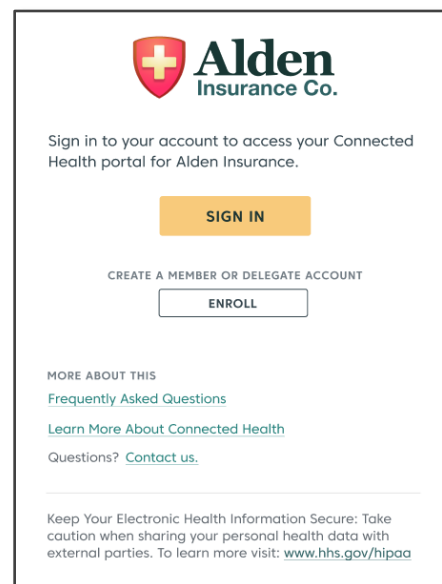
> *To enroll in the Member Portal as a delegate, a valid email address and delegate invitation code is **REQUIRED**. Each delegate account MUST have a unique email address for each member for which they will be a delegate.*
>
> **NOTE:**
> ***Example 1:***
> *If an adult child wishes to enroll themselves as a delegate for elderly parents, two unique email addresses are required (one for mother's account/one for father's account).*
> ***Example 2:***
> *If two adult children wish to enroll themselves as delegates for an elderly parent, two unique email addresses are required (one for the first delegate account/one for the second delegate account).*

Enter the delegate invitation code provided in the enrollment email.

Click *Next.*

> **NOTE:**
> *A member must still create their own account with a unique email address if they wish to access the Member Portal. Creating a delegate account does not automatically create a member account. Refer to the* Member Enrollment *section for member enrollment requirements and processes.*

Confirm your member's (delegator's) personal identification. By default, you must provide the last 4 digits of the member's SSN, birthday and zip code to verify their identity. However, some plan providers may have elected to use a custom question and answer option.

Click *Next.*

Once the associated member account has been located, select an SMS enabled phone number to receive a one-time passcode (OTP) via text message.

NOTE: *Text message is the only available method of communicating a passcode at this time. A passcode cannot be emailed or delivered via automated phone call. If none of the phone numbers listed are able to receive a text message, contact Change Healthcare support to continue the process.*
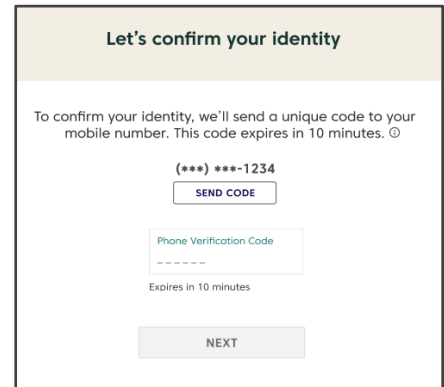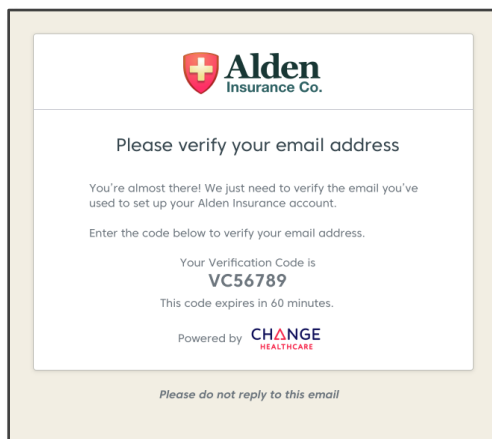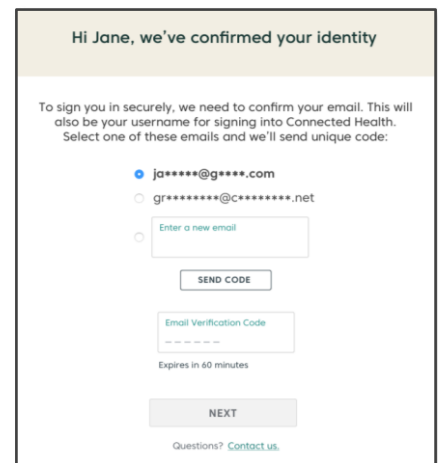
Click *Send Code*.

Within 1-2 minutes you should receive the code via text message. Enter it in the *Phone Verification Code* box.

Click *Next*.

The next screen to appear will list all emails associated with this account. Select an email use as a username and click *Send Code.* To use an email that is not listed, enter that email address in the *Enter New Email* field. Please ensure you remember the email selected as your username.

A second (new) code will be sent via email to the email address you have selected as the username for your account.

Enter that code in the *Email Verification Code* field.

Click *Next*.

Email confirmed, let's create a password

Create a unique password that will be used for signing into Connected Health. Minimum 8 characters, both upper and lower case letters, at least one number, and one special character.

New password
● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ✓

Confirm new password
● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ✓

SAVE PASSWORD

Questions? Contact us.

Upon successfully verifying your email address, the password creation screen will load.

Enter a password that meets the security requirements in the *New Password* field.

Enter the new password a second time in the *Confirm New Password* field.

Click *Save Password*.

When account set up is complete, you will be prompted to login.

Welcome to Connected Health

Your account setup is complete.

SIGN IN WITH   CHANGE
HEALTHCARE

Questions? Contact us.

2 Benefits Summary

2.1   Overview

The *Benefits Summary* page is the main area of the Member Portal. This page will automatically load first on every successful login.

There are three sections within *Benefits Summary*:

- *Showing all EOBS* – This section lists all *Service Dates* and *Balances* related to claims submitted since January 2016 or date of plan enrollment, whichever is most recent.

- *Explanation of Benefits* – Provides *Service Details* for each claim line item.

- Main Menu – The main navigation tool within the Member Portal.

2.2   Login

To access the Member Portal and the *Benefits Summary* page, click *Sign In with Change Healthcare*.

Enter your username and password when prompted.

Click *Sign In.*

Upon logging in for the first time, you will be presented with a Privacy Policy and data security disclosure. Check the acceptance box.

If you wish to print a copy for your records, click *Print* 🖨 .

Click *Next.*

This will load the *Benefits Summary* page.

2.3   Showing All EOBs

Each claim submitted for your account will be loaded in the *Showing All* EOBs column. Every claim submitted since January 2016, or date of plan enrollment, whichever is more recent, will be displayed along with the *Service Dates*, *Practitioner* and any *Balance*.

2.4   Explanation of Benefits

The *Explanation of Benefits* section is NOT a bill. It is intended purely for information purposes. If you have questions or concerns regarding a specific claim, contact your service or plan provider.

> **NOTE:** *At this time, payments for services may not be processed via the Member Portal. If you wish to make a payment for a claim listed, contact your plan provider.*

> **NOTE:** *At this time there are no search or filter capabilities for EOBs. They may also load in random chronological order. Search filters and enhanced sorting are planned for future releases.*

2.4.1 FACILITY

This is the facility or location at which the services were rendered. Depending upon how the claim was processed and submitted to CHC this information may or may not be present.

2.4.2 PRACTITIONER

Depending upon how the claim was processed and submitted to CHC, the *Practitioner* listed may be your actual doctor or it may display the facility or practice name at which the service(s) took place.

2.4.3 SERVICE DETAILS

Service Details provides a line item description of services performed along with a *Total Price, Insurance Paid* amount and *Balance* owed for each line item. A *Total* of all items listed is displayed at the bottom of the section.

▼ Service Details			
Description	Total Price	Insurance Paid	Your Balance
Removal of single thickened skin growth (11055) February 14, 2019	$500.00	-$400.00	$100.00

2.4.3.1 Description

An explanation of services provided, date of service and/or the associated treatment code as submitted to your plan provider.

2.4.3.2 Total Price

The total cost of the service line item as submitted to your plan provider.

2.4.3.3 Insurance Paid

The amount your plan provider has determined as payable per your plan type.

2.4.3.4 Your Balance

The remaining monies owed after your plan provider paid amount is subtracted.

2.4.3.5 Questions?

The *Questions?* section provides contact information for the practitioner/service provider and/or billing party.

2.5 Sign Out

To exit the Member Portal, click *Sign Out* located in the lower left corner of the page.

←| Sign Out

# 3 Profile & Settings

3.1   Overview

The *Profile & Settings* page is comprised of two sections. Each section may be accessed via secondary navigation links to the right of the main navigation menu.
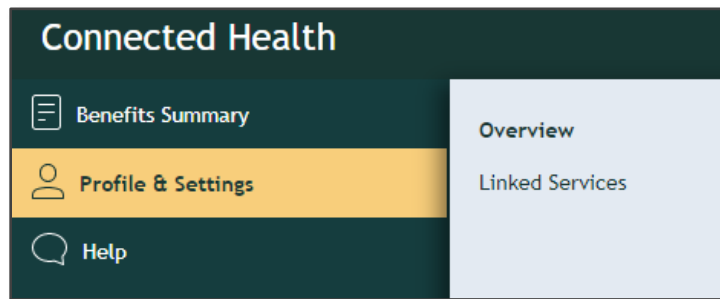
The *Overview* page displays your contact information as supplied to us by your plan provider. Information presented includes your name, birth date, gender and contact information. If any information is incorrect or has changed, please contact your plan provider or CHC Member Support.

3.2   Linked Services

Linked Services displays your current plan providers and enrollment dates, as well as any 3rd party applications linked to your account.
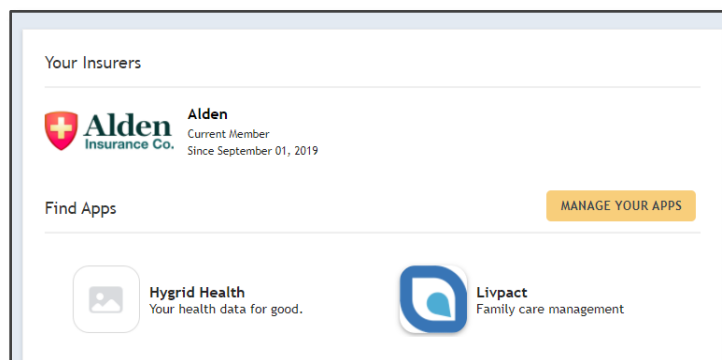
Linking a 3rd party application with your Member Portal allows data to be shared between applications, enabling you to view Member Portal information within an application with which you might be more comfortable or familiar.

Example:

You have downloaded and regularly use an application to schedule physician visits and pay for services. By linking that application to your Member Portal, you would be able to view a detailed breakdown of the costs associated with each visit by

*navigating to the EOB section of the Member Portal **while still logged in to your scheduling application**. You would also have access to records of all previous physician, pharmacy or other services for which you have submitted a claim to your current plan provider. All by logging in to just one application.*

3.2.1 MANAGE YOUR APPS

3.2.1.1 Disconnecting an Application

Managing applications with which we share information is done via the *Manage Your Apps* page. Click on *Manage Your Apps* to load a pop-up window displaying all of the applications currently authorized by you to receive Member Portal data.

To disconnect data sharing with a listed application, click *Disconnect*.
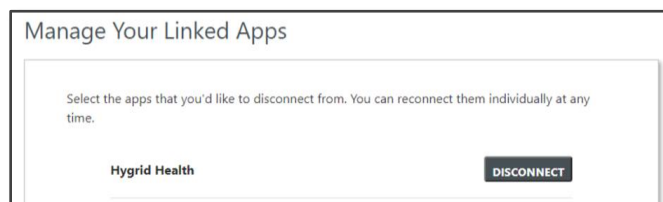
NOTE: 3ʳᵈ party applications are NEVER automatically linked to an account (Refer to Connecting an Application *for the required steps and process details). If no applications have been authorized, no applications will be listed within the* Manage Your Linked Apps *pop-up.*

3.2.1.2 Connecting an Application

To connect, or re-connect with an application, click on the application's icon on the main *Linked Services* page.

A pop-up window will be displayed with information about that application and the data that may be requested/shared.

Click *Connect With This App*.
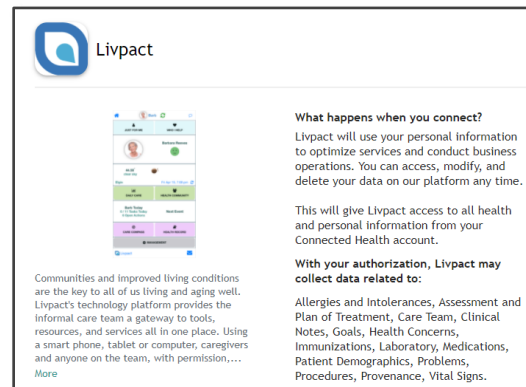
Once you have authorized us to share information with another application, you will need to log in to the other app and consent to a data sharing. After completing the data sharing consent process, Member Portal information should be viewable via the 3ʳᵈ party application within 24 hours.

3.2.1.3 Requesting an Application

If you have a favorite application with which you would like to share Member Portal data, click *Submit a request* at the bottom of the *Linked Services* page.

A new tab will open in your browser and load the *App Registry Request* page.

Complete the form provided and click *Submit*. You will receive confirmation of your submission request and then you may manually close the new tab that had been opened.

Click *Cancel* to exit the form. You must then manually close the new tab that had been opened.

4 Help

4.1   Insurance/Billing/Benefits

For general questions related to insurance coverage, provider networks, billing and/or medical services, please call your plan provider's support team for assistance.

Contact information for your plan provider is listed within the *Help > Insurance, Billing & Benefits* section of the Member Portal.

4.2   Technical Support

In the event you enter your password incorrectly three times while attempting to log in, you will be locked out. Please call your plan provider's support team for assistance.

If you enter your invitation code incorrectly three times during the enrollment process, you will be locked out. Please call your plan provider's support team for assistance.

For other technical support questions regarding the website, application or linked services, contact the Change Healthcare Support Call Center at (833) 353-6891.

Questions may also be submitted via email to ConnectedHealthSupport@changehealthcare.com

> **NOTE:** *If you have received an error while using the Member Portal, please include the error code displayed on the error notification page.*