

# Member Portal Tutorial

## How to Register and Provide Feedback

Using a collaborative approach, we've gathered, listened and incorporated constant customer feedback along the way to deliver an online portal that's centered around **you**.



## Network Health Member Portal Built for *You*

### Step 1 / Register at [login.networkhealth.com](http://login.networkhealth.com)

- Click **Create an Account** under the orange **Log In** button to create your account. Have your Network Health ID card handy, because you will need your ID number.

A screenshot of the 'My Login' page on the Network Health member portal. The page has a white background with a light blue header. The 'network health' logo is in the top right. Below the header, there's a section for logging in with email and password. There are two input fields: 'Email' and 'Password'. To the right of these fields is a 'Need Help?' section with instructions to call 800-769-3186. Below the input fields are a blue 'Log In' button and a checkbox for 'Remember Me?'. At the bottom, there are links for 'Create an Account', 'Forgot Email', and 'Forgot Password'. A 'Contrast' button is also visible on the right side.

### Step 2 / Access confirmation email

- Click **Activate My Account** in your confirmation email. **Make sure to do this within eight hours or your activation link will expire.** If this happens, you will need to call us at 800-769-3186 to send you a new activation email.

A screenshot of an email confirmation message. The email is from 'Okta <noreply@okta.com>' with the subject 'Activate Your Network Health Account'. It is addressed to 'Phalange, Regina'. The body of the email contains a warning: '\*\*\* Attention: This email is from an external source. Use caution responding, opening attachments or clicking on links. \*\*\*'. Below this, it says 'Hi Regina,' and 'Thanks for setting up your Network Health account. Your account is the gateway to secure information about your Network Health plan. In it, you'll find links that are unique to you. You'll also find tools, tips and important information to help you enhance your life, health and wellness. You can send us secure messages, too.' There is a blue button labeled 'Activate My Account'. Below the button, it says 'This link expires in 8 hours.' and 'To keep things simple, your email address [rphalange@digitalprinter.com](mailto:rphalange@digitalprinter.com) is your username. You can access your account at [login.networkhealth.com](http://login.networkhealth.com).' The email ends with 'Thank you for being a Network Health member.' and 'If you experience difficulties accessing your account, call the number on the back of your Network Health ID card (or 800-769-3186) to reach our local customer service team.'

## Step 3 / Set up your password and security question. Log in with your email address and password.

- Start exploring the portal

My Registration network health

Enter the required information in the fields below to finish set up of your account.

\* Required

**\* Password**

Password

Need Help?  
Call the number on the back of your Network Health ID card (or 800-769-3186) to reach our local customer service team.

Password must contain:

- ✗ 10-40 characters
- ✗ at least one lower case letter
- ✗ at least one upper case letter
- ✗ at least one number
- ✗ at least one special character

Password cannot contain:

- ✓ first, last or user name

**\* Confirm Password**

Confirm Password

**\* Question**

**\* Answer**

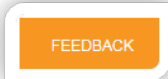
Answer

**Register**

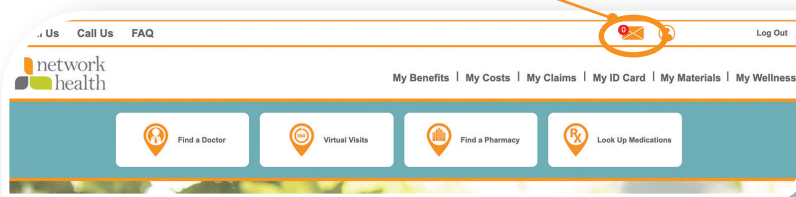
[Return to My Login](#)

## Step 4 / Provide feedback

- Click **My Benefits**, **My Costs** or **My Claims**
- Once on the next page, an orange **Feedback** button will appear on the bottom of the screen
- Do not submit personal health information (for personal questions, use secure messaging found in the upper right corner—look for the envelope).



– Click it to write and submit your feedback about the new portal



## MEMBER PORTAL FEATURES

One easy place to log in and access all your information at [login.networkhealth.com](http://login.networkhealth.com)

Mobile responsive on any device

Quick registration with your email address

Personalized dashboard specific to you and your plan

Ability to update email address and set communication preferences (mail vs. email preferences overall and for EOBs)

View claims status

Access to EOBs

View benefits overview

View year-to-date costs

Export claims functionality

View authorizations status

View mobile ID card and reorder ID card

View plan materials

View and update your personal doctor

Secure messaging with customer service

Contact information for our local customer service team

FAQ

Ability to submit portal feedback

