Healthcare Highways Health Plan

Member Portal Quick Start Guide

Welcome to Healthcare Highways! We're honored to be your healthcare partner. We want to help you access your member portal so that you have quick, easy access to your benefits, claims, sample ID cards and much more. This guide will help you to:

1. **Create your personal member account**

2. **Log-in**

3. **Access your personal claim and eligibility information**

Let's begin!

Each member and adult dependent will need to set up independent accounts.

STEP 1
Launch your internet browser of choice and type **www.hchhealthplan.com** into the address bar.

STEP 2
Scroll down the home page to easily reach the **portal login** section.

Challenging healthcare to do better.

Hi. We're so glad that you're here!

THE GOOD HEALTH AND WELLBEING OF YOU AND YOUR COVERED FAMILY MEMBERS IS THE FOCUS OF EVERYTHING WE DO.

If you're new to health insurance and want some general information, start with answers to **Frequently Asked Questions** or your **Member Portal** where you can find your claims history, view member ID cards, and more.
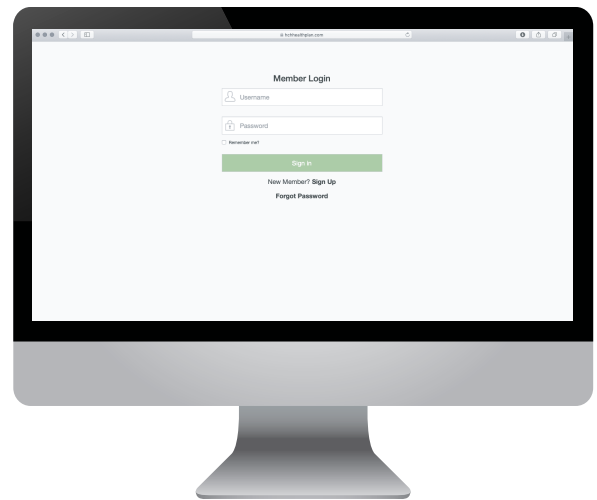
FAQs

STEP 3

You'll be asked to access your Member Portal by group number. Click the "login" button that references group numbers that start with "HH" or "HCH". You can find your group number located on your ID card.
Click the login button to begin.
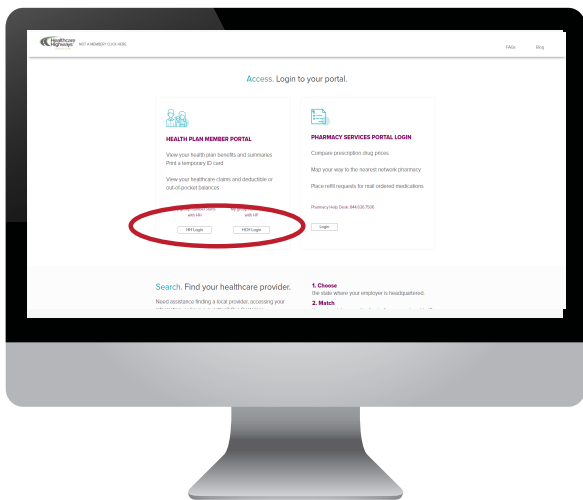
STEP 4

You'll arrive at our Member Login page. You may want to bookmark this page to make login in faster, next time.


STEP 5

If you're a new member, you'll need to create an account before you can sign in. Click the "New Member? Sign up" link.

You'll need:
• Your SSN
• Your name as it appears on your insurance card
• Member ID number *(It's on your insurance card, too.)*

1. Enter your information in the pop-up. We'll send you an email from **customercare@healthcarehighways.com** *(Be sure to check your spam folder if you don't see it after two minutes.)*

2. Click the verification link in the email.
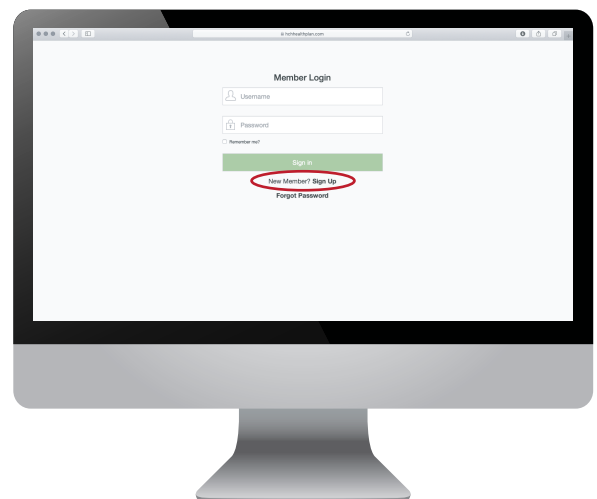
Congratulations!

You now have a user account. You'll be able to use it to check your benefits, view claims, print sample ID cards, edit your account information, search for providers, and manage your prescriptions from this screen.

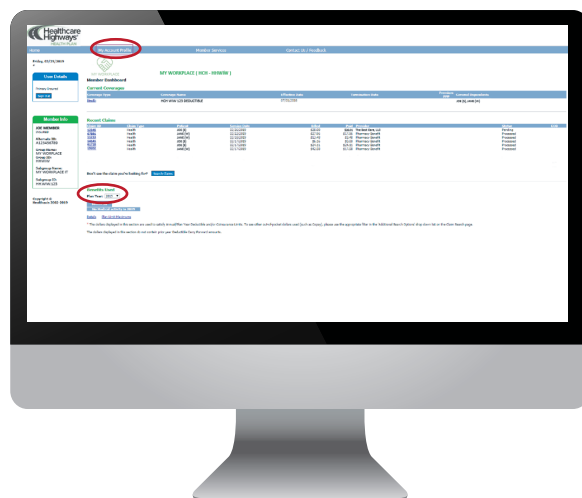# Giving Claims Visibility and Access to Dependents

What to do after login.

After Login
Click here to begin:

You'll arrive at your dashboard (Primary Member View). Please select the year of your group's effective date to view all claim and payment history, not your enrollment year.

This box will likely be unchecked. Make sure to click the box to give visibility to the dependent listed next to it, and click save. Please note: To ensure all claim activity is available, please select the year of your group's effective date under the "Plan Year" drop down.

It will look like this:
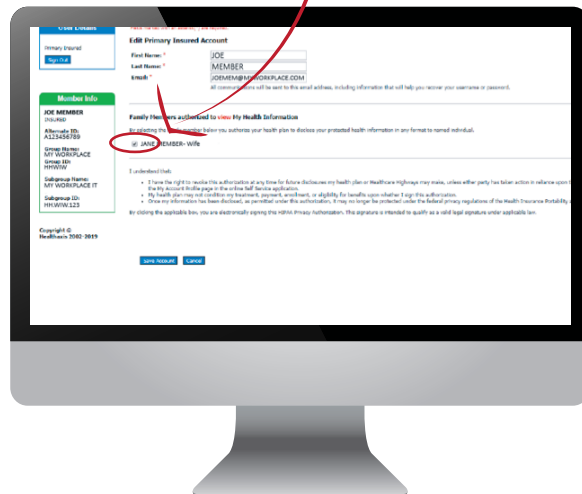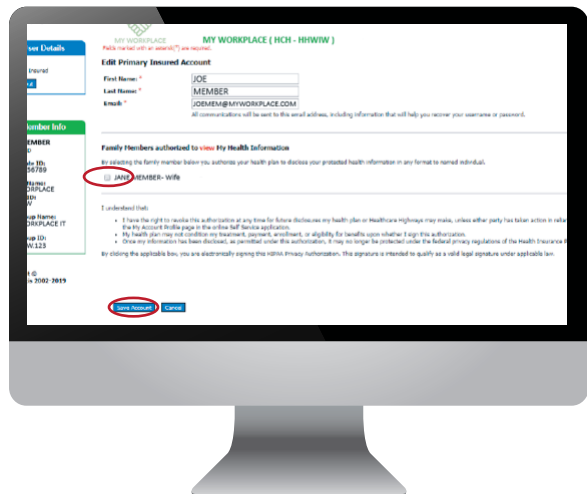
Giving Claims Visibility and Access to Dependents
Continued...

YOUR DEPENDENT(S) WILL ALSO NEED TO CREATE AN ACCOUNT AND CHECK A SIMILAR BOX.
Their view will look like this:

The box next to the primary benefit holder should be checked. If not, please check this box and click save.

If you have additional questions, please **contact our HCH Customer Experience Team at 888.869.5640.**

Additional instructions for accessing all of your information and further setting up your account can be found in your Member Guidebook.

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