

## Home Page

After registration is confirmed, members can log into the portal. From the Home page, members have fast, easy access to information about their personal medical information and health plan.

The screenshot shows the Health First Health Plans Home Page. At the top, there is a navigation bar with the following items: **My Family**, **Benefits**, **Find a Doctor**, **Wellness**, **Claims**, **Authorizations**, and **Forms & Resources**. To the right of the navigation bar are links for **Contact**, **Message Center** (with a notification icon), and **Logged In:**. Below the navigation bar is a yellow banner with a warning icon and the text: "Don't forget to get your flu shot! Flu season is right around the corner." The main content area features a large image of a smiling woman with the text: "Thank you for choosing Health First Health Plans – We're here to help you get the most out of your healthcare – in a way that works best for you." To the right of this image is a section for **Member** information, including fields for **Member ID**, **Plan Name**, and **Group #/Group Name**, with a **My ID Cards >>** button. Below the main image is a **Quick access** section with links for **View My Benefits >>**, **Pay My Premium >>**, **My Medical Claims >>**, **My Pharmacy Claims >>**, and **Forms & Documents >>**. To the right of this is a **CaféWell®** section with the text "Refresh your Wellness Plan" and a **Go >>** button. Further right is a **Find a Doctor** section with a **Provider Name \*** field containing a search icon and the text "Enter doctor name", a **Zip Code** field with an **Optional** label, and a **Search >>** button. Callout boxes with red arrows point to various elements: "Top menu navigation" points to the navigation bar; "Select Provider Directory from the Find a Doctor menu" points to the "Find a Doctor" link; "Quick access to frequently used pages" points to the "Quick access" section; "Open Message Center" points to the "Message Center" link; "Search through your history of claims" points to the "Claims" link; "Member and plan information, including quick access to ID Cards" points to the "My ID Cards >>" button; "Enter a provider's name and click Search" points to the "Find a Doctor" search field.

## Top Menu Navigation

Throughout the portal, the top menu navigation is constant. To browse more pages within the portal, select a menu and then click on a sub-category to navigate to the page.

## Open Message Center

Secure Forms are sent to your Message Center. Members can open, read and reply to messages via the Message Center.

## Provider Directory

Members can search and view doctors through the Provider Directory. Members can access this by selecting **Provider Directory** from the *Find a Doctor* menu or from the *Find a Doctor* quick link located on the home page.

## Find a Doctor

Members can search and view doctors nearby with the Find a Doctor search.

## Print ID Card

You can print your ID cards. From your homescreen, click on the *Benefits* tab. Select *Eligibility & Spending* and click *Print ID Card*.

## Request ID Card

You can view your ID cards and request that they be mailed to your home. Find your member information on the right of the home screen and select *My ID Cards*.

Your ID Card(s) will be sent to the address we have on file. To change your address, you will need to complete and submit the "Change Contact Information" request. Please Note: Your changes will not be processed until the "Submit" button is selected.

## Member ID Card Request

Your ID Card(s) will be sent to the address we have on file. To have your ID card(s) sent to the address listed below, please click "Submit" at the bottom of this page. To change your address, you will need to complete and submit the "Change Contact Information" request.

If you need to change your address, please wait a week to 10 days after making the change to request a new ID Card. This will ensure your ID Card is mailed to the correct location.

For families, all covered family members will be listed on your ID Card, with up to four members on one card. If more than four people are enrolled, you will receive multiple cards. For your convenience, two Member ID cards (two sets of cards for larger families) will be provided, with additional cards upon request.

This is the address that we have on file. Your card will be sent to this address.

First Name:

Last Name:

Address:

City:

State:

Zip:

Please click "Submit" once you have reviewed the above address.

Please Note: Your changes will not be processed until the "Submit" button is selected.

**SUBMIT**

## Benefits > Eligibility & Spending Summary

You can view and search your eligibility and spending summary by clicking on the *Benefits* tab. You will see the details of your account, including benefit plan information, the option to print an ID card, dependents on the policy and accumulators.

# Benefits and Eligibility as of 18 Mar 2020

[Download PDF](#)



Address

My PCP

- DOB
- Gender
- Member ID
- Medicare ID
- Phone

[PRINT ID CARD >](#)

## BENEFIT PLAN INFORMATION

Carrier :	Status :
Product :	Relationship :
Network :	Start Date :
Group :	End Date :
Benefit Plan:	

## DEPENDENTS

Name	Birth Date	Gender	Member ID	SSN	Relationship	PCP
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[VIEW ELIGIBILITY HISTORY >](#)

## Benefits

In Network Ind Deductible

[VIEW ALL BENEFIT DETAILS >](#)

## Accumulators

### Out of Pocket (Stop Loss)

Family - In Network	\$2667.68 Remaining
<b>\$1332.32 Used</b>	<b>\$4000.00</b>
In Network	\$1513.80 Remaining
<b>\$486.20 Used</b>	<b>\$2000.00</b>