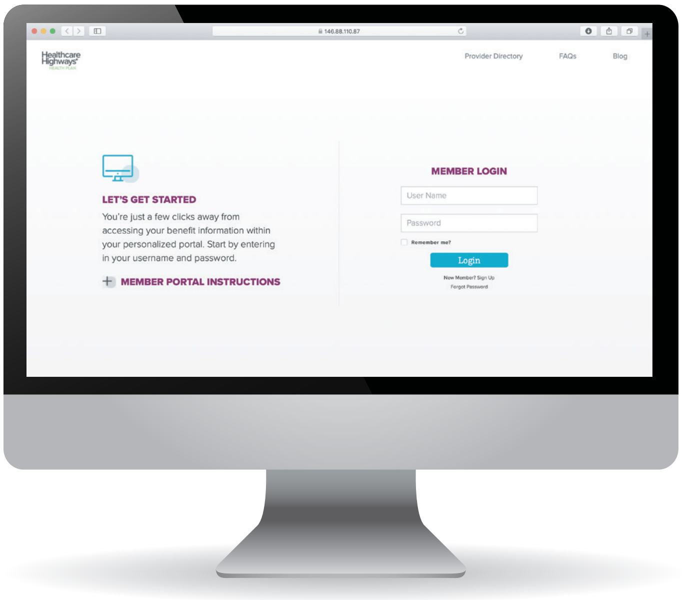


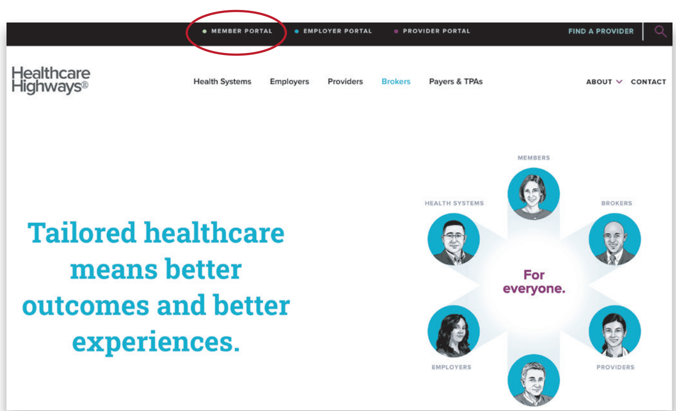
Healthcare Highways Member Portal

Access to everything you need to quickly and easily manage your account information.

Welcome to the HCH Member Portal Guide. Your member portal provides you access to all your personal, claim, and eligibility information, plus a whole lot more. This guide will step you through setting up and using this powerful tool. Let's get started!

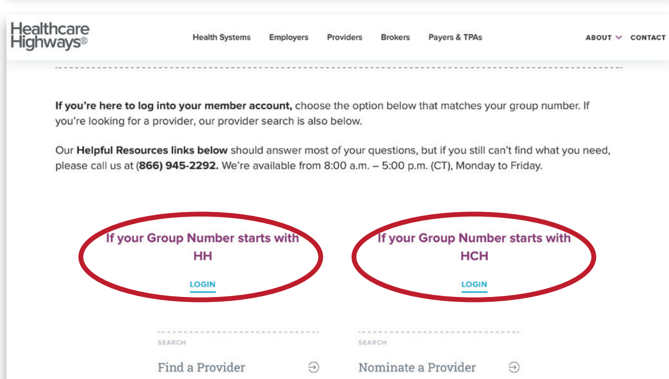
Login

STEP 1
Go to www.healthcarehighways.com. You will be brought to the home page



STEP 2
At the top of the page, select "Member Portal".

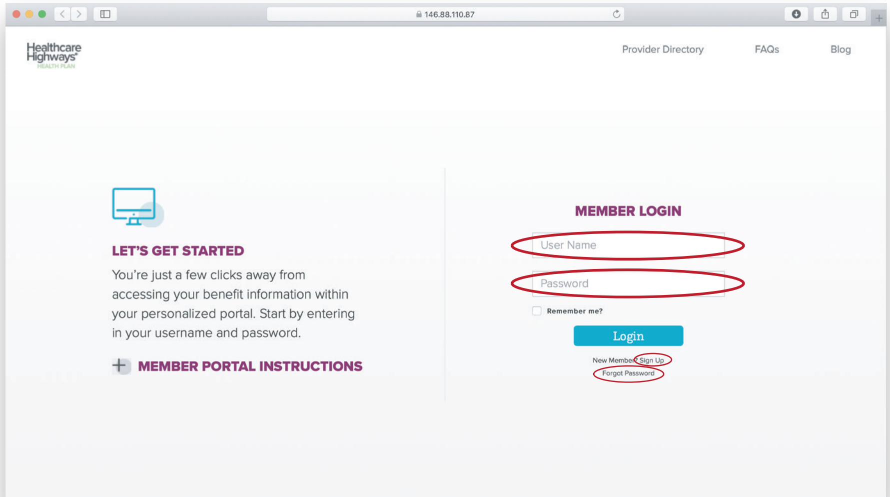
STEP 3
Have your ID card ready and check whether your group number starts with "HH" or "HCH". If your ID card starts with "HH", click on the button on the left-hand side that says "HH Login". If your ID card starts with "HCH", click on the button on the right-hand side that says, "HCH login". You will be taken to the member portal.



Healthcare Highways® HEALTH PLAN

STEP 4

Enter your username and password if you have an existing account. If you are a new member, under the “Login” button, click on “Sign up”. This will take you to a form where you will enter your information. You will then get a verification email.



Forgot your password? Click the “Forgot Password” button and enter the valid username. Click the “Send Password” button. The password is sent to the registered email.

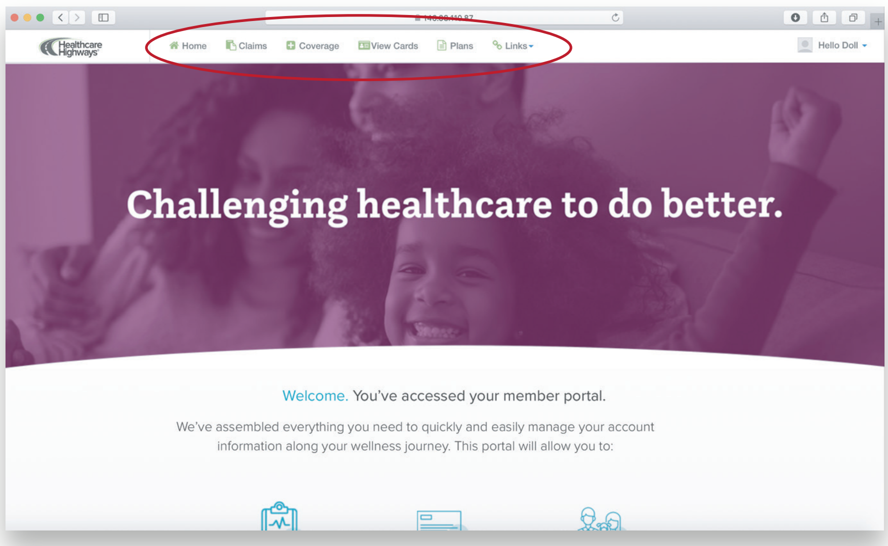
Important Note: If a member has a dependent on their plan over the age of 18 ***the dependent will need to create their own individual log in*** *to access their personal claim information.*

A shared email address cannot be used to access two members on the portal.

For example, a spouse of a member would need to use a personal email address to access their personal claim information within the portal.

STEP 5

Once logged in, you will be taken to the home page.



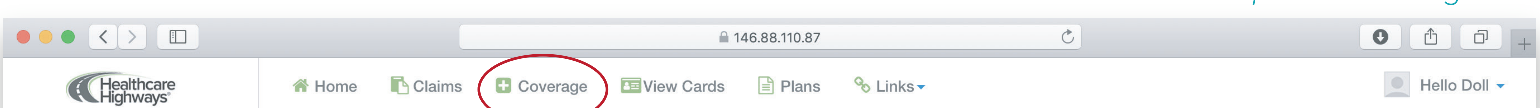
At the top of the home page, you will have different tabs available that allow you to view your claims and eligibility, view, print, and order new ID cards, update your personal information, search for a provider and much more.

Coverage

STEP 1

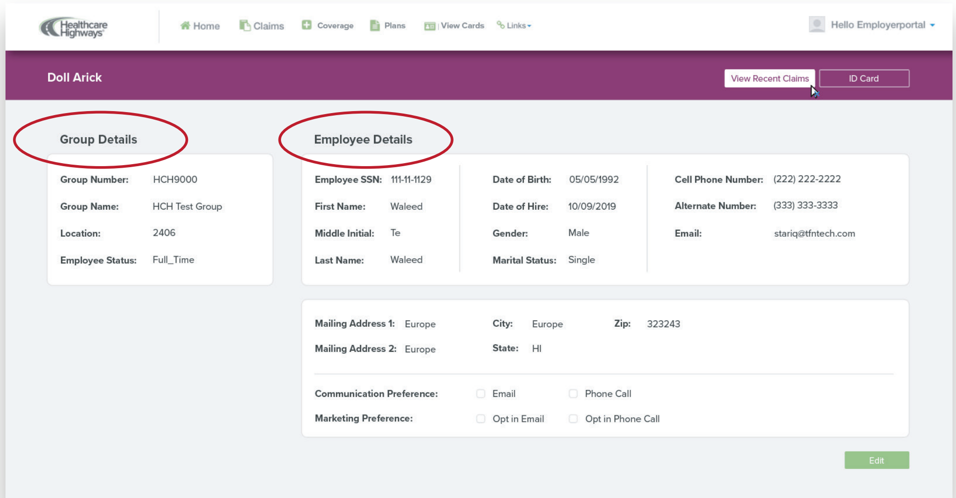
At the top of the home page, click on the “Coverage” tab to access eligibility information.

Top toolbar navigation



STEP 2

Once you click on “Coverage”, your information should auto-populate.



Group Details

This area allows you to view the basic details of the employee group and employment status.

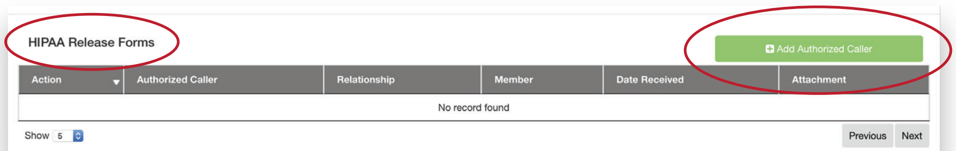
Employee details

This area allows you to view the personal information of the insured employee.

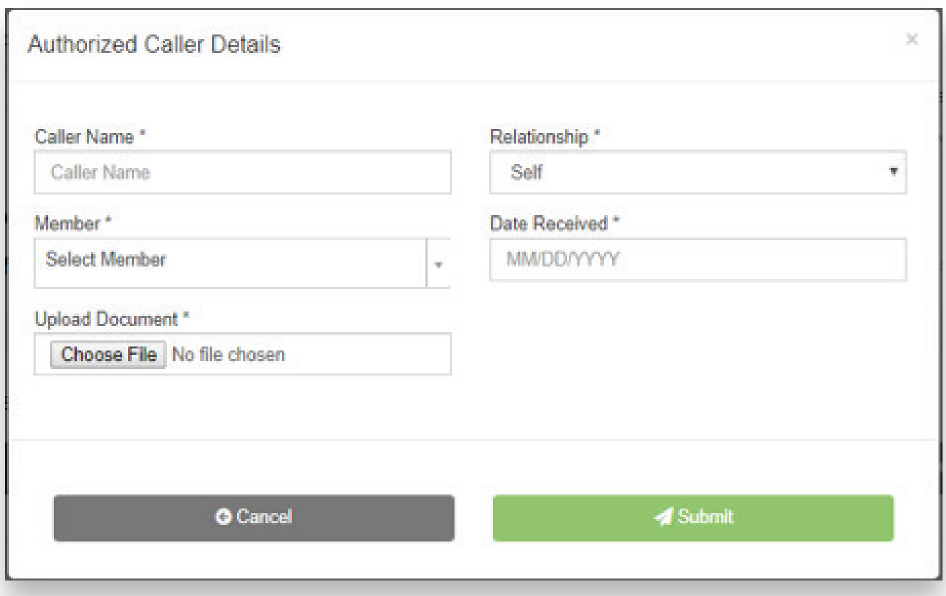
Please note that you can update your personal information by clicking the green “edit” button at the bottom right.

HIPAA Release Forms

This area allows you to manage the authorized caller information for the insured employee.



To add an authorized caller for a HIPAA release form, click on the green button on the right hand side that says, “Add authorized caller”. A form will appear for you to fill.

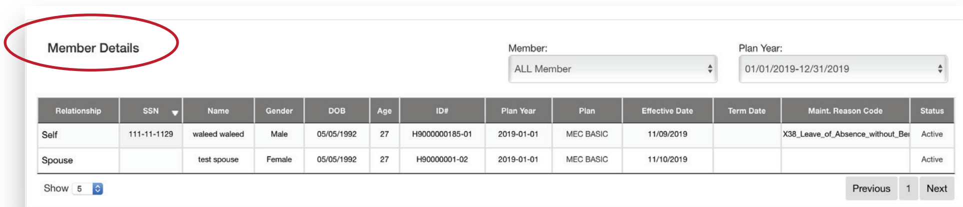


As appropriate, specify the following fields information: Caller Name, Relationship, Member, Date Received, and Upload Document.

Click the Submit button.
The new authorized caller details are added in the HIPAA Release Forms area.

Member Details

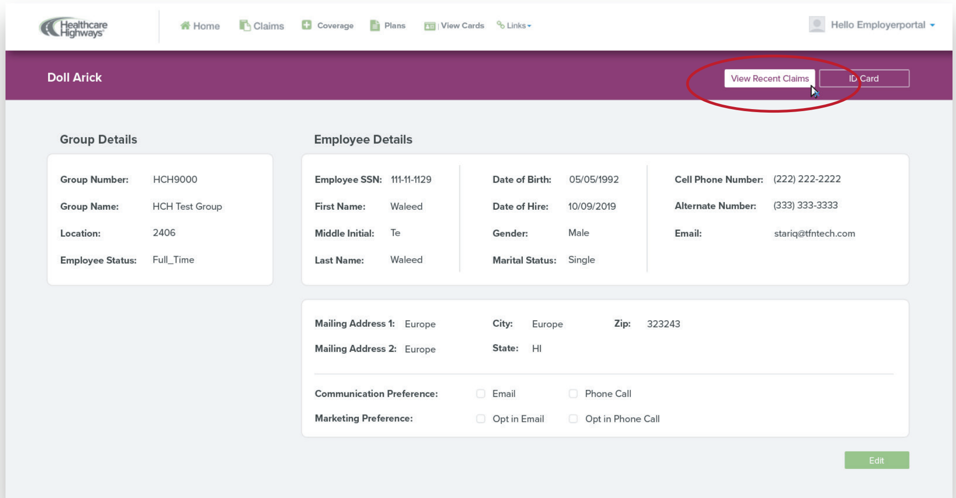
This area allows you to view and manage information about your plan.



STEP 3

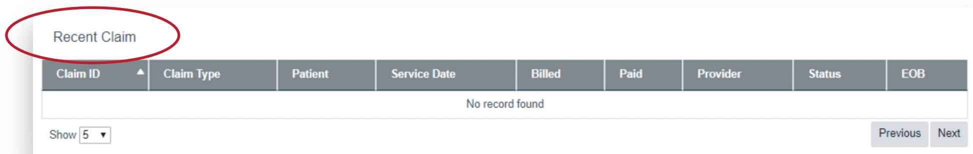
To view recent claims click the button in the purple toolbar located in the upper right corner.

This is also a quick way to view your ID card information as well. You can locate that button to the right of the "View Recent Claims" button.



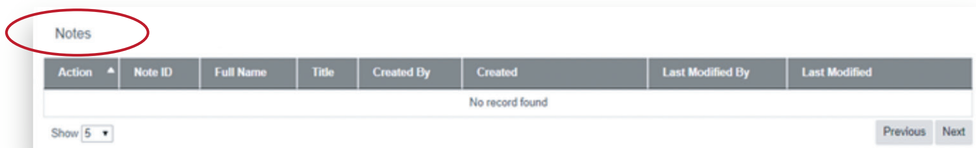
Recent Claims

This area allows you to view the recent claims and EOB document information of the member.



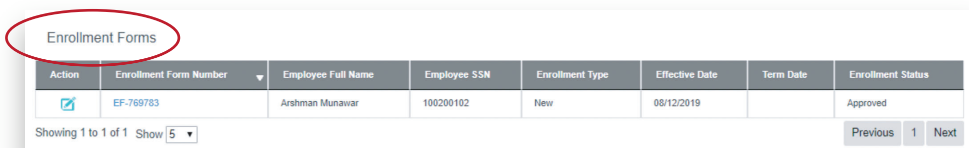
Notes

This area allows you to view the important notes regarding your enrollment.



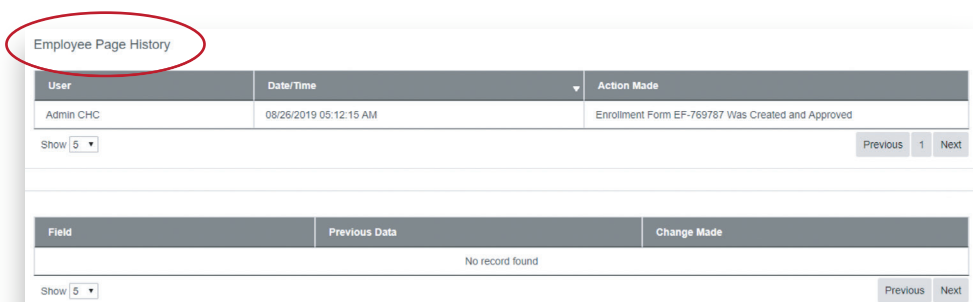
Enrollment Forms

This area allows you to view and manage your enrollment form details. By clicking on the icon on the left side below the word "Action" you can access enrollment information as well as add dependents. Once you have made any changes, make sure to check the box at the bottom on the left-hand side and click "submit".



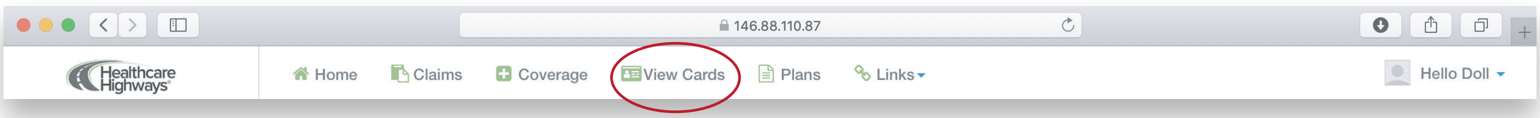
Employee Page History

This area allows you to view the details of the user activity and changes made to the information on the employee page.

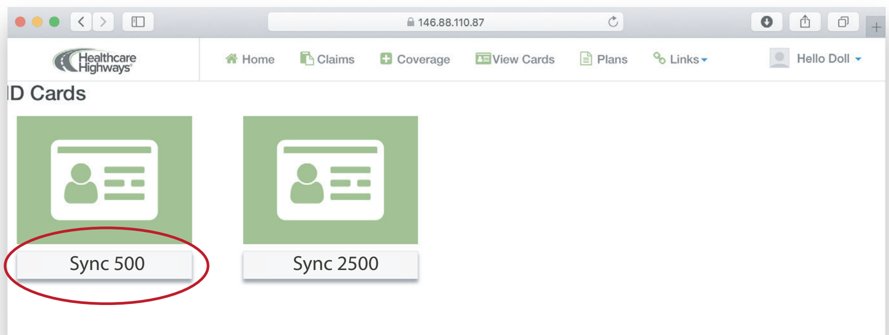


ID Cards

STEP 1
To access ID cards, go to the home page. At the top of the page, you'll see a menu with tabs. Look for the tab that says "View Cards".

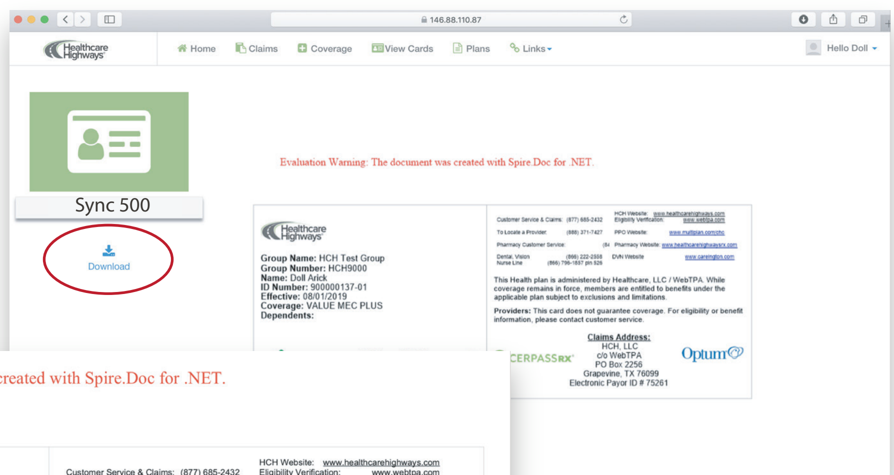


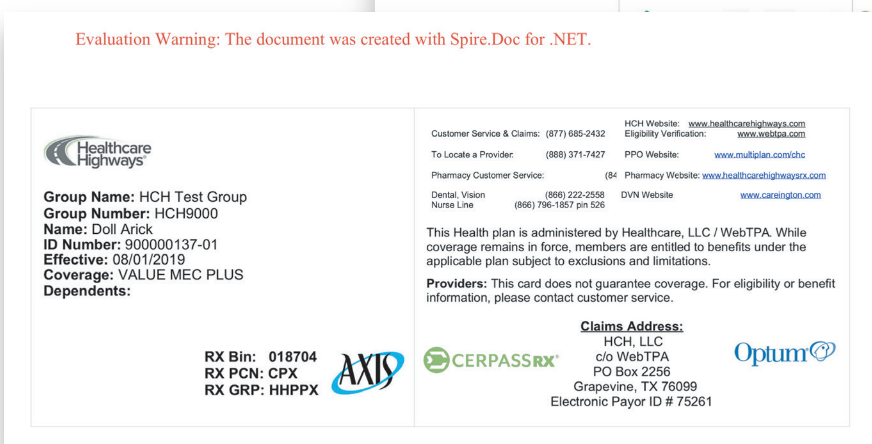
STEP 2
Click on the "ID Cards" tab. You will be taken to a page with your listed ID card(s).



STEP 3
Click on the ID card(s) you wish to view. If you want to download an ID card, click on the "Download" icon on the left-hand side.

Once you download the document, feel free to use this as a temporary ID card if you're in the process of waiting for a new one to be mailed.

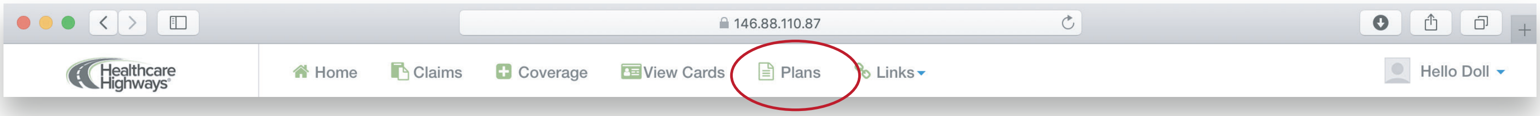




Plans

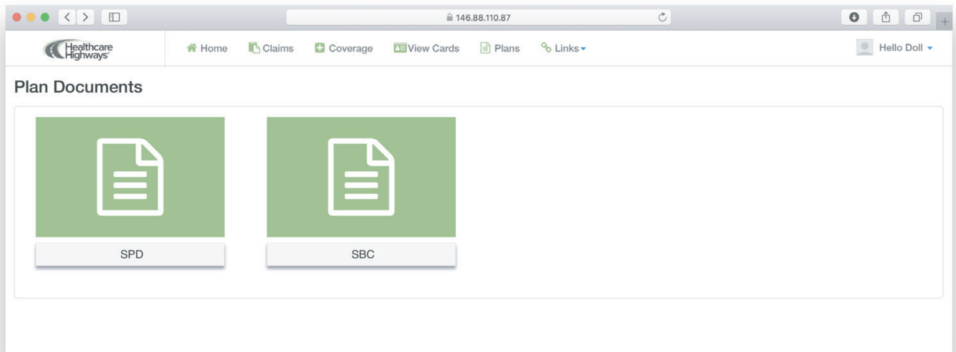
STEP 1

To access your plan documents, go to the home page. At the top of the page, you'll see a menu with tabs. Look for the tab that says "plans".



STEP 2

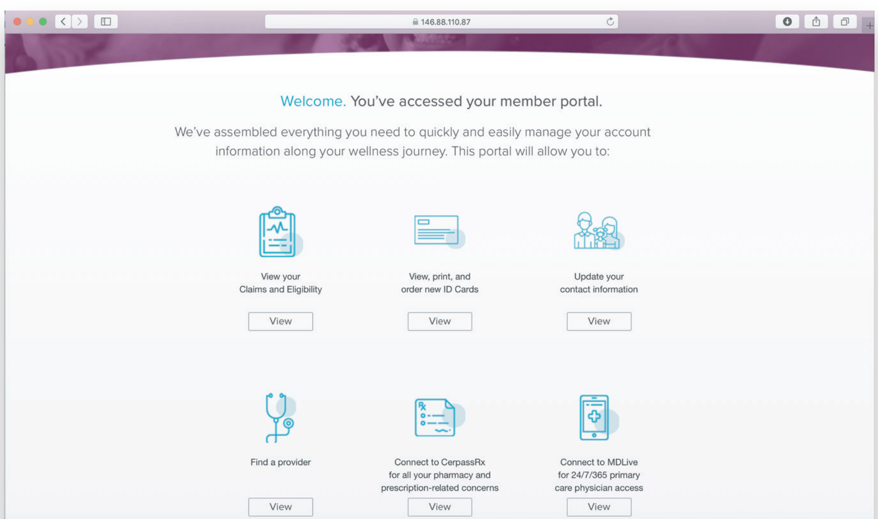
Under plan documents you can view your SPD and SBC. Click on either button to access details related to your plan. You also have the ability to upload files straight to your computer.



Quick Tip

Home Page

In addition to your main toolbar, look for the helpful icons on your home page. They are there to assist and lead you to quick and easy access.



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