



The AssureCare Online Benefits website has been enhanced and has a new look!

IMPORTANT:

New registration required for AssureCare's updated Online Benefits:

All plan members need to register for site access by visiting www.assurecare.com.

Whether you are a new to online services or an existing user, all users are required to go through the registration process for HIPAA compliance validation.

Your new service gives you online access to your claims, eligibility and other valuable benefit and health information and a convenient way to send questions to your Customer Service Representative at AssureCare. You'll also find company announcements, forms and benefit documents, and links to helpful websites. See below for more information about www.assurecare.com.

Registration is quick and easy

On your first visit to the Online Benefits Service site, you will notice that the homepage displays an announcement about registration. It instructs you to click the Register Now link on the page to set up a new User ID, including new Username and Password. Simply follow the on-screen instructions or refer to the registration steps included below.

We recommend that you have your AssureCare health plan member ID card with you when you register, as you will be prompted to follow easy to understand instructions.

Once registered, you can view your claim and eligibility data, view your health plan benefits, search for a provider and other helpful tools provided by AssureCare and your employer.

Easy access to claims, eligibility information and much more!

Accessing your benefits information is fast and easy!

Sign on to your new online benefits website to...

- Save time with 24/7 access to your claims and family eligibility information
- Easily find health benefits information
- Search for a provider
- Download important forms
- Send questions to AssureCare's Customer Service Team via the secure Online Customer Service email service



Get started now!

1. From your Internet browser, go to www.assurecare.com.
2. Have your health plan member ID card available.
3. Click the Login to Member Online Benefit Services link.
4. Enter your health plan group number shown on your ID card and click Submit.
5. On the site's home page, click the Register Now link.
6. Read the license statements and click Agree.
7. Enter the requested information in the fields provided. Follow the onscreen data entry tips for each field. Write down the Username and Password you set up so you will have them the next time you visit the site.
8. Click Continue and registration is complete.

Your welcome window is displayed after you complete the registration. At the welcome window, you can access the site's features via its menus and buttons. When you want to log off from the site, click the Log Off button. On future visits, enter your Username and Password in the homepage Login box and click the Login button.

A screenshot of the ASSURECARE website's navigation and login area. At the top, there are two tabs: "Home" and "Getting Started". Below the tabs is a "Login" section with a blue header. It contains two input fields: "Username:" and "Password:". To the right of the password field is a "Login" button. Below the input fields are two links: "Forgot your password?" and "Forgot your username?". At the bottom of the screenshot, there is a "REGISTER NOW" section with a blue background. The text reads: "REGISTER NOW: If this is your first visit, click Register now to enjoy secure access to your online services." The word "Register" is circled in red.

Key features

Announcements: You'll receive News bulletins when you visit the site.

Claims: Claims information for you and your covered dependents under age 18 is accessible from the My Benefits selection on My Menu. You can receive an email notification of all new claim activities.

Eligibility: Coverage information, including effective dates, for you and covered dependents is accessible from the My Eligibility selection on My Menu.

Online Customer Service: Click Online Customer Service from the Additional Resources selection in My Menu to see a list of benefits-related questions for which you can receive answers via email.