



YOUR SECURE MEMBER SITE

ENROLLED IN INDIVIDUAL & FAMILY PLANS



MANAGE YOUR PLAN ONLINE

Your secure member site is a one-stop shop for all kinds of information to help you get answers and manage your benefits. You can:

- » View your ID card
- » See what's covered by your plan, including important plan documents
- » Track your plan balances, such as your deductible and out-of-pocket maximum
- » Track your claims and explanations of benefits (EOBs)
- » Look up prices for prescriptions
- » Access wellness tools and support
- » Check to see if a doctor or other health care provider is in your plan's network
- » Pay your premium

Register for Your Secure Member Site

The first time you access your secure member site, you will need to register. All you'll need is your Medica ID card and five minutes.

- » Go to **medicamember.com**.
- » Click on *New user? Register now.*
- » Enter your member information, create a username and password and select your security questions. Enter your information EXACTLY as it's shown on your Medica ID card.
- » You'll receive an email with a link to log in to your account. Your registration will be complete when you click on the link.



Can I view my dependent's claim and benefit information on the site?

If you're the policy holder, you can see some additional information related to your dependent's highlighted below:

12 and Under

You can view their claims and balances with generic descriptions for sensitive claims.

Dependents under age 12 are not eligible to register for their own account.

13 to 17

You can view their claims and balances but the description and provider information is not available.

Dependents age 13-17 are eligible to register for their own account.

18 and Over

You can not view their claims and balances. The description and provider information is also not available.

Dependents over age 18 are eligible to register for their own account.

Find Information on the Site

When you sign in to your secure member site, you'll access the homepage that displays the information you can view on the site.

1. Coverage

View your plan information and who is covered on your plan.

2. Claims and My Claims

View detailed information about your claims and view your EOBs.

3. Find Care

Find a physician or facility in your network.

4. Wellness

Access your online health programs, advocacy services, NurseLine and more.

5. My Prescriptions

Access tools and information about your pharmacy benefits, including an online drug search, prescription history, network pharmacies, specialty drugs and mail order.

6. My Plan Balances

View the amount you've paid toward your annual deductible and out-of-pocket maximum (if applicable), along with any remaining balance.

7. Manage Premium

View your billing and payment history, make a one-time premium payment or set up and manage automatic payments.

8. View ID Card

View your ID card, order more cards or print a temporary card.

9. Look Up Drugs

Use the online directory to look up drugs.



Have a question?

Call Customer Service at the number on the back of your Medica ID card.

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If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

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