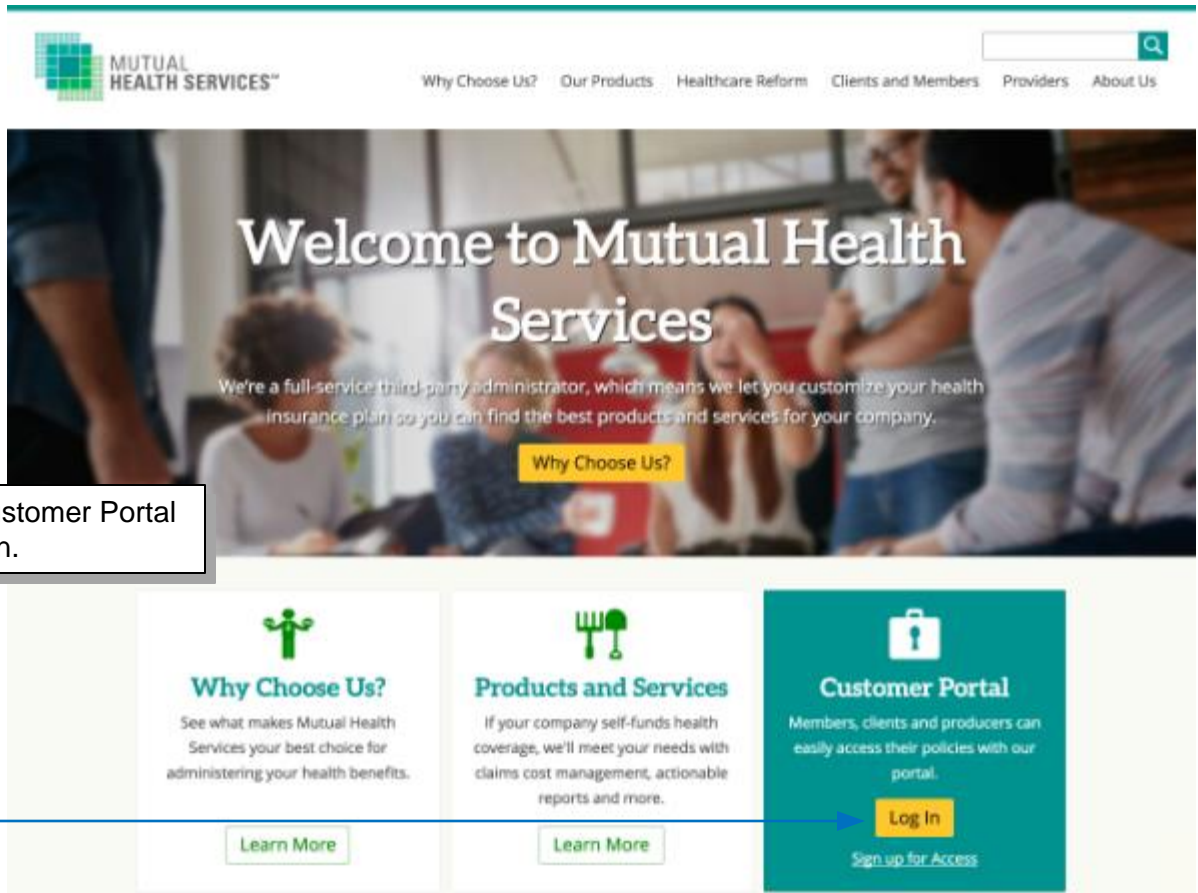
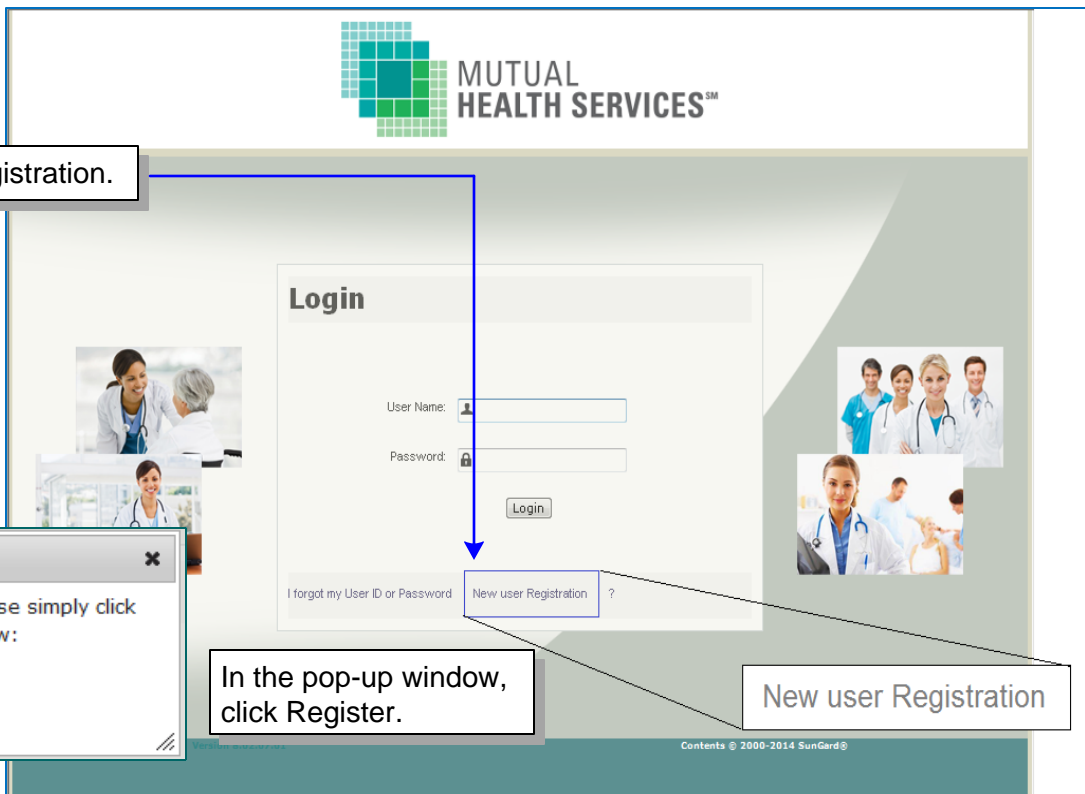


Now, you can access your claims and enrollment history online, 24-hours a day. Here's how:
Get your Mutual Health Services ID card and go to MutualHealthServices.com.



Navigate to Customer Portal and click Log In.

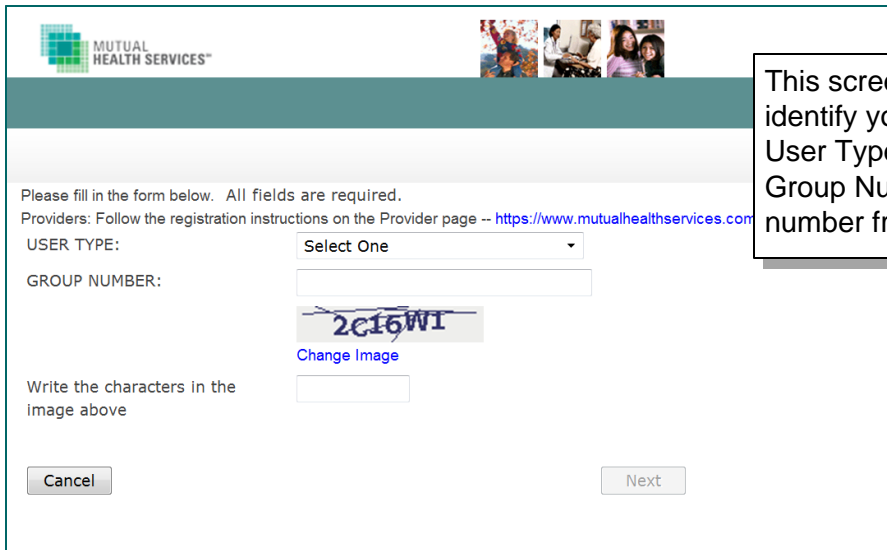


Click New User Registration.

Registration Info ✕
Employee Registration, please simply click on the Register Button below:
[Register](#)

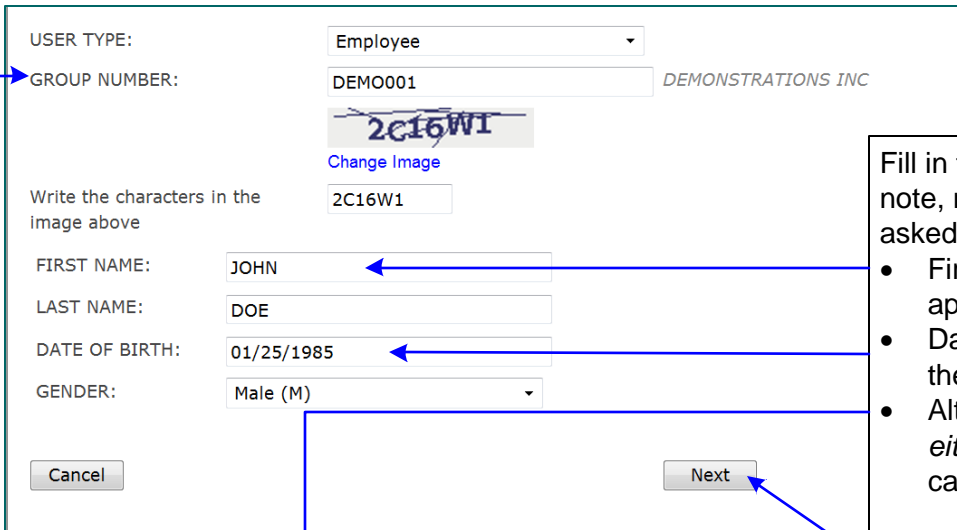
In the pop-up window, click Register.

New user Registration



This screen asks for information to identify you.
 User Type: Select Employee
 Group Number: enter the web group number from your ID card.

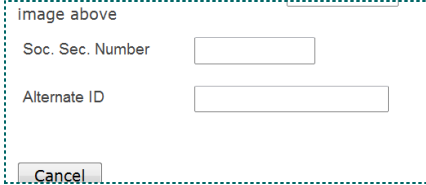
When you enter your group number, additional items will come up based on the security options for your group.



Fill in the requested information. Please note, not all of these questions will be asked.

- First name; last name: Enter this as it appears on the card.
- Date of birth: requires all four digits of the year.
- Alternate ID, SSN: you need to enter *either* the 12-digit ID number from your card *or* your SSN.
- Then click Next.

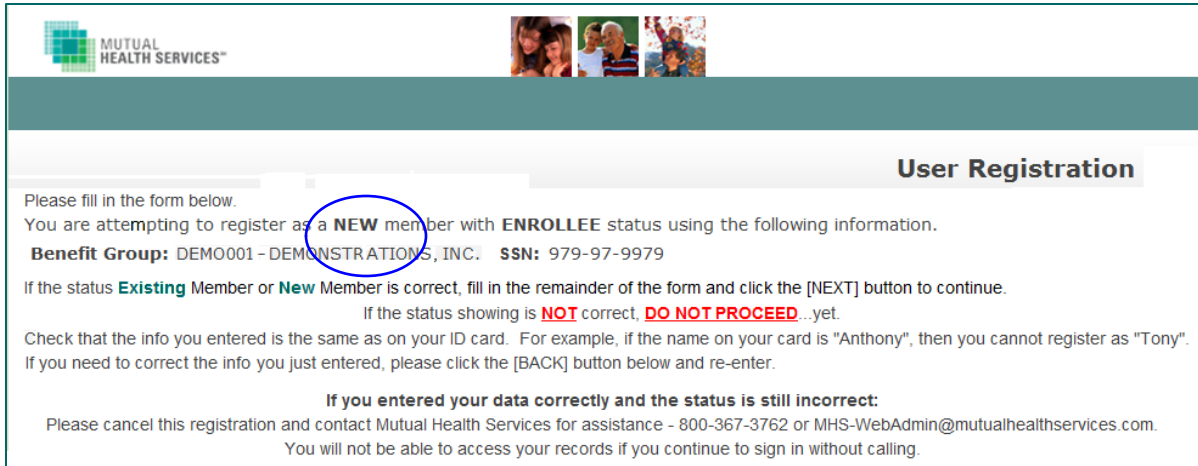
Alternate Registration Options



The next screen shows the results of comparing your information to what is in our system. There are two results:

1. EXISTING member (you have been found in our claims system)
2. NEW member (there is not a member on file under your group number matching the information you provided).

If you are registering as the employee, you would have ENROLLEE status, regardless of existing or new.



User Registration

Please fill in the form below.

You are attempting to register as a **NEW** member with **ENROLLEE** status using the following information.

Benefit Group: DEMO001 - DEMONSTRATIONS, INC. **SSN:** 979-97-9979

If the status **Existing** Member or **New** Member is correct, fill in the remainder of the form and click the [NEXT] button to continue.

If the status showing is **NOT** correct, **DO NOT PROCEED**...yet.

Check that the info you entered is the same as on your ID card. For example, if the name on your card is "Anthony", then you cannot register as "Tony".

If you need to correct the info you just entered, please click the [BACK] button below and re-enter.

If you entered your data correctly and the status is still incorrect:

Please cancel this registration and contact Mutual Health Services for assistance - 800-367-3762 or MHS-WebAdmin@mutualhealthservices.com.

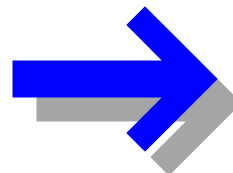
You will not be able to access your records if you continue to sign in without calling.



If the status shown above isn't correct, STOP for just a moment and check:

- Did you correctly enter information like the ID numbers and date of birth?
- If you entered something incorrectly, go to the bottom of the screen and click BACK. Then re-enter the corrected information and click NEXT. Your status should be correct.
- Your status be correct for the website to connect you to your file.
- If you are not sure, please call us at (800) 367-3762.

If your status is correct, then continue filling out your web profile.



◆ USERNAME:

◆ PASSWORD:

◆ VERIFY PASSWORD:

◆ FIRST NAME:

◆ LAST NAME:

◆ DATE OF BIRTH:

◆ GENDER:

Address Line 1

Address Line 2

CITY:

STATE:

ZIP CODE:

Home Phone Number EXT.

◆ EMAIL ADDRESS:

I do not have an email address

Fill out the user profile. All fields marked with a blue diamond are required. You can choose your:

- USERNAME – up to 10 characters.
- PASSWORD – 8-20 Characters; must include one number, one upper case letter, one lower case letter, and one special symbol. (-@#\$\$%).
- Note: this password will expire every 60 days and you will need to enter a new password to continue.

- Be sure you provide an e-mail address as well, because the password reset function will send you an email to reset the password.

STATE:

ZIP CODE:

Home Phone Number EXT.

◆ EMAIL ADDRESS:

I do not have an email address

At the end of the profile, there are two questions/answers to set up in case you forget your password.

- Select a question from the drop-down list, and then enter the answer.

Reset Password Settings

First Question :

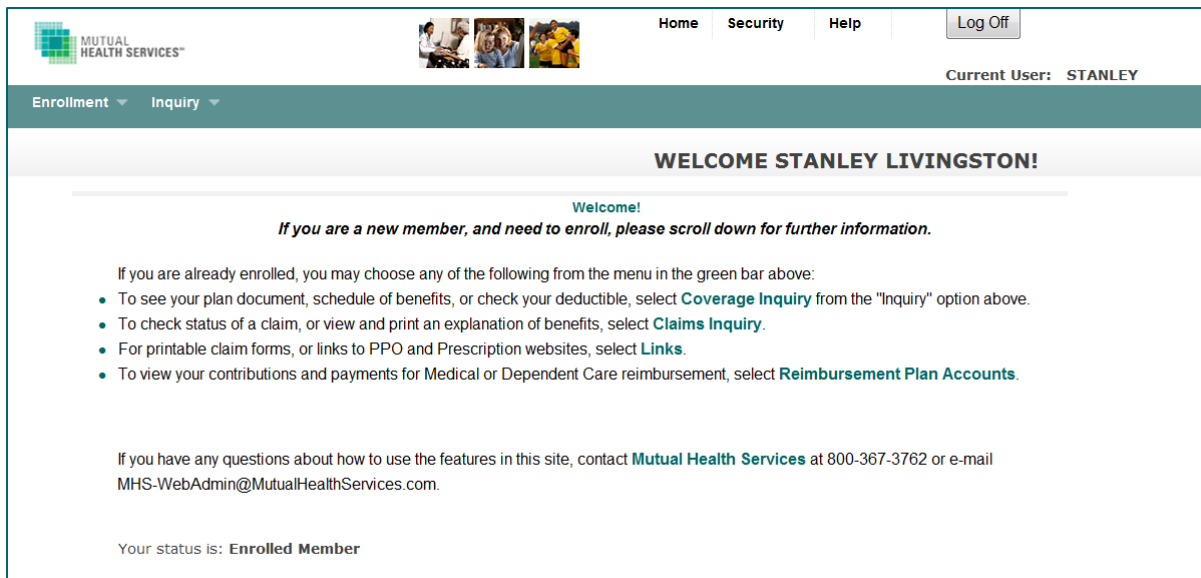
Answer

Second Question :

Answer

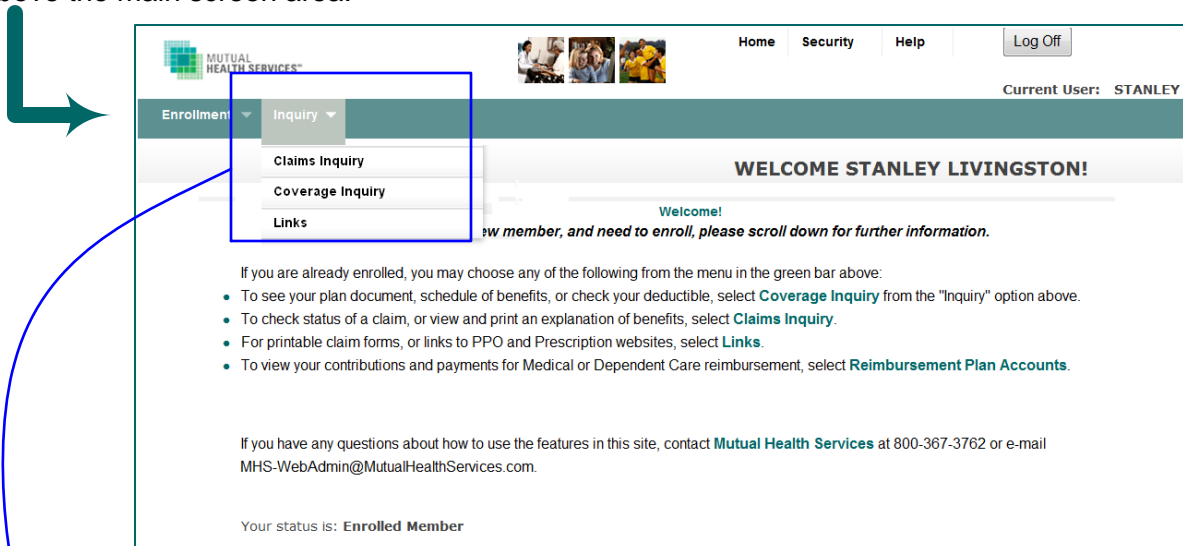
What is your mother's maiden name?
 What is your favorite pet's name?
 What is your high school team's name?
 What was the name of your elementary school?
 What city were you born in?
 What street did you live on when you started school?
 What is your favorite food?
What is the last name of your favorite teacher?

When you have selected and answered your questions, click Next. You'll be taken to the Welcome page, where you will be welcomed by name.



The screenshot shows the top navigation bar with 'Home', 'Security', 'Help', and 'Log Off' buttons. The current user is identified as 'STANLEY'. Below the navigation bar, there are dropdown menus for 'Enrollment' and 'Inquiry'. The main content area features a personalized welcome message: 'WELCOME STANLEY LIVINGSTON!' followed by 'Welcome!' and a note for new members. It lists several options for enrolled members: 'Coverage Inquiry', 'Claims Inquiry', 'Links', and 'Reimbursement Plan Accounts'. Contact information for Mutual Health Services is provided at the bottom, along with the user's status: 'Enrolled Member'.

To find your information, check one of the options under the menu. The main menu is in the green bar above the main screen area.



This screenshot shows the 'Inquiry' dropdown menu expanded, revealing three options: 'Claims Inquiry', 'Coverage Inquiry', and 'Links'. A blue arrow points from the 'Inquiry' menu in the main screenshot to this expanded view. The rest of the page content remains the same as in the previous screenshot.



A close-up view of the 'Inquiry' dropdown menu, showing the following options:

- Claims Inquiry
- Coverage Inquiry
- Links

You can make a selection from the drop down menu. Here you can see information about claims, coverage, deductibles, enrollments or FSAs. You can also find links to other helpful websites, forms and plan books.

The menu for these options is at the top of the main screen, in the green bar:

Select Coverage Inquiry if you want to see:

- Who is enrolled on your plan
 - PPO Network
 - Deductibles/Plan Maximums
 - What benefits you selected
 - Schedule of Benefits
 - Date to Verify Coverage -- status and benefits in the system for that service date.
 - Select family member -- see that person's information/deductibles.
 - Family deductibles and out-of-pockets will show on all family members.
 - Click the BACK button at the very bottom of the page to change person/dates.
-

Select: Claims Inquiry if you want to:

- Check the status of a claim
- See how much was paid on a bill and when
- See if MHS has received a claim
- Reprint an Explanation of Benefits (EOB)

You will be asked the following information:

- From the dropdown list, select the family member who was the patient.
 - Enter the date range you want to review.
 - Click Submit.
 - Claims Summary shows a list of claims for the selected person, during a requested time frame.
 - The blue Modify (top right of screen) takes you back one screen to select another person, or change dates.
 - Click on the eyeglasses under View Details (left column) to see the information that was on the Explanation of Benefits.
 - Claims Detail: shows the same information that is on the EOB.
 - The EOB/Checks button at the top right will open a new window where you can print a copy of the Explanation of Benefits that was sent on the claim you are viewing.
This item requires the Adobe Reader
 - The blue "Return to Claim Summary" (top right) takes you back one screen to the list of claims.
-

Select Links to:

- See group specific claim forms and plan documents.
- See links to the prescription drug and provider network websites.