

UCHealth Plan Administrators

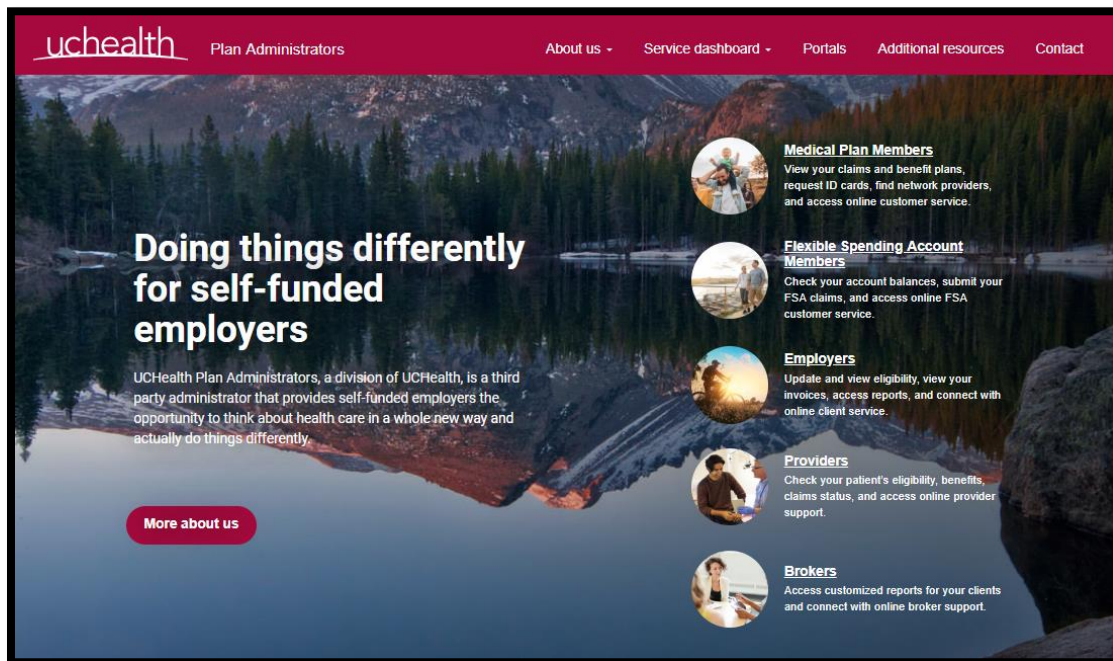
Member Portal Access

Step by Step

Our online Member portal provides the member access to their health plan's benefit summaries, claim(s) status, their deductible and out of pocket balances, view and print their temporary ID card, find a provider, access EOBs, access customer service, and much more. To access our portal, the member must first register with their UCHealth Plan Administrators group number and member ID number.

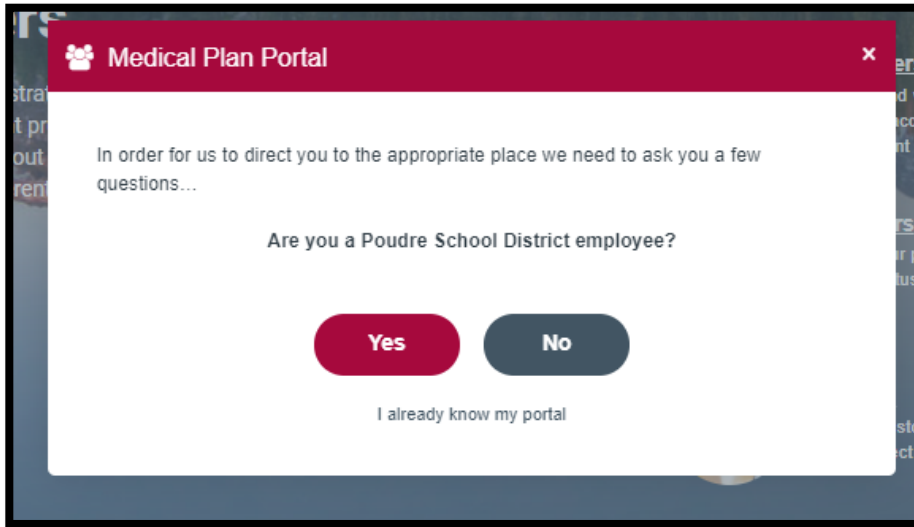
How to Access Member Portal

1. Go to UCHealth Plan Administrator's main website page at <https://tpa.uchealth.org>.
2. Then click on **Medical Plan Members** located on the right hand side of the webpage.

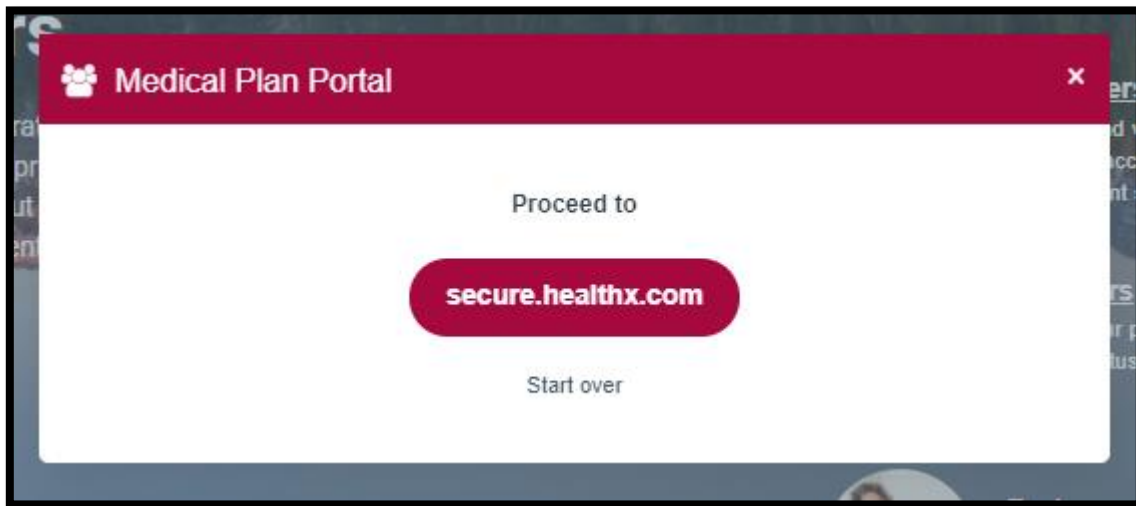


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3. A small pop up window will appear. Answer **No** to the following question:



4. Click on **secure.healthx.com** in the next pop up window.



5. You have been routed to our secure online member portal.
6. Click on **Create User Account** listed under the Login section located on the right hand side. Please see screen shot located on the next page.

Member Portal Access

Welcome to the Member Portal
Your complete health plan resource

Login

Username

Password

Submit

[Forgot your username or password?](#)

[Create User Account](#)

Frequently Asked Questions

Do you have a smartphone or tablet?

Download our [free](#) mobile application to access all of your important health plan information while you're on the go!

Simply search for "UCHealth TPA" at the [Apple App Store](#) or the [Google Play Store](#) to download and begin.

Need Help?

Log in to access a wide array of information:

- View your health plan benefits and summaries
- View or change your Primary Care Physician (PCP)
- Print a temporary ID card
- Find a network health care provider
- View your health care claims and deductible/out of pocket balances
- Access a variety of health and wellness resources
- Contact customer service online

7. Review the License Agreement and click **Agree** to continue.

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License Agreement

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Note

Please read the License Agreement and click "Agree" to continue or "Disagree" to return to the log in page.

Accept

Agree **Disagree**

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8. Enter the following:
 - a. Member ID located on your UCHealth Plan Administrators ID card
 - b. Group number
 - c. Date of birth
 - d. Click Next

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Are you a dependent?

Member ID:

Group #:

Date of Birth:

Format mm/dd/yyyy

Note

Please complete the fields to your left to create a user account.

Enter your Member ID, Group # and Date of Birth exactly as it appears on your ID card.

If you are a dependent over age 18, click on the "Are you a dependent" check box and enter **YOUR** First name and Date of Birth followed by the **SUBSCRIBER'S** Member ID (which is the number on your member ID Card), Group#, and Date of Birth.

Click "Next" to continue or "Previous" to return to "Step 1".

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9. Create your own username and password along with three security questions
10. Click **Next**

Username:

Email Address:

Confirm Email Address:

Password:

Confirm Password:

Security Question 1:
-- Select Question --

Security Question 2:
-- Select Question --

Security Question 3:
-- Select Question --

Cancel **Previous** **Next**

Note

Username: Must be at least 3 characters in length and begin with a letter. You may use letters, numbers, .(dot), -(dash) or @.

Email: This site requires a valid email address; full email address must be entered, for example, name@doman.com.

Password: Must be at least 8 characters in length. You must use at least 1 number and 1 of these special characters: -_!#\$%&^@~\?/+. Passwords are case sensitive.

Security Question/Answer: To protect your security, please choose three questions and provide answers below. If you forget your username and/or password, you will be asked to provide the answers to your selected questions before your login information can be reset.

Click "Next" to continue or "Previous" to return to "Step 2".

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11. You will be presented with a confirmation page to review and confirm information entered is correct.
12. Once done, click **Finish**.

The screenshot shows the uchealth Plan Administrators registration confirmation page. At the top, the uchealth logo and 'Plan Administrators' are displayed. A green message box states: 'Your registration is complete. Click [Finish] to continue to the Member Information Center or [Previous] to return to [Step 3].'. Below this, there are two sections: 'Member Information' and 'Account Information'. The 'Member Information' section has two input fields: 'Your Name' and 'Address'. The 'Account Information' section has two input fields: 'Username' and 'Email Address'. At the bottom, there are three buttons: 'Cancel' (red), 'Previous' (grey), and 'Finish' (grey).

13. You will then be directed to the your **Dashboard** page which displays your elected medical plan, most recent claims, and Current Balance Summary of how much of your deductible and out of pocket expenses you have met.

The screenshot shows the uchealth Member Dashboard. On the left, there is a 'Coverage Summary' section with fields for 'Primary Insured:', 'Group Number:', and 'Effective Date: 1/1/2018'. To the right of these are 'Member ID:', 'Plan Name:', and 'Effective Until:'. Below this is a link: '[View all Coverage & Benefits](#)'. Underneath is a 'Current Balance Summary' table:

Type	Met	Amount	Ratio
MED Individual Out of Pocket	\$0.00	\$6850.00	
MED Individual Deductible	\$0.00	\$5000.00	
MED Family Out of Pocket	\$0.00	\$6850.00	
MED Family Deductible	\$0.00	\$5000.00	

On the right side of the dashboard, there is a 'Member Resources' section with a list of links: 'Download an ID Card', 'Find a Provider', 'Forms and Resources', 'Frequently Asked Questions', 'Newsletter', and 'MagellanRx'. Below this is a 'Need Help?' section with contact information: 'Call Us: (800) 297-1010', 'Hours of Operation: Monday - Friday, 8:00 AM - 5:00 PM, Mountain Standard', and 'Online: [How can we help you?](#)'. At the bottom right, there is a link: '[How was your portal experience?](#)'.