

We are thrilled to announce the upcoming launch of our brand-new member portal, which will transform your members' experience with our services. Introducing: JoinHealth™, an innovative member portal designed to revolutionize the healthcare experience, launching **September 1st, 2024**. JoinHealth offers an interactive platform that empowers members to take control of their health journey. With personalized features, secure messaging, and proactive gaps in care analysis, JoinHealth is more than just a portal, it's your partner in health, committed to ensuring a healthier, happier member.

Here are the features you can expect from the new member portal:

1. **Secure Communication:** Members can securely communicate with our Customer Service team through the integrated messaging system, ensuring questions and concerns are addressed promptly and confidentially.
2. **Seamless Navigation:** JoinHealth offers a streamlined and intuitive interface, making it easy to navigate and find the information members need quickly.
3. **Enhanced User Account Management:** Members will have access to improved account management tools, allowing users to view and update account details, track claims and benefits, and manage preferences with just a few clicks.
4. **Mobile Application:** Members can now take their healthcare on the go with our new mobile app, and access most portal features from their phone.

What's changing:

With the introduction of JoinHealth, there will be some changes to the way members interact with our services:

1. All members will be required to re-register on the new portal to build the most secure portal and ensure all logins have multifactor authentication.
2. The existing member portal will be phased out, 18 months of historical claims data will be transferred to JoinHealth.
3. Access to account information, forms, resources, and links will be centralized within JoinHealth, providing a single point of access for all members' needs.

To help prepare your employees for the upcoming launch, we've prepared the attached FAQ and Member Registration Guide.

We are confident that JoinHealth will elevate your members' experience and enable them to engage with our services in a more intuitive and efficient manner. Your feedback is invaluable to us, and we welcome any input as we work to ensure that the new portal meets your needs and expectations.

Thank you for your continued support, and we look forward to introducing you to JoinHealth soon!

Registration Guide

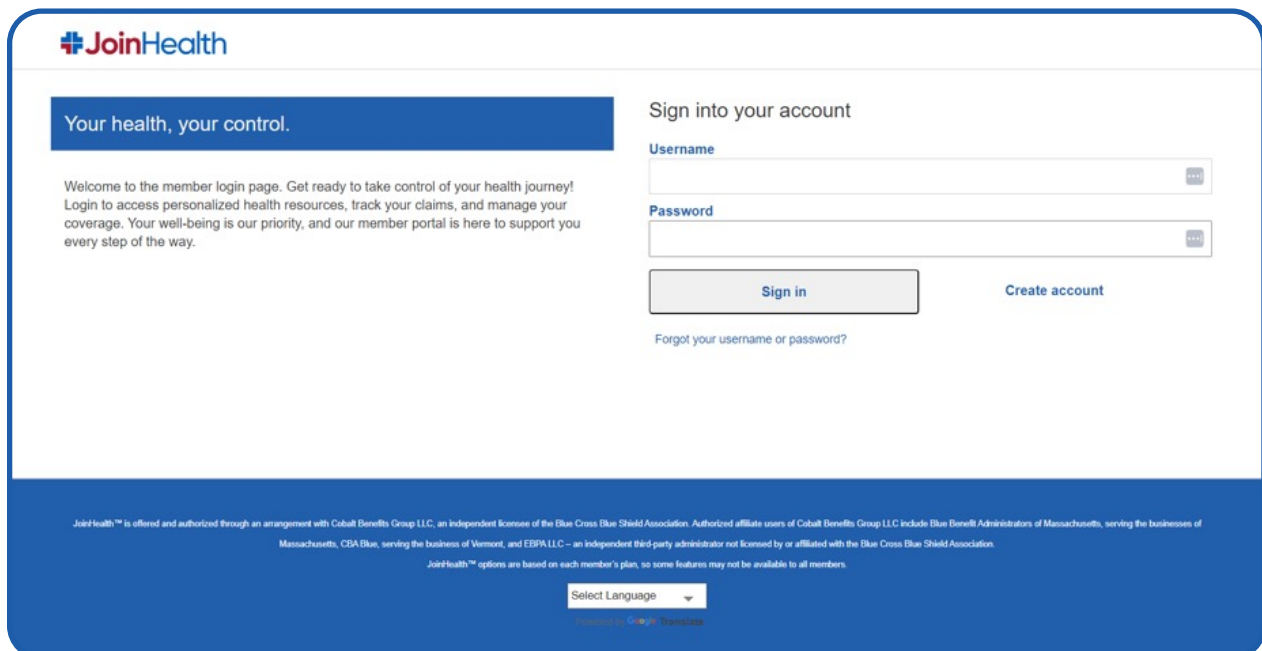
Welcome to JoinHealth™, the go-to resource for managing your health with ease! This guide will walk you through how to create an account, unlocking a range of tools to help you meet your health and wellness goals.

From effortlessly managing claims and viewing policy details to accessing exclusive health resources, JoinHealth delivers a seamless and personalized benefits experience. Let's embark on this journey toward well-being together! To get started, [click here](#) or scan the QR code.



1. Create Account

Once on the JoinHealth member portal, click the "Create account" button. To create an account, you'll need to provide your Member ID, name, and date of birth.



The screenshot shows the JoinHealth member login page. At the top left is the JoinHealth logo. Below it, a blue banner reads "Your health, your control." To the right of the banner, the text says "Welcome to the member login page. Get ready to take control of your health journey! Login to access personalized health resources, track your claims, and manage your coverage. Your well-being is our priority, and our member portal is here to support you every step of the way." On the right side of the page, there is a "Sign into your account" section with fields for "Username" and "Password", each with a "Show" button. Below these fields are two buttons: "Sign in" and "Create account". A link "Forgot your username or password?" is located below the "Sign in" button. At the bottom of the page, there is a footer with legal disclaimers and a "Select Language" dropdown menu.

JoinHealth

Your health, your control.

Welcome to the member login page. Get ready to take control of your health journey! Login to access personalized health resources, track your claims, and manage your coverage. Your well-being is our priority, and our member portal is here to support you every step of the way.

Sign into your account


Username Show


Password Show

Sign in Create account

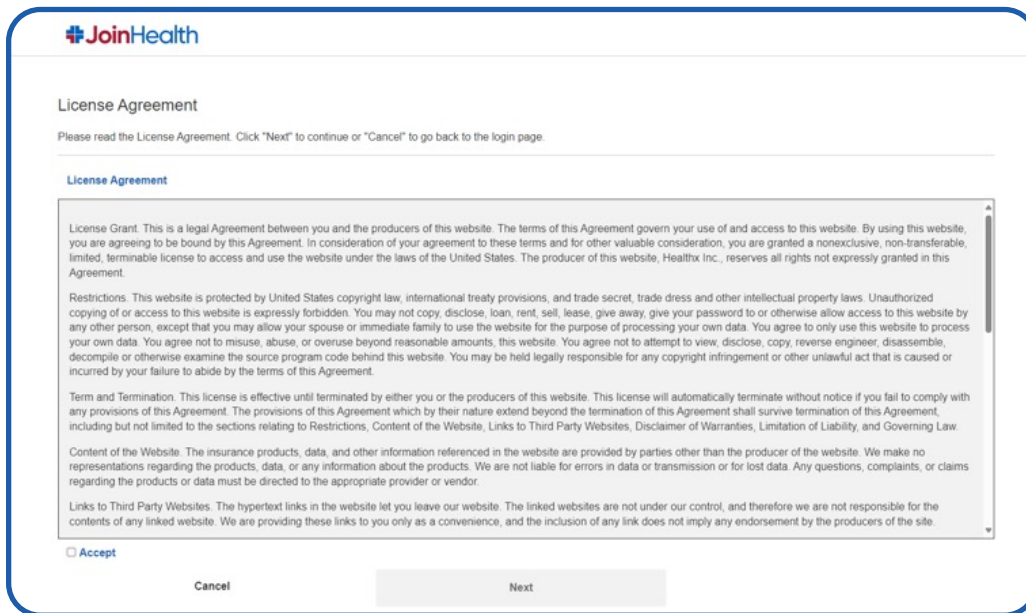
Forgot your username or password?

JoinHealth™ is offered and authorized through an arrangement with Cobalt Benefits Group LLC, an independent licensee of the Blue Cross Blue Shield Association. Authorized affiliate users of Cobalt Benefits Group LLC include Blue Benefit Administrators of Massachusetts, serving the businesses of Massachusetts, CBA Blue, serving the business of Vermont, and EBPA LLC – an independent third-party administrator not licensed by or affiliated with the Blue Cross Blue Shield Association. JoinHealth™ options are based on each member's plan, so some features may not be available to all members.

Select Language 

Powered by  Translate

2. Accept License Agreement

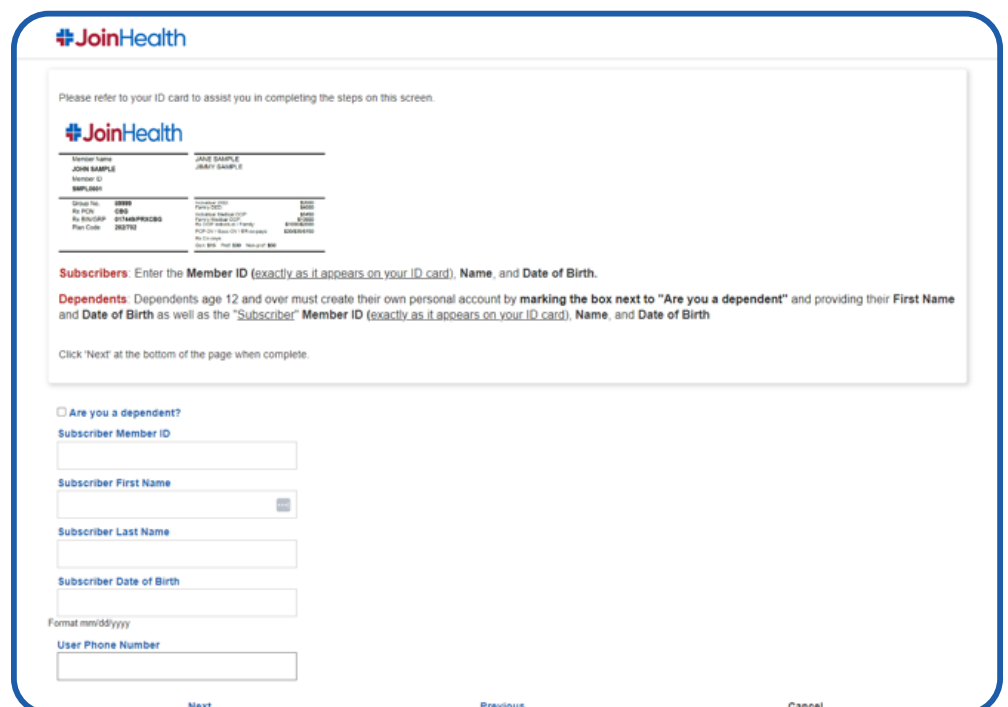


The screenshot shows the 'License Agreement' page on the JoinHealth website. At the top, the JoinHealth logo is visible. Below it, the title 'License Agreement' is displayed. A message reads: 'Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.' The main content area contains the 'License Agreement' text, which includes sections for 'License Grant', 'Restrictions', 'Term and Termination', 'Content of the Website', and 'Links to Third Party Websites'. At the bottom of the text area, there is a checkbox labeled 'Accept'. Below the checkbox are two buttons: 'Cancel' and 'Next'.

After reading the license agreement, check the box to accept. Then, click the "Next" button.

3. Enter Your Information

Complete all of the fields, including your Member ID (exactly as it appears on your ID card), first and last name, date of birth, and phone number. If you are a dependent over the age of 12, check the box next to "Are you a dependent?" Then, click the "Next" button.



The screenshot shows the 'Enter Your Information' page on the JoinHealth website. At the top, the JoinHealth logo is visible. Below it, a message reads: 'Please refer to your ID card to assist you in completing the steps on this screen.' The main content area contains a table with information from an ID card. Below the table, there are instructions for 'Subscribers' and 'Dependents'. Below the instructions, there is a checkbox labeled 'Are you a dependent?'. Below the checkbox are several input fields: 'Subscriber Member ID', 'Subscriber First Name', 'Subscriber Last Name', 'Subscriber Date of Birth', 'User Phone Number', and 'Format mm/dd/yyyy'. At the bottom of the page, there are three buttons: 'Next', 'Previous', and 'Cancel'.

4. Create JoinHealth Login

Enter the login information for your new JoinHealth account. This includes your username, password, email address, and security question. Please note that while your password can be changed at any time, you will be unable to change the email address associated with your account. After completing all the fields, click the "Next" button.

The screenshot shows the 'Create Login Information' form on the JoinHealth website. At the top is the JoinHealth logo. Below it is a box containing instructions: 'Username: Must be at least 3 characters in length, beginning with a letter, and must be alpha-numeric. Characters accepted are: alpha-numeric, . (dot), - (dash), _ (underscore), \ (slash), and @.'; 'Password: Must be at least 12 characters in length, must have 1 lowercase letter, 1 uppercase letter, 1 digit and 1 special character: -_!#\$%&*~^/? are acceptable. Password cannot match Username.'; 'Enter a valid e-mail address.'; 'Select 3 security questions (required for password reset or forgot password service).'; and 'Click on "Next" at the bottom of the page'. The form fields include: 'Username' (text input), 'E-mail Address' (text input), 'Confirm E-mail Address' (text input), 'Password' (text input), 'Confirm Password' (text input), 'Security Question 1' (dropdown menu), 'Security Question 2' (dropdown menu), and 'Security Question 3' (dropdown menu). At the bottom are three buttons: 'Next', 'Previous', and 'Cancel'.


5. Confirm Your Information

Review your information to ensure everything is accurate, then click "Finish" to complete your registration.

The screenshot shows the 'Confirm Your Information' form on the JoinHealth website. At the top is the JoinHealth logo. Below it is a box containing the text: 'Please confirm the information below is correct and press "Finish" to complete your registration'. The form is divided into two sections: 'Member Information' and 'Account Information'. 'Member Information' includes fields for 'Your Name:', 'Address:', 'City:', 'State:', and 'Zip:'. 'Account Information' includes fields for 'Username:' and 'E-mail Address:'. At the bottom are three buttons: 'Finish', 'Previous', and 'Cancel'. At the very bottom of the page, there is a small disclaimer: 'JoinHealth™ is offered and authorized through an arrangement with Cofahill Benefits Group LLC, an independent licensee of the Blue Cross Blue Shield Association. Authorized affiliate plans of Cofahill Benefits Group LLC include Blue Benefit Administrators of Massachusetts, serving the businesses of Massachusetts, Cofahill, serving the business of Vermont, and EBP LLC - an independent third-party administrator not licensed by or affiliated with the Blue Cross Blue Shield Association. JoinHealth™ options are based on each member's plan, so some features may not be available to all members.' Below the disclaimer is a 'Select Language' dropdown menu.

6. Set Up Authentication

To keep your account secure, all JoinHealth members are required to set up two-factor authentication. You can choose to verify your account information using your email, text message, or through a third-party verification app. Click the link for your preferred verification method, then follow the instructions to receive and enter your verification code. When your account is authenticated, click the "Finish" button.



Please complete the following:
[Set up Two-factor Authentication](#)

Enable additional security for your account

To keep your account secure, please enable one of the following security steps. This method, also referred to as two-factor authentication, will make it harder for someone to access your account with just a stolen password. We offer a few different ways to set this up and you can change this later from within your account settings.

[Set up email verification](#)
A code will be sent to your email account.


[Set up text message verification](#)
A code will be sent to your phone via text message.

[Set up mobile app verification](#)
A code will be generated by a mobile app like Google Authenticator, LastPass, or Authy.

[Finish](#) [Cancel](#)


7. Access JoinHealth

Congratulations! You can now access your JoinHealth member portal.



Home Benefits Claims Forms ID Cards Contact Plan Resources

Welcome, John Smith
Member ID: ABC123456789



My Coverage


PPO Plan

Plan Documents

[Summary Of Benefits](#)

Explore your health coverage in detail
[Plan / Coverage Question](#)

Prescription Benefits


Capital Rx

Contact Us

In addition to our website, you can request a new ID Card, find care providers, find benefits, or check the status of a claim by contacting our Customer Service

JoinHealth News

Welcome to our JoinHealth Member Portal

- Our office hours are Monday-Friday, 8am to 6pm ET
- You can send inquiries any time using the forms integrated into this portal. Click into each tab located at the top of the screen to locate messaging features.
- If you have ideas for improving our service, please let us know!

View my Deductible & Out of Pocket Maximum

Individual Medical Deductible

\$3000.00

\$3000.00

Individual Medical Out of Pocket

\$3014.41

\$4000.00

Family Medical Deductible

\$3000.00

\$3000.00

Family Medical Out of Pocket

\$3071.47

\$8000.00

[View all balances](#)



This FAQ document aims to address common questions and concerns regarding the upcoming switch to the new member portal. For further assistance or specific inquiries, please contact our Customer Service team.

- 1 Why is the member portal changing?**
The member portal is changing to improve member experience, enhance security measures, and provide access to new features and tools to better help you manage your health and wellbeing.
- 2 When is the new member portal launching?**
The new member portal will be launched on Sunday, September 1st, 2024. You may register for your new account on September 1st.
- 3 What steps do I need to take to create a new account?**
Please follow the Member Registration Guide found on the JoinHealth login page.
- 4 Why do I need to reregister?**
You will need to reregister to build the most secure member portal and ensure all logins have multi-factor authentication
- 5 Will I have access to my previous claim history?**
Yes, you will have access to previous claims on the new member portal. 18 months of historical claims data will be transferred to the updated system.
- 6 Can I still view my ID card, claims, and coverage information?**
Yes, the new member portal will allow you to view coverage status, member ID cards, check claim status, and access all features available in the current member portal.
- 7 Can I access the new member portal on my mobile device?**
Yes, the new member portal is mobile-friendly and accessible on various devices. You can conveniently access your account and manage information on the go.
- 8 What are the benefits of the new member portal?**
In addition to the enhanced security measures, you can customize settings, view important updates and notifications, and securely email with our dedicated Customer Service representatives on a variety of topics, including benefit information and claims status.