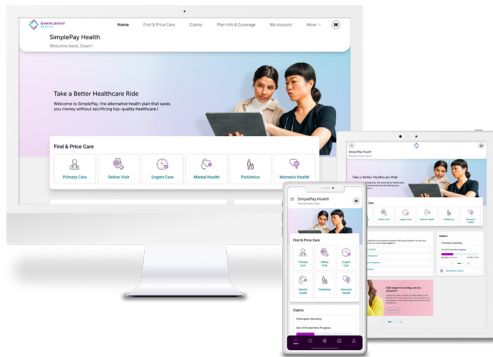


Navigating Your SimplePay Member Portal

Accessed via web browser or mobile app, the SimplePay member portal is your one-stop-shop for your health plan benefits. Use this guide to get set up in your member portal. Plus, learn about exciting features designed to make managing your healthcare a breeze.

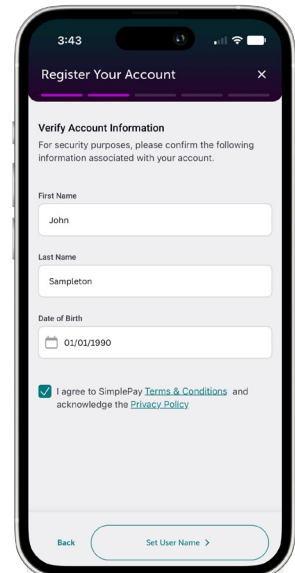
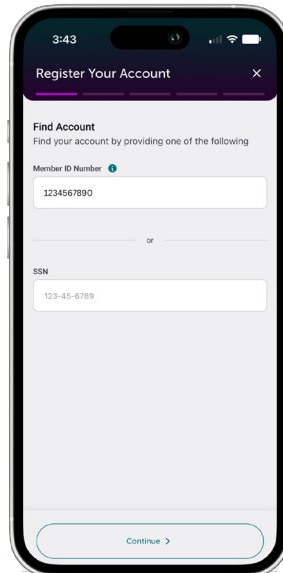
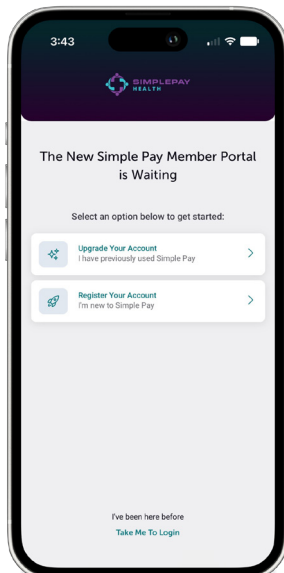


[Register Now](#)

Prefer a mobile app?
Download now on the
Apple app store or Google Play store.



- 1 If you're a returning member, select 'Upgrade Your Account.' If this is your first time registering, select 'Register Your Account.'
- 2 Find your account by entering your member ID number (found on your member ID card) or by entering your social security number.
- 3 Verify your account information by entering your First Name, Last Name, and Date of Birth.



4 Next, create a unique username for your account.

The screen displays the 'Register Your Account' header. Under 'Create Username', it states 'Usernames should be unique and be between 8-15 characters in length'. A text input field contains 'JohnSampleton1'. Below the field, a green checkmark icon and the text 'This username is available!' are shown. At the bottom, there are 'Back' and 'Set Password >' buttons.

5 Create a secure password for your account. Follow the password requirements listed.

The screen displays the 'Set Password' section. It asks to 'Create a password for your account'. A 'New Password' field is shown with a green checkmark and a list of requirements: 'Must be at least 10 characters', 'One uppercase letter', 'One lowercase letter', 'One number', and 'One special character from this list: ! @ # \$ % ^ & *'. Below this is a 'Confirm New Password' field with a green checkmark and the text 'Passwords match!'. At the bottom, there are 'Back' and 'Review Account Info >' buttons.

6 Enter your email address and any optional information you wish to provide.

The screen displays the 'Review Account Info' section. It states 'The contact information below will be leveraged to verify and activate your SimplePay account'. Under 'Details Provided by Plan Sponsor', it asks to 'Please indicate your preferred information below.' and shows fields for 'First Name' (John), 'Last Name' (Sampleton), and 'Address' (123 Sample Pkwy, Plano, TX 75024). Below this, it asks to 'Review Account Info' and states 'The contact information below will be leveraged to verify and activate your SimplePay account'. It shows a 'Personal email' field (JohnSampleton01@gmail.com), a 'Mobile phone number (Optional)' field ((122) 123-4567), and a 'Preferred Name (Optional)' field. At the bottom, there are 'Back' and 'Finish Setup' buttons.

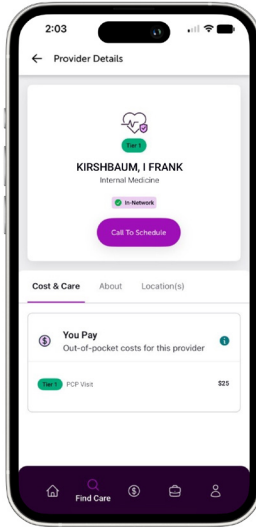
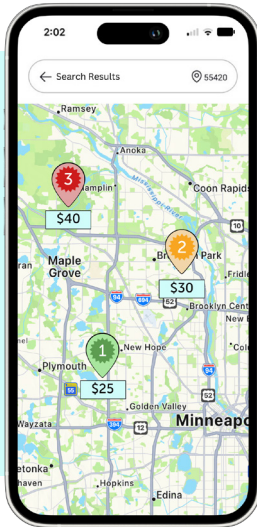
7 Your registration is now complete. Click 'Go to Login' to start accessing your member portal.

The screen displays a confirmation screen with a green checkmark icon. The text reads 'Registration Complete' and 'Your account has been successfully set up.' Below this is a 'Go to Login' button.

Dependent Access

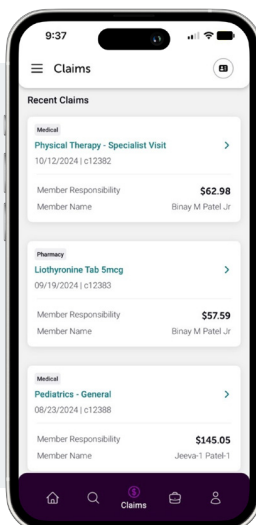
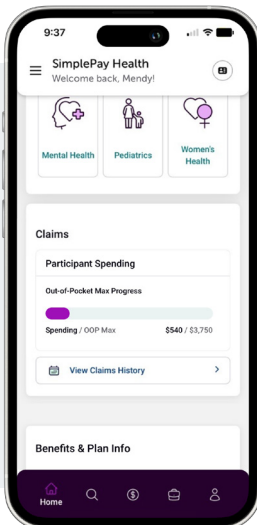
Dependents age 13 or older can follow the steps above to create their own account and access the SimplePay Portal from their device.

Member Portal Features



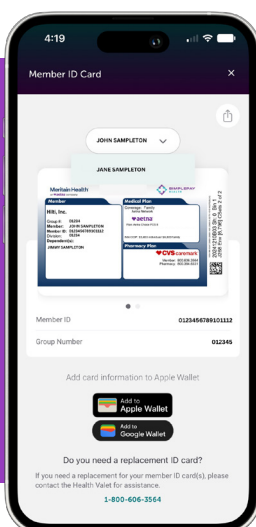
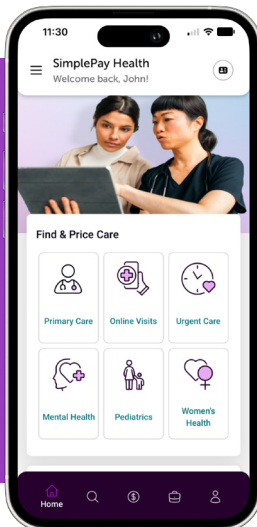
Find a Provider and Compare Costs

Easily search for high-quality care through your member portal. Log in and use the 'Find and Price Care' tool to search for care by provider name, condition, specialty, or reason for visit. Then, compare your options based on quality and cost information.



View Your Out-of-Pocket Max Progress and Claims History

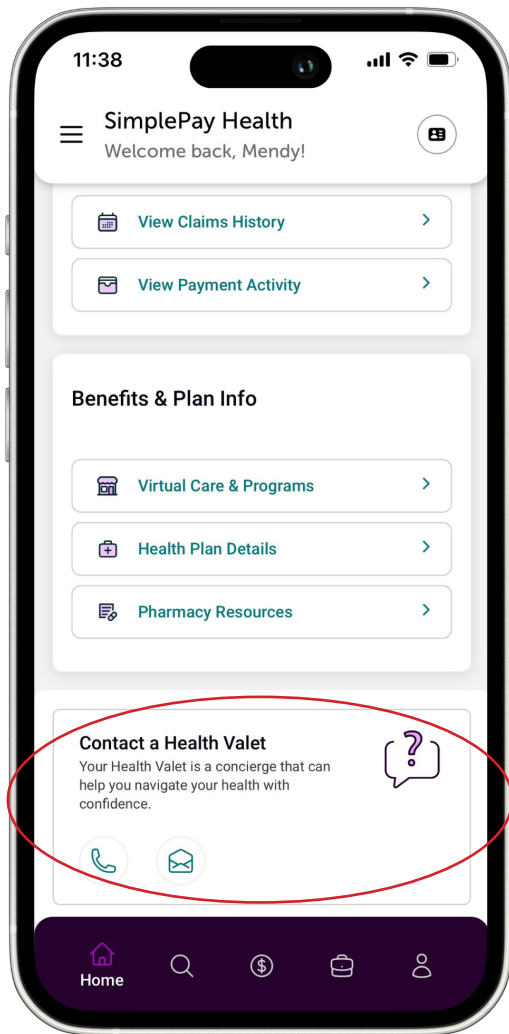
Keep track of your healthcare claims and download your Explanation of Benefits (EOB) from your member portal. View your claims history and check your out-of-pocket max progress all in one place.



Access to Digital Member ID Card

Left your member ID card at home? Access your digital member ID card from your portal and save it to your Apple or Google Wallet so it's always within reach on your mobile device.

Health Valets



Your Personal Health Concierge

Work with a SimplePay Health Valet, available in English and Spanish, as you navigate your healthcare journey with confidence. Your Health Valet is here to help:

- + Answer questions on billing or coverage information
- + Explain different care options
- + Find a high-quality provider
- + And more

Still have questions?

Contact the Health Valets by calling 1-800-606-3564 or by emailing healthvalet@simplepayhealth.com.