

# ONLINE MEMBER PORTAL

## *Quick, Easy Access To Benefit Information*

The Prominence Health Plan member portal is designed to help you easily manage your plan and access personal benefit information in a secure online setting.

### **IT'S EASY TO ACCESS YOUR PLAN INFORMATION**

1. Visit **prominencehealthplan.com**
2. Select **Member Login** at the top of the home page
3. Follow the onscreen instructions to create your account

You must have access to your group number (GRP#) and 12-digit member identification (ID) number. These are listed on your member ID card.

### **BEFORE YOU LOG IN ... PROSPECTIVE AND CURRENT MEMBERS**

- Download, print provider directories
- Access Evidence of Coverage (EOC) and Certificate of Coverage (COC) plan documents
- View pharmacy formulary
- Link to prescription drug management
- View prior authorization list
- Access Member Privacy Practices
- Review member newsletters

### **AFTER YOU LOG IN...**

Access claims, eligibility and ID card, along with

- Verify copay amounts
- Print temporary/request permanent ID cards
- View member claims
- Change your primary care provider (PCP)
- View plan benefit booklet

### **ACCESS INFORMATION YOU NEED ... QUICKLY**

- Register for Paperless Explanation of Benefits (EOBs)
- Online access to authorizations
- Links to pharmacy website

### **DOWNLOAD THE MEMBER MOBILE APP!**

Download the My PHP app on Google Play or Apple store to access your member ID card, check claims information and verify your plan copay amounts.

**If you need additional assistance with the online member portal, please call Customer Service at the phone number located on the back of your member ID card**

**Prominence<sup>®</sup>**  
**Health Plan**

**www.prominencehealthplan.com**

