

Volume

1

MOLINA HEALTHCARE



ePortal - Member User Guide

ePortal – Member User Guide

© Molina Healthcare

Table of Contents

CHAPTER 1 MEMBER SELF-SERVICES FUNCTIONALITIES

<i>Member Registration</i>	4
<i>Secure Login</i>	5
<i>Member Benefit Summary</i>	7
<i>Change PCP</i>	7
<i>Forgot Password</i>	10
<i>Change Password</i>	10
<i>View/Update Personal Information</i>	12
<i>Temporary ID Card</i>	13
<i>Request New ID Card</i>	14
<i>Contact Molina</i>	16
<i>View Frequently Asked Questions</i>	17
<i>Find a Provider</i>	18

Member Self Service Functionalities

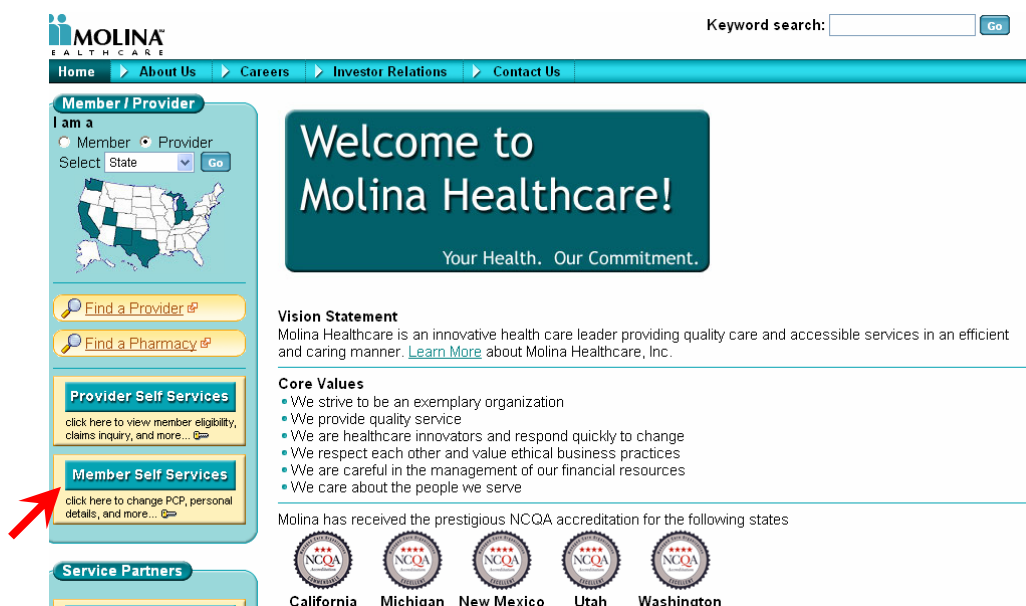
The Member Self Services of the e-portal enables an already contracted Molina member to register himself on the e-portal after accepting an Online User Agreement and log-in thereafter with his/her User ID and Password to access the functionalities of the ePortal.

Member Registration

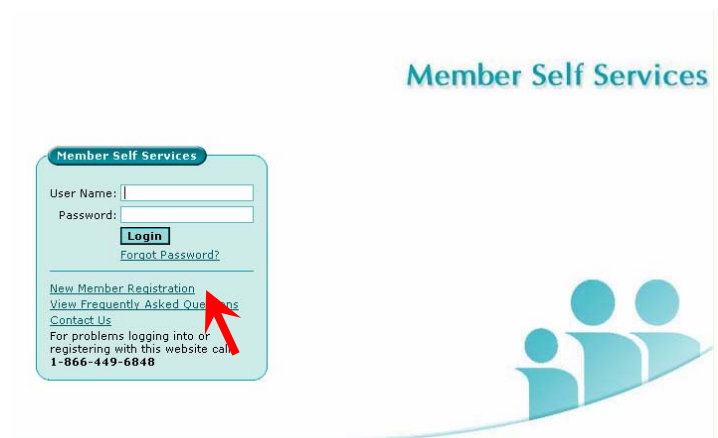
This is the process to facilitate Molina's already contracted member to register himself/herself on the e-portal as a Molina member and set up an account for accessing the member self-service functionalities. The user, after accepting the "Member Online User Agreement" has to supply the Molina Member ID or Last four digit of SSN along with the member details, and this information is verified to establish the identity of the member. The user will be asked to submit an e-mail id at which the unique User ID and the password for the member are sent if the information provided is found to be valid.

The following are the steps to accomplish this functionality.

- Browse to the Molina Healthcare Home page and click on the "Member Self Services" Link in the Member/Provider Section on the left.



- Click on the link for "New Member Registration"



- Accept the subsequently shown Member Online User Agreement before proceeding with the registration.
- Provide the relevant data in the form shown below to complete the registration.

- The fields Marked with an “*” are mandatory.

Secure Login

Secure Login enables the registered member to log-in by submitting the User ID and the Password, which is validated against the member's information already existing in the ePortal. This enables the registered member to perform secure transactions with Molina, over the web.

The following are the steps to accomplish this functionality.

- Navigate to the Member Self Services Website



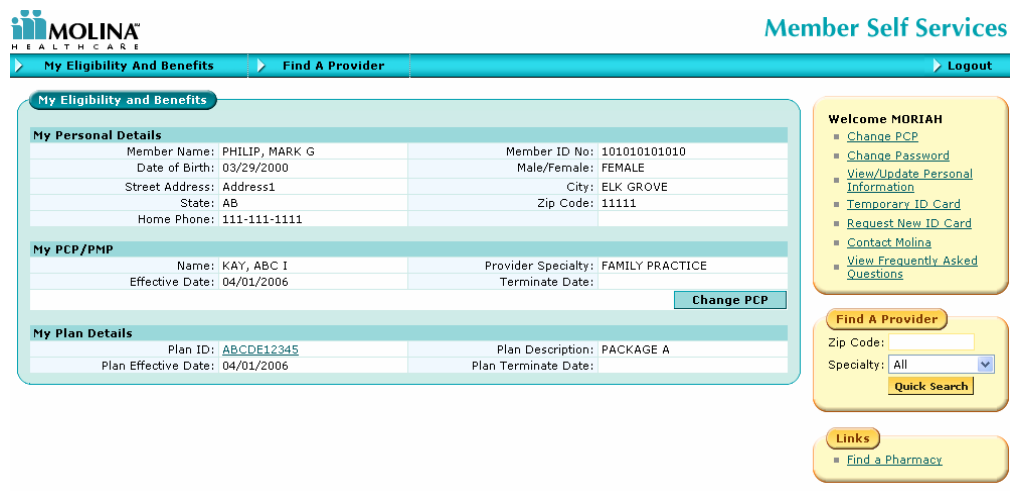
The image shows a login form titled "Member Self Services". It contains two input fields: "User Name:" and "Password:". To the right of the "Password:" field, there are three red arrows pointing towards it. Below the input fields is a "Login" button and a link for "Forgot Password?". At the bottom of the form, there are links for "New Member Registration", "View Frequently Asked Questions", and "Contact Us". A note at the bottom states: "For problems logging into or registering with this website call 1-866-449-6848".

- Enter the Username and the Password provided at the time of the registration.

The system checks the Username and Password against the data provided during the Registration process. It also checks if the user is an active contracted member.

It is only an already contracted Molina member who has already registered himself/ herself on the e-portal who can log in.

On click of the "Login" button, if the user exists and his account is active, then it will redirect to the Home Page with Member details.



The image shows the "Member Self Services" home page for Molina Healthcare. The page has a header with the Molina logo and the title "Member Self Services". Below the header is a navigation bar with links: "My Eligibility And Benefits", "Find A Provider", and "Logout". The main content area is divided into three sections: "My Personal Details", "My PCP/PMP", and "My Plan Details".

My Personal Details	
Member Name: PHILIP, MARK G	Member ID No: 101010101010
Date of Birth: 03/29/2000	Male/Female: FEMALE
Street Address: Address1	City: ELK GROVE
State: AB	Zip Code: 11111
Home Phone: 111-111-1111	

My PCP/PMP	
Name: KAY, ABC I	Provider Specialty: FAMILY PRACTICE
Effective Date: 04/01/2006	Terminate Date:

My Plan Details	
Plan ID: ABCDE12345	Plan Description: PACKAGE A
Plan Effective Date: 04/01/2006	Plan Terminate Date:

On the right side of the page, there is a "Welcome MORIAH" section with a list of links: "Change PCP", "Change Password", "View/Update Personal Information", "Temporary ID Card", "Request New ID Card", "Contact Molina", and "View Frequently Asked Questions". Below this is a "Find A Provider" section with a "Zip Code:" input field, a "Specialty:" dropdown menu set to "All", and a "Quick Search" button. At the bottom right, there is a "Links" section with a link to "Find a Pharmacy".

Member Benefit Summary

The functionality enables the members to view their coverage and benefits of account of their enrollment with the Molina health plan. The member can only view his/her individual coverage and benefits information.

The user will have to :

- User logs in as a member using the User ID and Password.
- Automatically redirect the “Member Benefit Summary “ Page

The screenshot displays the Molina Healthcare Member Self Services portal. The header includes the Molina Healthcare logo and the text "Member Self Services". Below the header is a navigation bar with three tabs: "My Eligibility And Benefits" (selected), "Find A Provider", and "Logout".

The main content area is titled "My Eligibility and Benefits" and contains three sections:

- My Personal Details:** A table with member information.

Member Name: PHILIP, MARK G	Member ID No: 101010101010
Date of Birth: 03/29/2000	Male/Female: FEMALE
Street Address: Address1	City: ELK GROVE
State: AB	Zip Code: 11111
Home Phone: 111-111-1111	
- My PCP/PMP:** A table with primary care provider information.

Name: KAY, ABC I	Provider Specialty: FAMILY PRACTICE
Effective Date: 04/01/2006	Terminate Date:

A "Change PCP" button is located below this table.
- My Plan Details:** A table with plan information.

Plan ID: ABCDE12345	Plan Description: PACKAGE A
Plan Effective Date: 04/01/2006	Plan Terminate Date:

On the right side of the page, there are three yellow boxes:

- Welcome MORIAH:** A list of links including "Change PCP", "Change Password", "View/Update Personal Information", "Temporary ID Card", "Request New ID Card", "Contact Molina", and "View Frequently Asked Questions".
- Find A Provider:** A search box with fields for "Zip Code:" and "Specialty:" (set to "All"), and a "Quick Search" button.
- Links:** A list of links including "Find a Pharmacy".

Change PCP

This feature enables the member to view his/her demographic information. Member can change the PCP details

The user will have to :

- User logs in as a member using the User ID and Password.
- Click on the “Change PCP” link.



- You can search for the provider by providing the information in the following form :

- You can search by name or by the location of the provider and a combination thereof.
- You will be presented with a list of provider/s as a result of the search criteria which is showing in the following screen.
- Click on a "Find" button, it will shows the provider details

Find a Provider

State: * IN Provider Type: * PCP Accept New Patient: Select

By Name ☐

Last Name: First Name: Specialty: All
 Language: All Male/Female: All LOB: All

By Location ☐

Street Address: City: Select Zip Code: 
 Distance Within: Select (Miles) County: Select

Find Clear Cancel

Your search information found more than 100 Providers. One hundred Providers are displayed. You may change your search information and try again.

Providers Found

Provider Name	Address	Telephone	Specialty	Language	Male/Female	Distance (miles)
JOHN SMITH	Address1	111.111.1111	Internal/Gastro	English	Male	
ALIN RICK	Address2	222-222-2222	Family Practitioner	English/Tagalog	Female	
Daniel Thomson	Address3	100.100.1000	Internal Medicine	English/Filipino	Male	
Mark Taylor	Address4	200.200.2000	OB/Gyn	English	Male	
Jim Bono	Address5	101-010-1010	Family Practitioner	English	Female	

1 2 3 4 5 6 7 8 9 10 ...

- On click on the “Provider Name” data link, user will be redirected to the Provider Details page which contains the Provider Details, Service Location, Program, Group Affiliation and Hospital Affiliation information about the provider in the following screen.

Provider Details

Name: Jhon Smith Specialty: Internal/Gastro
 Language: English Male/Female: Male
 Distance (in Miles):

Service Location

Name: Smith Jhon.
 Address: Address1
 Phone: 100-100-1000
 Fax:

Program

Accepting New Patient: Y
 Gender Restriction: Minimum Age: 1 Maximum Age: none

Group Relationship

Name:
 Address:
 Phone:

Hospital Relationship

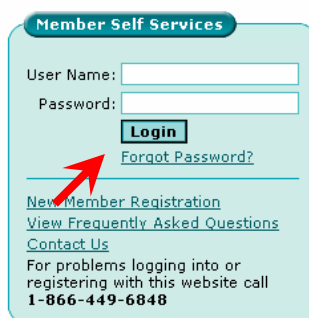
Name:
 Address:
 Phone:

Go Back

Forgot Password

This functionality enables the valid user to obtain a password for logging in if the user has forgotten his/her password.

- Click on the “Forgot Password” link.



Member Self Services

User Name:

Password:

[Forgot Password?](#)

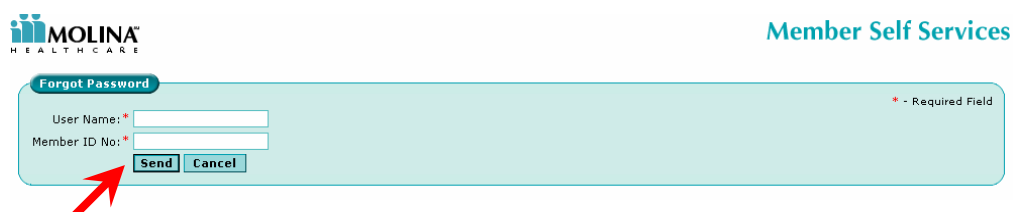
[New Member Registration](#)

[View Frequently Asked Questions](#)

[Contact Us](#)

For problems logging into or registering with this website call
1-866-449-6848

- The user can enter the User Name and Member ID No.
- Click on the “Send” button.



MOLINA
HEALTHCARE

Member Self Services

Forgot Password

User Name: *

Member ID No: *

* - Required Field

Change Password

This functionality enables the User to change the password after submitting the User ID and the existing password.

- The “Change Password” link is in the following area after logging in :



- The user is required to supply the current password and then enter the new password with a confirmation entry. The new supplied password must be different from the old password and other requirements for a strong password can be viewed by clicking on the “Password Rules” link.

Change Password

User Name: cater

Old Password: *

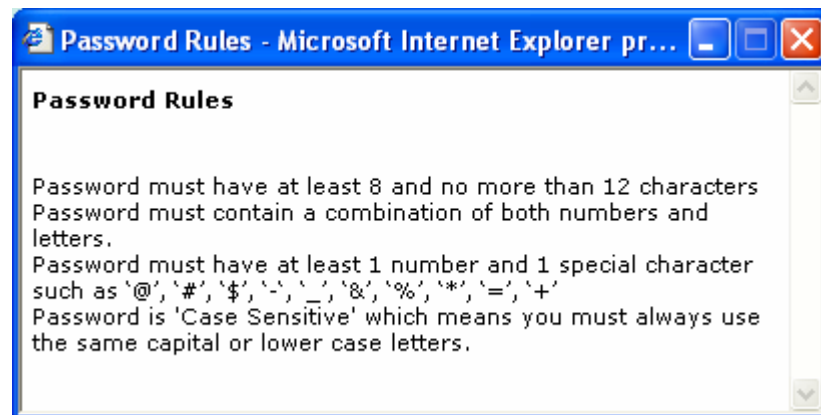
New Password: *

Enter New Password again: *

[Password Rules](#)

* - Required Field

On click on the “Password Rules”, a popup which lists all the password rules are showing in the following screen.



View/Update Personal Information

This feature enables Molina's member to change his/her mailing address, phone numbers and e-mail address using the Portal.

The user will have to :

- User logs in as a member using the User ID and Password.
- Click on the "View / Update Personal Information" link.



- The user can view his/her profile info presented thereafter.
- Click on the "Change" button at the bottom of the profile info.

A form titled "My Personal Information" with a sub-header "Personal Information". It contains a table with two columns of personal data. At the bottom right, there are "Change" and "Cancel" buttons. A red arrow points to the "Change" button.

Personal Information	
Member ID No: 101010101010	First Name: Smith
Last Name: Jhon	Male/Female: FEMALE
Date of Birth: 03/29/2000	Apartment No/Street Address:
Mailing Address: 1104 N FIFTH ST	City: BOONVILLE
State: IN	e-mail: seetha@cognizant.com
Zip Code: 47601	Cell Phone:
Home Phone: 812-386-8984	

- The following fields will be enabled and allow the user to change the following information.
 - Mailing Address
 - Apartment No/Street Address

- State
- City
- Zip
- e-Mail
- Home Phone
- Cell Phone

- Click on the “Send” button and confirm after the requisite changes. Only contracted member can change his/her mailing address.

My Personal Information

Personal Information

Member ID No: 1010101010	First Name: Smith
Last Name: Jhon	Male/Female: FEMALE
Date of Birth: 03/29/2000	Apartment No/Street Address:
Mailing Address: * 2nd street	City: * BOONVILLE
State: * IN	e-mail: * rajan@cognizant.com
Zip Code: * 10101	Cell Phone: 1010101010
Home Phone: 1010101010	

Send **Cancel**

Temporary ID Card

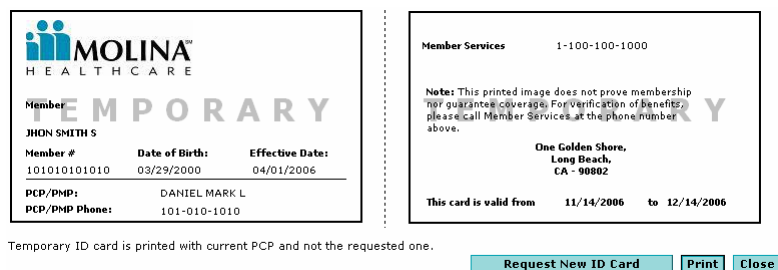
This feature enables Molina’s members to print temporary ID card for themselves. The validity of the ID card will be 30 days from the date of issue.

The user will have to :

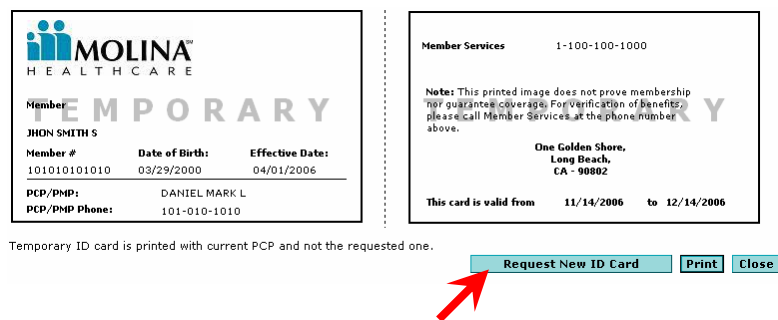
- User logs in as a member using the User ID and Password.
- Click on the “Temporary ID Card” link.



- The user can view his/her profile info presented thereafter.
- Click on the “Print” button, it will be opened in PDF Format.



- Click on the “Request New ID Card” button, it will be redirected to page.



Request New ID Card

This is the process to facilitate Molina’s already members to request for a new ID Card. This shall initiate the request for a new ID Card at Molina.

The user will have to :

- User logs in as a member using the User ID and Password.
- Click on the “Request New ID Card” link.



- Click on the “Change Mailing Address” link

A screenshot of a web form titled "Request New ID Card". The form has a light blue header and a white body. The first section is a greeting: "Dear SMITH , A new ID Card will be mailed to the following address:". Below this is a section titled "Mailing Address" which contains a table with two columns: "Mailing Address 1" and "Address 2". The table has four rows: "Mailing Address 1: 1104 N FIFTH ST", "State: IN", "Zip Code: 1111", and "Mobile No:". The "Address 2" column has three rows: "City: BOONVILLE", "Home Phone: 101-101-1010", and a link "Change Mailing Address". A red arrow points to the "Change Mailing Address" link. At the bottom right of the form are two buttons: "Send" and "Cancel".

Mailing Address 1	Address 2
1104 N FIFTH ST	City: BOONVILLE
State: IN	Home Phone: 101-101-1010
Zip Code: 1111	Change Mailing Address
Mobile No:	

- The following fields will be enabled and allow the user to change the following information.
 - Mailing Address 1
 - Address 2
 - State
 - City
 - Zip Code

- Click on the “Send” button and confirm after the requisite changes. Only contracted member can change his/her mailing address

Request New ID Card

Member ID No: 101010101010	
Last Name: JHON	First Name: SMITH
Date of Birth: 03/29/2000	Male/Female: Female

Mailing Address

* - Required Field

Mailing Address 1: *	Address 1	Address 2:	
State: *	IN	City: *	BOONVILLE
Zip Code: *	10000		

Send **Cancel**

Contact Molina

This is the process to facilitate Molina’s already enrolled members to contact Molina. The health plan address and the phone number are displayed to enable the member to contact Molina. The member can also send an e-mail message through this link to Molina member services department.

The user will have to :

- User logs in as a member using the User ID and Password.
- Click on the “Contact Molina” link

Welcome SMITH

- [Change PCP](#)
- [Change Password](#)
- [View/Update Personal Information](#)
- [Temporary ID Card](#)
- [Request New ID Card](#)
- [Contact Molina](#)
- [View Frequently Asked Questions](#)

You can view the contact details of Molina and also send the mail to group administrator.

- Select a Reason
- Enter the description of reason

- Click on the “Send Message” button. The mail has been sent to group administrator.

Molina Contacts

General Contact Information

Address	Phone	Fax
Corporate Office		
Address 1	1-111-111-1111, 1-101-101-1010	1-002-002-0002
Member Service		
Address 2	1-001-001-0001, 1-101-101-1000	

Send a Message to Molina

Reason: * ID Card

Type your message here: * Request for ID Card

Send Message

* - Required Field

View Frequently Asked Questions

This is the process to facilitate Molina’s already enrolled members to get answers to questions which are expected to be frequently asked by the user to understand the functionalities of the member e-portal.

The user will have to :

- User logs in as a member using the User ID and Password.
- Click on the “View Frequently Asked Questions” link

Welcome SMITH

- [Change PCP](#)
- [Change Password](#)
- [View/Update Personal Information](#)
- [Temporary ID Card](#)
- [Request New ID Card](#)
- [Contact Molina](#)
- [View Frequently Asked Questions](#)

Member FAQs

1. [How do I sign up \(register\) to use Member Self Services?](#)
2. [How do I Login?](#)
3. [How do I change my password?](#)
4. [I forgot my password. What do I do?](#)
5. [How do I change my PCP/PMP online?](#)
6. [How do I change my personal details online?](#)
7. [How can I learn more about my benefits?](#)
8. [Can I ask for a new ID card online?](#)
9. [How do I contact Molina if I have questions or concerns?](#)
10. [What number do I call if I'm having trouble with this website?](#)

Q1. How do I sign up (register) to use Member Self Services?

To sign up (register) for Member Self Services:

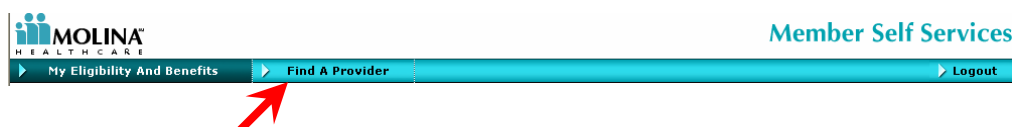
- Click on "New Member Registration".
- Fill in your personal details. You have to fill in the spaces marked with *. You cannot finish signing up if you do not fill in these spaces.
- Choose a User Name. Fill in the spaces marked User Name and password. You will use the same User Name and password each time you sign in.
- You also have to have an e-mail address in order to sign up.
- Molina will make sure your personal details are correct. Then Molina will send you an e-mail message with your User Name and password. This means you are done signing up.
- You can now use the Member Self Service section whenever you want to.
- Keep your User Name and password safe. Don't tell anyone else your User Name or password. Having a private User Name and password means only you can see your medical information online.

Find a provider

This feature enables the member to view his/her demographic information. Member can view the PCP details

The user will have to :

- User logs in as a member using the User ID and Password.
- Click on the "Find a Provider" link



- You can search for the member by providing the information in the following form :

Find a Provider

State: * IN Provider Type: * PCP Accept New Patient: Select

☐ By Name

Last Name: First Name: Specialty: All

Language: All Male/Female: All LOB: All

☐ By Location

Street Address: City: Select Zip Code:

Distance Within: Select (Miles) County: Select

Find Clear Cancel

- You can search by name or by the location of the provider and a combination thereof.
- You will be presented with a list of provider/s as a result of the search criteria which is showing in the following screen.
- Click on a "Find" button, it will show the provider details

Find a Provider

State: * IN

Provider Type: * PCP

Accept New Patient: Select

By Name

Last Name:

First Name:

Specialty: All

Language: All

Male/Female: All

LOB: All

By Location

Street Address:

City: Select

Zip Code:

Distance Within: Select (Miles)

County: Select

Find Clear Cancel

Your search information found more than 100 Providers. One hundred Providers are displayed. You may change your search information and try again.

Providers Found

Provider Name	Address	Telephone	Speciality	Language	Male/Female	Distance (miles)
JOHN SMITH	Address1	111.111.1111	Internal/Gastro	English	Male	
ALIN RICK	Address2	222-222-2222	Family Practitioner	English/Tagalog	Female	
Daniel Thomson	Address3	100.100.1000	Internal Medicine	English/Filipino	Male	
Mark Taylor	Address4	200.200.2000	OB/Gyn	English	Male	
Jim Bono	Address5	101-010-1010	Family Practitioner	English	Female	

1 2 3 4 5 6 7 8 9 10 ...

- On click on the "Provider Name" data link, user will be redirected to the Provider Details page which contains the Provider Details, Service Location, Program, Group Affiliation and Hospital Affiliation information about the provider in the following screen.

Provider Details

Name:	Jhon Smith	Specialty:	Internal/Gastro
Language:	English	Male/Female:	Male
Distance (in Miles):			

Service Location

Name:	Smith Jhon.
Address:	Address1
Phone:	100-100-1000
Fax:	

Program

Accepting New Patient:	Y	Minimum Age:	1	Maximum Age:	none
Gender Restriction:					

Group Relationship

Name:	
Address:	
Phone:	

Hospital Relationship

Name:	
Address:	
Phone:	

[Go Back](#)