



MEMBER PORTAL GUIDE

As a feature of your health care benefits, Union Health-An Integrated Health Plan provides **secure** internet access to give you the Information you need anytime you need it. **To access the member portal, visit www.unionintegratedhealthplan.org.**

Some of these services are:

- **Claims**
Integrated Health Plan provides quick access to your claims status and eligibility information. You can track your medical claims as they move through the Integrated Health Plan claims processing system.
- **Forms**
Finding a claim form is just two clicks away. By clicking on Members and then Forms you have instant access to important Integrated Health Plan forms.
- **Resources**
Up-to-date information and references include:
 - Frequently Asked Questions
 - Useful information at your fingertips about Integrated Health Plan, how to contact us, and answers to questions about our products and services
 - Helpful Links
 - Commonly used website resources

CONTACT US:

(812) 645-2652

Member.Services@unionihp.org

1. Creating an Account

To create a login for the Integrated Health Plan Member Portal, an active member will need to create an account.



Total health takes teamwork

From access to care coordinators to the ability to talk to a physician online, our plans have one thing in common, to keep you feeling your best. We provide simple and easy to understand health benefits that fit your life, your needs, and your goals. Signup today or login if you're already a member. Welcome to Union Health an Integrated Health Plan.

Contact Us

Local: 812-645-2652
Toll-Free: 833-324-0675
TTY: 800-743-3333 Ext 711

Website: www.unionintegratedhealthplan.org

Manage your account

You'll get access to your benefits, claims, important documents and more.

- View your plan benefits and summaries

Sign into your account

Username

Password

[Forgot your username or password?](#)

A license agreement screen will display, and the member will need to click the *Accept Box*.

License Agreement

Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.

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, Healthix Inc., reserves all rights not expressly granted in this Agreement.

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Links to Third Party Websites. The hypertext links in the website let you leave our website. The linked websites are not under our control, and therefore we are not responsible for the contents of any linked website. We are providing these links to you only as a convenience, and the inclusion of any link does not imply any endorsement by the producers of the site.

Accept

Cancel

Next

The member will complete the fields and click *Next*.

Please refer to your ID card to assist you in completing the steps on this screen.

Member ID

First Name

Sam

Last Name

Jones

Date of Birth

05/11/1956

Format mm/dd/yyyy

Cancel

Previous

Next

Create Login Information

Username: Must be at least 3 in length, beginning with a letter. Characters accepted are: alpha-numeric, . (dot), - (dash) and @

Password: Must be at least 8 characters in length; and can use alpha numeric and the following special characters: -_!\$%&*~^!/?

Enter a valid e-mail address

Select 3 security questions (for password reset or forgot password service)

Click on "Next" at the bottom of the page

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1

Security Question 2

Security Question 3

Cancel

Previous

Next

Don't have an email account?

This site requires a valid email address. If you do not have an email address, you may create a FREE Email account with one of these popular providers:

- [Gmail](#)
- [Yahoo!](#)
- [Hotmail](#)

The security screen will display, and member will need to follow instructions.

The Two-Factor Authentication screen will display, and member will need to choose how to receive the notification (Text, Mobile, Email verification).

Enter the chosen method. A display box will appear.

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

Enter the chosen method. A display box will appear:

The screenshot shows a dialog box titled "Two-Factor Authentication" with the sub-heading "Set up text message verification". The text inside reads: "To enable this method, we must first send a one-time security code to your mobile phone number. Enter or confirm the phone number below and click **Send code**." Below this text are two input fields: "Phone Number" and "One-time security code". To the right of the "Phone Number" field is a "Send code" button. Below the "One-time security code" field is a link that says "Didn't receive a code? Resend". At the bottom of the dialog are two buttons: "Enable" and "Cancel".

Enter the required information and then click on *Send Code*.

Once you receive the security code enter that number in the One-Time Security Code Field and click on *Enable the finish*. The member is now logged into the Member Web Portal.

A confirmation will display to confirm, and the member will click on *Finish*.

2. Log-in Screen



Total health takes teamwork

From access to care coordinators to the ability to talk to a physician online, our plans have one thing in common, to keep you feeling your best. We provide simple and easy to understand health benefits that fit your life, your needs, and your goals. Signup today or login if you're already a member. Welcome to Union Health an Integrated Health Plan.

Contact Us

Local: 812-645-2652
Toll-Free: 833-324-0675
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Website: www.unionintegratedhealthplan.org

Manage your account

[Sign into your account](#)

Username

Password

[Enter security code](#)

For additional security, we need to verify your identity before you can sign in to the account.

We sent a one-time security code to (***) ***-1347.

Once you receive it, please enter it below. If you have not received the code or still have trouble signing in, please call member services.

One-time security code

[Didn't receive a code? Resend](#)

Remember this device for 30 days

Do not check if you are on a public or shared computer.

[Back](#)

3. Home, Coverage & Benefits and Claim



- MESSAGES
- PROFILE
- LOGOUT

- HOME
- COVERAGE & BENEFITS
- CLAIMS

Welcome back, Sam!

Member ID
11111111100

Employer
Circle City

Primary care provider
Billy Geiser MD

Recent claims

| CLAIM NUMBER | DATE OF SERVICE | PROVIDER |
|----------------------------|-----------------|------------------------|
| 4908852432 | 1/3/2018 | DR. Connie Straker, MD |
| 634586714 | 12/14/2017 | DR. Betty Bayerl, MD |
| 5160754348 | 12/14/2017 | DR. Connie Straker, MD |

[View all claims](#)

Manage your health & wellness

- Claim access authorization
- Request your ID Card
- See your latest claims
- Is my provider in-network?

Deductible and out-of-pocket balances

The member can click on a message to see the details.



Messages

Filter Messages

🔍 Search by Sort Results

Message List

 **Inbox (0)**  **Sent**  **Archived**

| <input type="checkbox"/> | SUBJECT | FROM | DATE ▾ | TRACKING # | STATUS |
|--------------------------|---------|------|--------|------------|--------|
|--------------------------|---------|------|--------|------------|--------|

No records found

Selected items ▾

In the Member Profile screen, the member can manage his profile and security options.



Account Information

First Name:

Sam

Last Name:

Jones

*Username:

test.samjones

Account created:

8/20/2020

Email:

arice@healthx.com

Address:

4161 E 96th St
Indianapolis, IN 46240

Update Account Information

Security Information

Change your password

Please enter your current password in order to change any settings on this page.

Current Password:

New Password:

Verify New Password:

Security Questions

In what city were you born? (Enter full name of city only) ▼

What is the name of the first company you worked for? ▼

What is the first name of your oldest niece? ▼

Update Security Information

From the Home Screen, the member can click the *View All Claims* which navigates the member to the Claims tab which displays all claims and there is a filter feature to assist with searching.



Claims

Filter Claims Results

By Date:

Select Member
All ▼

Begin Date

End Date

By Claim Number:

Claim Numbers

One claim number per line

Showing 3 Claims for All Users

Export Results (CSV)

| CLAIM NUMBER | PATIENT NAME | SERVICE DATE | TOTAL CHARGE | PROVIDER |
|----------------------------|---------------|--------------|--------------|------------------------|
| 4908852432 | Jones, Daniel | 1/3/2018 | \$485.23 | DR. Connie Straker, MD |
| 634586714 | Jones, Sam | 12/14/2017 | \$9,831.72 | DR. Betty Bayerl, MD |
| 5160754348 | Jones, Daniel | 12/14/2017 | \$6,233.72 | DR. Connie Straker, MD |

A member can grant other members access to their own data, by clicking on *Claims Access Authorization*.



Recent claims

| CLAIM NUMBER | DATE OF SERVICE | PROVIDER |
|----------------------------|-----------------|------------------------|
| 4908852432 | 1/3/2018 | DR. Connie Straker, MD |
| 634586714 | 12/14/2017 | DR. Betty Bayerl, MD |
| 5160754348 | 12/14/2017 | DR. Connie Straker, MD |

[View all claims](#)

 [Claim access authorization](#)

 [Request your ID Card](#)

 [See your latest claims](#)

 [Is my provider in-network?](#)

Manage your health & wellness

Deductible and out-of-pocket balances

That screen displays all members on the plan and which access they would like to grant.



Due to HIPAA privacy rules, you or your family members are not able to view online claims information for your spouse or dependent over age 18 without their consent.

Grant/Deny Access: If you would like to authorize your family members access to your online claims information, you may do so by clicking on the **Grant** button below next to their name. You are also able to **Deny** access to your online claims information. **Note:** You are only able to grant/deny access to family members that have an online account.

Request Access: If you would like to request access to one of your family members online claims information, you may click on **Request Access**, next to their name below, and send an email to your family member requesting they authorize your access. They will need to sign up for an online account to grant your access to their information.

Access to Your Account

Grant or deny members on your account access to your personal health information.

| | | |
|---------------------------|------------------------------------|-----------------------------------|
| Elizabeth Jones | <input type="radio"/> Grant Access | <input type="radio"/> Deny Access |
| Daniel Jones | <input type="radio"/> Grant Access | <input type="radio"/> Deny Access |
| Alicia Jones (No Account) | <input type="radio"/> Grant Access | <input type="radio"/> Deny Access |

Request Access

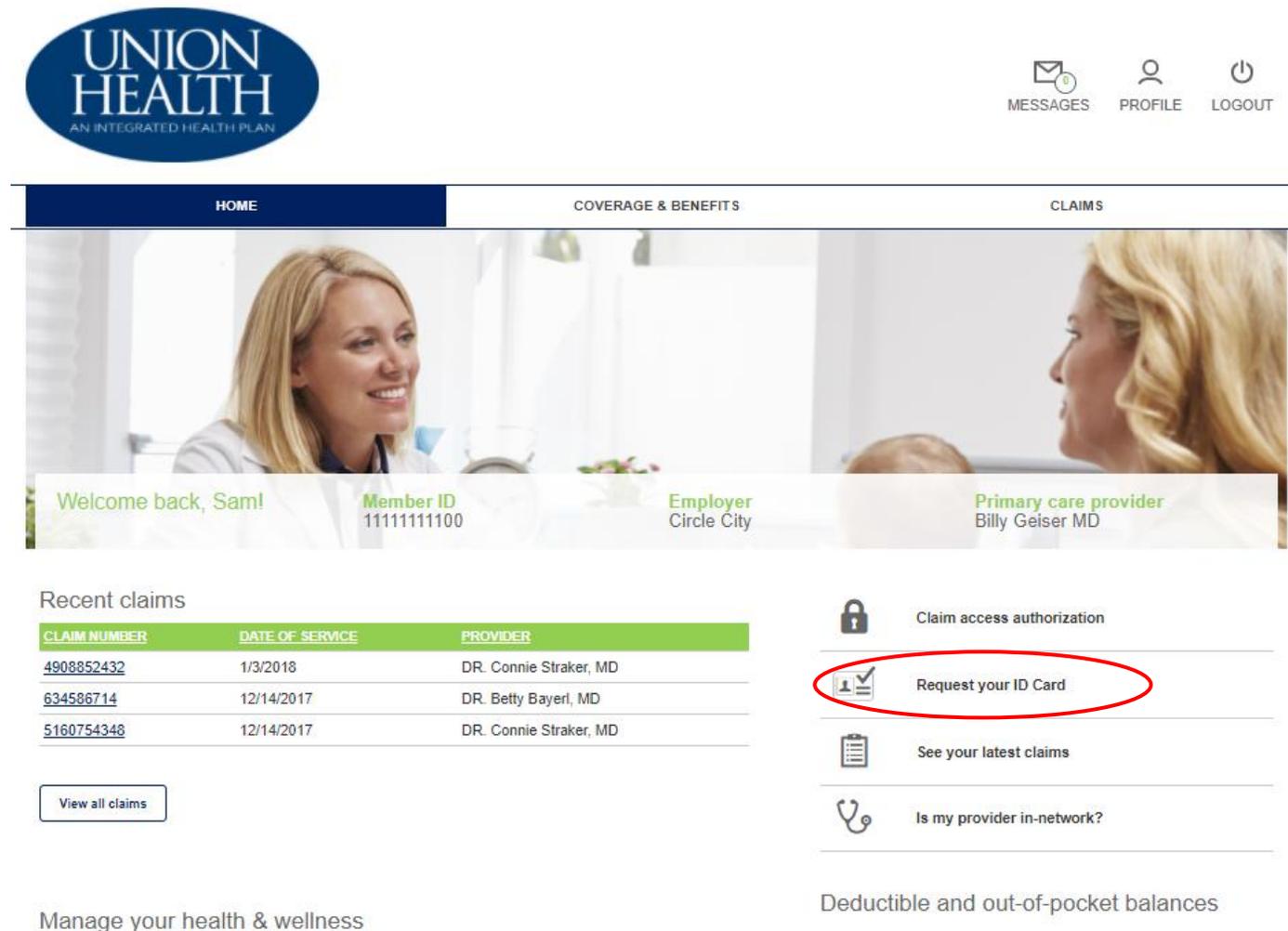
Your family member will receive an email asking them to login to the site and grant you access.

- Elizabeth Jones
- Daniel Jones
- Alicia Jones

submit

4. Request an ID Card

A member can request an ID Card by clicking on *Request your ID Card*.



The screenshot shows the Union Health member portal interface. At the top left is the Union Health logo with the tagline "AN INTEGRATED HEALTH PLAN". To the right are navigation icons for Messages, Profile, and Logout. Below these is a horizontal menu with "HOME", "COVERAGE & BENEFITS", and "CLAIMS". The main content area features a banner with a photo of a doctor and a patient, and a summary of member information: "Welcome back, Sam!", "Member ID 11111111100", "Employer Circle City", and "Primary care provider Billy Geiser MD". Below the banner is a "Recent claims" section with a table of three claims. To the right of the table is a vertical list of actions: "Claim access authorization", "Request your ID Card" (highlighted with a red circle), "See your latest claims", and "Is my provider in-network?". At the bottom left is a "View all claims" button, and at the bottom right is the text "Deductible and out-of-pocket balances".

UNION HEALTH
AN INTEGRATED HEALTH PLAN

MESSAGES PROFILE LOGOUT

HOME COVERAGE & BENEFITS CLAIMS

Welcome back, Sam! Member ID 11111111100 Employer Circle City Primary care provider Billy Geiser MD

Recent claims

| CLAIM NUMBER | DATE OF SERVICE | PROVIDER |
|----------------------------|-----------------|------------------------|
| 4908852432 | 1/3/2018 | DR. Connie Straker, MD |
| 634586714 | 12/14/2017 | DR. Betty Bayerl, MD |
| 5160754348 | 12/14/2017 | DR. Connie Straker, MD |

[View all claims](#)

Claim access authorization

Request your ID Card

See your latest claims

Is my provider in-network?

Deductible and out-of-pocket balances

Manage your health & wellness

Request and ID Card populates these fields from the Member's Profile. The member chooses the quantity of cards requesting, then clicks on the *Submit* button.

Member ID Card Request

Member First Name:*

Member Last Name:*

Member ID:*

Group Number:*

Number of cards requested:*

E-mail:

Once submitting the request, an acknowledgement pops up.

Tracking #10725768
Sent by Admin Team on 10/29/2020.

Member ID Card Reply

Thank you. Your request has been submitted.

Thank you. Your request has been submitted.

Request Date:
10/29/2020

Member First Name:
Sam

Member Last Name:
Jones

Member ID:
11111111100

Group Number:
100

Username:
test.samjones

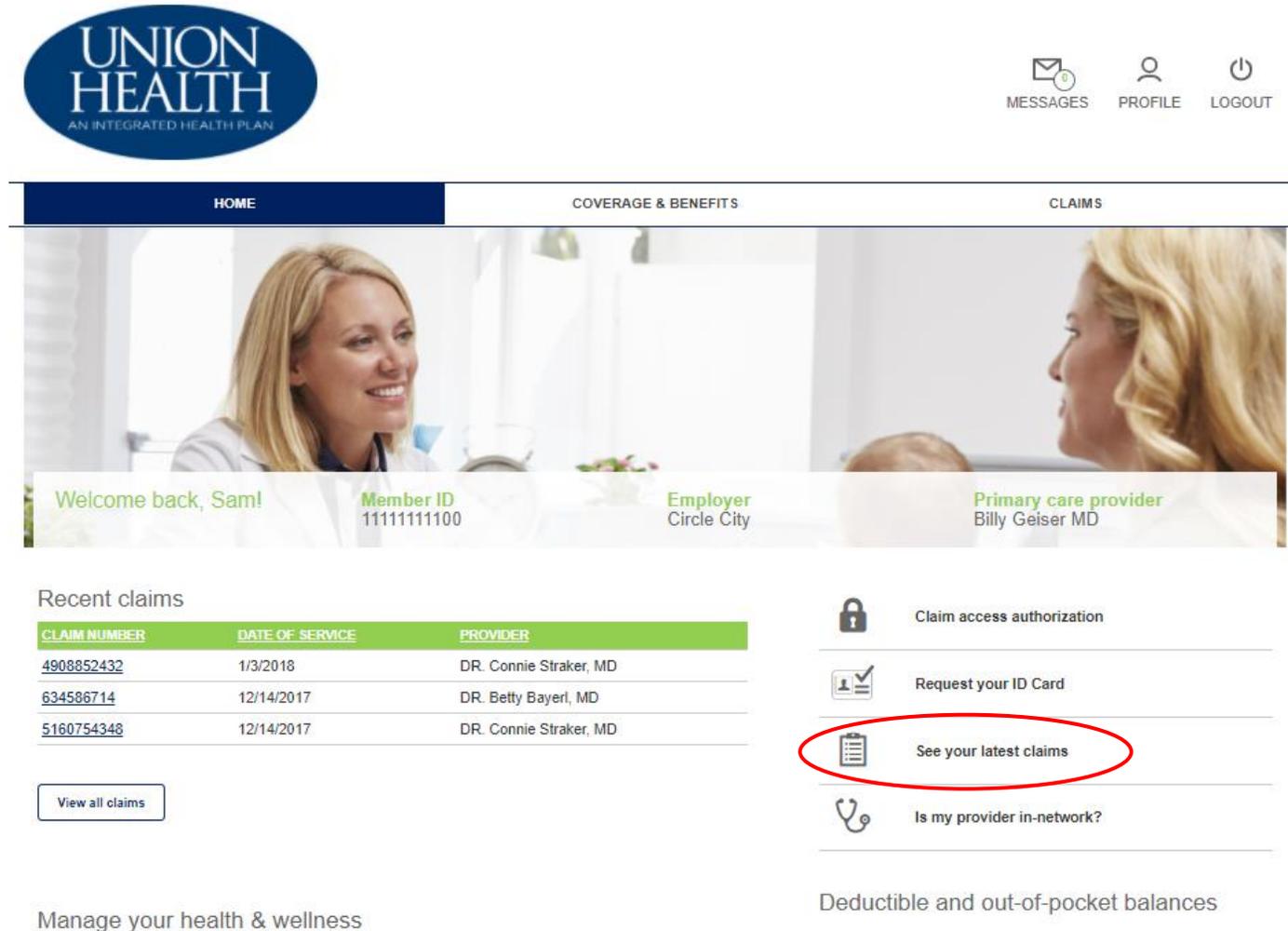
Number of cards requested:
2

E-mail:
arice@healthx.com

Thank you for submitting your ID Card request. The cards will be sent as soon as possible. If we have any issues with the request, we will contact you via email.

5. View Claims

The member has the option to navigate to their claims also by clicking on *See your latest claims* button.



The screenshot shows the Union Health member portal interface. At the top left is the Union Health logo. On the right, there are navigation links for Messages, Profile, and Logout. Below the header is a navigation bar with three tabs: HOME, COVERAGE & BENEFITS, and CLAIMS. The CLAIMS tab is active. Below the navigation bar is a banner image of a woman smiling. Below the banner, there is a welcome message: "Welcome back, Sam!". To the right of the welcome message are four pieces of information: Member ID (11111111100), Employer (Circle City), and Primary care provider (Billy Geiser MD). Below the banner, there is a section for "Recent claims" with a table. The table has three columns: CLAIM NUMBER, DATE OF SERVICE, and PROVIDER. There are three rows of data. Below the table is a button labeled "View all claims". To the right of the table, there is a list of four options: "Claim access authorization", "Request your ID Card", "See your latest claims", and "Is my provider in-network?". The "See your latest claims" option is circled in red. Below the list of options, there is a section for "Deductible and out-of-pocket balances".

UNION HEALTH
AN INTEGRATED HEALTH PLAN

MESSAGES PROFILE LOGOUT

HOME COVERAGE & BENEFITS CLAIMS

Welcome back, Sam!

Member ID
11111111100

Employer
Circle City

Primary care provider
Billy Geiser MD

Recent claims

| CLAIM NUMBER | DATE OF SERVICE | PROVIDER |
|----------------------------|-----------------|------------------------|
| 4908852432 | 1/3/2018 | DR. Connie Straker, MD |
| 634586714 | 12/14/2017 | DR. Betty Bayerl, MD |
| 5160754348 | 12/14/2017 | DR. Connie Straker, MD |

[View all claims](#)

- Claim access authorization
- Request your ID Card
- See your latest claims**
- Is my provider in-network?

Manage your health & wellness

Deductible and out-of-pocket balances

5. Find a Provider

The member can access the Provider Directory by clicking on the *Is my provider in-network* and completing the form.

The screenshot shows the Union Health member portal. At the top left is the Union Health logo, an oval with 'UNION HEALTH' in white on a blue background and 'AN INTEGRATED HEALTH PLAN' below it. To the right are three navigation icons: 'MESSAGES' (envelope), 'PROFILE' (person), and 'LOGOUT' (power button). Below these is a dark blue navigation bar with 'HOME', 'COVERAGE & BENEFITS', and 'CLAIMS'. The main content area features a large banner image of a doctor and a woman. Below the banner, a white box displays member information: 'Welcome back, Sam!', 'Member ID 11111111100', 'Employer Circle City', and 'Primary care provider Billy Geiser MD'. Below this is a 'Recent claims' section with a table of three claims. To the right of the table is a vertical list of service links: 'Claim access authorization', 'Request your ID Card', 'See your latest claims', and 'Is my provider in-network?' (circled in red). At the bottom left is a 'View all claims' button, and at the bottom right is the text 'Deductible and out-of-pocket balances'.

UNION HEALTH
AN INTEGRATED HEALTH PLAN

MESSAGES PROFILE LOGOUT

HOME COVERAGE & BENEFITS CLAIMS

Welcome back, Sam! Member ID 11111111100 Employer Circle City Primary care provider Billy Geiser MD

Recent claims

| CLAIM NUMBER | DATE OF SERVICE | PROVIDER |
|----------------------------|-----------------|------------------------|
| 4908852432 | 1/3/2018 | DR. Connie Straker, MD |
| 634586714 | 12/14/2017 | DR. Betty Bayerl, MD |
| 5160754348 | 12/14/2017 | DR. Connie Straker, MD |

[View all claims](#)

- Claim access authorization
- Request your ID Card
- See your latest claims
- Is my provider in-network?**

Manage your health & wellness

Deductible and out-of-pocket balances

Is my provider in-network?

First Name:

Sam

Last Name:

Jones

Member ID:*

1111111100

PCP Name:*

John Smith

PCP Location:

Columbus, Indiana

Other:

[Back](#) [Submit](#)

A message is sent to Integrated Health Plan Member Services making the inquiry and an acknowledgement will be displayed.

Tracking #10725845

Sent by Sam Jones on 10/29/2020.



Is my provider in-network?

First Name:

Sam

Last Name:

Jones

Member ID:

1111111100

PCP Name:

John Smith

PCP Location:

Columbus, Indiana

Other:

[Close](#)

6. Deductible and out-of-pocket balances

By clicking *View all balances*, it will navigate the member to the Coverages and Benefits Tab.



MESSAGES PROFILE LOGOUT

HOME

COVERAGE & BENEFITS

CLAIMS



Welcome back, Sam!

Member ID
1111111100

Employer
Circle City

Primary care provider
Billy Geiser MD

Recent claims

| CLAIM NUMBER | DATE OF SERVICE | PROVIDER |
|----------------------------|-----------------|------------------------|
| 4908852432 | 1/3/2018 | DR. Connie Straker, MD |
| 634586714 | 12/14/2017 | DR. Betty Bayerl, MD |
| 5160754348 | 12/14/2017 | DR. Connie Straker, MD |

[View all claims](#)

Claim access authorization

Request your ID Card

See your latest claims

Is my provider in-network?

[Deductible and out-of-pocket balances](#)

Manage your health & wellness

7. Coverage and Benefits Tab

This tab will display the member's provider and demographics.

Viewing Information for: ▼

[View my ID Card](#)

Coverages and benefits

[I have a general plan or coverage question](#)

Personal Info

| | | | |
|---------------|-------------|-----------------------------|---------------------------------|
| Member Name: | Sam Jones | Relationship to Subscriber: | Insured (Policyholder/Employee) |
| Member ID: | 11111111100 | SSN: | 111111110 |
| Date of Birth | 1/5/1962 | Gender: | M |
| Disabled: | | | |

Contact Info

| | |
|-----------------|----------------|
| Main Address 1: | 4161 E 96th St |
| Main Address 2: | |
| Main City: | Indianapolis |
| Main State: | IN |
| Main Zip: | 46240 |

Plan Info

| | | | |
|----------------|---------------------------------|----------------|----------|
| Group Name: | Circle City | Group Number: | 100 |
| Member Number: | 11111111100 | Date of Birth: | 1/5/1962 |
| Relationship: | Insured (Policyholder/Employee) | | |

This page displays the member out-of-pocket amounts.

Coverage Info

Error: Cannot read property 'toLowerCase' of null. Error: Cannot read property 'toLowerCase' of null.

My Balances

| NAME | TYPE | COVERAGE | AMOUNT MET | MAX AMOUNT | PERCENT MET |
|------------------|------------|--------------|------------|-------------|----------------------------------|
| Chiropractic | Family | Chiropractic | \$0.00 | \$3.00 | <div style="width: 0%;"></div> |
| Chiropractic | Family | Chiropractic | \$1.00 | \$3.00 | <div style="width: 33%;"></div> |
| Chiropractic | Individual | Chiropractic | \$0.00 | \$3.00 | <div style="width: 0%;"></div> |
| Chiropractic | Individual | Chiropractic | \$1.00 | \$3.00 | <div style="width: 33%;"></div> |
| Dental | Individual | D | \$200.00 | \$1,500.00 | <div style="width: 13%;"></div> |
| Dental | Family | Dental | \$0.00 | \$400.00 | <div style="width: 0%;"></div> |
| Dental | Family | Dental | \$0.00 | \$400.00 | <div style="width: 0%;"></div> |
| Dental | Individual | Dental | \$0.00 | \$2,500.00 | <div style="width: 0%;"></div> |
| Dental | Individual | Dental | \$0.00 | \$500.00 | <div style="width: 0%;"></div> |
| Dental | Family | Dental | \$0.00 | \$7,500.00 | <div style="width: 0%;"></div> |
| Dental | Family | Dental | \$0.00 | \$7,500.00 | <div style="width: 0%;"></div> |
| Dental | Individual | Dental | \$0.00 | \$4,000.00 | <div style="width: 0%;"></div> |
| Dental | Individual | Dental | \$0.00 | \$2,000.00 | <div style="width: 0%;"></div> |
| Dental | Individual | D | \$300.00 | \$300.00 | <div style="width: 100%;"></div> |
| Medical - Family | Family | M | \$900.00 | \$900.00 | <div style="width: 100%;"></div> |
| Medical | Individual | M | \$1,035.00 | \$1,500.00 | <div style="width: 69%;"></div> |
| Medical | Individual | M | \$175.00 | \$500.00 | <div style="width: 35%;"></div> |
| Medical | Family | Medical | \$275.00 | \$3,500.00 | <div style="width: 8%;"></div> |
| Medical | Family | Medical | \$833.80 | \$3,500.00 | <div style="width: 24%;"></div> |
| Medical | Individual | Medical | \$100.00 | \$3,000.00 | <div style="width: 3%;"></div> |
| Medical | Individual | Medical | \$238.54 | \$1,000.00 | <div style="width: 24%;"></div> |
| Medical | Family | Medical | \$275.00 | \$20,000.00 | <div style="width: 1%;"></div> |
| Medical | Family | Medical | \$833.80 | \$20,000.00 | <div style="width: 4%;"></div> |
| Medical | Individual | Medical | \$100.00 | \$6,000.00 | <div style="width: 2%;"></div> |
| Medical | Individual | Medical | \$238.54 | \$4,000.00 | <div style="width: 6%;"></div> |
| Vision | Family | Vision | \$135.00 | \$1,000.00 | <div style="width: 14%;"></div> |
| Vision | Family | Vision | \$407.45 | \$1,000.00 | <div style="width: 41%;"></div> |
| Vision | Individual | Vision | \$75.00 | \$2,500.00 | <div style="width: 3%;"></div> |
| Vision | Individual | Vision | \$103.35 | \$500.00 | <div style="width: 21%;"></div> |
| Vision | Family | Vision | \$135.00 | \$3,000.00 | <div style="width: 5%;"></div> |
| Vision | Family | Vision | \$407.45 | \$3,000.00 | <div style="width: 14%;"></div> |
| Vision | Individual | Vision | \$75.00 | \$4,000.00 | <div style="width: 2%;"></div> |
| Vision | Individual | Vision | \$103.35 | \$2,000.00 | <div style="width: 5%;"></div> |