



Member | Access



## Member Access User Guide – Introduction

Member Access is an on-line tool that gives you immediate access to information pertinent to your health.

[www.healthlink.com](http://www.healthlink.com)

## 1.0 INTRODUCTION TO HEALTHLINK MEMBER ACCESS

### 1.1 Welcome!

Thank you for being part of HealthLink Member Access! This is an online tool that gives you immediate access to information pertinent to your health.

*HealthLink Member Access* allows you to obtain valuable health and claim information. You can utilize the Special Offers feature allowing you access to discounts on products and services that help promote better health and well-being, and you can access a wealth of information including Healthy Living, where all the latest information about health and wellness is available. Enjoy health care resources, special discounts and a wealth of health information designed to make health maintenance easier!

This *Member Access User Guide* is designed to help you understand HealthLink Member Access and all of the features it has to offer. We encourage you to contact us if you have any questions or comments regarding *HealthLink Member Access*. Your suggestions will help us keep the program efficient and effective.

We sincerely value your participation in the HealthLink networks. Our primary objective is to provide outstanding service, convenient tools and online access to the information most important to you.

### 1.2 How To Get There

*HealthLink Member Access* is easily accessed from the HealthLink Web Site:

- a. Go to <http://www.healthlink.com/>.
- b. Click the link [State of Illinois CMS](#) (Figure 1).



Figure 1. Introduction – HealthLink Web Site.

- c. Click the link **Member Access Login Page** (Figure 2).

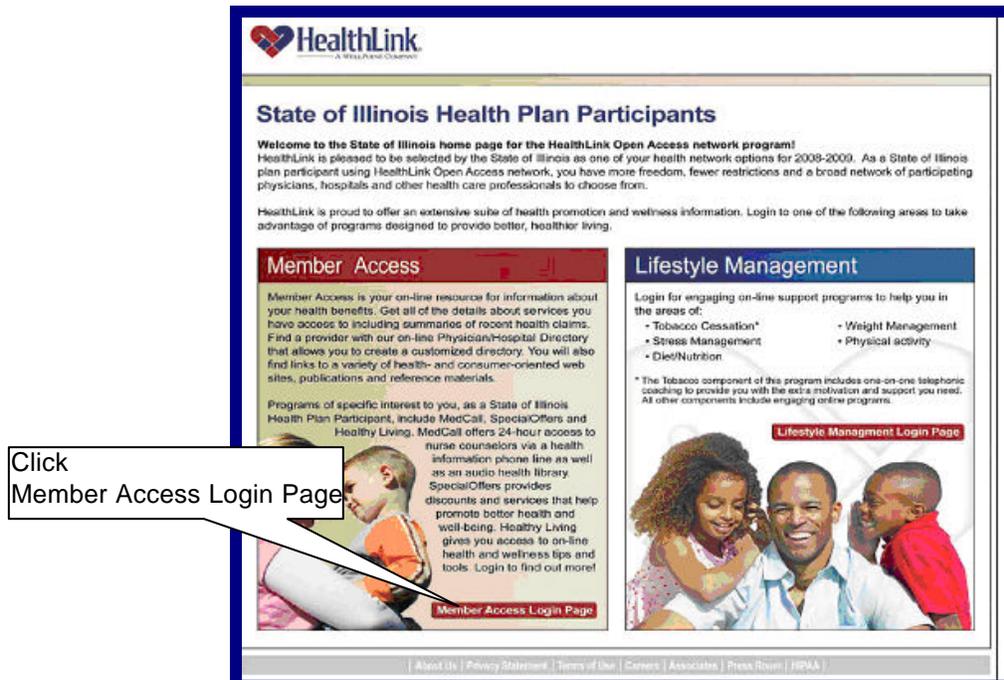


Figure 2. Introduction – State of Illinois Health Plan Participants Page.

- d. Or, you can simply type [memberaccess.healthlink.com](http://memberaccess.healthlink.com) in the address bar of your Internet browser.

### 1.3 **HealthLink Member Access Home Page (Non-Authenticated & Authenticated)**

Welcome to the HealthLink Member Access home page. From here, you may retrieve HealthLink program information, policies, and forms. It is not necessary to login to access this information.

However, to access your programs, Claim History, special offers and other information tailored to you, you will need to login with your User Name and Password.

If you have not yet registered, click the link [Register Now](#). You will be guided through a few simple steps to create your own User Name and Password.

If you have forgotten your User ID or Password, click the link [Retrieve Your User ID/Password](#) to have your User ID emailed to you or to have your Password reset.

**a. Non-Authenticated Home Page**

The Non-Authenticated Home Page is the first page you see when you navigate to *HealthLink Member Access*. The Non-Authenticated Home Page does not require you to login. You can access policies, forms, and HealthLink network program information (Figure 3).

For viewing the PDF files, a link has been provided to the allow you to install the free Adobe Acrobat Reader software.

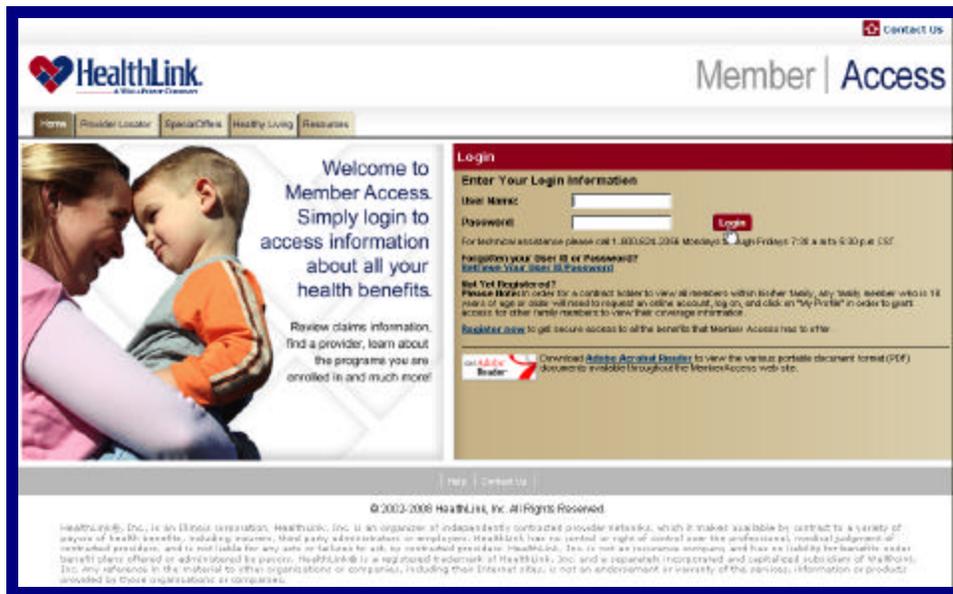


Figure 3. Introduction – Non-Authenticated Home Page.

**b. Authenticated Home Page**

The Authenticated Home Page is the private, restricted home page that only members with a valid, registered account can utilize. You will see this page after you have logged into HealthLink Member Access (Figure 4).

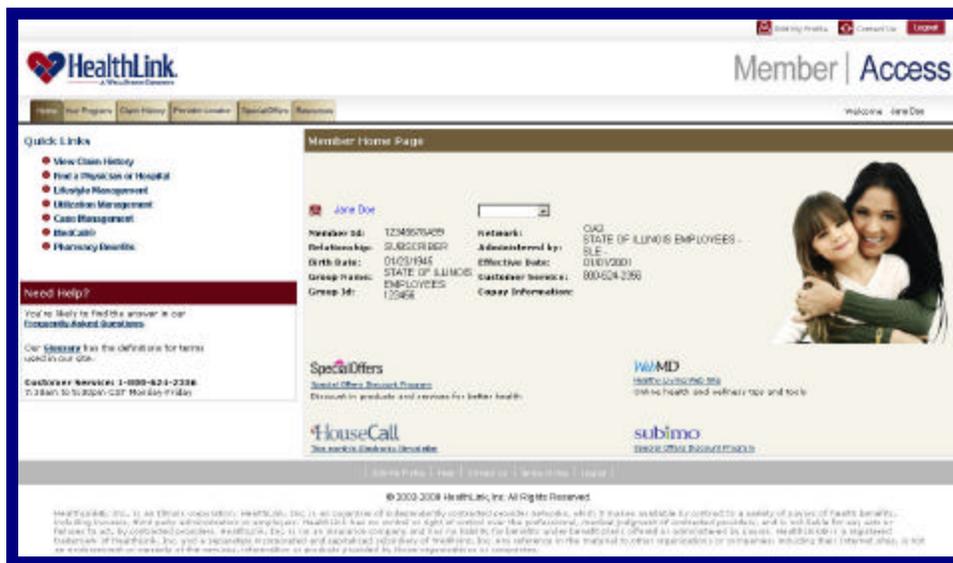


Figure 4. Introduction – Authenticated Home Page.

## 1.4 Field Descriptions

Following are brief descriptions of the options located on both *HealthLink Member Access's* Non-Authenticated Home Page and Authenticated Home Page.

### a. Home Tab

This is the Home Page of *HealthLink Member Access*.

#### 1. Home for Non-Registered Users

If you are not registered to use *HealthLink Member Access*, clicking this menu option displays the Non-Authenticated Home Page, which contains only certain features and information available to the public.

#### 2. Home for Registered Users

If you have already completed the registration process and have successfully logged into *HealthLink Member Access*, clicking this menu option displays the Authenticated Home Page, which allows you access to *HealthLink Member Access's* key features such as Claim History and Your Programs.

**Note:** If you are the Subscriber on your policy, there is a drop-down box in the Member Home Page area that allows you to view the information of family members enrolled in the plan (under the age of 18), as well as enrolled adults who have elected to allow you to view their Protected Health Information (PHI). **Spouses and dependents are not allowed to access this drop-down box to view demographic information for other family members.**

### b. Login Window

Logging into *HealthLink Member Access* is easy – The **Login** window is conveniently located on the Non-Authenticated Home Page. Logging in gives you access to Claim History, your programs, and special offers to members.

### c. Edit My Profile

The **Edit My Profile** function allows you to update your email address, phone number, or change your Password. Simply enter the new information. The update becomes effective immediately.

### d. Your Programs Tab

The **Your Programs** menu option is your link to information about HealthLink programs, including Lifestyle Management, Pharmacy Benefits, and MedCall, a 24-hour hotline giving you access to nurse counselors and audio-taped messages via a health information phone line.

### e. Claim History Tab

After logging in, you can find a history of your claims here. You will be able to see information about each claim, including HealthLink claim number, member name, date of service, provider name, Claim History, and total billed charges. You will also be able to click the HealthLink claim number and view a PDF version of the Explanation of Benefits for the claim.

f. **Provider Locator Tab**

This allows you to find a State of Illinois doctor. While you are searching, the Member Access window will remain open, so you can easily go to other features like Special Offers or Your Programs.

g. **Special Offers Tab**

The **Special Offers** menu option contains a wealth of information about offers, including: Family & Home, Fitness & Health, Medicine & Treatment, and Vision & Hear & Dental.

h. **Resources Tab**

The **Resources** menu option contains a wealth of information and documents, including: Healthy Living; eHouseCall Newsletter; Women's Health e-Newsletter; Healthy Habits for Healthy Kids; Preventive Guidelines; Enrollee Rights and Responsibilities.

i. **Need Help?**

The **Help** section includes useful tips and tools to help you maximize *HealthLink Member Access* and all of its features. The Help area includes this User guide, a Frequently Asked Questions guide, and a Glossary of terms.

1. This **User Guide** is a comprehensive reference tool that contains detailed instructions on how to use *HealthLink Member Access*, including: overviews, how-to steps, and field descriptions.
2. The **Frequently Asked Questions** gives answers to common questions. If you are not getting what you want with some task in Member Access, this guide offers possible scenarios that may cause questions, along with the solutions to those scenarios.

j. **Contact Us**

This section provides several ways you can get in touch with us. To call us, here are the *HealthLink Member Access* Customer Service Hours.

Table 1. Customer Service Contact Information.

<b>Customer Service – HealthLink Member Access</b>
Hours: 7:30 to 5:30 CST, open business days
Phone: toll-free 800-624-2356
Recorded messages after 5:30 PM CST

k. **Logout**

For security purposes, it is important to logout when you are finished using *HealthLink Member Access*. Simply click the [Logout](#) link. Your requests and information will be available the next time you login.

## 1.5 **Frequently Asked Questions (FAQ)**

This section answers commonly asked questions about *HealthLink Member Access* and its features. Thank you for your participation and interest in *HealthLink Member Access*!

### **Question:**

What is the web site address for HealthLink Member Access?

### **Answer:**

HealthLink Member Access is located at <http://www.healthlink.com> (click [State of Illinois CMS](#), then [Member Access Login Page](#)).

### **Question:**

Is there any cost associated with the use of *HealthLink Member Access*?

### **Answer:**

The use of *HealthLink Member Access* is free for each registered State of Illinois member.

### **Question:**

What are the benefits of *HealthLink Member Access*?

### **Answer:**

*HealthLink Member Access* allows interactive, one-stop access to Claim History, Special Offers, and Provider Lookup, newsletters and other HealthLink publications. *HealthLink Member Access* is designed to provide you with real-time, online access to information pertinent to your health.

### **Question:**

I have a friend who is a State of Illinois member who is interested in accessing HealthLink Member Access. How does he or she sign up?

### **Answer:**

HealthLink is excited about the State of Illinois members interested in *HealthLink Member Access*. *HealthLink Member Access* can be accessed by navigating to the HealthLink web site at <http://www.healthlink.com> and selecting [State of Illinois CMS](#) and selecting [Member Access Login Page](#).

Get a User Name and Password by clicking [Register Now](#), or contact *HealthLink Member Access* Customer Service toll-free at 800-624-2356.

**Question:**

What hardware and system requirements do I need to access *HealthLink Member Access*?

**Answer:**

You will need a computer with an Internet connection to access *HealthLink Member Access*. *HealthLink Member Access* is best viewed using Internet Explorer.

**Question:**

Where can I find a copy of the *Member Access User Guide* and Frequently Asked Questions?

**Answer:**

The *Member Access User Guide* and Frequently Asked Questions are available within the HealthLink Member Access **Help** feature.