

First time login

Q: What information do I need to set up my online account access?

Click on the link to Register Now which is right below the Enter button. You will be asked for your Social Security Number (SSN), or alternatively your employee ID if applicable for your plan, to identify yourself. You will also need the Personal Identification Number (PIN) that was provided to you.

If you don't have your PIN, you will need to verify your date of birth and first and last names. You will also need to correctly answer a few questions to confirm your identity.

The site will walk you through the online account registration process. You will be asked to create a Username, a strong Password and provide either an email address or cell phone number to verify your account. See Logging in to your account for more details.

Q: Why do I need to answer questions to identify myself?

You will only be prompted to answer questions to help confirm your identity for security purposes if you do not have your PIN. In the absence of a PIN, the questions are used as a safeguard against unwarranted account access.

Q: What can I do if I don't know the answer to the identity questions or answered the questions incorrectly?

Your responses are compared to a public database. If the information in the public database is incorrect you may contact your plans Customer Service team using the toll-free number. A Customer Service Associate will be able to mail you your PIN.

Q: Can my Username and recovery email be the same?

No, for security purposes your Username and recovery email address cannot be the same. If you do not have more than one email address you can use a cell phone number for verification.

Q: Why should I register my computer/ device and browser?

Registering your computer/ device and browser saves you time in subsequent site visits. When your computer/device and browser are recognized, you will not be prompted for additional verification every time you login.

Note: If you register your computer/device but use multiple browsers to access your account, each browser will need to be registered as well. If you clear browser data you may be prompted to register your computer/device again.