

ONLINE SERVICES REGISTRATION USER GUIDE

TABLE OF CONTENTS

TABLE OF CONTENTS	2
ONLINE SERVICES FOR MEMBERS	3
REGISTERING NEW USER	4
USER IDENTIFICATION	5
USER REGISTRATION	6
LOGIN	7
HOME PAGE	7

ONLINE SERVICES FOR MEMBERS

Online Services for Members is available through our Public Web sites. After you have registered you can access the Member Self-Service application **login** from the main Web page.

Home | Contact | Site Map | Search GO »

For Members

- » [User's Guide](#)
- » [Find a Doctor](#)
- » [Forms](#)
- » [Contact Us](#)
- » [Member Notices](#)
- [Need Coverage »](#)
- [About Us »](#)

We are proud to announce the release of our Online Services for Members. This new service gives members the ability to perform the following transactions:

- Check eligibility information
- Search for claims
- View detailed claim information
- View all claims dating back 18 months
- Track claims that have been processed and their current status
- Sort claims by different criteria such as status or date of service
- Each family member over the age of 13 can have their own account and, once registered, they will have full access.

[Take the tour](#) of our Online Services for Members to learn about the exciting features of this service. Or, read the [User's Guide](#) for detailed information.

For general questions, please contact [Customer Service](#). For technical questions call the Web Support Team at 1 (888) 427-0470.

Login

User ID:

Password:

[SUBMIT »](#)

[Forgotten Password?](#)
[Family Opt Out](#)
[Individual Opt Out](#)

Register

Don't have a login, but are interested in gaining access to Regence Online Services?

[Register Here](#) [GO »](#)

The first step to access the Web feature is to have each family member fill out the User Identification information. If a member's coverage is current, within the last 12 months, then the member may register. Under the **Register** area of the main Web page - click on **Go** and you will be taken through the registration process.

Parents can access their children's information if children are under the age of 13. Adolescents, 13 and over, have to create their own accounts by first filling out the User Identification information (instructions are located in the Registration section of this guide).

Once you have read the User Registration Introduction click on the **Register Now** link at the bottom of the page. You will be taken to the User Agreement Summary. Becoming an Online Services' user carries certain responsibilities to protect the privacy and confidentiality of personal health information. By clicking on the **"I Agree"** button or using the Online Services System, you indicate your acceptance of the Terms of Use, so please read them carefully.

Home Contact

User Registration Introduction

Welcome to registration for the online services application.

By signing up today, you will have access to many valuable online services. It takes just a few minutes to register!

Steps to Register:

1. Read and Accept the User Agreement.
2. Complete the Registration information form. You will need to fill out the required fields (those marked with an asterisk) and click on the Submit button.
3. Upon submitting the required registration information, you will receive a confirmation of your registration.
4. Please make a note of your chosen user ID and password as these will be needed to access the new internet-based application.

If you have any questions or concerns, please contact our Web support Team by calling 1 (888) 427-0470.

[Register Now! »](#)

Home Contact

User Agreement Summary

Becoming an Online Services user carries certain responsibilities to protect the privacy and confidentiality of personal health information. By clicking on the "I Agree" button below or using the Online Services System, you indicate your acceptance of the Terms of Use, so please read them carefully.

We encourage you to read the full agreement by [clicking here](#). You agree:

- That the registration information you have provided is true and complete.
- That your User ID and Password is to be used for authorized purposes only, in compliance with applicable requirements.
- To keep your User ID and Password secure.
- Not to use any other User ID and Password to access the Online Services application.
- To notify us immediately of any unauthorized used of your password or other security measure, or if you suspect that the security of the system has been compromised or is inaccurate.
- To notify us of any change to your registration information.

USER IDENTIFICATION

The next step in the registration process is to enter your First Name (which must exactly match the name printed on your ID card), Group ID#, Member ID # and your Date of Birth. If you are unsure of your Group Number or Member ID Number, you can verify them by checking those numbers on your Identification Card. You can **view a sample ID Card** by clicking here.

[Home](#) | [Contact](#)

User Identification

The information below is needed to successfully complete your registration. This information will not be shared with any outside agency and is used solely for registration on this system. If you have a problem registering, and you feel the information you have entered is correct, please contact the Web Support Team by calling 1 (888) 427-0470. If we have an Alternate ID on file associated with the Member ID you enter below, the Member ID will change to display that Alternate ID. Fields with an asterisk (*) are required.

*Member First Name: [Click here to view a sample ID Card](#)

* Group ID:

Alpha Prefix:

*Member ID (No Dashes): (Please omit any letters)

* Member Date of Birth: / / (MM/DD/CCYY format)

ID No. ZLA 123456789 Group NELSON AIRLINES	
Group No. 000356 Plan/Branch 932 00	
Subscriber/Dependents M D V RX	
00 JOHN Q CUSTOMER	Y Y Y Y
01 JANE T CUSTOMER	Y Y Y Y
02 SUSIE Q CUSTOMER	Y Y Y Y
03 BILLY B CUSTOMER	Y Y Y Y
04 TIMMY A CUSTOMER	Y Y Y Y
Copy DC 10 ER 50	
Rx Copy 15 / 10	

ID NO. YVM 123456789 GROUP NAME COMPANY XYZ	
GROUP NO. 999887777 BC PLAN 352 BS PLAN 852 DATE ISSUED 03/15/2004	
SUBSCRIBER/DEPENDENTS M D V RX	
01 JOHN Q	PUBLIC Y Y Y Y
02 JANE A	PUBLIC Y Y Y Y
03 JOE P	PUBLIC Y Y Y Y

USER REGISTRATION

The next step is to create an account.

Your User ID:

- Must be a minimum of 8 characters and no more than 64
- Cannot start with an exclamation mark “!”
- Special Characters are allowed **User ID Example: jones45#**

Your Password:

- Password must be different from your User ID
- Password is case sensitive
- Must be a minimum of 7 characters and no more than 32
- Password must contain at least 1 alpha character, at least 1 numeric character and at least 1 special character. **Password Example: sunshine\$!**

You must also create Challenge Questions to be used to verify your identity if you forget your password. Once finished click **Submit** located at the bottom of the page.

User Registration

Create your ID and Password:

User ID rules are:

- Must be a minimum of 8 characters in length
- Must be no longer than 64 characters in length

Password rules are:

- The password must be a minimum of 7 characters, with a maximum of 32 characters.
- The password must be different than your User ID
- The password must contain at least one letter, at least one number, and at least one special character.
- The last character position of your password must be a letter

Example: My6Pa\$\$word

Please remember that your passwords will be case-sensitive. Fields with an asterisk (*) are required.

* Create Your User ID:

* Create Your Password:

* Retype Your Password:

Challenge Questions:

The following answers to the challenge questions will be used to verify your identity if you forget your password. The first question is system generated. Any answer you add in the field next to this question will only be known by you. In the next field, you should create a question that is meaningful to you, then add an answer to that question in the next field. Please remember the answers to these questions, since you will be asked to complete the two fields for verification if you forget your password.

* Favorite Vacation Spot?:

* User Challenge Question:

* User Challenge Answer:

Your registration is complete and you can now **proceed to login** and use the system.

Home Contact

New Registration Result

Thank you for registering with Online Services. If you have any questions or concerns, please contact our Web Support Team at 1 (888) 427-0470.

Please proceed to [Login](#) »

Once registration is complete, you can access the Member Self-Service application:

- Enter your User ID
- Enter your Password
- Click **Submit**

Home | Contact

Login

Fields with an asterisk (*) are required.

*User ID:

*Password:

[SUBMIT »](#) [CLEAR FORM](#)

Warning Notice:
This system is restricted to authorized users for legitimate business purposes and is subject to audit. The actual or attempted unauthorized access, use or modifications of computer systems is a violation of federal and state laws.

[Forgot Your Password?](#)
[Not Registered? Register Now.](#)

HOME PAGE

Once you click submit, you will be taken to the Home Page. Here you will see the **latest system messages**. On the **left side of the page are the options** to choose from. Because of system and process differences, some options referenced in the User Guide may not appear on the screen you are viewing.

Home | Contact

8-12-2004 2:33:13 PM PT
Member ID: 123456789
First Name: Angela

Home

Latest System Message:
The Online Services application is undergoing system maintenance. Please try again around 3:30 PM.

Welcome, **Angela!** If the Member ID being displayed is different from the number you used to enter this site, it is because we have a Alternative ID on file. The Alternative ID will be the only number displayed for member identification. The Member information that you are currently registered with is for:

Member ID: 123456789

[Home](#)
[My Info >](#)
[Claim Information >](#)
[Eligibility Information >](#)
[Help >](#)
[Feedback >](#)
[Logout >](#)