

Volume

1

MOLINA HEALTHCARE

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# ePortal - Member User Guide

# ePortal – Member User Guide

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## Member Self Service Functionalities

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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.

The screenshot shows the Molina Healthcare website. The navigation bar includes links for Home, About Us, Careers, Investor Relations, and Contact Us. A search bar is located in the top right corner. The main content area is divided into several sections. On the left, there is a 'Member / Provider' section with a 'I am a' dropdown menu (Member/Provider), a 'Select State' dropdown, and a 'Go' button. Below this are buttons for 'Find a Provider' and 'Find a Pharmacy'. Further down are two boxes: 'Provider Self Services' and 'Member Self Services'. A red arrow points to the 'Member Self Services' box, which contains the text 'click here to change PCP, personal details, and more...'. The right side of the page features a large 'Welcome to Molina Healthcare!' banner with the tagline 'Your Health. Our Commitment.' Below the banner are sections for 'Vision Statement', 'Core Values', and a list of states where Molina has received NCQA accreditation: California, Michigan, New Mexico, Utah, and Washington.

- Click on the link for "New Member Registration"

## Member Self Services

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

- 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.

MOLINA HEALTHCARE

Member Self Services

New Member Registration \* - Required Field

**General Information**

Member ID No:  Last four digits of SSN:  (Please enter your Molina Member ID number or the last four numbers of your Social Security Number.)

Last Name: \*  First Name: \*

Date of Birth: \*  State: \* Choose City: \*

Zip Code: \*  e-mail: \*  Confirm e-mail: \*

**Login Information**

Enter User Name: \*

Enter Password: \*  [Password Rules](#)

Confirm Password: \*

- 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

**Member Self Services**

User Name:

Password:

**Login**

[Forgot Password?](#)

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[New Member Registration](#)

[View Frequently Asked Questions](#)

[Contact Us](#)

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.

**MOLINA HEALTH CARE** **Member Self Services**

[My Eligibility And Benefits](#) [Find A Provider](#) [Logout](#)

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**My Eligibility and Benefits**

**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:

[Change PCP](#)

**My Plan Details**

Plan ID: <a href="#">ABCDE12345</a>	Plan Description: PACKAGE A
Plan Effective Date: 04/01/2006	Plan Terminate Date:

**Welcome MORIAH**

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

**Find A Provider**

Zip Code:

Specialty:

[Quick Search](#)

**Links**

- [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 'Member Self Services' portal for Molina Healthcare. The main navigation bar includes 'My Eligibility And Benefits', 'Find A Provider', and 'Logout'. The 'My Eligibility and Benefits' section is active and contains three sub-sections: 'My Personal Details', 'My PCP/PMP', and 'My Plan Details'. The 'My Personal Details' section shows member information for PHILIP, MARK G, including date of birth (03/29/2000), address (Address1, AB, 11111), and phone number (111-111-1111). The 'My PCP/PMP' section shows the primary care provider as KAY, ABC I, with a specialty of FAMILY PRACTICE and an effective date of 04/01/2006. A 'Change PCP' button is visible. The 'My Plan Details' section shows Plan ID: ABCDE12345, Plan Description: PACKAGE A, and Plan Effective Date: 04/01/2006. On the right side, there are three utility boxes: 'Welcome MORIAH' with links for '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' with a search box for Zip Code and Specialty (set to All) and a 'Quick Search' button; and 'Links' with a link for '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** \* - Required Field

State:  Provider Type:  Accept New Patient:

**By Name**

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

**By Location**

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

**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)
<a href="#">JOHN SMITH</a>	Address1	111.111.1111	Internal/Gastro	English	Male	
<a href="#">ALIN RICK</a>	Address2	222-222-2222	Family Practitioner	English/Tagalog	Female	
<a href="#">Danial Thomson</a>	Address3	100.100.1000	Internal Medicine	English/Filipino	Male	
<a href="#">Mark Taylor</a>	Address4	200.200.2000	OB/Gyn	English	Male	
<a href="#">Jim Bono</a>	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**

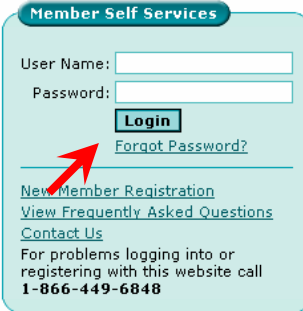
Name:	
Address:	
Phone:	

**Go Back**

## 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:

**Login**

[Forgot Password?](#)

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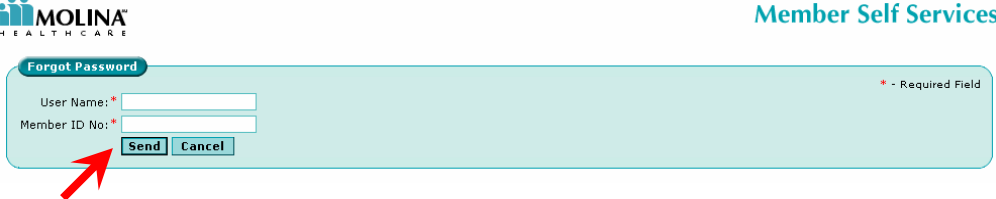
[New Member Registration](#)

[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**  
HEALTH CARE

**Member Self Services**

**Forgot Password**

User Name: \*

Member ID No: \*

**Send** **Cancel**

\* - 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** \* - Required Field

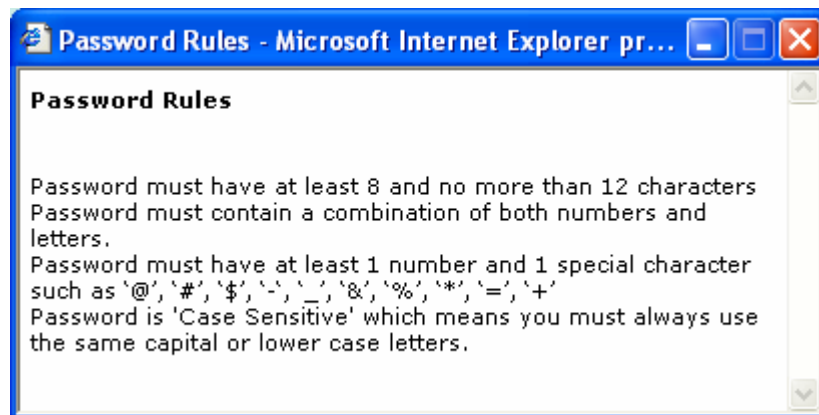
User Name: oater

Old Password:

New Password:  [Password Rules](#)

Enter New Password again:

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



## View/Update Personal Information

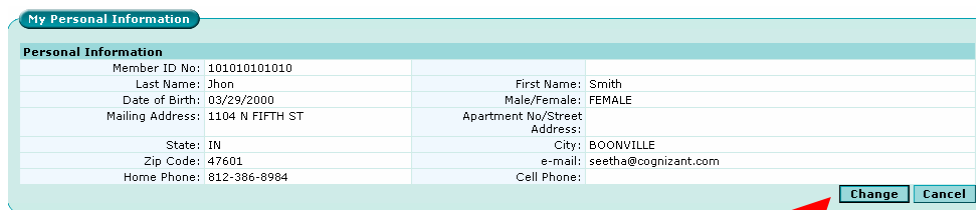
This feature enables Molina's member to change his/her mailing address, phone numbers and e-mail address using the Portal.

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 screenshot of the "My Personal Information" form. The form displays the following information:

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	

At the bottom right of the form, there are two buttons: "Change" and "Cancel". A red arrow points to the "Change" button.

- 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***

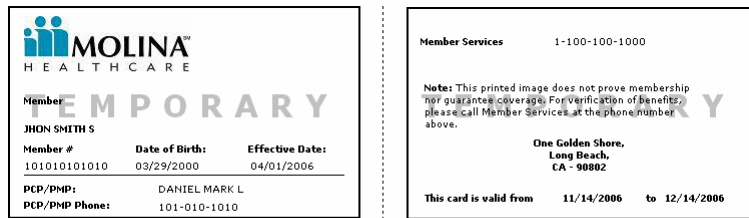
This feature enables Molina’s members to print temporary ID card for themselves. The validity of the ID card will be 30 days from the date of issue.

The user will have to :

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



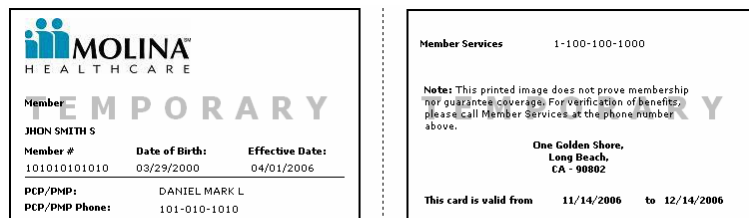
- The user can view his/her profile info presented thereafter.
- Click on the “Print” button, it will be opened in PDF Format.



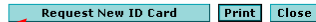
Temporary ID card is printed with current PCP and not the requested one.



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



Temporary ID card is printed with current PCP and not the requested one.



## ***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

**Request New ID Card**

Dear SMITH ,  
A new ID Card will be mailed to the following address:

**Mailing Address**

Mailing Address 1: 1104 N FIFTH ST	Address 2:
State: IN	City: BOONVILLE
Zip Code: 1111	Home Phone: 101-101-1010
Mobile No:	<a href="#">Change Mailing Address</a>

- 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



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
<b>Corporate Office</b>		
Address 1	1-111-111-1111, 1-101-101-1010	1-002-002-0002
<b>Member Service</b>		
Address 2	1-001-001-0001, 1-101-101-1000	

**Send a Message to Molina** \* - Required Field

Reason: \* ID Card

Type your message here: \* Request for ID Card

**Send Message**

## ***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:

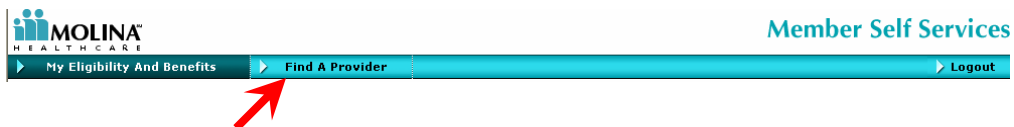
- Click on "New Member Registration".
- Fill in your personal details. You have to fill in the spaces marked with \*. You cannot finish signing up if you do not fill in these spaces.
- Choose a User Name. Fill in the spaces marked User Name and password. You will use the same User Name and password each 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 :

The image shows a 'Find a Provider' search form. At the top, there are three dropdown menus: 'State: \* IN', 'Provider Type: \* PCP', and 'Accept New Patient: Select'. Below these are two main search sections. The first section is 'By Name' with a checkbox, containing fields for 'Last Name', 'First Name', 'Specialty', 'Language', and 'Male/Female'. The second section is 'By Location' with a checkbox, containing fields for 'Street Address', 'City', 'Zip Code', 'Distance Within', and 'County'. At the bottom right of the form are three buttons: 'Find', 'Clear', and 'Cancel'. Red arrows point to the 'By Name' and 'By Location' section headers.

- 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**
\* - Required Field

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)
<a href="#">JOHN SMITH</a>	Address1	111.111.1111	Internal/Gastro	English	Male	
<a href="#">ALIN RICK</a>	Address2	222-222-2222	Family Practitioner	English/Tagalog	Female	
<a href="#">Daniel Thomson</a>	Address3	100.100.1000	Internal Medicine	English/Filipino	Male	
<a href="#">Mark Taylor</a>	Address4	200.200.2000	OB/Gyn	English	Male	
<a href="#">Jim Bono</a>	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](#)