Member Portal User Guide

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Disclaimer:

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Introduction

The Member Portal is an easy way for members to access their health insurance premium accounts online. Members can request documents, view their plans, and update their personal information. If you have any questions about how to use the portal, you can contact Member Services.

Medicare: (877) 902-6784
Medicaid: (888) 437-0606

Getting Started

This page introduces you to the Member Portal and describes the basics of navigation.

Topics included are:

Topic	Description
Access the Member Portal	Describes how to access the Member Portal through the website. This topic also provides the registration and log in processes into the portal.
Introducing the User Interface	Describes the layout and functions available in the Member Portal including how to interpret icons and controls.

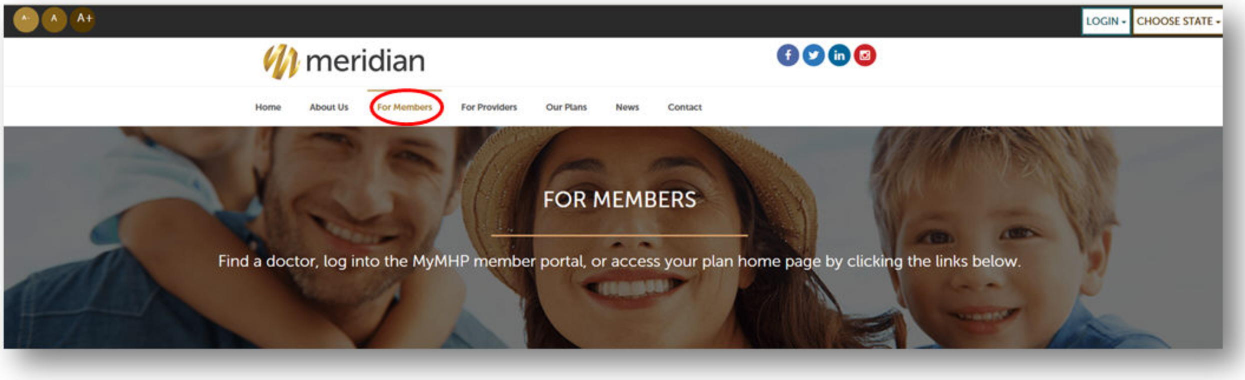
Access the Member Portal

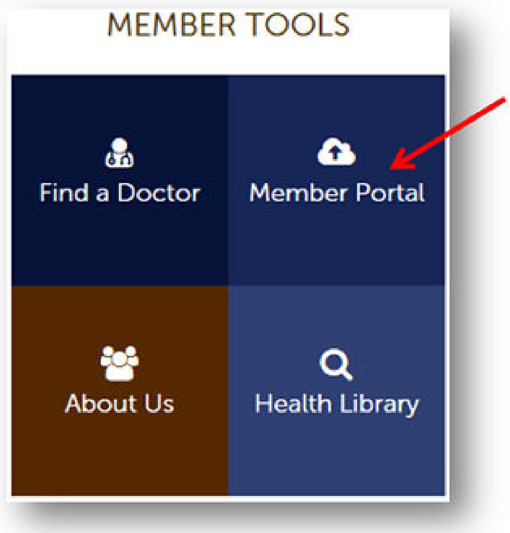
To access the Member Web Portal:

1. Health Plan of Michigan Members may access the Member Portal via: www.hpmich.com
   —or—
   MeridianHealth Plan Members may access the Member Portal via: www.mhplan.com

2. Click the **For Members** link on the top menu bar or the **Member Portal** link under Member Tools.

MeridianHealth Member Portal





3. Once you are in the site, the participating states will display. Click the desired state and then click the desired plan to display the Login dialog box.

Registration

If this is your first time logging in, registration is required in order to access the Member Portal. In order to register, new users must first click the **First Time Member?** button on the Login dialog box. The Register New User dialog box will display. Fields indicated by an asterisk (*) are required.

1. Once you click the button, you will be required to complete the following fields:

Field	Action
Select Plan	Select a plan from a drop-down list of available options.
Select State	Select the state in which you live from the drop-down list.
Member ID	Enter the unique identifier given to you by your plan's administrator.
Last 4 digit SSN#	Enter the last four digits of your social security number.
Date of Birth	Click the **Calendar** button to select your date of birth.
First Name	Enter your first name in the space provided.
Last Name	Enter your last name in the space provided.
Email	Enter a valid email address.
Phone	Enter a valid phone number.

2. Click the **Register** button. MeridianHealth will send an email containing a link and a password.
3. When you receive the email, click the link to display Login page.
4. Click the **Activate** button.
5. Enter the password that was sent in the email.
6. Choose two security questions and provide answers to each.
7. Enter a new password.

Log In

To access the Member Portal, log in using your Member ID and Password.

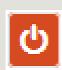
1. Enter your Member ID and Password, and then click the **Login** button. The Member Portal home page will display.

2. Use the navigation menu or the top navigation tabs to find the information you're looking for. From here, you can view claims, change your primary care physician (PCP), and request ID card.

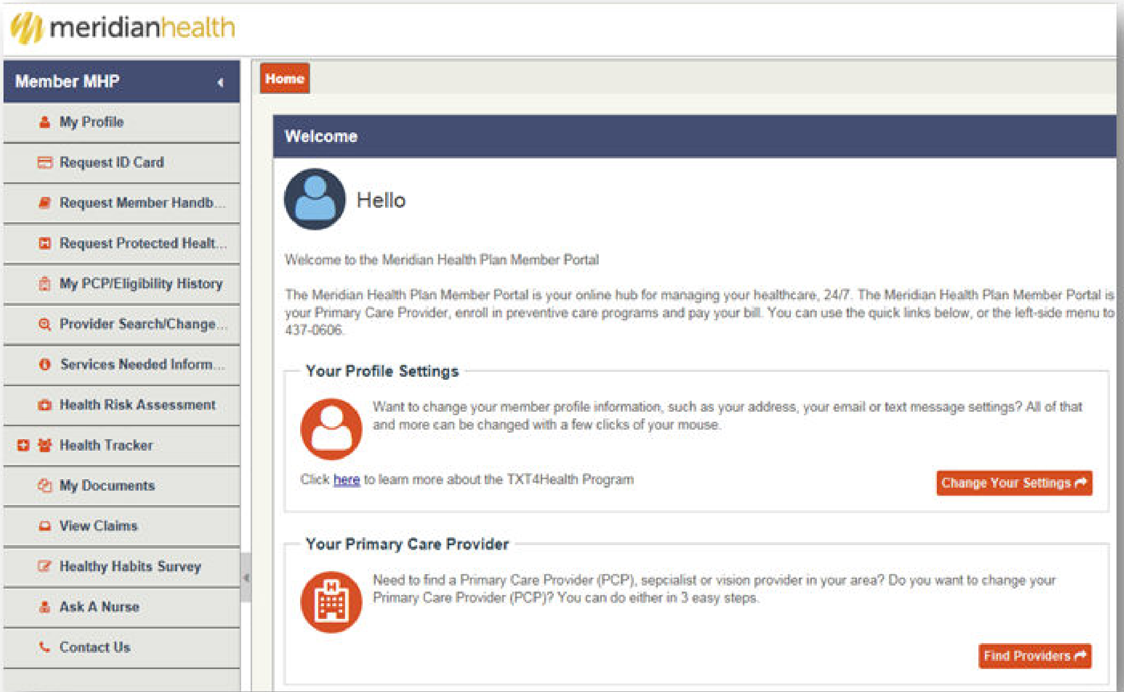
Introducing the User Interface

The user-friendly interface, accessed via the internet, allows you to request a new ID card, verify eligibility or member information, and view claims. The user interface (UI) allows members to easily gather and update personal information. Members can give commands by selecting and clicking on icons or choose commands from lists displayed on the screen.

When you log in to the Member Portal, the Home tab is selected by default. The Navigation Menu provides quick access to the information indicated. Once you are on the Home page, you can click the following buttons that provides a shortcut to changing your password or resetting your information.

Name	Button	Description
User Settings		Displays general information and allows you to change your password.
Reset		Allows you to clear your information and start over.

Functions and information available on each tab are explained in subsequent parts of this documentation.


meridianhealth
Member MHP
My Profile
Request ID Card
Request Member Handb...
Request Protected Healt...
My PCP/Eligibility History
Provider Search/Change...
Services Needed Inform...
Health Risk Assessment
Health Tracker
My Documents
View Claims
Healthy Habits Survey
Ask A Nurse
Contact Us
Home
Welcome
Hello
Welcome to the Meridian Health Plan Member Portal
The Meridian Health Plan Member Portal is your online hub for managing your healthcare, 24/7. The Meridian Health Plan Member Portal is
your Primary Care Provider, enroll in preventive care programs and pay your bill. You can use the quick links below, or the left-side menu to
437-0606.
Your Profile Settings
Want to change your member profile information, such as your address, your email or text message settings? All of that and more can be changed with a few clicks of your mouse.
Click here to learn more about the TXT4Health Program
Change Your Settings
Your Primary Care Provider
Need to find a Primary Care Provider (PCP), sepcialist or vision provider in your area? Do you want to change your Primary Care Provider (PCP)? You can do either in 3 easy steps.
Find Providers

Home

Welcome Members! At MeridianHealth Plan, our goal is to help you—whether that is learning how to use your plan benefits, or requesting a PCP change. We believe that sharing information is a way to ensure members receive "Care. Above all else."

Once you have registered and logged in, you will be able to review or change your profile with MeridianHealth Plan and obtain information about your account.

Home Page Features

The navigation menu allows you to quickly navigate to the following menu options:

Menu Options	Description
Request ID Card	Request a replacement ID card
Change My PCP	Request a PCP change
View Claims	Check claim status
Documents & Forms	Receive information about your plan
Update Contact Information	Keep your personal information up to date
My Profile	Change your Email and Text Message settings (Click here to learn more about the TXT4Health Program)
Health Risk Assessment	Complete your Health Risk Assessment (HRA)
Request Handbook	Request a Member Handbook
Request PHI	Ask to receive your Protected Health Information (PHI)

Health Tracker

As a registered member of MeridianHealth Plan, you can use Health Tracker to track, view, and manage your personal health information such as your blood pressure, weight, and cholesterol. The Health Tracker is not intended to give medical advice. It is a self-management tool that can help you:

- Coordinate and combine information from multiple providers
- Ensure your information is available in emergencies
- Intervene earlier if health problems arise

To use the Health Tracker, select the **Health Tracker** link on the navigation menu. You can expand the Health Tracker options by clicking the **+** sign.

Healthcare Visits

To increase your knowledge of your healthcare visits and reduce repeat visits, you can track the date you visit your provider, reason for the visit, and the result of the visit.

1. Track your healthcare visits by clicking the **Add** button and then complete the following fields:

Field	Action
Date of Visit	Click the **Calendar** button to select a date.
Reason for Visit	Select a reason for your visit from the drop-down list.
Provider	Enter or select a provider from the drop-down list.
Result of Visit	Select a result for your visit from drop-down list.
New Rx?	Click the check box if this is a new prescription.
Notes (Optional)	Enter notes in the text box.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Healthcare Conditions

To determine if a symptom may be a sign of a certain medical condition, you can track your condition and when the symptom began.

1. Track your healthcare conditions by clicking the **Add Condition** button and then complete the following fields:

Field	Action
Condition	Select one or more conditions from the drop-down list.
Symptoms began	Click the **Calendar** button to select a date.
How concerned	Select an option from the drop-down list.
Provider	Enter or select a provider from the drop-down list.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Height/Weight/BMI

To reduce health problems, you can track your Body Mass Index (BMI) by entering your weight and height.

1. Track your height/weight/BMI by clicking the **Add BMI** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
Weight (in lbs.)	Click the up and down arrows to select a number.
Height (in inches)	Click the up and down arrows to select a number.
BMI	When weight and height are entered, this field is auto populated.
BMI Range	When weight and height are entered, this field is auto populated.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Blood Pressure

To control your blood pressure and reduce the risk of heart failure, stroke, or artery damage, you can track the systolic, diastolic, and pulse daily.

1. Track your blood pressure by clicking the **Add BP and Pulse** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
Systolic	Click the up and down arrows to select a number.
Diastolic	Click the up and down arrows to select a number.
Pulse	Click the up and down arrows to select a number.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Blood Sugar

To monitor your blood sugar, you can track the time of day that it is checked and the blood sugar level.

1. Track your blood pressure by clicking the **Add Blood Sugar** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
Time of day	Select the time of day from the drop-down list.
Blood Sugar Level (in mg/dl)	Click the up and down arrows to select a number.
Notes (Optional)	Enter your notes in the text box.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Blood Cholesterol

To maintain a healthy heart through monitoring your blood cholesterol, you can track your HDL, LDL, Triglycerides, and total cholesterol.

1. Track your blood cholesterol by clicking the **Add Cholesterol** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
HDL (mg/dl)	Click the up and down arrows to select a number.
LDL (mg/dl)	Click the up and down arrows to select a number.
Triglycerides (mg/dl)	Click the up and down arrows to select a number.
Total Cholesterol (mg/dl)	When HDL, LDL, and Triglycerides are entered, this field is auto populated.
Notes (Optional)	Enter your notes in the text box.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Blood A1C

To reduce the risk of diabetes complications, tracking your Blood A1C can help you monitor your average level of blood sugar over time.

1. Track your Blood A1C by clicking the **Add Hemoglobin A1C** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
Hemoglobin A1C	Click the up and down arrows to select a number.
Notes (Optional)	Enter your notes in the text box.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Medication/Supplement

To ensure that the medication you are taking are up to date and causes no side effect, you can track the name of your medicine, the dosage, how often do you take your medicine.

1. Track your medication by clicking the **Add Meds and Supplement** button and then complete the following fields:

Field	Action
Medicine Name	Enter medication name in the space provided.
Strength	Enter strength of the medication the space provided.
What dosage do you take?	Enter the dosage in the space provided.
How often do you take this?	Enter how often you take the medicine.
Start Date	Click the **Calendar** button to select a date.
Why do you take this?	Enter the reason you take this medicine.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Exercise

To help you avoid excess weight gain and maintain a healthy weight, you can track what type of exercise you perform and how long it takes you to complete it.

1. Track your exercise by clicking the **Add Exercise** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
Type	Select the exercise type from the drop-down list.
How Long? (in minutes)	Click the up and down arrows to select a number.
How did you feel?	Select a feeling from the drop-down list.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

Nutrition

To ensure your body has the nutrients it needs to avoid health problems, you can track what you eat for breakfast, lunch, and dinner.

1. Track your Nutrition by clicking the **Add Nutrition** button and then complete the following fields:

Field	Action
Date	Click the **Calendar** button to select a date.
Breakfast Notes	Enter breakfast notes.
Lunch	Enter your lunch in the space provided.
Dinner	Enter your dinner in the space provided.
Snacks	Enter your snacks in the space provided.
Notes (Optional)	Enter your notes in the text box.

2. Click **Update** to save your changes or **Cancel** to start again without saving.

My Account

After you have registered and logged in, you can view your personal information. My Account puts you in charge of your health plan information and gives you tools to manage your account, such as update your email address and retrieve a lost password.

In this section you will have access to:

- My Profile
- Change Password
- Update Secret Q & A
- Services Needed & Completed
- Request ID Card

My Profile

If you move, get a new phone number, or change your email address, you can update them on the My Profile page. This page will allow you can change your personal information. Once you click My Profile in the navigation menu, you will be taken to a new page with the following Member Profile sections:

Section	Description
Member Information	This section displays your name and address.
Contact Information	This section displays your phone number as well as your email address and communications preferences.

1. In the Member or Contact Information section, remove the incorrect information from the field that you would like to change.

   Note: A required field is indicated by an asterisk (*****).

2. After you type the new information in the appropriate fields, click the **Save Profile** button. A message box will display that you have successfully changed your profile information.
3. Click **OK** to save your changes**.**

Change Password

You can change your password to the Member Portal at any time.

1. Click  on the Command bar. The Change Password dialog box will display.
2. In the Old Password field, type your old password for the Member Portal.
3. Create a new password that falls within specific guidelines as shown in the dialog box below.
4. Enter a password that meets the following requirements:

- Password cannot contain your account name, first name or last name.
- Password must be at least eight characters in length.
- Password must contain at least 1 character from all of these 4 categories.
    - Uppercase characters (A-Z)
    - Lowercase characters (a-z)
    - Base 10 digits (0-9)
    - Non-alphabetic characters (!, $, #, %, etc.)
- Password cannot match any of your previous 6 passwords.

5. Confirm your new password by typing it again in the text box.
6. Click the **Change Password** button or click **Cancel** to start over.

Retrieve a Lost Password

If you forget your password to the Member Portal, you can reset it by clicking the Forgot Password link on the Login page. In order to reset your password you need the answers to the security questions you chose when you first activated your account, Member ID, and date of birth.

1. Click the Forgot Password link on the login page. The Forgot Password dialog box will display.
2. Complete the following fields:

Field	Action
Member ID	Type your member ID.
Birth Date	Click the **Calendar** button to select a date.
This is the new question1	Type your answer to the first question.
This is the new question2	Type your answer to the second question.

3. Click the **Reset** button. A message box will display your password has been reset and sent to your email address.
4. Click **OK**. You are directed back to the Login page. As soon as you receive your new password, you can log in.

Update Secret Q & A

When you created your account, you were asked to select security questions that only you'll know the answers to. This helps protect your personal information. If you ever forget your password or need to log in from a different computer, we'll ask you these questions. To update your security questions, click **Update Secret Q & A** on the navigation menu. The Reset/Update Secret Questions & Answers dialog box will display.

Pick Your Security Questions

1. Choose two security questions from the list provided in the drop-down menu.
2. Type security question responses in the text boxes provided.
3. Click the **Save Secret Answers** button. A message will display that your secret questions and answers were saved successfully.

First Time Logging In

You will be prompted to change your password.

1. When the Change Password dialog box displays, enter the password that was emailed to you.
2. In the New Password field, type your new password. Passwords must be at least 6 characters.
3. In the Confirm New Password field, re-type your new password.
4. Click the **Change Password** button. The Member Portal will display the Eligibility Inquiry page.

Request ID Card

If your Health Plan of Michigan identification card is lost or damaged, request a new one.

1. To request an ID card, click **Request ID Card** on the navigation menu. The Member Info box will display.
2. Complete the following fields:

Field	Action
Family	Select a member from the Family drop-down list.
LOB	This field is populated based on the selected member in the Family drop-down list.
Member ID	This field is populated based on the selected member in the Family drop-down list.
Last Name	This field is populated based on the selected member in the Family drop-down list.
First Name	This field is populated based on the selected member in the Family drop-down list.

3. Click the **Request ID Card** button. A message will display that your request has been submitted successfully. Your new card should arrive in the mail within two weeks.

Request Member Handbook

Your Member Handbook provides information about your health plan, benefits, and what is covered. This handbook can help you understand your rights and responsibilities as a member. Read your handbook carefully. You can request a copy of the Health Plan of Michigan Member Handbook in either English or Spanish to be sent to your home. To request a handbook, click **Request Member Handbook** on the navigation menu. The Member Info box will display.

1. Complete the following fields:

Field	Action
Family	Select a member from the Family drop-down list.
LOB	This field is populated based on the selected member in the Family drop-down list.
Member ID	This field is populated based on the selected member in the Family drop-down list.
Last Name	This field is populated based on the selected member in the Family drop-down list.
First Name	This field is populated based on the selected member in the Family drop-down list.

Language	Select English or Spanish from the Language drop-down list.

2. Click the **Request Member Handbook** button. A message will display that your request for a member handbook has been ordered. Please wait at least two weeks to receive your new handbook in the mail.

Request Protected Health Information

To request your protected health information (PHI), click **Request Protected Health Information** on the navigation menu. The Member Info box will display. Once you are on this page, you'll see further instructions that are highlighted in red. To request PHI, you will need to complete two forms and sign and mail them to the following address:

MeridianHealth Plan
Attn: Privacy Officer
1 Campus Martius
Suite 700
Detroit, MI 48226

1. To access the forms, click the links below. Both forms can be filled out online.
2. When you have completed entering your answers, print the forms.
3. Sign and mail the forms to the health plan.

Click here to download Authorization for Release of Protected Health Information
Click here to download Authorization for Release of Protected Health Information (Claims)

MeridianHealth Plan Wellness

Welcome to MeridianHealth Plan Wellness! Whether you're focused on staying fit, dealing with a specific ache, or want to quit smoking, we're here to help you make informed decisions. From this page you can access the self-management tools to help you stay healthy and reduce risk.

Once inside the portal, rely on the navigation menu to find the information you're looking for. You'll see the following menu options:

Menu Options	Description
Enroll in Wellness	A Wellness Program is designed to maintain or improve

Program	well-being through proper nutrition, weight loss, and preventative education.
Enroll in Disease Management	The DM program can help you manage your chronic diseases.
Healthy Habits Survey	The Healthy Habits Survey can help you understand what steps you can take to improve your health.
Heath Tracker	The Health Tracker allows you to track, view, and manage your personal health information as-needed.

Enroll in Wellness Program

To start accessing your wellness resources, MeridianHealth Plan Wellness offers members tips, resources, and information needed for living a healthy lifestyle. We're focused on your whole health, rather than on specific concern or disease. We work with you to identify potential health risks, as well as to prevent minor concerns from becoming big problems. Take your Health Risk Assessment today and start receiving personalized tips for healthier living.

MeridianHealth Plan offers the following wellness programs to members:

Wellness Programs	Description
Maternity Care Coordination	All members who are currently pregnant or in their postpartum period are enrolled in the maternity program and assigned a Care Coordinator to assist with their needs during pregnancy.
New Beginnings Smoking Cessation program	Members can enroll in a 12 week telephone based program to help them quit smoking. Members can call our quit line at 844-854-5576 or sign up now. Members will be asked to provide us with the days and times that work best for them.
Nutrition and Weight Management program	Members can speak to a dietician to develop healthier eating habits. If interested in a weight management program, a member can get a referral to Weight Watchers.
Behavioral Health program	Members are connected with different providers and resources in the community depending on their needs.

Enroll in Disease Management

Help us help you stay healthy. Enroll in any of the following Disease Management (DM) programs by selecting the check boxes next to:

- Asthma
- Cardiovascular Disease (CVD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Diabetes

The Disease Management program will help you manage chronic diseases such as asthma and diabetes. As part of the program, DM members will receive reminders of preventive care that will help you stay healthy and a referral to a Care Coordinator if you need more help.

Health Risk Assessment

To complete the Health Risk Assessment, click **Health Risk Assessment** on the navigation menu. The Instructions page will display. Read the instructions thoroughly. Once on the Health Risk Assessment page, you'll see a button for the following sections:

Section	Description
Section 1	Initial assessment questions (check one for each question)
Section 2	Annual Appointment
Section 3	Readiness to change
Section 4	To be completed by your primary care provider
Section 4a	Blood Pressure
Section 4b	BMI
Section 4c	Tobacco Use Status
Section 4d	Cholesterol

Click each section button and complete the Health Risk Assessment. Answer the questions as best you can by selecting the correct checkbox or radio button responses. You are not required to answer all of the questions. This assessment will provide your doctor and your health plan with information to better meet your health needs.

Earn a Reward!

When your doctor completes this form and sends it to Meridian, you could earn a $50 gift card or 50% off your monthly contributions. Learn more when your doctor talks to you about what you need to do to earn this reward.

Healthy Habits Survey

The Healthy Habits Survey allows MeridianHealth Plan to assess the healthy lifestyle habits among its members. A healthy lifestyle can leave members fit, energetic and reduce the risk for disease, based on the choices they make about their daily habits. The Healthy Habits Survey can help members; for example, put together a plan for good nutrition, daily exercise and how to manage stress in positive ways.

There are two ways to complete the survey. To access the Healthy Habits Survey:

- Click **Healthy Habits Survey** on the navigation menu
- Visit www.mhplan.com/mi/MyMHP

The survey will display on an external MHP website. Once the survey displays, answer a few questions about your health and daily habits. When you are done, the Healthy Habits Survey will help you understand what steps you can take to improve your health.

My Documents

Many of our member resources can be found on our Member Portal.

1. To search for a document, click **My Documents** on the navigation menu. The Selections and Document sections will display.
2. Complete the following Selections fields:

Field	Action
Family	Select a member from the Family drop-down list.
From	Click the **Calendar** button to select a date.
To	Click the **Calendar** button to select a date.

3. Click the **Search** button. A list of documents will display in the Documents section for the selected member.
4. Click the **Download** button to view the document. The documents will be displayed in a different window.

Provider Search

Use our provider search to determine such things as if a doctor have more than one office or specializes in organ or stem cell transplant. You can discover information about providers that participate in the MHP provider Network just by clicking Provider Search in the navigation menu. After you have conducted your provider search, we encourage you to contact the provider's office to confirm that the provider is accepting new patients, to verify the location of the provider's office, and to confirm participation in our Network for that particular location. Additionally, you can view the PCP/Eligibility page to verify your benefit and eligibility information.

See also, Provider Search/Change My PCP.

Provider Search/Change My PCP

Use Provider Search to find doctors, hospitals, and specialists in your area. You can search for a new provider by name, county, gender, city, and hospital affiliations. Once you click Provider Search/Change My PCP in the navigation menu, you will be taken to a new page with the following Search Provider By section:

Field	Action
Provider Name	Enter the provider's name.
Gender	Select Female or Male from the drop-down list.
Language	Select a language from the drop-down list.
Specialty	Select a specialty from the drop-down list.
County	Select a county from the drop-down list.
Affiliations	Select an affiliation from the drop-down list.

1. Enter your search criteria (gender, language, specialty, county, or affiliations). The choices in the drop-down lists will narrow to show only what is available.
2. Select the Show all providers accepting new member’s check box, if desired.
3. Click the **Search** button. A list of providers will display in the Search Result box.
4. Select a provider. The provider details will display in the Selected Provider Details box as shown in the example below. The provider details will allow you to view the provider's name, address, office hours (if available) and any special messages from the provider. Messages can be information such as the ages the provider accepts.

See also, PCP/Eligibility.

Change My PCP

When you want to change your PCP, you can submit a request from this page by scrolling down to the Change PCP section.

1. Select the new change date in the Effective Date drop-down list.
2. Select a member from the Family drop-down list.
3. Click the **Change My PCP** button. A message box will display the change has been submitted.
4. Click **OK** to process your change.

My PCP/Eligibility History

This PCP/Eligibility option allows you to view detailed member information including your eligibility, primary care physician, and other health coverage. It is important that you verify the status of your eligibility for current and past dates of service. For example, if you fail to verify eligibility on the date of service, you risk claim denial if you are not eligible.

Once you click My PCP/Eligibility History in the navigation menu, you will be taken to a new page with the following PCP/Eligibility sections:

Section	Description
PCP/Eligibility	This section displays the member's information (name, phone number, LOB, effective date, status, PCP name, and PCP phone number).
Eligibility with MeridianHealth Plan	Eligibility details are populated based on the selected member in the Family drop-down list.
PCP History	PCP history details are populated based on the selected member in the Family drop-down list.

1. To view the PCP and eligibility history details, select a member in the Family drop-down list to populate the sections.
2. To print a report, click the **Print Member Report** button and a print ready version of the report will display in a new window.

Services Needed Information

The Healthcare Effectiveness Data and Information Set (HEDIS) data is used to help make improvements in quality of care and service. As members, the HEDIS data can help you select the best health plan for your needs. HEDIS measures address a broad range of important health issues. Among them are the following:

- Asthma medication use
- Controlling High Blood Pressure
- Breast Cancer Screening
- Childhood and Adolescent Immunization Status

To view the services needed for you and your family, click **Services Needed Information** in the navigation menu. You'll see the following fields:

Field	Description
Measure	The title of the HEDIS measure
Sub Desc	A specific part of a measure (e.g. description for Childhood Immunizations may be Influenza)
Due By	The date in which the service must be completed
HEDIS Hit Date	The date in which the service was completed and was recorded by MHP
Complete	Lists whether or not the HEDIS measure has been completed

1. Select a family member from the Family drop-down list. The Name, DOB, Status, and Age fields will populate.
2. Select a reporting year from the Reporting Year drop-down list if it is different from the current year.
3. Once a family member is selected, all measures that the member is eligible for during the specified reporting year will display in the results box.
4. Select a measure from the list. A description will display below the results box.

Contact Us

By Phone

Member Services:	888-437-0606
Behavioral Services:	888-222-8041
Transportation:	
TTY:	

By Email

Memberservices.MI@mhplan.com

By Mail

1 Campus Martius, Suite 750
Detroit, Michigan 48226

Ask A Nurse

If you or a family member is not feeling well, but you're not sure if there is a need to see a doctor in person, you can Ask a Nurse questions 24 hours a day, 7 days a week by telephone and/or electronic communication. Ask a Nurse if you need valuable advice to care for your illness or injury at home. Ask a Nurse if you need to decide if you need emergency or urgent medical care.

To speak with a Nurse, call the MHP toll free 888-437-0606. Have your member ID ready.

If you would like to submit health questions electronically, you can click **Ask A Nurse** on the navigation menu. This will take you to a secure messaging portal via a single sign on (SSO). Here, you can submit questions and check messages from a licensed registered nurse (RN). You will receive a response by a nurse within 24 hours.

The Ask A Nurse services are intended for non-emergent purposes. If you think you have a medical emergency, call 911 or go to the nearest hospital.

View Claims

Once you click **View Claims** in the navigation menu, you will be taken to the View Claims page. The View Claims page allows you to search by date range and/or claim status to access detailed claims information. You can create an itemized list of all claims for a selected date range with grand totals. Each claim summary includes the following fields.

Field	Description
Claim Number	Seven digits numerical identification number assigned to a claim.
Date of Claim	Date of bill for medical services rendered.
Patient	The person receiving medical care or treatment.
Name	The name of the person receiving medical care or treatment.
Billed Amount	The amount billed by your physician or other healthcare provider for services you have received.
Paid Amount	The sum of money paid for medical services rendered.

To view a claim for a service you received:

1. Select the date or date range you received the service.
2. Select a status from the Status drop-down list.
3. Click the **Search** button. A list of claims will display in the results box.