HealthLink
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Member | Access

Member Access User Guide – Login

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

www.healthlink.com

2.0   LOGIN

2.1   Overview of Login

Logging into HealthLink Member Access is easy – the Login window is conveniently located on the Non-Authenticated Home Page.

After you login, you may access Claim History, special offers, and other features.

By the end of this **Login** section, you should be able to do the following:

1. Login successfully

2. If needed, successfully request a reminder of a forgotten User ID/Password

3. If needed, successfully reset a Password

4. If needed, request your account status to be reset if your account is suspended or locked out

Shown below is an example of the **Login** window located on *HealthLink Member Access's* Non-Authenticated Home Page (Figure 1).
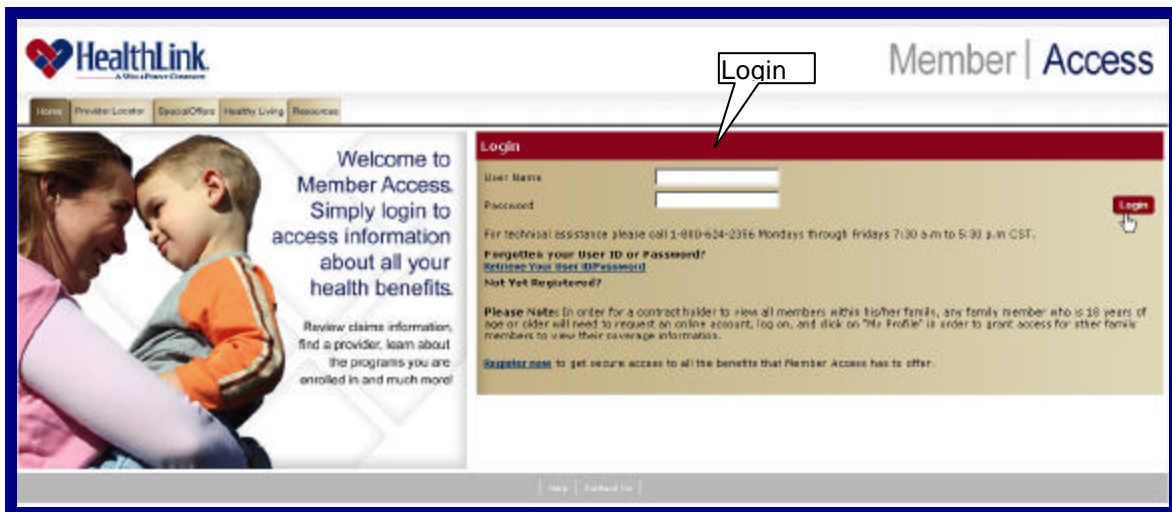

Figure 1. Login – Non-Authenticated Home Page.

2.2   How to Login – Previously Logged In

a. If you have previously logged in, complete the following steps.

> **Note:** If you have not used *HealthLink Member Access* before, navigate to the web address below, go to the **Login** window (Figure 2), and click the link *Register Now.* You will be asked to complete a few simple steps (illustrated on the next page) in order to get your User ID and Password.

b. Navigate to the Non-Authenticate Home Page

1. Using an Internet browser, navigate to the HealthLink Web Site: *http://www.healthlink.com*

2. Click the link *State of Illinois CMS*.

3. Click the link *Member Access Login Page*. You will be directed to the *HealthLink Member Access* Non-Authenticated Home Page.

c. Enter User ID and Password

1. If you have previously logged in, go to the **Login** window, and type your **User ID** and **Password**. If not, skip to the next page and **Self Register**.
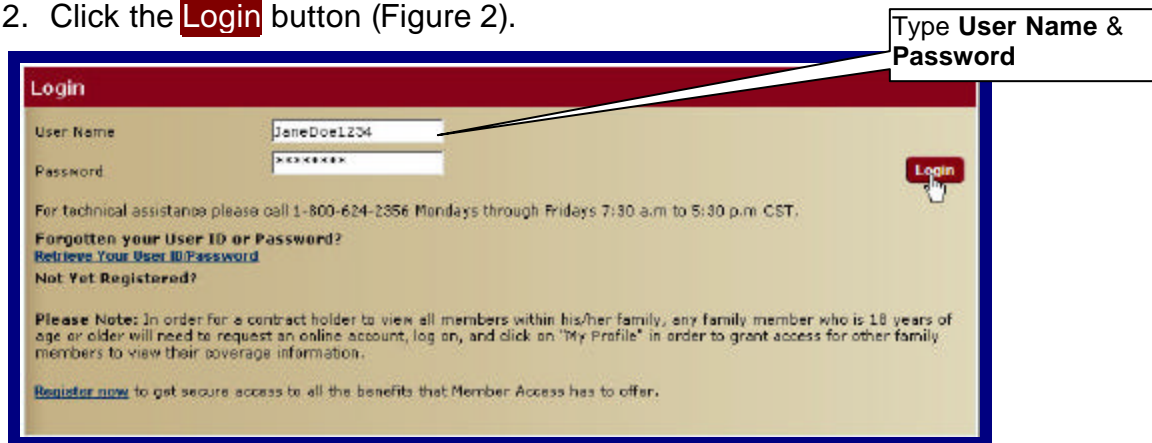
2. Click the Login button (Figure 2).

Figure 2. Login – Member Login.

3. The HealthLink Member Access **Authenticated Home Page** will display your Member Home Page as well as other menu options (Ex, Claim History and Special Offers).

2.3   How to Login – Self Register

a. If you have NOT logged in before, in the **Login** window click *Register Now*and complete the following steps.

1. Step 1 – Personal Information

   a) When the Personal Information window displays (Figure 3), type the required **Personal Information** in the boxes as stated on your ID card. The information includes Member Id, Birth Date, Zip Code, Last Name, First Name, and Member Type.

   b) Type the letters displayed in the blue bordered window into the box.

   c) Click the Continue button.

> **Note:** If you do not agree to enter the required personal information, click the Cancel button and you will be taken back to the Non-Authenticated Home Page. If you wish to clear your entries and enter them again, simply click the Reset button.

Figure 3. Login – Step 1 Personal Information.

2. Step 2 – Verify Identity

   a) If Confirmed – Member Access will try to match your entry to what is in the system. If you are matched as a member, a confirmation message will display (Figure 4). Congratulations! You are almost ready to start using Member Access.

   b) Click the Continue button.

Figure 4. Login – Step 2 Verify Identity–Confirmed.

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c) If Not Confirmed – If Member Access cannot match your information, the message will explain that your identity could not be confirmed as a member (Figure 5). Please either try again, or call **Customer Service** toll free at **800-624-2356**.

Figure 5. Login – Step 2 Verify Identity – Not Confirmed.

3. Step 3 – My User Profile
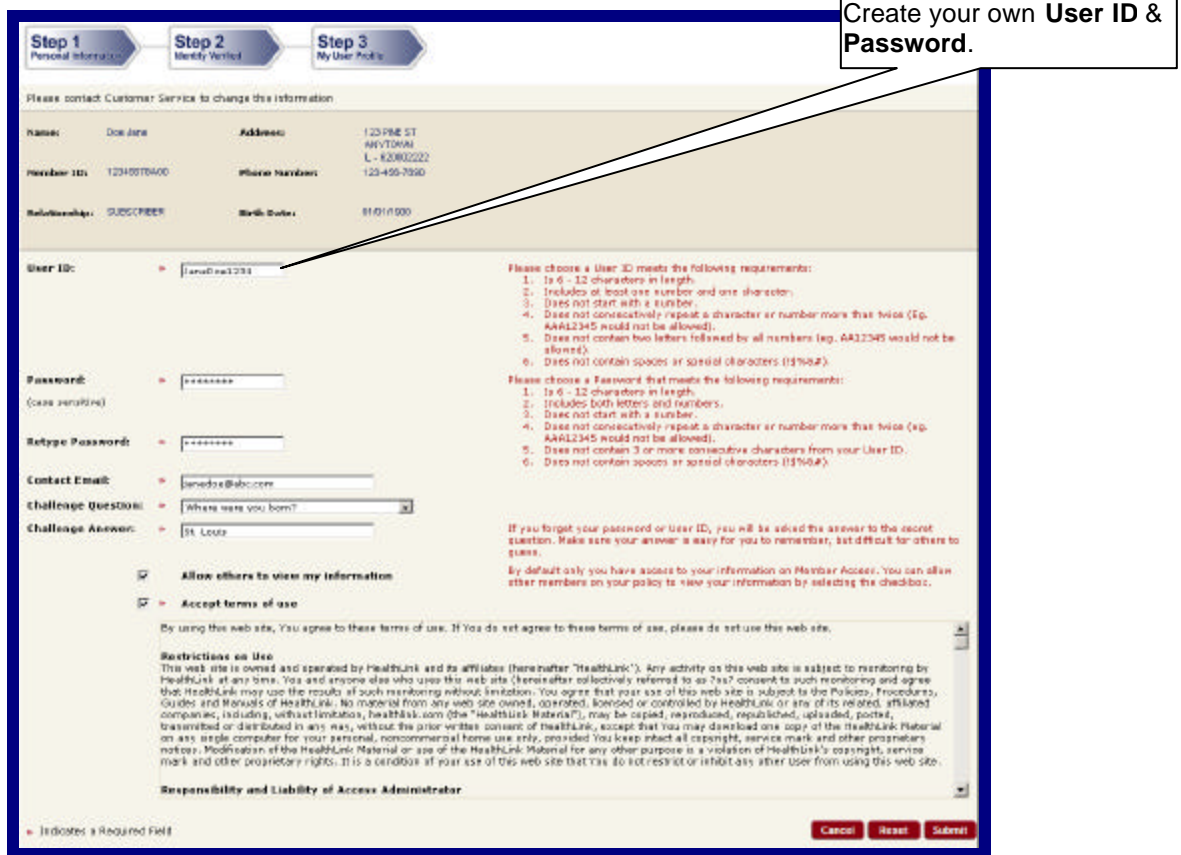
   a) The My User Profile window will display (Figure 6).

Figure 6. Login – Step 3 My User Profile.

b) Type a User ID.

> **Note:** For User ID, please use the following guidelines.
>
> Please choose a User ID that:
> 1. Is 6 – 20 characters.
> 2. Includes at least one number and one character.
> 3. Does not start with a number.
> 4. Does not contain spaces.
> 5. Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
> 6. Does not contain two letters followed by all numbers (Ex. AA12345 would not be allowed).
> 7. Does not contain special characters (**!$%&#**).

c) Type a Password.

> **Note:** For security, asterisks (*) are displayed in place of the actual text characters being entered.
>
> Please choose a Password that:
> 1. Is 6 – 20 characters.
> 2. Includes both letters and numbers.
> 3. Does not start with a number.
> 4. Does not contain spaces.
> 5. Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
> 6. Does not contain 3 or more letters of User ID in the same sequence.
> 7. Does not contain special characters (**!$%&#**).

d) Type your contact Email, a Challenge Question, and a Challenge Answer.

> **Notes:**
> Challenge Questions include:
> a) Where were you born?
> b) What is your grandmother's first name?
> c) What is your pet's name?
> d) What was the model of your first car?
> e) What was the name of your grade school?

e) If you wish to allow other members on your policy to view your Member Access information, select the checkbox **Allow others to view my information**.

f) Select the checkbox **Accept terms of use**, and click the Submit button.

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4. A welcome message will display, notifying you that "A welcome letter will be mailed to the address we have for you on record. If you have any questions, please contact HealthLink Customer Service at 1-800-624-2356."

5. Click the Continue button.

6. The *HealthLink Member Access* Authenticated Home Page will display your Member Home Page, displaying your member information as well as other menu options such as Claim History and Special Offers (Figure 7).
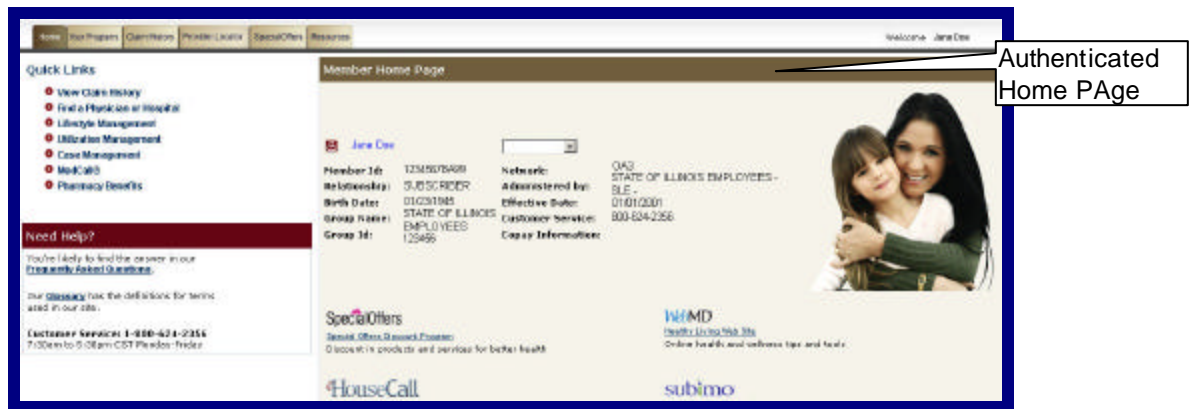

Figure 7. Login – Authenticated Home Page.

2.4 How to Retrieve User ID/Password

a. In the Login window, click the *Retreive Your User ID/Password* link.

b. When the following window displays (Figure 8), select whether to retrieve your **User ID** or **Password**, and click the Continue button.
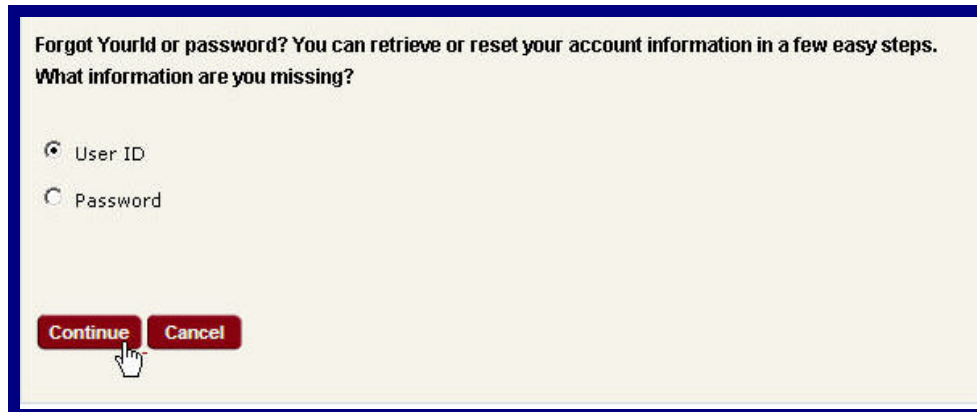

Figure 8. Login–Retrieve Login Information–Select.

c. **To Retrieve <u>User ID</u>:**

1. If you selected to retrieve your **User ID**, when the Member Information window displays (Figure 9), type the your member information into the text boxes.

> **Note:** Make sure you type the information exactly as it appears on your State of Illinois ID card.
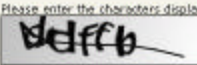
2. Click the Submit button.

Figure 9. Login–Retrieve User ID–Member Information.

3. If the email address matches the email address in the *HealthLink Member Access* records, your User ID will be emailed to you.

> **Note:** If the email address does not match, an error message will display. If this happens, verify that you entered your email address correctly, or click Cancel to go back to the Non-Authenticated Home Page, or contact Customer Service at *800-624-2356*.

4. Check your email. A message will be sent to the email address on the account containing your User ID (Figure 10).

Figure 10. Login–Retrieve Password–User ID Email.

5. Go back to the Non-Authenticated Home Page, and enter your User ID and Password in the Login window, then click Login. The *HealthLink Member Access* Authenticated Home Page will display.

d. To Retrieve Password:

1. If you selected to retrieve your **Password**, when the following window displays (Figure 11), type your User ID and the answer to your challenge question, and click the Submit button.

Figure 11. Login–Retrieve Password–Challenge Question.

2. If the User ID and challenge answer match what *HealthLink Member Access* has on file, a temporary Password will be emailed to you.

> **Note:** If the email address does not match, an error message will display. If this happens, verify that you entered your email address correctly, or click Cancel to go back to the Non-Authenticated Home Page, or contact Customer Service at *800-624-2356.*

3. Check your email. A message will be sent to the email address on the account containing a new temporary Password (Figure 12).

Figure 12. Login–Retrieve Password–Email Confirmation.

4. When you receive the email containing your temporary Password, go back to the Non-Authenticated Home Page, and type your User ID and temporary Password in the Login window, then click Login.

5. You will be prompted for a new Password (Figure 13). Type a new Password, and click Login.
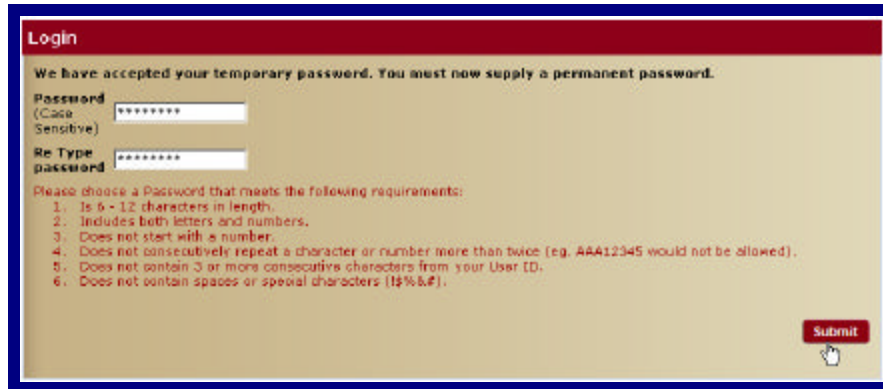

Figure 13. Login–Retrieve Password–Email Confirmation.

6. The *HealthLink Member Access* Authenticated Home Page will display.

2.5   Field Descriptions

Following are descriptions of the fields that are displayed in the **Login** window on *HealthLink Member Access's* Non-Authenticated Home Page.

a. Window – Login – Login (Figure 14)
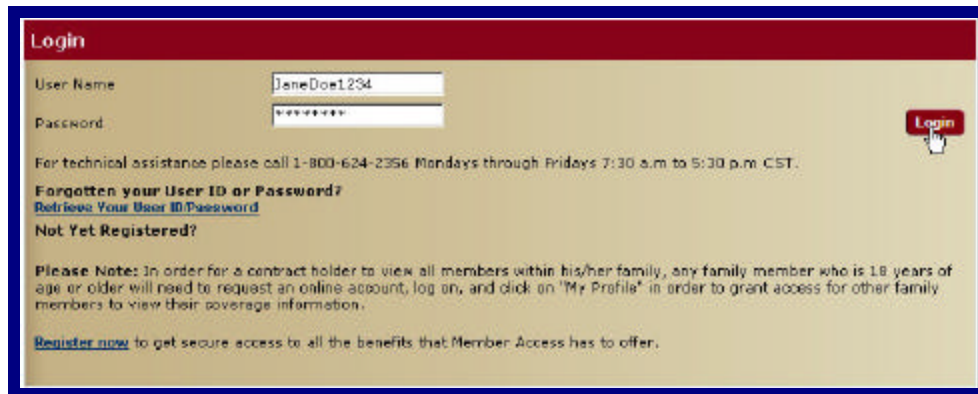
Figure 14. Login – Member Login Fields.

Table 2. Login–Login Fields.

Field	Description
User Name	This is your unique login to *HealthLink Member Access*. Please choose a User Name that: 1.) Is 6 – 20 characters. 2.) Includes at least one number and one character. 3.) Does not start with a number. 4.) Does not contain spaces. 5.) Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed). 6.) Does not contain two letters followed by all numbers (Ex. AA12345 would not be allowed). 7.) Does not contain special characters (**!$%&#**).

Password	If you have retrieved your *HealthLink Member Access* Password, you will be logging in with a temporary Password and will be prompted to change your Password. Your Password should be unique and not easily guessed. Your Password is case sensitive. Please choose a Password that: 1.) Is 6 – 20 characters. 2.) Includes both letters and numbers. 3.) Does not start with a number. 4.) Does not contain spaces. 5.) Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed). 6.) Does not contain 3 or more letters of the User ID in the same sequence. 7.) Does not contain special characters (**!$%&#**).
Login	By clicking Login, *HealthLink Member Access* will validate your User ID and Password. If both match with what *HealthLink Member Access* has on file, you will be logged in to the Authenticated Home Page.
Retrieve Your User ID/Password	*HealthLink Member Access* allows you to retrieve forgotten login information by validating your identity using the challenge question and answer you provided and your valid email address.
Register Now	*HealthLink Member Access* will provide instructions advising how to obtain a User ID, either by self registering, or by calling Customer Service.

2.6   Frequently Asked Questions (FAQ)

If you were NOT able to login successfully, this **Frequently Asked Questions (FAQ)** section offers you assistance. There could be several reasons why you were not able to login, ranging from a misspelled User ID or Password to a Locked Out account status. This section describes possible scenarios in which you may not be able to login, along with the solutions that will lead to a successful login.

Question:

How can I get a User ID?

Answer:

1. Self Register
   If you have never used *HealthLink Member Access* before, navigate to the HealthLink web site (*www.healthlink.com*), click the link *State of Illinois CMS*, click the link *Member Access Login Page*, go to the Login window, and click *Register Now*. You will be asked to complete a few simple steps in order to get your User ID and Temporary Password.

2. Not Sure? Call Customer Service
   If you would like a User ID, but do not know whether you are registered to use *HealthLink Member Access*, please call *HealthLink Member Access* Customer Service.

Table 3. Login–Customer Service Contact Information.

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

Question:

What if I Misspell My User ID or Password?

I navigated to the *HealthLink Member Access* Non-Authenticated Home Page and entered a User ID and Password in the Login window, and after clicking the Login button, the following window displays (Figure 15).
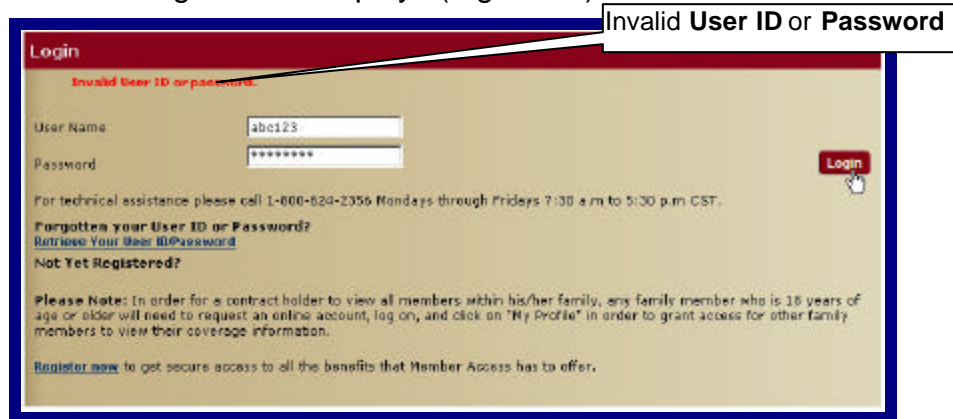

Figure 15. Login–Login Failed.

Answer:

Either the User ID or Password you entered is misspelled, or does not match any registered *HealthLink Member Access* User ID.

1. Re-enter the User ID and Password and click the Login button.

2. If the **Invalid User ID or password** window displays again, click the Retrieve Your User ID/Password link. You will be asked to specify which information you need: your User ID or your Password. After *HealthLink Member Access* has successfully verified your identification, you will receive your User ID by email – or if you requested your Password, you will be able to reset your Password.

3. You may also contact *HealthLink Member Access* Customer Service at 800-624-2356.

Question:

What if I Choose a User ID that is Already Being Used?

Answer:

If the User ID is already being used, *HealthLink Member Access* will display a message "Sorry, User ID has been selected by another member. Please enter a different User ID and click 'Submit' again."

Try entering a different User ID, and click the Continue button.

Question:

What if I Enter a User ID or Password in an Invalid Format?

Answer:

If you do not follow the required **User ID** format, an error message will display, prompting re-entry of a **User ID** in the proper format.

User ID
Make sure you enter your **User ID** using the following format:
1. 6 – 20 characters.
2. Includes at least one number and one character.
3. Does not start with a number.
4. Does not contain spaces.
5. Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
6. Does not contain two letters followed by all numbers (Ex. AA12345 would not be allowed).
7. Does not contain special characters (**!$%&#**).

> **Example:**   "*Peas1289*"
> This User ID is 6-20 characters in length, and meets the other requirements.

Password
Make sure you enter your **Password** using the following format:
1. 6 – 20 characters.
2. Includes both letters and numbers.
3. Does not start with a number.
4. Does not contain spaces.
5. Does not consecutively repeat a character or number more than twice (Ex. AAA12345 would not be allowed).
6. Does not contain 3 or more letters of the User ID in the same sequence.
7. Does not contain special characters (**!$%&#**).

Question:

What if My Account is Suspended or Terminated?

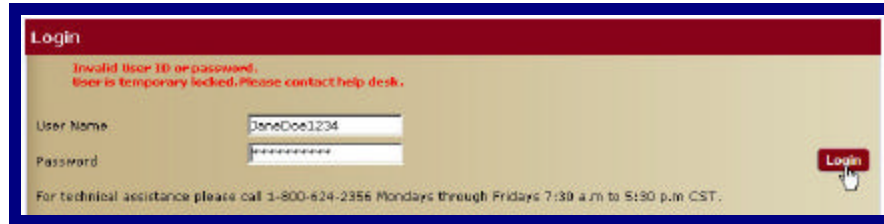A message will be displayed in the Login window (Figure 16).

Figure 16. Login–Login Failed–Locked Account.

Answer:

If your account is suspended, please contact *HealthLink Member Access* Customer Service at 800-624-2356, and request that your account be reactivated.

If your account is terminated, please contact *HealthLink Member Access* Customer Service at 800-624-2356, and request that a new account be created.

> **Note: Suspended** accounts can be reactivated by Administrators.
>
> **Terminated** accounts are permanently inactive (a new account must be created).

2.7   How to Logout

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

Click **Logout** to exit *HealthLink Member Access.* A **Logout** button is located in the top right corner of the window, and there is also a **Logout** link near the lower right corner of the window) (Figure 17).
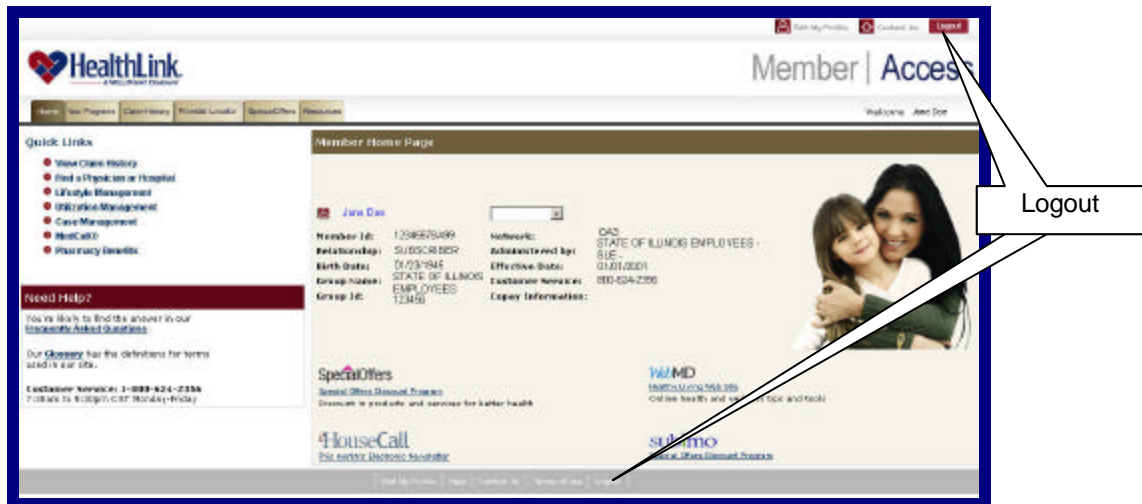

Figure 17. Logout–Logout Button.

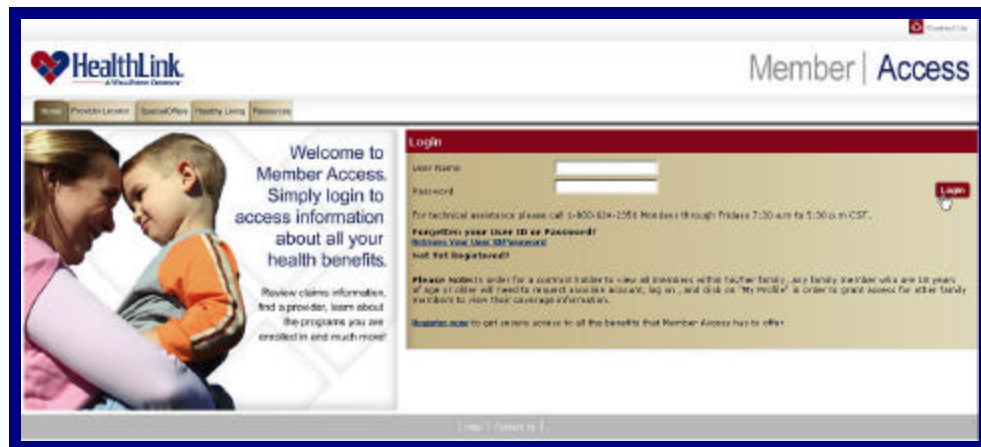You will then be successfully logged out and directed to *HealthLink Member Access*'s Non-Authenticated Home Page (Figure 18).

Figure 18. Logout–Non-Authenticated Home Page.