



Online Account & Member Health Tools

As a member of Independent Health, you can get quick and easy access to the benefits of your health plan by creating an online account at independenthealth.com. Here, you will also find a variety of tools and resources you can use to help you get and stay healthy, which could potentially lower your health care costs in the future.

CREATE AN ACCOUNT

- Visit independenthealth.com/register to create a secure user account.
- Your name and other personal information will be needed during setup.
- The username and password you choose will be used to sign into your account when you visit us online or through our mobile app, MyIH.

Each time you log in, you'll be automatically directed to a personalized dashboard that provides a general overview of your benefits and other important features of your health plan.

FEATURES

We make it easy to find the information you need on your health plan benefits:

Health Dashboard

Use this list of personalized preventive health recommendations to work with your doctor to create a wellness plan that's right for you.

Claims and EOBs (Explanation of Benefits)

Keep track of your billing by viewing medical or pharmacy claims online. Download an Independent Health claim form. Plus, easily access EOBs through your member account.

Deductible Tracker

If you're in a deductible plan, this tool will give you a snapshot of your deductible balance (i.e., how much you've already spent on health care services and how much is left to meet your requirement).

Member ID Card

View your member ID card, print a copy to use or keep on file, or order a replacement card online.

TOOLS

Nothing is more important than your health. That's why we provide you with a variety of online tools and resources that can help you get healthy and stay healthy:



Teladoc®

When you can't reach your primary care physician, talk with a doctor 24/7 by phone or online video. Copays may apply.



24-Hour Medical Help Line and Live Nurse Chat*

When you can't reach your primary care physician, you can call or chat online 24/7 with an experienced registered nurse for free.



Find a Doctor

Search online for eligible, in-network providers or medical facilities by entering a name, specialty or condition. Change or add a primary doctor as well.



Healthwise

Access interactive tools, information on medications and drug interactions, as well as a video library.



Ways to Save

Learn about health care options that can save you time and money.



FitWorks®

Enjoy the rewards of healthy living through wellness challenges designed to keep you motivated and on track with your health. Easily sign on through your online member account!



Compare Rx Costs

Easy-to-use online tool accessible from your online account to look up medication uses, alternatives, compare costs, shop and save.



Treatment Cost Advisor

Estimate your costs for hundreds of common conditions, procedures, tests and health care services or visits.



Wellness Discounts

Show your member ID card and save money at local businesses. Use our online tool to find the right discount for you.



Healthy Living Tips and Guidelines

Stay up-to-date with today's health care trends by reading guidelines and our member magazine, *HealthStyles*.



Brook Personal Health Companion

Quick chat messaging with Brook experts and interactive tools help you get and stay healthy, on your smartphone or computer.



Foodsmart™

Use as an app or online to incorporate healthy eating into daily life with recipes, meal planning calendars, meal kit delivery, \$0 virtual nutrition counseling with a registered dietitian and more.

Remember, you'll always have access to our "Helpful Links" at the bottom of every page, including frequently used forms, urgent care locations and a glossary of health care terms.

QUESTIONS?

Contact our Member Services Department at **(716) 631-8701** or **1-800-501-3439** from 8 a.m. – 8 p.m., Monday – Friday, or email at memberservice@servicing.independenthealth.com.

You Deserve the RedShirt Treatment.®



*Independent Health's 24-Hour Medical Help Line should not be used for diagnosis or as a substitute for a physician. Benefits vary by plan. Check summary of benefits for plan details. Verbal translation, alternate formats of written materials, and/or assistance for those with special needs, may be available upon request. Traducción verbal, formatos alternativos de materiales escritos y/o asistencia para quienes tienen necesidades especiales, disponibles a solicitud.