

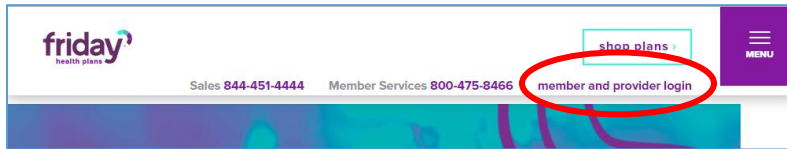


Friday Member Portal for Group Members

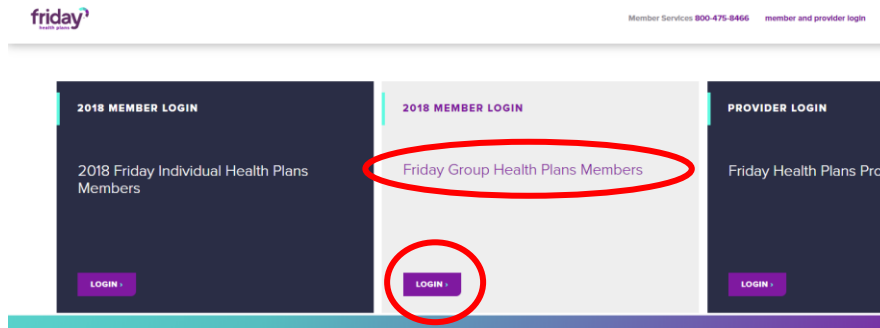
Friday Health Plans offers a Member Portal, a personalized, secure website that is easy to navigate and full of ways to help manage your health. Once you create a Member Portal user ID and password, a whole new world of information is just a click away.

To register for a Friday Member Portal account, please follow the below steps:

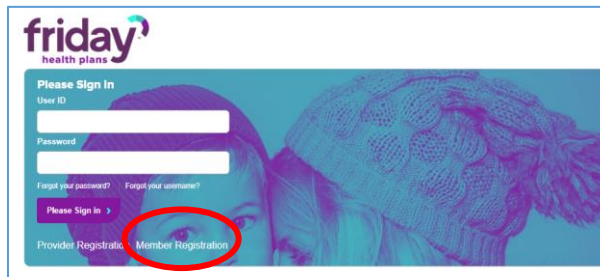
1. Go to the Friday Health Plans website: www.fridayhealthplans.com
2. Click on the “member and provider login” link located in the top right corner.



3. Click on the “Login” button under the “2018 Group Member Login” section.



4. Click the “Member Registration” link at the bottom.



5. Enter your **9-digit Member ID** and **2-digit suffix** (from your member ID card) without hyphens or spaces. *Example: If your Member ID is 123456789-01, enter 12345678901.* And enter your **Date of Birth** in the following format: MM/DD/YYYY. *Example: if your Date of Birth is January 1, 1980, enter 01/01/1980.* Then click “Next.”

***Note:** The Subscriber suffix is always “01” and the spouse is always “02”; your first (oldest) dependent will be the “03” suffix, followed by the second dependent as the “04” suffix, etc... Each family member who wants access to the portal will need to create his/her own account. Dependents must be over 16 years old to register.



Enter User Information

Please enter the required information in the fields below.

Member ID * Family ID + Suffix (No spaces or dashes)

Birth Date * (MM/DD/YYYY)

6. Complete the **Login Information** and then click **“Complete”** to finalize your registration.

Enter Login Information

Please enter the required information in the fields below.

Member Information	
Name:	Your Name
Member ID:	12345678901
Birth Date:	01/01/1980

Choose User Name *

Choose Password *

Confirm Password *

Security Question 1 *

Security Answer 1 *
Your answer may not contain your username.

Security Question 2 *

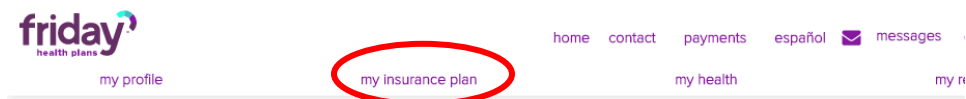
Security Answer 2 *
Your answer may not contain your username.

E-Mail *

Confirm E-Mail *

7. You will be taken back to the Member Portal login screen where you can enter your new **User Name** and **Password** and access the Friday Member Portal.

Once you're registered for an account and logged in, you will be able to access your **Explanation of Benefits and Claims** information. Click on the **“my insurance plan”** link to find up-to-date information about your health care coverage.



By clicking on the **“claims”** link you can see a summary and status of all the claims submitted for services rendered. The **total patient responsibility** is displayed on the claim status search results.

Claim Status Search Results For 12345678901

CLAIM NUMBER	DATE OF SERVICE	PROVIDER	TOTAL PATIENT RESPONSIBILITY	TOTAL PAID	STATUS	PAYMENT DATE
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To see details about a specific claim, click on the **Claim Number**. You can view the status of the claim under the **“Status”** column.

- If the claim status is **Paid**, check for the **Total Patient Responsibility** for the insurance deductible or copay you owe to the Provider.
- If the claim status is **In Process**, check back in 5 to 7 days to verify a payment was made.



- If the claim status is **Denied**, check the reason for the denial by clicking on the **Claim Number** and if appropriate, contact us to discuss the claim. If you cannot find the claim in the system at all, please give us a call at the contact information below.

If you need help accessing the many features and benefits of the Member Portal, please contact our Customer Service team at 719-589-3696 or 800-475-8466 Monday through Friday from 8AM to 5PM.