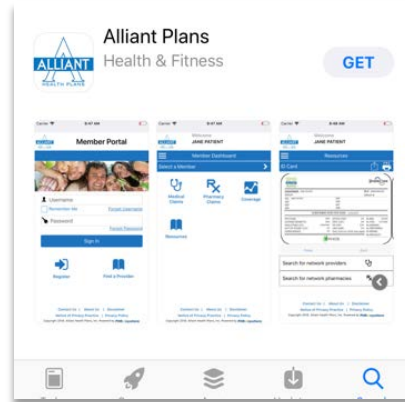


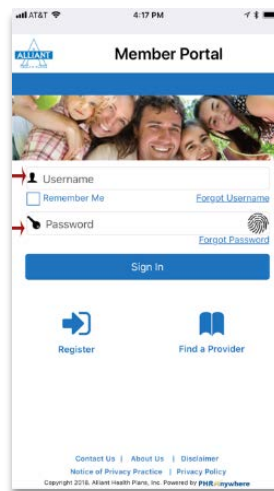
NEW MEMBER PORTAL MOBILE APP INSTRUCTIONS



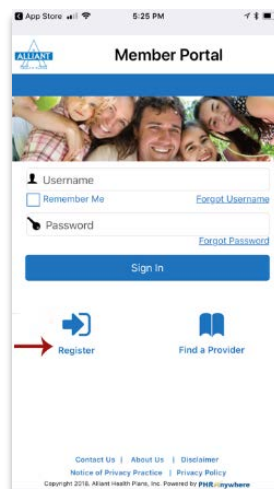
1. Find the new Alliant Plans Member Portal Mobile App on the App Store or Google Play. Download the App.



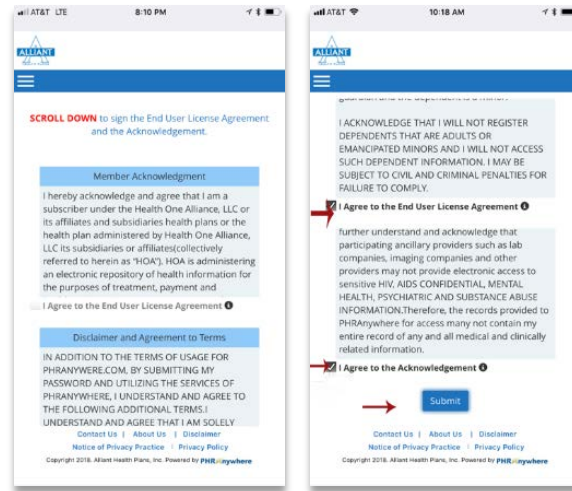
2. **PHRAnywhereSM Users:** If you were a registered user with PHRAnywhereSM (the previous member portal), your login and password are the login and password for the new member portal.



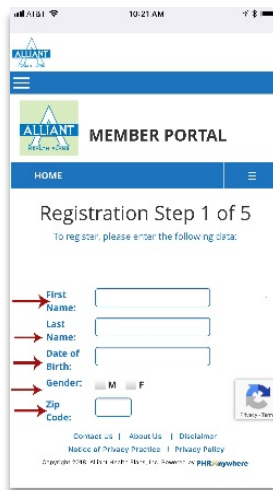
3. **New Portal Users:** If you are registering for the new Open the Alliant Plans App, click the “Register” on the bottom left of the screen.



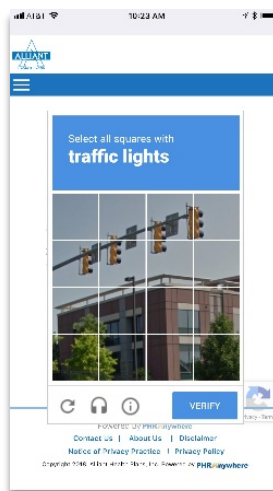
4. Read and scroll through the End User License Agreement and the Acknowledgement forms. Check the box and click submit.



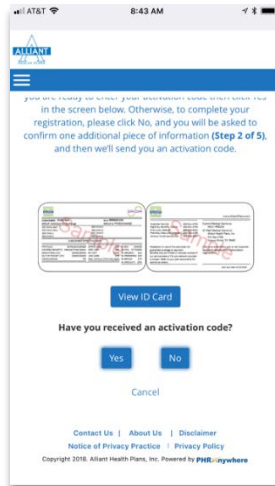
5. You will be taken to the Member Portal registration page, Step 1 of 5. Complete the fields with your first name, last name, date of birth, select your gender and your zip code.



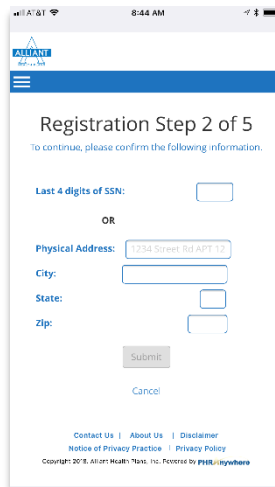
6. After completing all the fields, you will be taken to an authentication screen. Follow the instructions, then click "Verify."



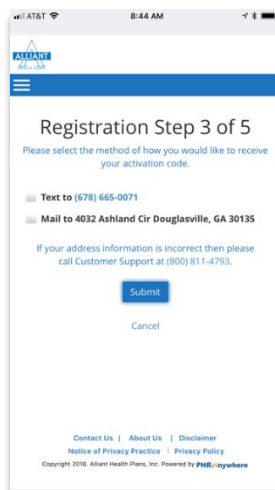
7. After you complete Step 1 of 5 of the registration process, a screen will appear that will let you view your Member ID Card or continue with activation of your Member Portal.



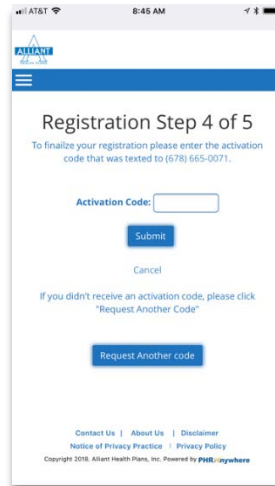
8. Registration Step 2 of 5 - Enter either the last four digits your Social Security Number OR entering your physical address in the fields.



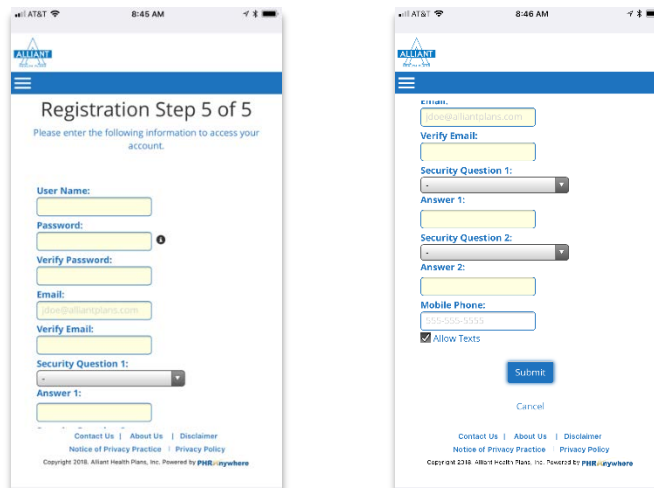
9. Registration Step 3 of 5 - Check one of the boxes to receive your activation code by text or mail to your address, then click "Submit".



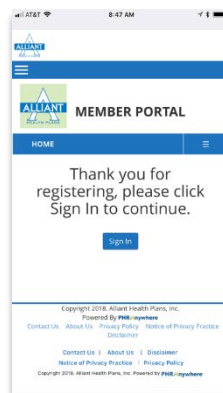
10. Complete registration Step 4 of 5. Enter the activation code texted to your cell phone OR enter the activation code you received by mail. Pictured below is an example of the screen that appears when you receive your activation code by text message.



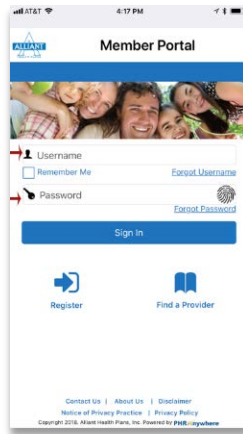
11. Finalize your member portal registration by completing Step 5 of 5. Create a User Name and Password, as well as add security features to your account by entering your email address and selecting and answering three security questions. You will also have the option of adding your mobile phone number to your account to receive text messages. After you have completed the fields, click submit.



12. Your registration is successful when you see the screen below. Click the blue sign in button to log into your Member Portal.



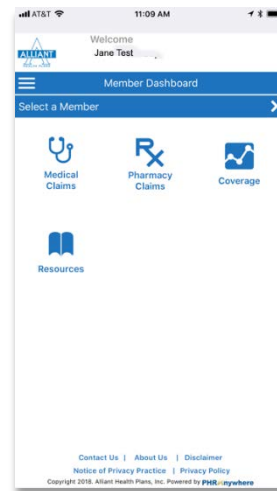
13. Log into your Member Portal the User Name and Password that you created.



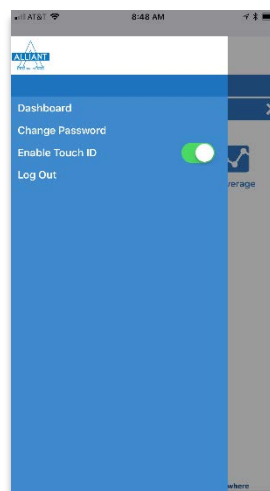
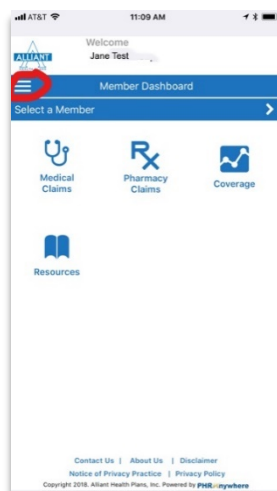
14. Once logged in, your Member Dashboard will appear. Below is an illustration of a Group (SimpleCare) Member's Dashboard. If you have an Individual Family Plan (SoloCare) plan, your dashboard will include an option to Pay Your Bill.

From your Member Dashboard:

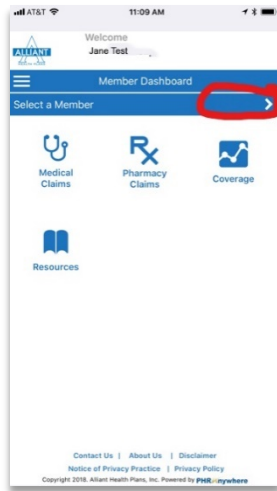
- Manage your portal account
- Switch to dependent accounts (if applicable)
- Medical Claims
- Pharmacy Claims
- Coverage
- Provider Directory



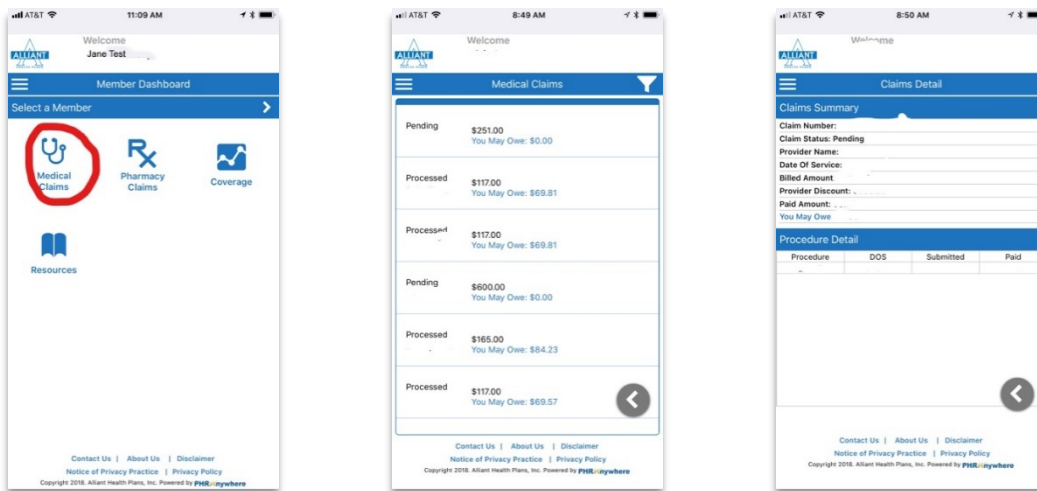
15. Member Portal Account – Select Dashboard, Change Your Password, Enable Touch ID and Log Out of your Portal.



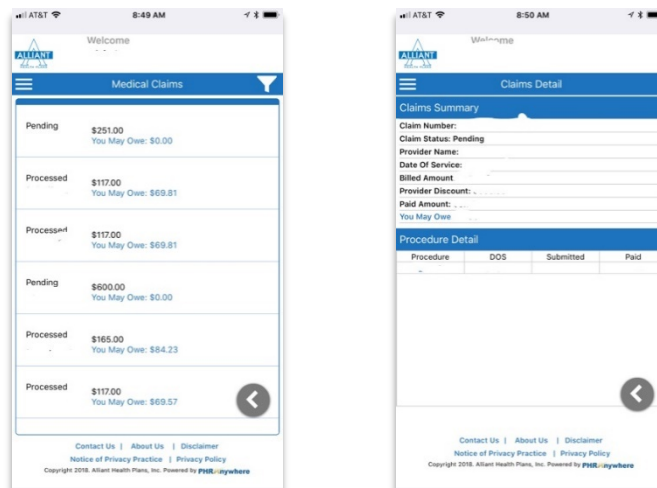
16. Click "Select a Member" to see dependents on your account.



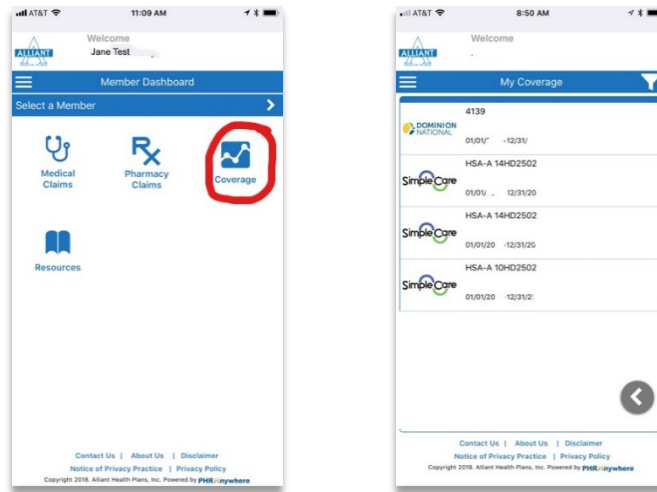
17. You may view your medical claims history by clicking the "Medical Claims." Once in your history, you can view some details on a medical claim.



18. From the Member Portal Dashboard, you can view your Pharmacy Claims. Once in your Pharmacy Claims history, you can click into details of your Pharmacy Claims.



19. From the Member Portal Dashboard, you can see your coverage history, medical and pharmacy, as applicable.



20. Under Resources on the Member Dashboard, you will find your Member ID Card, which can be emailed, texted or faxed to a provider. You will also find links to “Search for network providers” and “Search for network pharmacies.”

