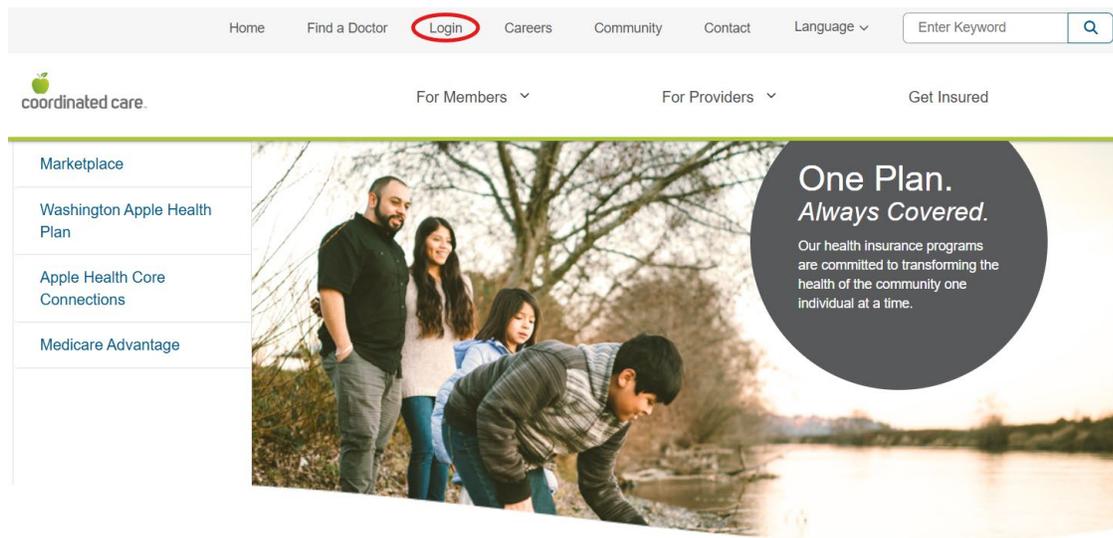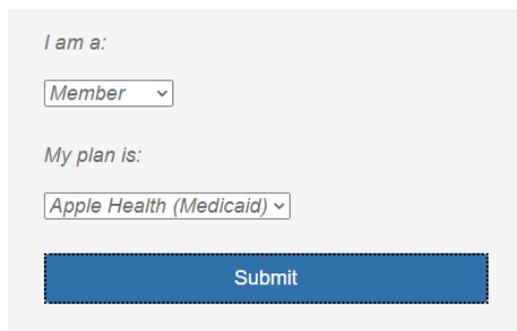**Member Portal Sign-Up Instructions**

Members have access to the secure member portal immediately after enrolling in Coordinated Care of Washington, Inc.

To register for the secure member portal:

1. Access the secure member portal from the Coordinated Care website from the top by selecting **Login**.
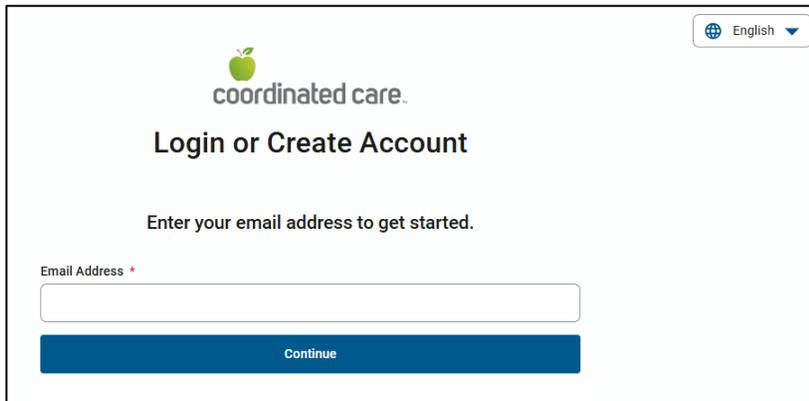

2. From the Login Page, choose **Member** from the *I am a:* drop down box and **Apple Health (Medicaid)** from the *My Plan is:* drop down box and click **Submit**.
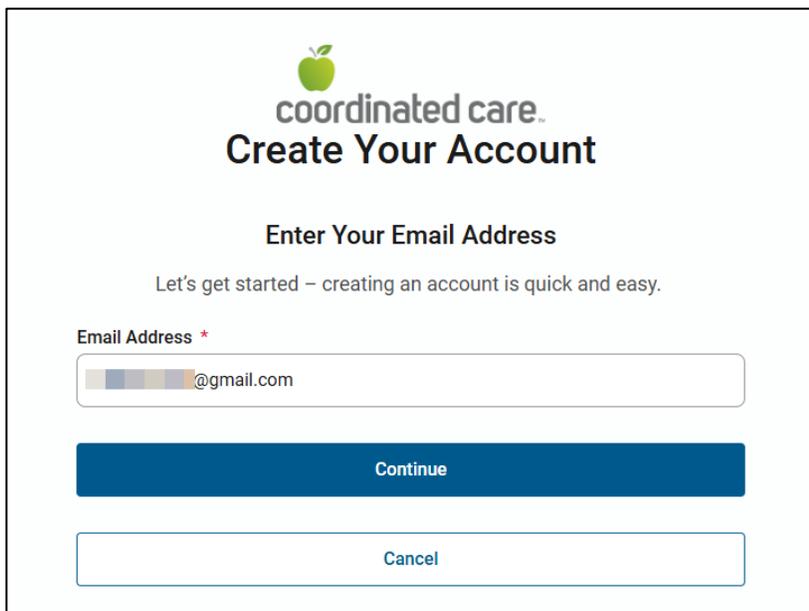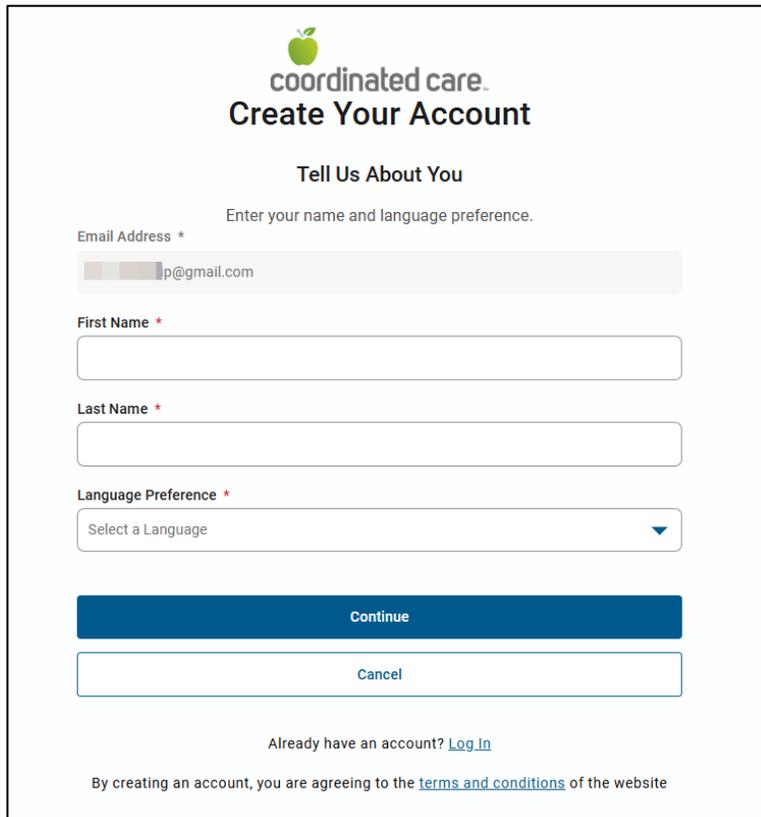
3. Enter your email address in the **Email Address** field and click **Continue**.

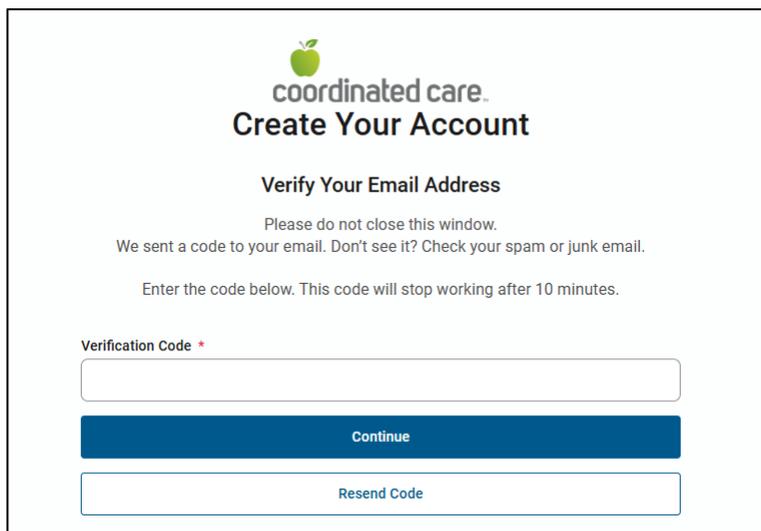4. Enter your email address in again and click **Continue**.

5. Enter your **First Name**, **Last Name**, select **Language Preference** and click Continue.
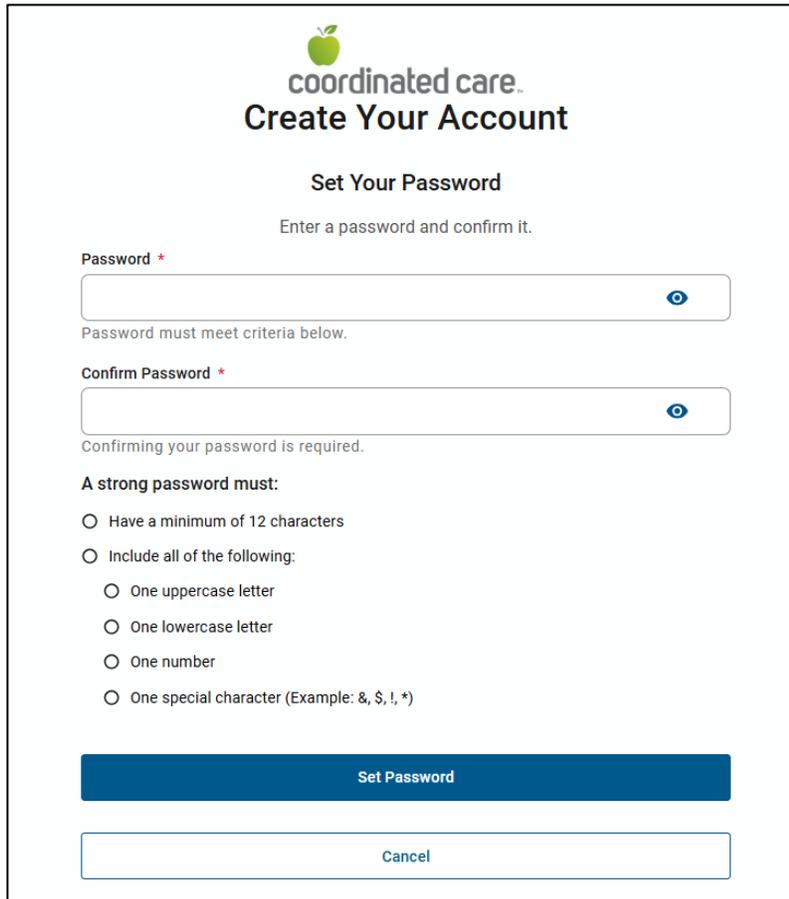

6. Go to your email and retrieve the verification code. Look for a message from **EntryKeyID**. Enter the code in the **Verification Code** field and click **Continue**.
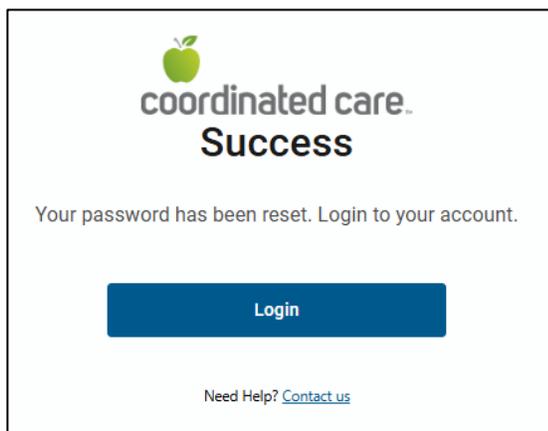
7. Create a password and click **Set Password**.

8. Once you have successfully created your password click **Login**.

9. From the **Add for Me** box, click **Get Access**.

10. Enter your **Member ID**, **Date of Birth, Zip Code** and click **Continue**.

Let's Get You Access to Your Health Plan
We need more details to set up your online access.

Enter Member Details
All fields are required. You can find some information on the member ID card.

Member Last Name *

Member last name should match the legal name used on health plan records. Verify and update as needed.

Member ID *

Enter Member or Subscriber ID on insurance card, or Medicaid or Medicare beneficiary ID

Member Date of Birth *

Enter date of birth in the MM/DD/YYYY format.

ZIP Code *

Enter 5-digit ZIP Code

CONTINUE

GO TO ACCESS HEALTH PLANS

11. Follow any remaining instructions to complete the registration of your account.

Reset Password
- From the Login page type in your email address and click **Continue**.
- Select the **Change Password** hyperlink and follow the instructions.

Trouble Logging In
- Contact **Member Services** at 1-877-644-4613 (TTY:711).