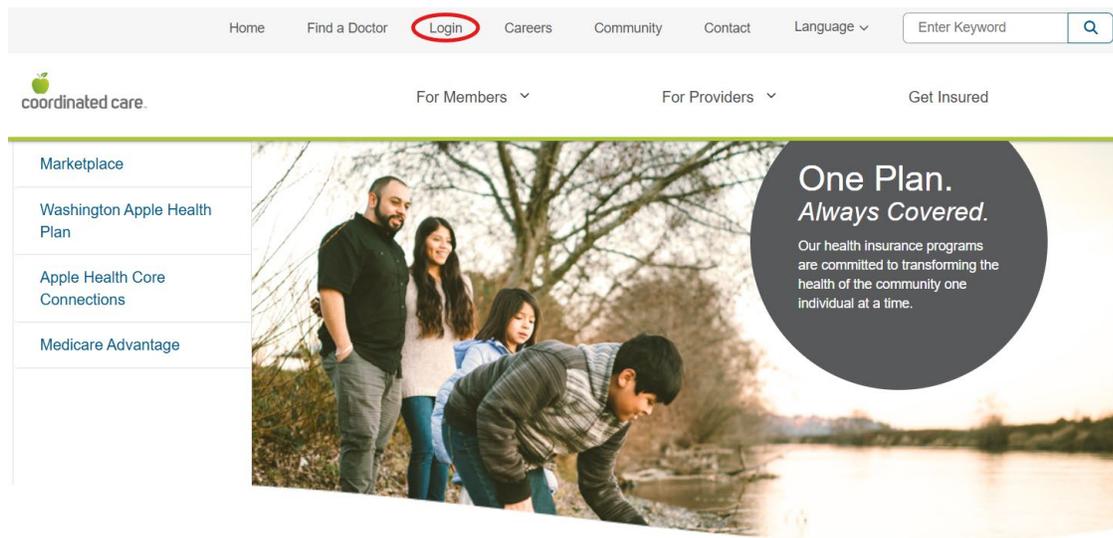


Member Portal Sign-Up Instructions

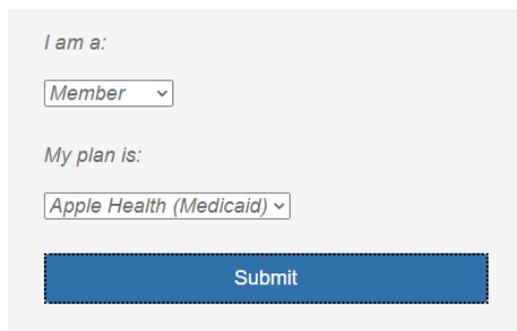
Members have access to the secure member portal immediately after enrolling in Coordinated Care of Washington, Inc.

To register for the secure member portal:

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

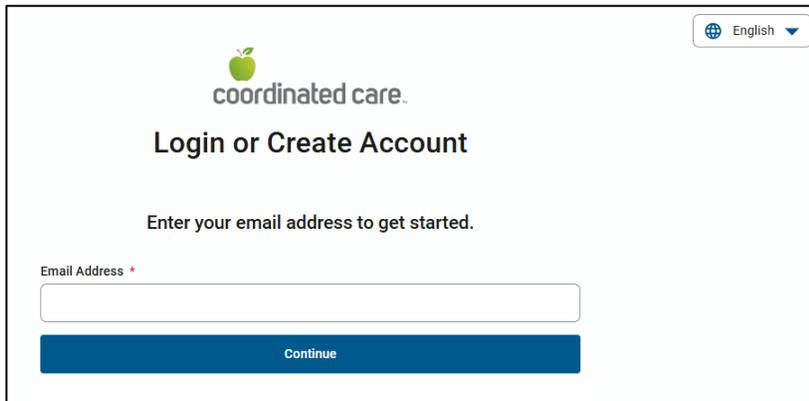


2. From the Login Page, choose **Member** from the *I am a*: drop down box and **Apple Health (Medicaid)** from the *My Plan is*: drop down box and click **Submit**.

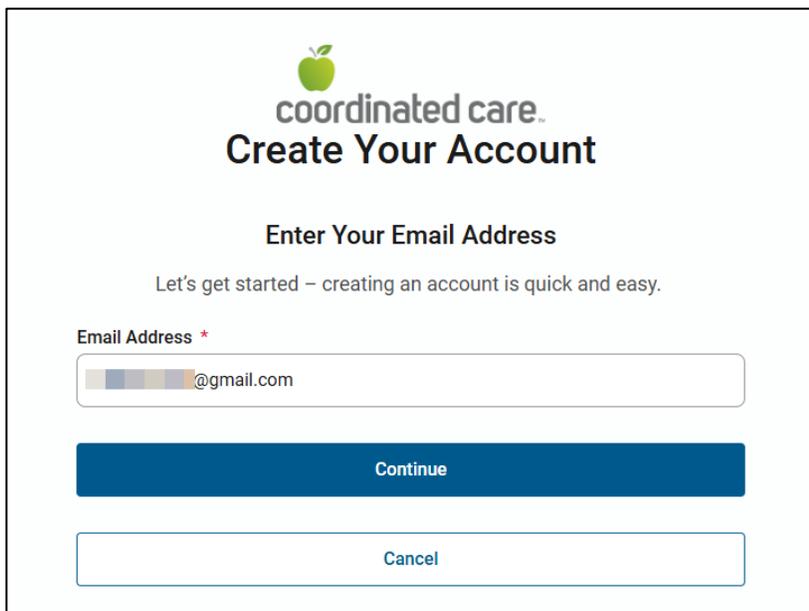


The screenshot shows a login form with two dropdown menus and a submit button. The first dropdown menu is labeled 'I am a:' and has 'Member' selected. The second dropdown menu is labeled 'My plan is:' and has 'Apple Health (Medicaid)' selected. Below the dropdown menus is a blue button with the text 'Submit'.

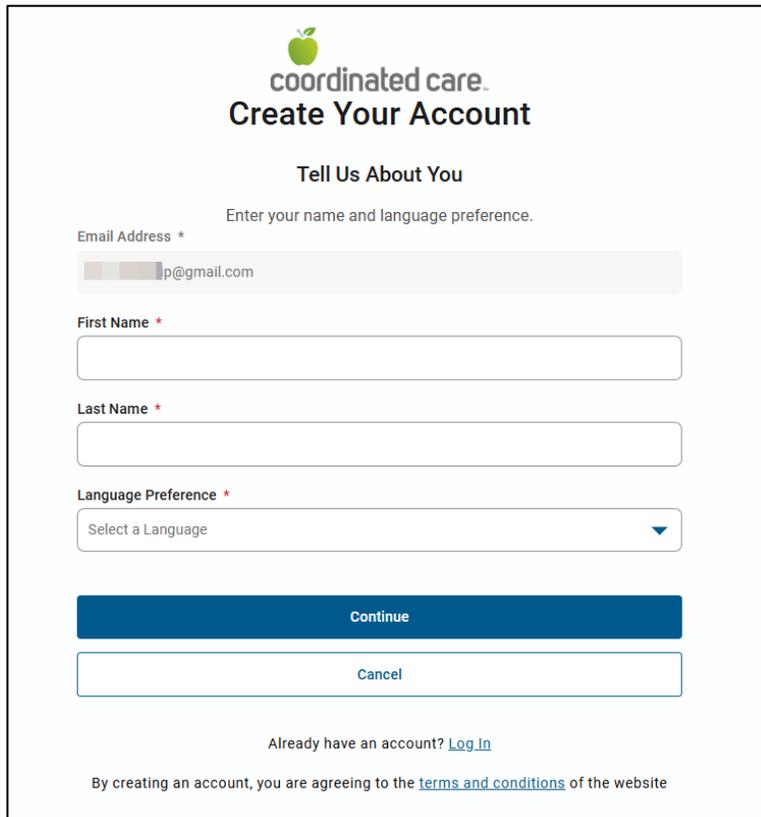
3. Enter your email address in the **Email Address** field and click **Continue**.



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

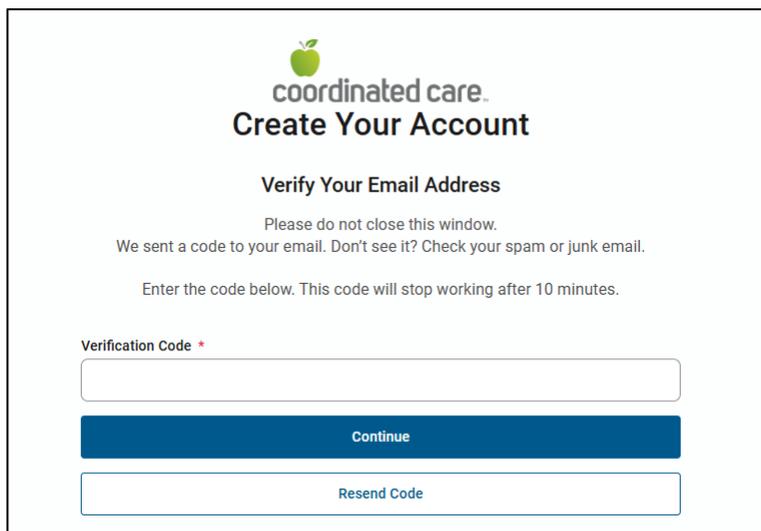


5. Enter your **First Name**, **Last Name**, select **Language Preference** and click Continue.



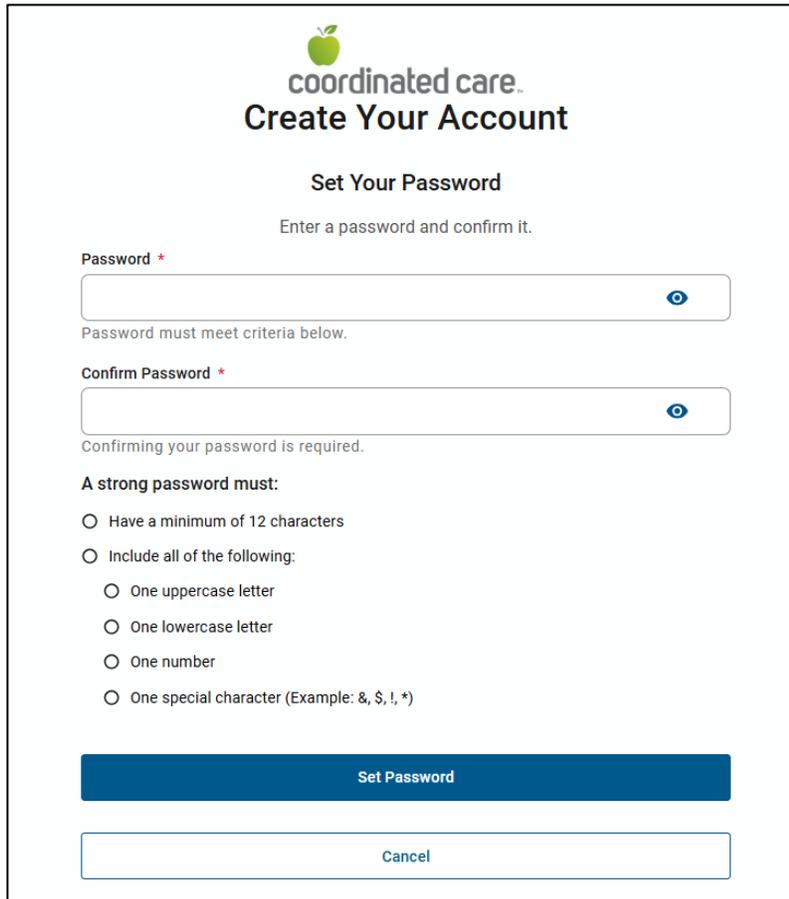
The screenshot shows the 'coordinated care. Create Your Account' page. The section is titled 'Tell Us About You' with the instruction 'Enter your name and language preference.' Below this are four input fields: 'Email Address *' (containing 'p@gmail.com'), 'First Name *', 'Last Name *', and 'Language Preference *' (a dropdown menu with 'Select a Language'). At the bottom of the form are two buttons: a blue 'Continue' button and a white 'Cancel' button. Below the buttons, there is a link for 'Already have an account? Log In' and a disclaimer: 'By creating an account, you are agreeing to the terms and conditions of the website'.

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**.



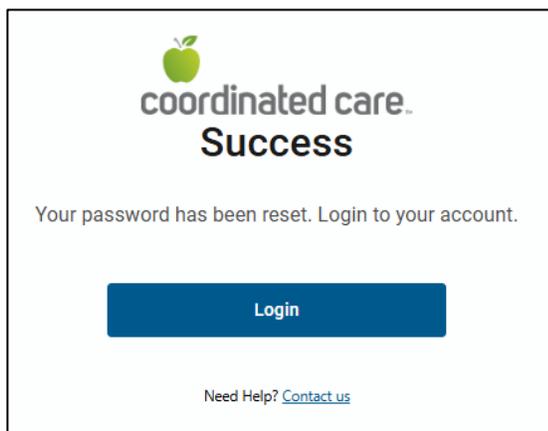
The screenshot shows the 'coordinated care. Create Your Account' page. The section is titled 'Verify Your Email Address' with the instruction 'Please do not close this window. We sent a code to your email. Don't see it? Check your spam or junk email.' Below this is another instruction: 'Enter the code below. This code will stop working after 10 minutes.' There is one input field labeled 'Verification Code *'. At the bottom of the form are two buttons: a blue 'Continue' button and a white 'Resend Code' button.

7. Create a password and click **Set Password**.



The screenshot shows the 'Set Your Password' step of the account creation process. At the top, the coordinated care logo is displayed above the heading 'Create Your Account'. Below this, the sub-heading 'Set Your Password' is centered, followed by the instruction 'Enter a password and confirm it.' The form contains two input fields: 'Password *' and 'Confirm Password *', each with a toggle icon for visibility. Below the first field is the text 'Password must meet criteria below.' Below the second field is 'Confirming your password is required.' A section titled 'A strong password must:' lists four requirements with radio button options: 'Have a minimum of 12 characters', 'Include all of the following:' (which includes 'One uppercase letter', 'One lowercase letter', 'One number', and 'One special character (Example: &, \$, !, *)'). At the bottom of the form are two buttons: a blue 'Set Password' button and a white 'Cancel' button.

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



The screenshot shows a success message from coordinated care. The logo is at the top, followed by the heading 'Success'. Below the heading is the text 'Your password has been reset. Login to your account.' A blue 'Login' button is centered below the text. At the bottom, there is a link: 'Need Help? [Contact us](#)'.

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

Access Health Plans

Add online access to your own health plans or to plans for other people you represent.
See all the health plans set up for your online access and go to their home pages without logging in again.

Health Plans You Have Access To

i You have not added online access to a health plan yet. See Get Online Access to Health Plans below.

Get Online Access to Health Plans

We need more details to set up your online access to a health plan.
To get started, select the person you're adding online access to a health plan for and choose Get Access.

Who would you like to add online access to a health plan for?

Add For Me



Choose Get Access to add online access to a health plan for yourself.
Tip: On the next screen you will enter information about your health coverage.

GET ACCESS

Add For Someone I Represent



Choose Get Access to add online access to a health plan for someone else you represent.
Tip: On the next screen you will enter information about their health coverage.

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).