

# Washington Apple Health (Medicaid) Online Member Account Sign-up



## Register

To register for the secure member website:

1. Access the secure member website from the Coordinated Care website under **For Members** and **Apple Health (Medicaid)**:

A screenshot of the Coordinated Care website. At the top left is the Coordinated Care logo with the tagline "More help. Less Hassle.". To the right is a navigation bar with three tabs: "For Members", "Find: Doctors", and "For Medical Professionals". A dropdown menu is open under "For Members", showing "Apple Health (Medicaid)" and "Ambetter". Below the navigation is a "Find Health Plans" section with a sidebar containing "Apple Health Medicaid" (highlighted in green), "Ambetter Health Insurance Marketplace", and a green bar. The main content area features a large image of a person's head and shoulders with the text "Apple Health I'm the one living my life. And Coordinated Care helps keep me healthy." and a "Learn More" button. At the bottom, there are three news items: "Winter 2015 Member Newsletter", "2015 Ambetter Plan Selections Incorrect", and "Don't Have Insurance Yet? Enroll Today!".

2. Click **Sign Up Now**.

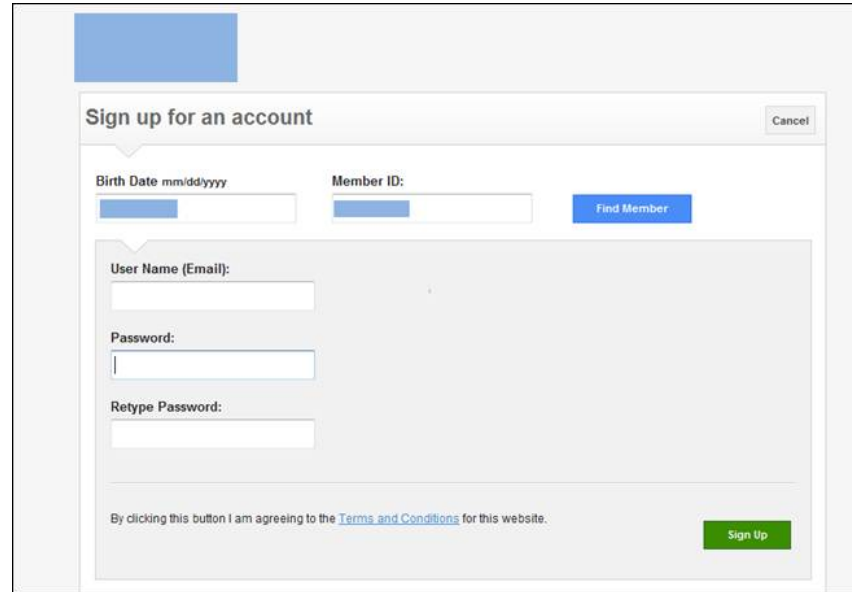
The screenshot shows a landing page with the heading "We simplify managing your health!". It features three columns of benefits: "Health Management" (with a "Health Alert" card), "Simple & Mobile" (with a smartphone and tablet), and "Secure Messaging" (with an email inbox). To the right is a "Login" section with fields for "User Name (Email)" and "Password", and a "Login" button. A "Forgot Password / Unlock Account" link is below the login fields. A large red "Sign Up Now" button is positioned at the bottom left of the main content area.

3. Enter your **Birth Date**, and **Member ID**.

The screenshot shows a "Sign up for an account" dialog box. It has a "Cancel" button in the top right corner. Below the title, there are two input fields: "Birth Date mm/dd/yyyy" and "Member ID:". A blue "Find Member" button is located to the right of the Member ID field. At the bottom of the dialog, there are links for "Terms & Conditions" and "Privacy Policy", and a copyright notice: "Copyright © 2012, Centene Corporation".

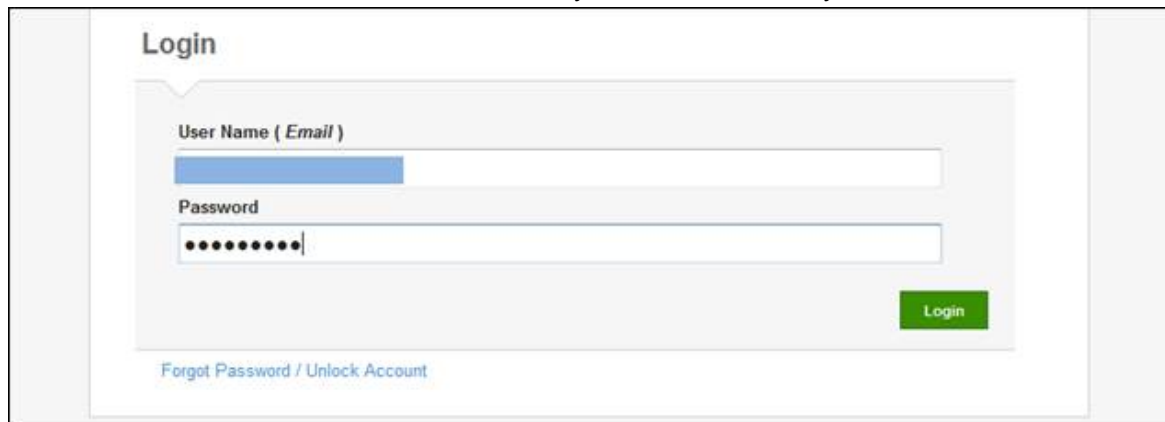
\*\*\*Member ID is equivalent to the Medicaid ID found on your member card.

4. Click **Find Member**.



The screenshot shows a web form titled "Sign up for an account" with a "Cancel" button in the top right. The form is divided into two sections. The top section contains two input fields: "Birth Date mm/dd/yyyy" and "Member ID:", each followed by a blue button labeled "Find Member". The bottom section contains three input fields: "User Name (Email):", "Password:", and "Retype Password:". Below these fields is a line of text: "By clicking this button I am agreeing to the [Terms and Conditions](#) for this website." and a green "Sign Up" button.

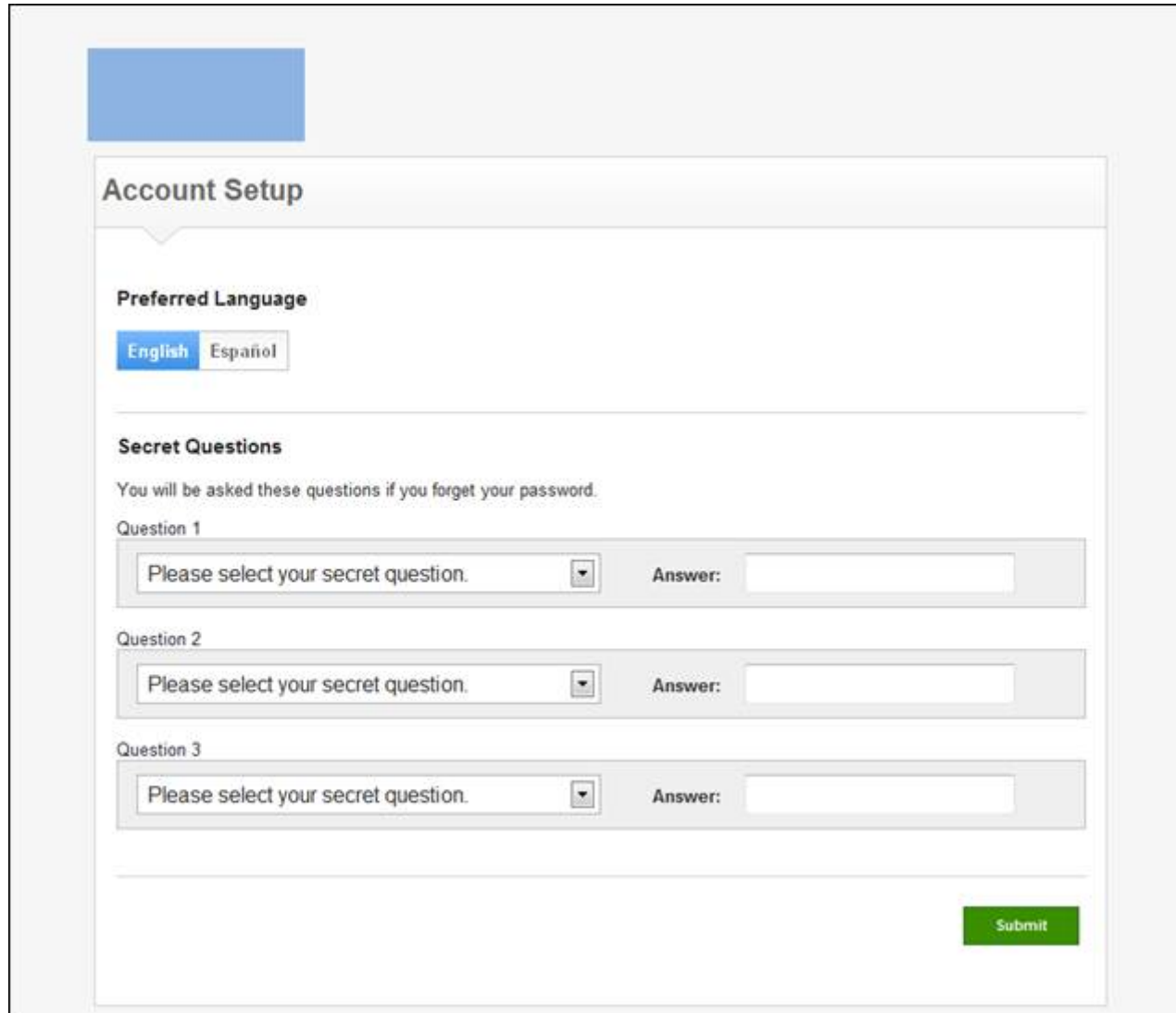
5. Enter your **Email Address** as your User Name.
6. Enter your **Password** in both fields.
7. Click **Sign Up**.
8. A confirmation appears alerting you that an email with a verification link will be sent to you shortly. Click the link in the email to finish setting up your account.
9. Click the link to access the log in screen to the member secure website.
10. Enter the same User Name and Password you used to create your account.



The screenshot shows a web form titled "Login". It contains two input fields: "User Name ( Email )" and "Password". The "User Name" field has a blue bar over the text, and the "Password" field has a series of dots. A green "Login" button is located at the bottom right of the form. Below the form is a link: "Forgot Password / Unlock Account".

11. Click **Login**.

12. Select your preferred language and select and answer the 3 security questions.



The screenshot shows a web form titled "Account Setup". At the top left, there is a blue rectangular placeholder. Below it, the "Preferred Language" section has two buttons: "English" (highlighted in blue) and "Español". The "Secret Questions" section includes a sub-header and a note: "You will be asked these questions if you forget your password." It contains three identical question entries, each with a dropdown menu labeled "Please select your secret question." and an adjacent "Answer:" text box. A green "Submit" button is located at the bottom right of the form area.

13. Click **Submit**.

14. Add any **Dependents** to your account as desired.

15. Click **Continue**.

## **Forgot Password/Unlock Account**

If a password is forgotten or the account gets locked, click the link for [Forgot Password/Unlock Account](#).