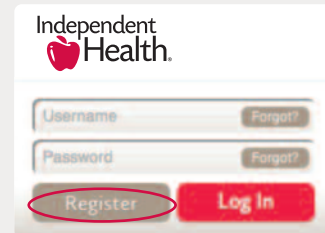


Welcome.

You now have exclusive online access to your health plan information. This includes a variety of tools and resources that will allow you to become more engaged with your overall health and well-being, potentially lowering your out-of-pocket costs in the long term. At independenthealth.com, we make it easy for you to effectively manage your health plan – and your health – in one place.

► Log In

- As a first-time user, you can create a secure user account by clicking “register” from the box in the upper left corner of independenthealth.com.
- Be sure to have your ID card available, as you will need your ID number and other personal information to create an account.
- The username and password you choose will be used to sign in to your secure account each time you visit us online.



Upon login you are automatically directed to your account home page – a personalized dashboard with information about your plan. This includes a list of recent claims and your doctors.

Claims

Keep track of medical billing by viewing your claims online. They can be separated by medical or pharmacy, and provide such details as the claim number, service date, provider, name of member and member responsibility (this is your copayment or coinsurance, depending on your plan). Here you will also find an Independent Health claim form available for download.

Tools



24-Hour Medical Help Line* and Live Nurse Chat – When you have a health concern and can't reach a doctor right away, you can call or chat online 24/7 with an experienced registered nurse.



Healthwise – From an encyclopedia of medical terms to a symptom checker and drug guide, this health information knowledgebase offers a diverse range of content to keep you well informed. Browse through hundreds of health topics or take a quiz to learn important facts that can help you make smarter decisions about your health.



Healthy Living Tips and Guidelines – Stay up-to-date with today's latest health care trends by reading our health guidelines and magazines.



Treatment Cost Advisor – Estimate your out-of-pocket costs for hundreds of common conditions, procedures, tests and health care services or visits.

Questions?

Contact Independent Health Self-Funded Services Customer Service Department at **(716) 631-2661** or **1-800-257-2753**, Monday – Friday, 8 a.m. – 8 p.m.



* Independent Health's 24-Hour Medical Help Line should not be used for diagnosis or as a substitute for a physician.