



Online Account & Member Health Tools

As a member of Independent Health, you can get quick and easy access to the benefits of your health plan by creating an online account at independenthealth.com. Here, you will also find a variety of tools and resources that you can use to help you get and stay healthy, which could potentially lower your health care costs in the future.

★ CREATE AN ACCOUNT

- Visit independenthealth.com/register to create a secure user account.
- You will need your member ID card and other personal information during setup.
- The username and password you choose will be used to sign into your account when you visit us online or through our mobile app, MyIH.

Each time you log in, you'll be automatically directed to a personalized dashboard that provides a general overview of your benefits and other important features of your health plan.

Independent Health

Username [Forgot?](#)

Password [Forgot?](#)

[Register](#) [Log In](#)

FEATURES

We make it easy to find the information you need on your health plan benefits:

Benefits

How much will it cost to see my doctor? What's my cost for an emergency room visit? Am I covered out-of-network? When these questions arise, we have the answers you need in one convenient place.

Your Health Recommendations

Use this list of personalized preventive health recommendations to work with your doctor to create a wellness plan that's right for you.

Claims

Keep track of your billing by viewing medical or pharmacy claims online. Here, you will also find an Independent Health claim form available for download.

Online Bill Pay

View your invoice and make a one-time premium payment online. It's an easy and hassle-free way to pay your bill each month using Visa®, MasterCard®, Discover®, American Express® or your checking account.

★ Member ID Card

View your member ID card online, or print a copy to use or keep on file. Your member ID card provides important plan-specific information that is needed when receiving health care services from a provider.

continued

Find a Doctor

Through your account, Independent Health will automatically recognize the plan in which you're enrolled and can provide you with a choice of eligible, in-network providers or medical facilities – they can also be searched for by entering a name, specialty or condition.

TOOLS

Nothing is more important than your health. That's why we provide you with a variety of tools and resources that can help you get healthy and stay healthy:



Telemedicine

When you can't reach your primary care physician, talk with a doctor anytime, anywhere, by phone or online video for a low copay.



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.



Deductible Tracker

If you're in a deductible plan, this tool will give you a snapshot of your deductible balance (i.e., how much you've already spent on health care services and how much is left to meet your requirement).



health
wise

Healthwise

A variety of interactive tools, information on medications and drug interactions, as well as a health topic library are here to help you be well informed.



Ways to Save

Learn about health care options that can save you time and money.



Fit
Works

FitWorks®

Enjoy the rewards of healthy living through a variety of wellness challenges designed to keep you motivated and on track with your health. Set goals, take a Well-Being Assessment and more.



Prescription Copay

This Web-based library can provide you with an estimate of your copay for thousands of different medications. You can also find if generic equivalents are available to save money.



Treatment Cost Advisor

Estimate your costs for hundreds of common conditions, procedures, tests and health care services or visits.



Wellness Discounts

Show your member ID card and save money at local businesses. Our online search tool can help you find the right discount.



Healthy Living Tips and Guidelines

Stay up-to-date with today's latest health care trends by reading our health guidelines and member magazine, *HealthStyles*.

Remember, you'll always have access to our "Help Center" quick links at the bottom of every page, including frequently used forms, urgent care locations and a glossary of health care terms.

QUESTIONS?

Contact our Member Services Department at (716) 631-8701 or 1-800-501-3439 from 8 a.m. – 8 p.m., Monday – Friday, or email at memberservice@servicing.independenthealth.com.

It's all part of the RedShirt® Treatment.



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

Benefits vary by plan. Verbal translation, alternate formats of written materials, and/or assistance for those with special needs, may be available upon request.

Traducción verbal, formatos alternativos de materiales escritos y/o asistencia para quienes tienen necesidades especiales, disponibles a solicitud.