

## MYMEDICA.COM

### Register for your secure member site

**Mymedica.com** is your one-stop resource for the information you need to manage your health plan benefits and help improve your health. It takes just a few minutes to register for the site. Have your Medica ID card handy and grab a pen so you can write down your new login information.

To get started, go to **mymedica.com** and click on the “Register Now” button (in the Site Login box on the left-hand side of the screen). You’ll be guided through a quick three-step process.

### Change of plans?

If you renewed your Medica coverage and your group or policy number changed, you will need to re-register for **mymedica.com**. You’ll know you need to re-register if you log in to the site and see “My Coverage: Ended” in the upper left corner. Re-register using the group or policy number found on your new Medica ID card. Be sure to choose a username different from your previous username.

The screenshot shows the mymedica.com website interface. At the top left is the 'mymedica.com' logo, and at the top right is the 'MEDICA' logo. Below the logos are navigation links: 'Site Demo', 'Contact Us', 'Feedback', and 'Login'. The main content area is divided into several sections:

- Site Login:** Contains fields for 'Username' and 'Password', a 'Login' button, and a 'Register Now' button. Below the 'Register Now' button is a note: 'You must be 13 or older to register.' There is also a link for 'Solicitors en Español (SPANISH)'. Below this is a 'First Time Visitor?' section with a link to 'Take Tour of the Site'.
- Information Center:** Divided into 'News' and 'Learn More About' sections. The 'News' section includes links for 'Making a premium payment', 'Flexible Spending Account', 'Health Reimbursement Account', 'If you renewed your medical coverage, did your plan or group number change?', and 'Understanding Your Plan Member Tip Sheets'. The 'Learn More About' section includes links for 'Health Insurance for those not covered by employer', 'Choosing a health plan', 'Getting the most value for your health care dollar', 'Coordination of Benefits', 'Health Savings Account', 'Flexible Spending Account', and 'Health Reimbursement Account'.
- Links and Tools:** Includes links for 'Find Physician or Facility', 'Pharmacy Information', 'Find a Form', 'Find Mental Health or Substance Use Provider or Facility', and 'Common Questions'.
- Common Questions:** Includes links for 'What browsers are supported?', 'How do I register?', 'Do I need to re-register if my group or policy number changes?', and 'What if I don't have my ID card?'.
- Related Websites:** Includes a link for 'Medica.com'.



If you have questions about registering, call Technical Support at **877-844-4999**, Monday through Friday, 7 a.m. to 9 p.m. Central time.

## Identity

# STEP 1

## Confirm identity

See your ID card and enter the details exactly as shown.  
Your information is kept secure at all times.  
You must be [13 or older to register](#).

All fields are required.  
If you do not have your member ID card, please call the helpdesk. Click [Contact Us](#) to get helpdesk information.

Name (as it appears on your ID card)

First Name  Last Name

Date of Birth  
Month  Date  Year (YYYY)

Member ID [What is this?](#)

Do not include numbers after dash or space in ID (i.e. 1234567-00).

Group or Policy Number

### MEDICA<sup>®</sup>

Payer ID: 94265  
ID: 999999999 Group: 99999

Name:  
JOHN Q DOE  
Dependents:  
JANE R DOE  
DAUGHTER R DOE  
SON T DOE

Rx BIN:	004336
Rx PCN:	ADV
Rx GROUP:	RX0281

CareType: MEDICA CHOICE PASSPORT  
SVC Type: MEDICAL  
OVCOVN/URG/ER  
SXX / SXX / SXX / SXX

Medica Choice with UnitedHealthcare Choice Plus

In the Identity step, you'll provide information found on your Medica ID card, as well as your date of birth.

### Registration tips

- Enter your name as it's shown on your Medica ID card (i.e., not a nickname or a name that has changed since your ID card was printed).
- Make sure that the date of birth you enter is the same date of birth that you provided when you enrolled with Medica. If your spouse or other dependent is registering for **mymedica.com**, make sure they enter the date of birth that you provided when enrolling them for coverage. If you have any questions, please check with your employer.

### Your dependents and mymedica.com

**Mymedica.com** isn't just for you — it gives all of your covered family members access to information about their health plan benefits.

To balance state and federal regulations, Medica's privacy policy requires members age 13 and older to have their own **mymedica.com** account. Have these dependents follow the steps in this guide to register for their own account, and make sure they can remember their username and password.

For children 11 and under, their claims will display when the plan subscriber is logged in to the website.

Medica members age 12 will receive claims information in the mail. Due to regulations, 12 year olds don't have access to **mymedica.com**.



# STEP 2

## Create username & password

### Creating a username

You can use an email address as your username or create something new. Just be sure to pick a combination of letters and numbers that is uniquely yours.

- If you use an email address as your username, it doesn't have to contain numbers. Just be sure to use your own valid email address.
- If you choose a username that isn't an email address, it must contain both letters and numbers—for example your first initial, last name and street address number.

#### Your Username:

- Must be between 5 and 50 characters
- Must contain at least one letter and one number
- Can be an email address, in which case a number is not needed
- Cannot contain spaces
- Cannot contain your group or policy number
- Can contain @ \_ - , # . but no other special characters (question marks, exclamation points and other special characters will return an error message)

### Deciding on a password

Create a unique password between 8 and 15 characters that contains at least one letter and one number. Your password cannot include your first or last name or your **mymedica.com** username.

#### Your Password:

- Must be between 8 and 15 characters
- Must contain at least one letter and one number
- Cannot contain spaces
- Cannot contain your first or last name
- Cannot match or contain your username
- Can contain @ \_ - , # . but no other special characters (question marks, exclamation points and other special characters will return an error message)
- Cannot contain 4 or more repeating characters (e.g., XXXX, 1111) Cannot contain 3 or more sequential characters (e.g., ABC, 123)

### Username & Password

In order to access your information online, please create a username and password.

All fields are required.

**Username**

- Begin it with a letter or number
- Include at least 1 letter and 1 number
- If you use your email address, you don't need to include a number
- 5 to 50 characters and no spaces

**Password**

- Include at least 1 letter and 1 number
- Include 1 of these special characters: @ \_ - # (other characters are not allowed)
- 8 to 15 characters and no spaces
- Cannot include repeating (AAAA, 1111) or sequential (123, ABC) letters or numbers
- Cannot include your name or username

**Confirm Password**

[Next Step](#)

### Protecting your information

Once you've successfully created your username and password, you may want to write them down and keep them in a safe place. Remember, your username and password give access to your personal health information, so be sure to guard your login information carefully.

If you forget your login information, just click on "Forgot your username or password?" on the home page and provide the information requested.

# STEP 3

## Set up secure login

In this step, you'll provide additional information to help prevent unauthorized access to your account. This includes your email address, phone number and answers to security questions that you choose. You'll also review and agree to the website policies, and can choose to sign up to receive information electronically.

Lastly, you'll choose whether you want **mymedica.com** to recognize your computer, device or browser when you access the site in the future. Answer "Yes" if the computer or device you're using is the main one you'll use to access **mymedica.com**. If you answer "No," you'll need to request a security code each time you visit the site in the future (see instructions below). After you've finished these steps you'll see a "Registration Completed" message. You're now ready to use **mymedica.com**!

### Requesting a security code

To help protect your information, you'll need to request a security code if you visit **mymedica.com** using a computer the site doesn't recognize.

Requesting a security code is simple. After you've entered your login information, just follow the instructions on the screen. Depending on the contact information you provided when you registered for **mymedica.com**, you can request that a code be sent via email, text or phone. After you enter the code, you'll be able to access the site.

## Set Up Secure Login

### What is Secure Login?

We are committed to keeping your health care information secure. Secure Login uses text messages, phone calls and email to make it harder for unauthorized people to use your account.

### How does it work?

When you try to log in using an unrecognized computer you will need to enter a security code. We will send you the security code using your choice of email, text or a phone call.

\* Indicates required fields.

### Email

Send a security code to your email address when you login from a computer, device or browser that we do not recognize.

Primary Email \*

e.g. name@domain.com

Confirm Primary Email \*

e.g. name@domain.com

Alternate Email (optional)

e.g. name@domain.com

Confirm Alternate Email (required if providing alternate email)

e.g. name@domain.com

Phone Number

U.S. phone numbers only.

The phone numbers you provide will be used to receive a secure code. This number will not be used to contact you in any other way.

Home Phone Number (optional)

e.g. 123-365-4587

Work Phone Number (optional)

e.g. 123-365-4587

Mobile Phone Number (optional)

e.g. 123-365-4587

### Security Questions

Answers are not case-sensitive and will be used when you want to reset your password.

Question \*

Select One

Answer \*

Question \*

Select One

Answer \*

Question \*

Select One

Answer \*

### Recognize this device, computer, or browser?

Would you like us to recognize this computer, device or browser to authorize future logins?

- Yes** (Only use this for private devices, such as your personal computer)
- No** (Recommended for public devices, such as a library or school computer)

I wish to receive marketing or promotional information by email, such as news on tools and resources to help manage my health care coverage and benefits. Messages will not contain private information. Your email address will not be sold.

I have reviewed and understand the website policies: [Privacy and Security](#) and [Legal Terms](#).

I have reviewed and understand the **Electronic Delivery Consent**: By registering, you are electing to receive communications electronically, including Explanation of Benefits and/or Health Statements, Regulatory Notices, and other important information. We will communicate electronically with you by email or through this website. When we post communications on this website you will be notified by email. You can choose to receive free paper communications by mail at any time. Go to Account Settings to change your Mailing Preferences.

Submit