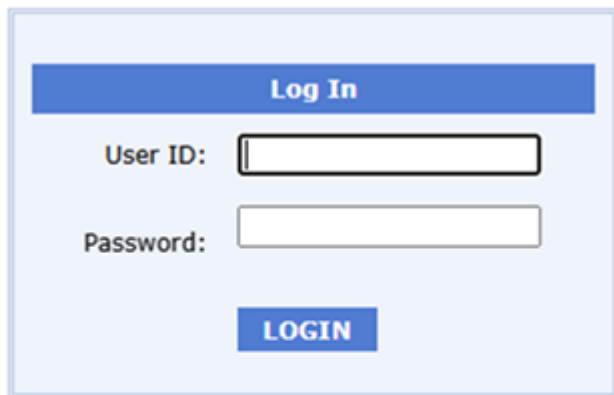# Member Portal Tutorial and FAQ

Signing up for the member portal:

Click on the member portal button.

Click on the New Enrollee/Dependent Registration link.

The information must match exactly to sign up. The system is case sensitive.
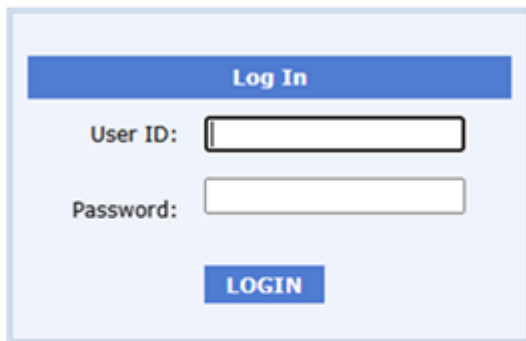
Enter the group number found on your insurance card.

The member ID should be entered as follows:

- Medicare Supplement – Enter your Medicare Number exactly as written on your Medicare ID card.
- Member IDs beginning with 9W – _Only_ enter the numbers that follow the 9W
- Member IDs beginning with 8T – enter _all_ information.

If you have problems signing up contact customer service and a representative can assist you at (800) 748-5340.

If you have already registered and have an assigned User ID, you can reset your password by using the forget your password link.

If you need help resetting your password you can send an email to claims@wmimutual.com, please provide your case sensitive User ID.

If you do not know your User ID, you may need assistance setting up a new User ID. Please contact customer service at (800) 748-5340.

Questions 1-3 – must be a minimum of 8 characters (do _not_ use punctuation)

Answers – must be a minimum of 5 characters (case sensitive)

User ID – must be a minimum of 6 characters (case sensitive)

Password – must be a minimum of 10 characters (Include at least 1 number, 1 symbol, 1 uppercase and 1 lowercase characters)

Once inside the portal:

You can view your benefits, search for claims, change your password, update your security questions. You do not have the ability to request/print/view your insurance card. You must send the request to our enrollment team. If you need a new medical or prescription card, please email enrollment@wmimutual.com.

Once in the portal you must use all CAPS.

To view/print an Explanation of Benefits

Go to the claims tab. Search via the available options.

Claim Search

Enrollee/Member	Claim Number	Check Number	Voucher Number				

Enrollee/Member Claim List   Go Back To Enrollee/Member Claim Search

47 record(s) found   Page Size: 10 [Go] ☐ Display All Records

1 2 3 4 5 >>

Claim/ Worksheet Number	Name	Birth Date	Status	Service From	Serv Provider Name Paid Provider Name Total Charges	Check # Check Date Check Amt	View Actual Check/EOB
0141████1	████ ████		Claim completed and paid	08/07/2024	████████TON MD ██ON MD $19.00	nochk027█ 08/22/2024 $0.00	Check EOB

A list will pull up of claims within the system.

If you would like to view/print an EOB, click on the Check EOB link. If available, the EOB will pull up for you to view or print.

If you get a "RedCard" error notice. This means the EOB (explanation of benefits) is not ready to view/print at this time. Please check back in a few days.