

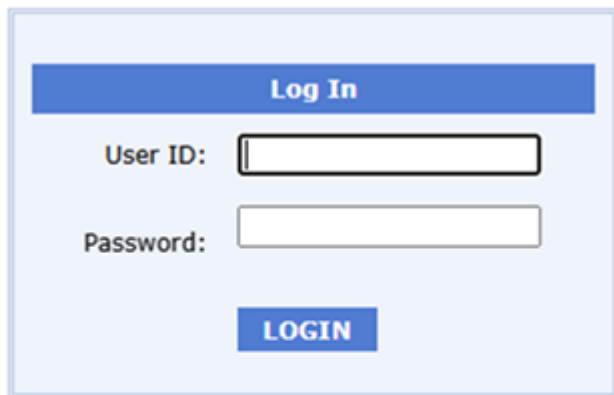
## Member Portal Tutorial and FAQ

### Signing up for the member portal:

Click on the member portal button.



Click on the New Enrollee/Dependent Registration link.

A light blue rectangular box containing a login form. At the top is a blue header bar with 'Log In' in white. Below it are two input fields: 'User ID:' followed by a text box, and 'Password:' followed by a text box. At the bottom is a blue button with 'LOGIN' in white.

[New Enrollee/Dependent Registration](#)

[Forget Your Password?](#)

The information must match exactly to sign up. The system is case sensitive.

### Member Self Registration

#### User Authentication

Note: If you do not know your Group Number, please contact your Benefits Administrator before proceeding.

\*Group Number:   
\*Member ID:   
\*Birth Date:    
(mm/dd/yyyy)

Submit

Clear

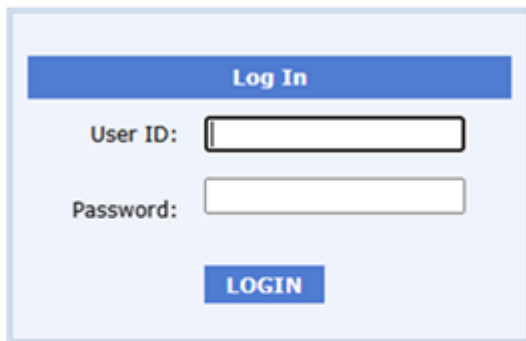
Enter the group number found on your insurance card.

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.

A login form with a blue header bar containing the text "Log In". Below the header, there are two input fields: "User ID:" and "Password:". Below the password field is a blue button labeled "LOGIN".

[New Enrollee/Dependent Registration](#)

[Forget Your Password?](#)

If you need help resetting your password you can send an email to [claims@wmimutual.com](mailto: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.

### Member Self Registration

#### Section 1: User Information (\* Denotes required field)

*First Name <input type="text"/>	*Last Name <input type="text"/>
*Member ID <input type="text"/>	Address 2 <input type="text"/>
*Address 1 <input type="text"/>	*State <input type="text"/>
*City <input type="text"/>	Phone <input type="text"/>
*Zip <input type="text"/>	Email Address <input type="text"/>
Fax <input type="text"/>	
If you forget your password, you can reset it by answering the questions you enter.	
*Question 1 <input type="text"/>	*Answer 1 <input type="text"/>
*Question 2 <input type="text"/>	*Answer 2 <input type="text"/>
*Question 3 <input type="text"/>	*Answer 3 <input type="text"/>
6 characters minimum	
*User ID <input type="text"/>	*Password <input type="text"/>

Submit

Reset

- 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](mailto: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 <a href="#">Go Back To Enrollee/Member Claim Search</a>								
47 record(s) found						Page Size: 10	Go	<input type="checkbox"/> 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	
0141001			Claim completed and paid	08/07/2024	STON MD ON MD	nochik027 08/22/2024 \$0.00	<a href="#">Check EOB</a>	

- 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.