

Online claims tracking now available at WMI!

By: David Leo, President of Western Mutual Insurance® & WMI TPA®

In case you missed it, we have some exciting news to report. As part of our ongoing effort to ensure our members have access to cutting edge technology, WMI and WMI TPA participants can now go online and access their personal health insurance information in a confidential environment through a secure direct portal into WMI's computer system. The product is called **WMILink™** and it is available to all WMI insureds at no additional cost.

WMILink™ allows insureds to verify medical, dental and vision claims have been received and processed by WMI; track individual and family deductible and out-of-pocket levels; check the status of benefit accumulators; and verify claims were processed timely and accurately. **WMILink™** also allows users to print Explanations of Benefits ("EOBs") from their personal computers, order new ID cards online, correspond with WMI in a safe and secure environment, request address changes and check the status of precertifications of medical necessity.

Registration for **WMILink™** is quick, simple and free. If you are an employer whose employees are insured with WMI, I would ask that you copy this article and disseminate it to your covered employees so they can begin taking advantage of this great new health care tool.

How to register for **WMILink™**:

- Go to www.westernmutualinsurance.com and click on the **WMILink™** sunburst. This will take you to the **WMILink™** homepage.
- If you are a first time user, click on "Register User" and "Accept." This will take you to the main menu.
- For first time users, click on "Member Self-Registration" to go to the User Authentication menu.
- For individuals insured with Western Mutual Insurance Company, highlight SiteID "prod1." For individuals covered through WMI TPA, highlight SiteID "prod2."
- Input your group number (which is found on your ID card), your ID number (which is your full social security number without dashes), your birth date (in the prescribed format), and a self-selected personal password. This will take you to the "Member Self-Registration" screen.
- Complete the fields and choose a new case-sensitive personal user ID. Be sure to safeguard this user ID in a secure environment so it is not compromised or forgotten.
- Once user registration is granted, log off and log in again and you are ready to begin using **WMILink™**.

If you run into any problems, there is a very thorough user guide that should be able to answer any questions you might have. Of course, our friendly customer service staff can also help you should you encounter any problems.

If you have any questions about this article or would like to discuss your company's insurance program, please feel free to contact me. If you would like to learn more about WMI's insurance products or would like to apply for insurance with WMI, please contact our Marketing Department. I would also invite you to visit our website at www.westernmutualinsurance.com for other interesting articles and helpful information about group health insurance.