



pa health
& wellness™

Mobile App User Guide



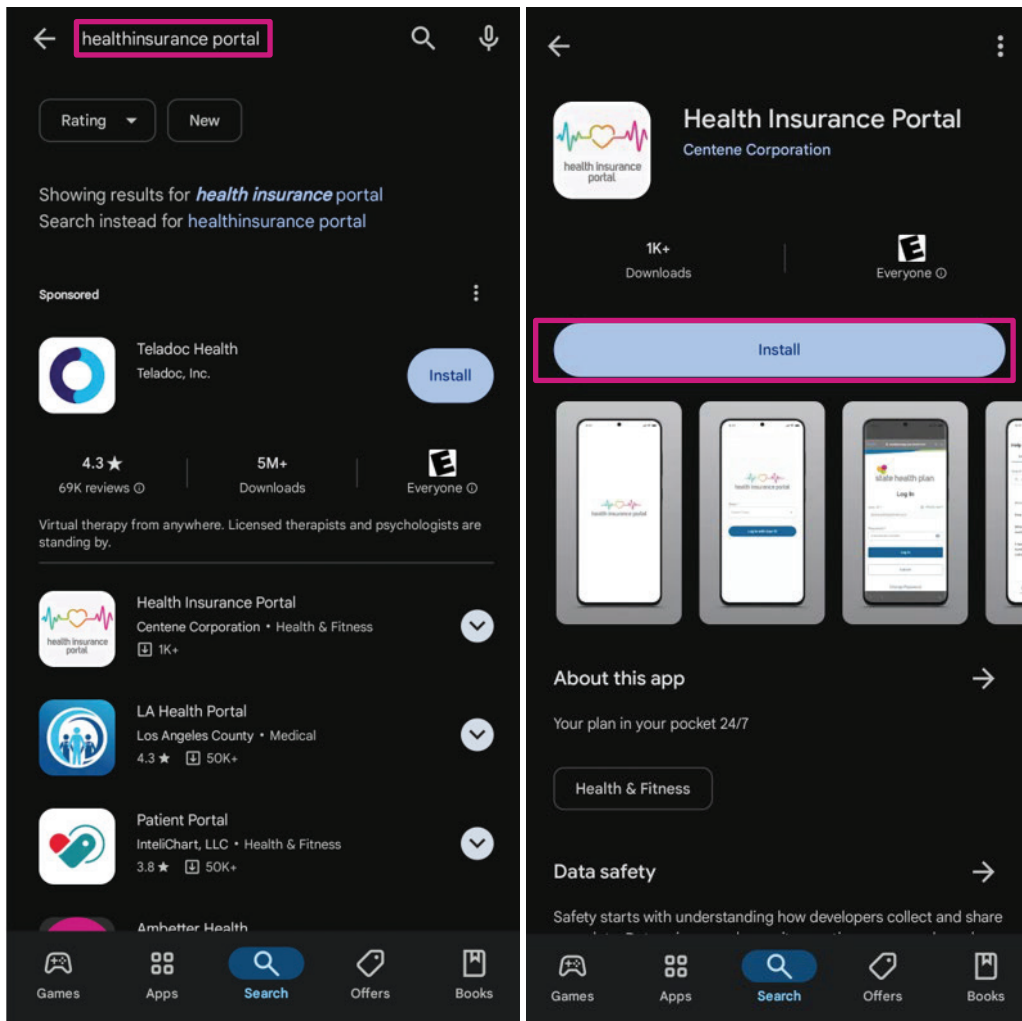
Mobile App User Guide

Steps to Download the PA Health & Wellness Health Insurance Portal App and Register a New Account

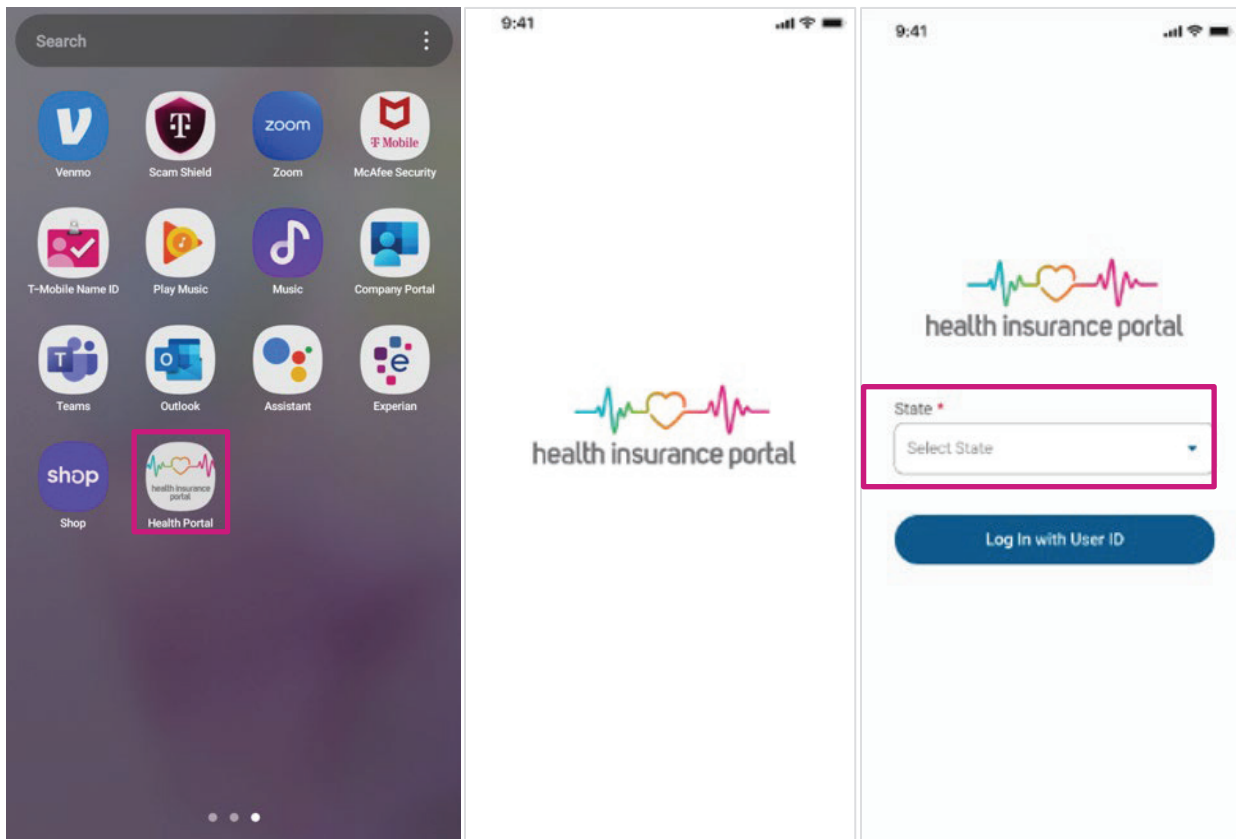
Steps to using the Health Insurance Portal app are located on page 7.

Step 1: Go to the Apple or Google app store and search for “Health Insurance Portal.”

Step 2: Download/Install the “Health Insurance Portal” app.



Step 3: Once you have the app downloaded on your device, click on the “Health Insurance Portal” app icon. After clicking on the app, it will open with the first step to select your “State.”



Step 4: Select “Pennsylvania,” then click “Log in with User ID.”

The image displays two side-by-side screenshots of a mobile application interface. The left screenshot shows a 'Select State' screen with a list of US states: Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, and Idaho. The right screenshot shows the 'health insurance portal' login screen. It features a logo with a heart and ECG line. Below the logo is a 'State' dropdown menu with 'Pennsylvania' selected. A blue button labeled 'Log In with User ID' is positioned below the dropdown. Both screenshots have a status bar at the top showing the time as 9:41 and signal strength indicators.

Step 5: If you are a first-time user, you will need to create a new account by following “Steps 6-8.” If you have an existing User ID from your Participant Portal Account, you can log in using your Username and Password and skip to “Step 9.”

Step 6: If you need to create a new account, click on the “Create New Account” link. A new screen will then ask you to enter your Email Address, First Name, Last Name and Language Preference. Once all required fields are entered, click “Continue” to set up a password. A new screen will pop-up to set up your password. Once you enter your password, click “Set Password” to create your account.

The image displays three sequential screenshots of a mobile application's account creation interface.

Screen 1: Log In
This screen features a language selector (English) at the top right. The main heading is "Log In". Below it is a text input field for "Email Address *". A blue "CONTINUE" button is positioned below the field. A pink rectangular box highlights a link labeled "Create New Account". At the bottom, there is a logo for "single password EntryKeyID reliable security" and a footer with links for "Help", "Privacy Policy", "Terms of Use", and "© 2023 Centene".

Screen 2: Create Your Account
This screen also has a language selector (English). The heading is "Create Your Account". Below it is a sub-heading "Tell Us About You" followed by the instruction "Enter your name and language preference." The form includes an "Email Address *" field, "First Name *" and "Last Name *" fields, and a "Select Language Preference *" dropdown menu. A blue "CONTINUE" button is at the bottom, with a "CANCEL" link below it.

Screen 3: Set Password
This screen has the heading "Create Your Account" and a sub-heading "Set Password". It prompts the user to "Enter a password and confirm it." There are two password input fields: "Password *" and "Confirm Password *", each with a "Password Help" link and a visibility toggle icon. Below the fields, it states "Password must meet criteria below." and "Confirming your password is required." A section titled "A strong password must:" lists requirements: "Have a minimum of 12 characters", "Include all of the following:" (with sub-options for "One uppercase letter", "One lowercase letter", "One number", and "One special character (Example: &, \$, !, *)"). A blue "SET PASSWORD" button is at the bottom, with a "CANCEL" link below it.

Step 7: The app will send an email message to the email address you entered to confirm your email address. Check your email to confirm.

Step 8: The email message you received will contain an eight-digit code. Enter that code on the screen in the app where it says, “Verification Code,” then click “Continue.” You have completed the registration process. Now you can log in to the “Health Insurance Portal” app for the first time.

The image displays two side-by-side screenshots of the EntryKeyID app registration process.

Left Screenshot: Create your Account

- Language: English
- Section: **Create your Account**
- Section: **Verify Email Address**
- Text: Please do not close this window. We sent a code to your email. Don't see it? Check your spam or junk email.
- Text: Enter the code below. This code will stop working after 5 minutes.
- Form: Verification Code * (z9hqfh11)
- Button: **CONTINUE**
- Button: **RESEND CODE**
- Logo: single password reliable security EntryKeyID

Right Screenshot: Success!

- Language: English
- Section: **Success!**
- Text: Your EntryKeyID login account has been created. Click Continue to finish logging in to Enterprise Mobile Medicaid
- Button: **CONTINUE**
- Text: Need Help? [Contact us](#)
- Logo: single password reliable security EntryKeyID
- Text: [Help](#) [Privacy Policy](#) [Terms of Use](#) © 2023 Centene

Step 9: After logging in, you will select the option to “Add a Health Plan” for yourself or someone you are responsible for and click “Continue.”

Step 10: Enter Participant Last Name, Participant ID and Date of Birth, then click “Add Account.” At this point, you have successfully created your Participant Portal account

The image displays two sequential screenshots of a web application interface for adding a health plan.

Left Screenshot:

- Language selector: English
- Section Header: **Add a Health Plan**
- Text: Let's find the health plan records.
- Text: Who would you like to add a health plan for?
- Radio buttons:
 - ☐ Add a plan for myself.
 - ☐ Add a plan for someone I'm responsible for.
- Button: **CONTINUE**
- Footer: single password  reliable security
EntryKeyID
[Help](#) [Privacy Policy](#) [Terms of Use](#) © 2023 Centene

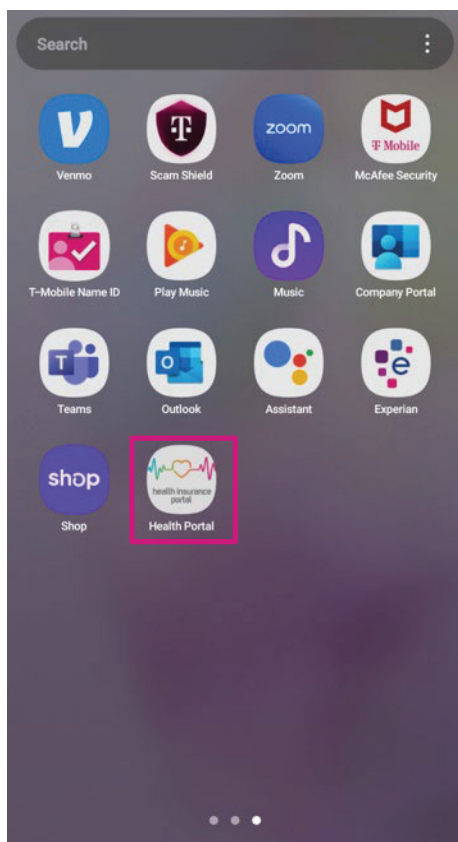
Right Screenshot:

- Language selector: English
- Section Header: **Add a Health Plan**
- Text: You can find this information on the member ID card.
- Form fields:
 - Member Last Name *
 - Member ID *
 - Member Date of Birth *
MM/DD/YYYY
- Buttons: **ADD ACCOUNT**, **BACK**
- Footer: single password  reliable security
EntryKeyID
[Help](#) [Privacy Policy](#) [Terms of Use](#) © 2023 Centene

Mobile App User Guide

Steps to Using the PA Health & Wellness Health Insurance Portal App

Step 1: **OPEN.** Open the mobile app by clicking on the “Health Insurance Portal” icon.

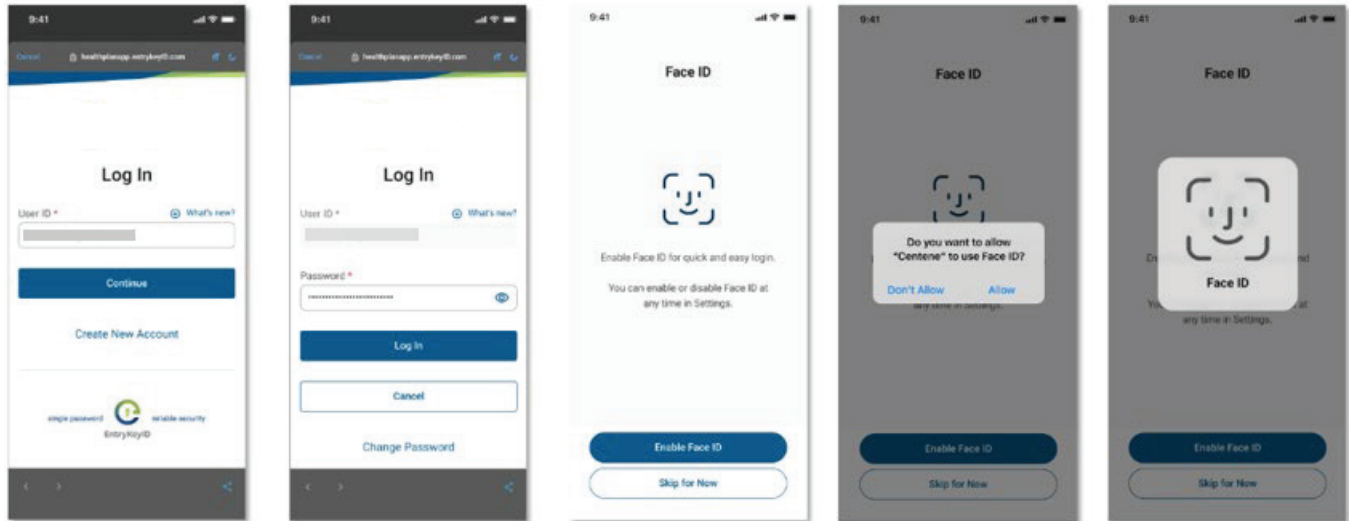


Step 2: LOG IN. Click on the dropdown arrow to search for your “State” (Pennsylvania). Once you have selected “Pennsylvania” as your State, click on “Log In with User ID.”

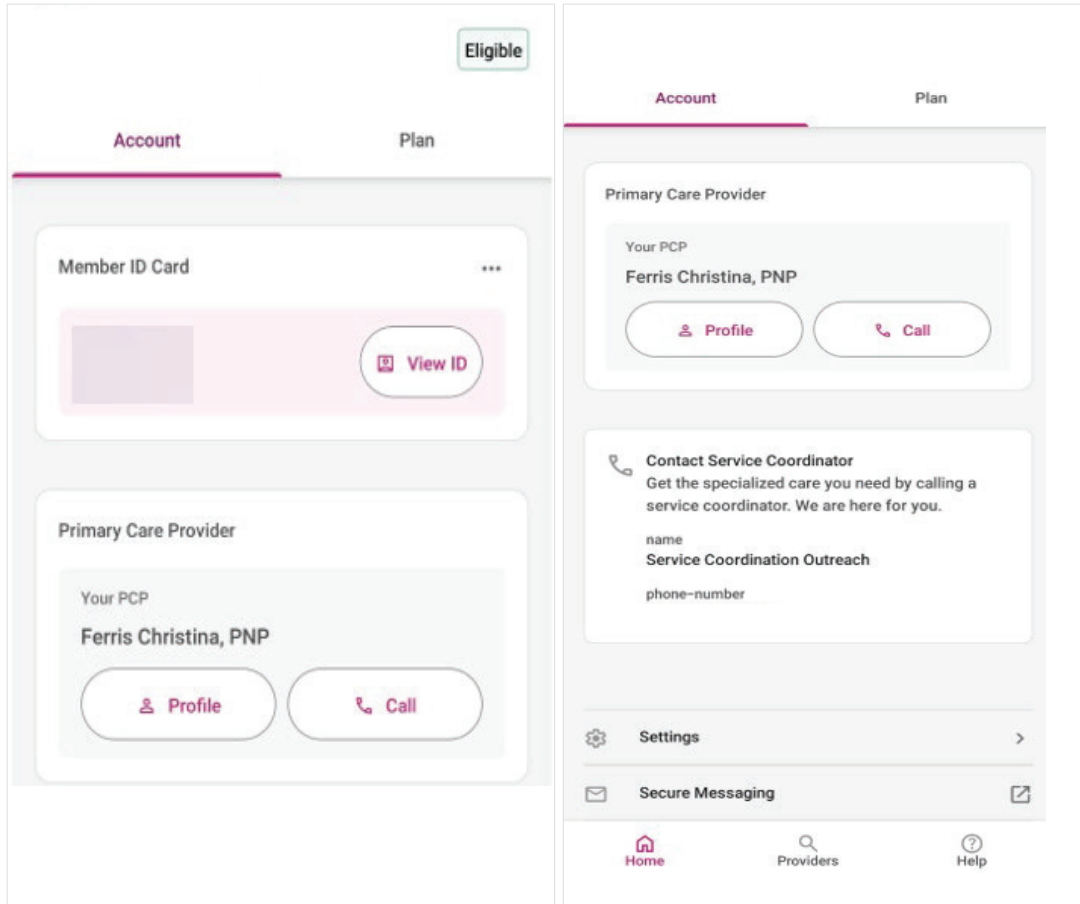
The image displays three sequential screenshots of a mobile application interface for a "health insurance portal".

- Left Screenshot:** Shows the app's home screen with the "health insurance portal" logo (a heart with a pulse line). Below the logo is a "State" dropdown menu with a red asterisk and the text "Select State". A blue button labeled "Log In with User ID" is positioned below the dropdown.
- Middle Screenshot:** Shows the "Select State" dropdown menu expanded, displaying a list of US states: Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, and Idaho. The state "Pennsylvania" is highlighted in blue.
- Right Screenshot:** Shows the app screen after "Pennsylvania" has been selected. The dropdown menu now displays "Pennsylvania" with a small blue arrow indicating it is the selected option. The "Log In with User ID" button remains visible below.

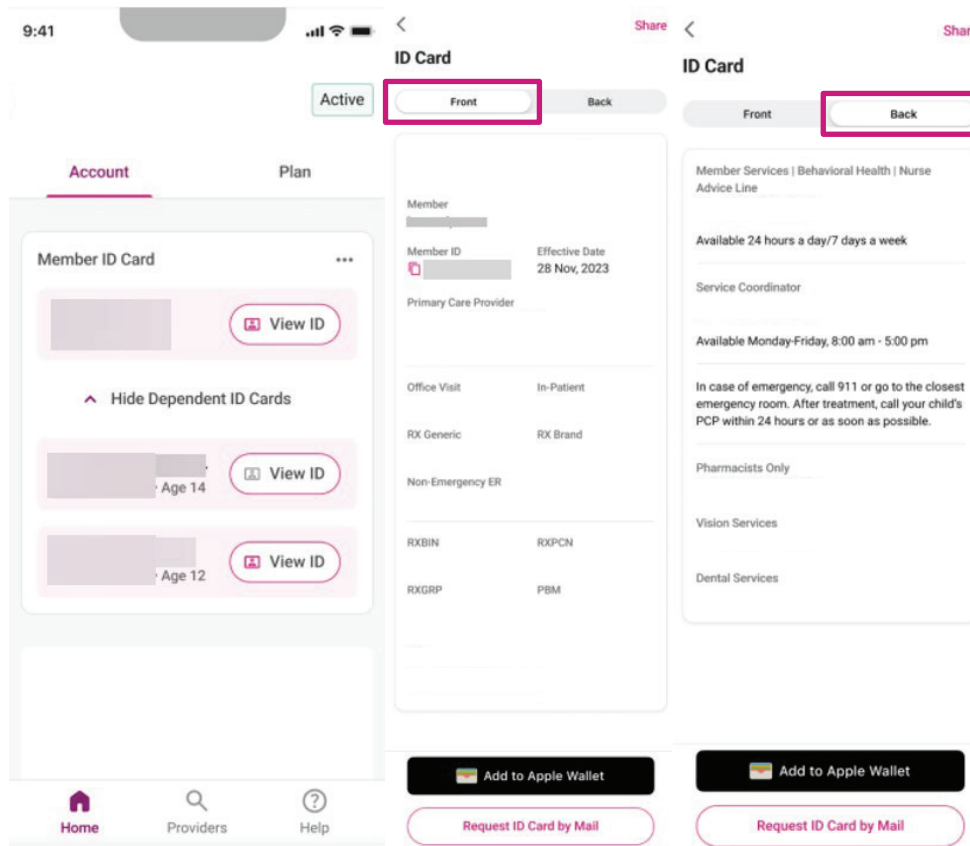
Step 2a: LOG IN. Enter your email address in the “User ID” box and click “Continue.” Enter your “Password” and click “Log In.” Next, you will have the option to use “Biometrics” as a log in option. Here, you can select “Enable Face ID” or “Skip for Now.”



Step 3: **HOMEPAGE/ACCOUNT.** The homepage screen will appear with the following options: Participant ID Card, Primary Care Provider, and Contact Service Coordinator.



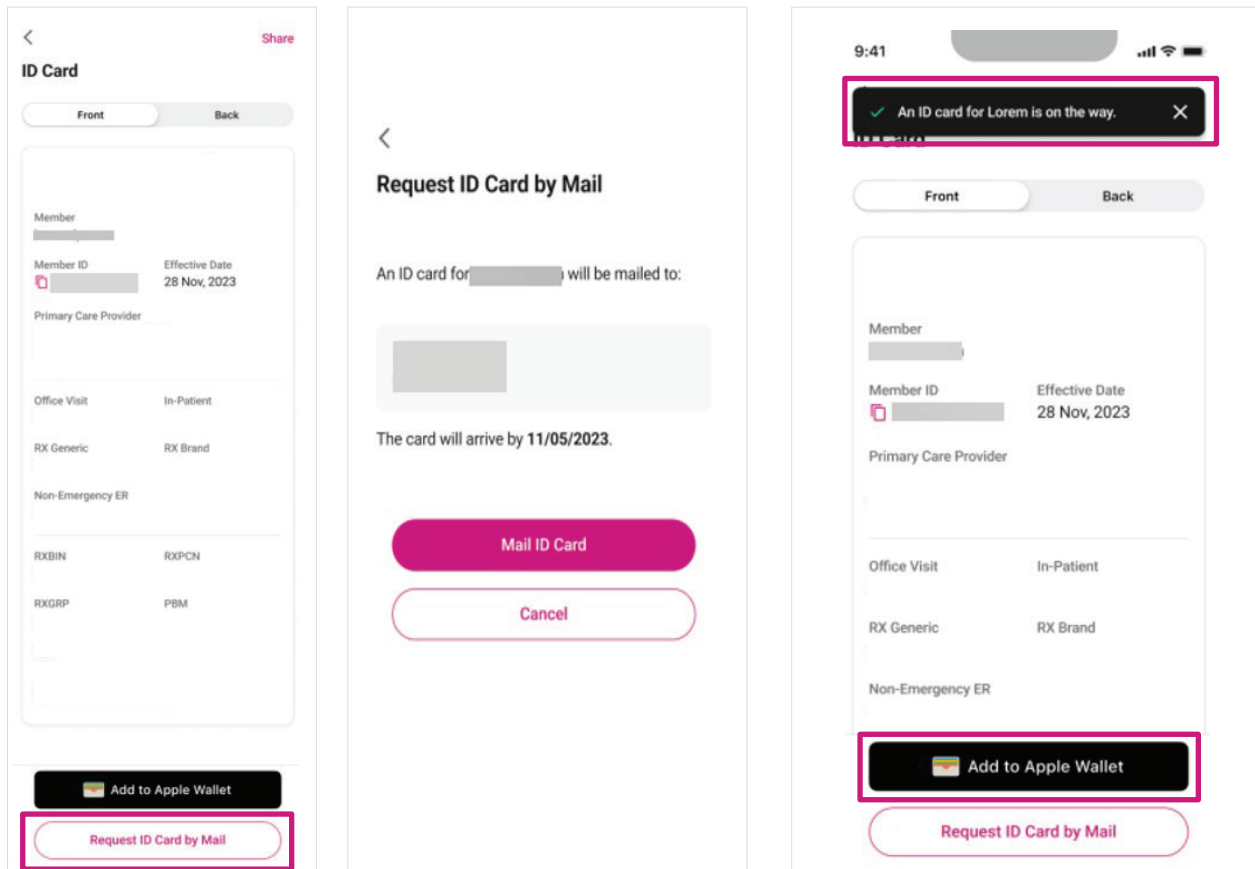
Step 4: **YOUR ID CARD.** If you click on the “View ID” button next to your name, you will be directed to your Participant ID card. You will be able to view the “Front” and “Back” of your ID card.



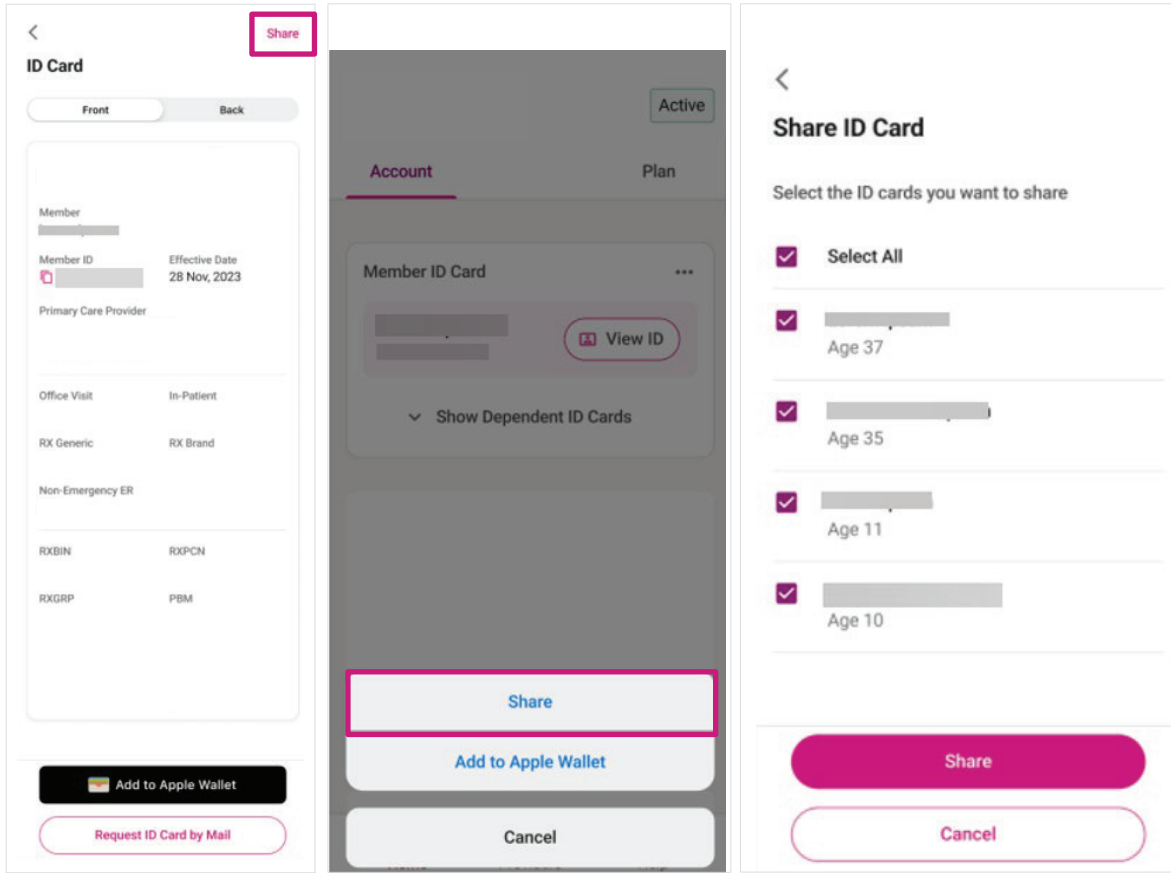
Step 5a: REQUEST YOUR ID CARD. To have your ID card printed and shipped to you, click on “Request ID Card by Mail.” After verifying your mailing address, select “Mail ID Card.”

Step 5b: ADD YOUR ID CARD TO YOUR DEVICE. To save your ID card to your cellphone device, select “Add to Apple Wallet.”

Note: The option to save to your cell phone is not available on Android devices.



Step 5c: SHARE YOUR ID CARD. If you click on “Share,” you will be able to share your ID card with any of your contacts. Just select the checkbox next to their name or the “Select All” option to select all names and then click “Share.”



Step 6: **PRIMARY CARE PROVIDER.** Here, you will be able to view your Primary Care Provider (PCP). You can click on “Profile” to view full details or “Call” to call the provider directly from your device.

Eligible

AccountPlan

Member ID Card

View ID

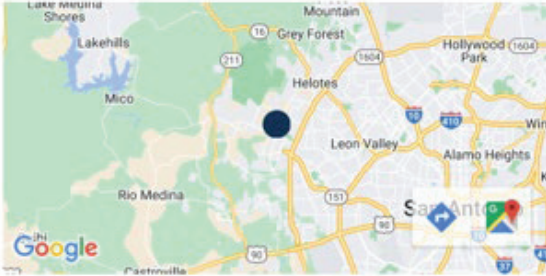
Primary Care Provider

Your PCP

Ferris Christina, PNP

ProfileCall

Christina Ferris, PNP



Your PCP

Christina Ferris, PNP

Female

Communicare Health Centers

(210) [REDACTED]

[REDACTED] 78253

In-Network

as of Mar, 4, 2025

Accepting New Patients

as of Mar, 4, 2025

Practicing since 2020

NPI [REDACTED]

Texas Tech Univ. Health Science Ctr 2018

8:00 am to 5:00 pm

Availability today

Wheelchair accessible

Age Limitation 0 - 18

9064

Fax Number

14

Step 7: CHANGE MY PRIMARY CARE PROVIDER (PCP). Here you will have the option to change the PCP assigned to you by clicking “Change PCP” which will open up the Find a Provider search tool. Once you have found a new provider in the search tool, you can click “Select as Primary Care Provider.”

Note: When updating your PCP, you will see a dialog message box about your changes.

Providers

Search Providers

Primary Care Provider

Your PCP
Delia Consecutor, MD

Profile Call

To change your PCP, use the provider search tool to find in-network providers.
[Change PCP](#)

Quick Search

- Primary Care Providers
- Urgent Care
- General Practitioners
- Pediatricians
- Pharmacies
- OB/GYN

Jackson Shapiro, PNP

Nurse Practitioner • Female
Christus Santa Rosa Hospital

(210) .78207

In-Network
as of Mar, 4, 2025

Accepting New Patients
as of Mar, 4, 2025

Select as Primary Care Provider

Providers

Search Providers

Primary Care Provider

Your PCP
Delia Consecutor, MD

Profile Call

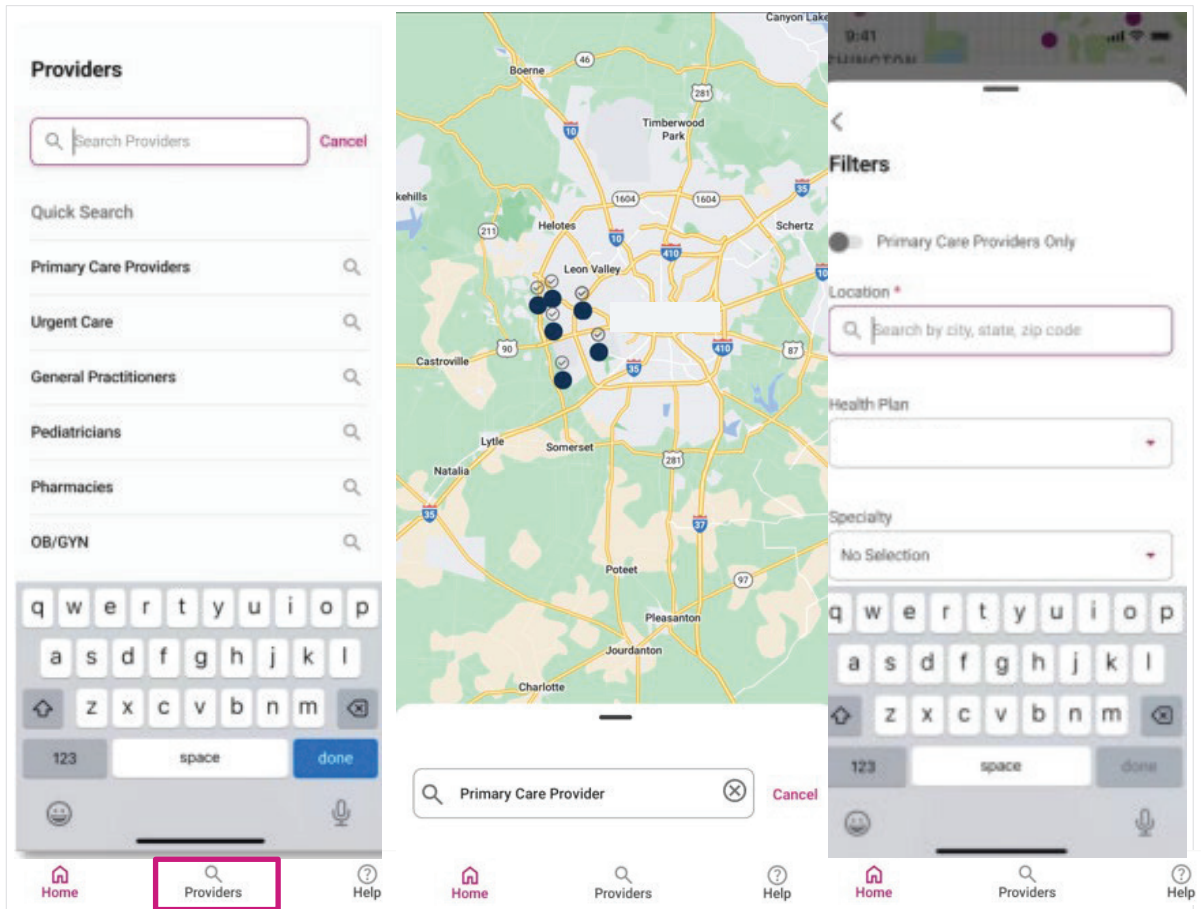
Show Dependent PCPs

Quick Search

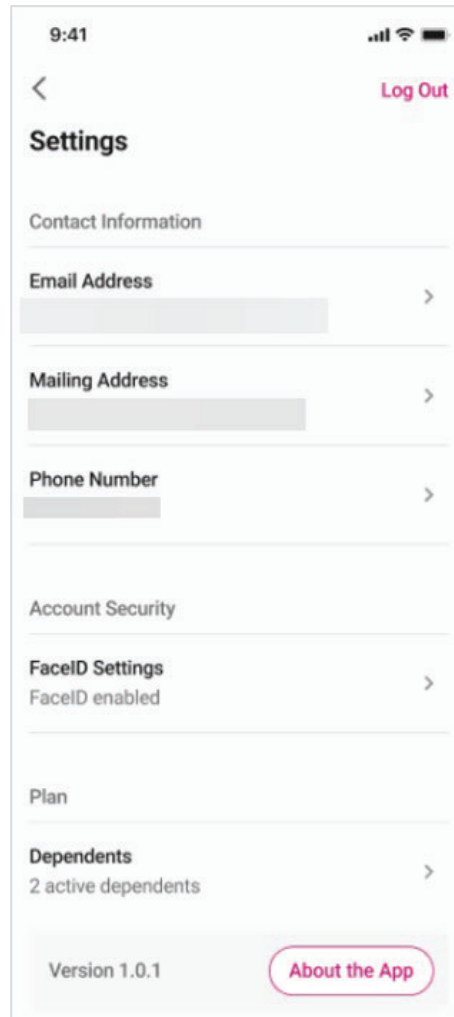
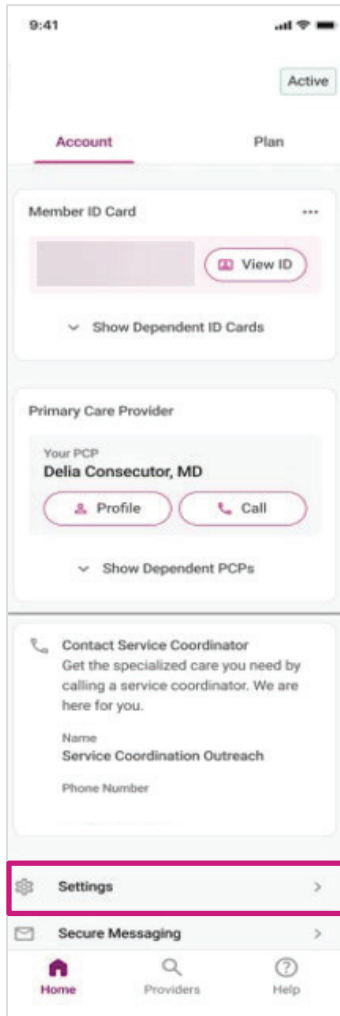
- Primary Care Providers
- Urgent Care
- General Practitioners
- Pediatricians
- Pharmacies
- OB/GYN

Your new PCP will be shown on this page on the first day of next month. If your assigned PCP does not change, please try again or call member services at 1-844-265-1278.

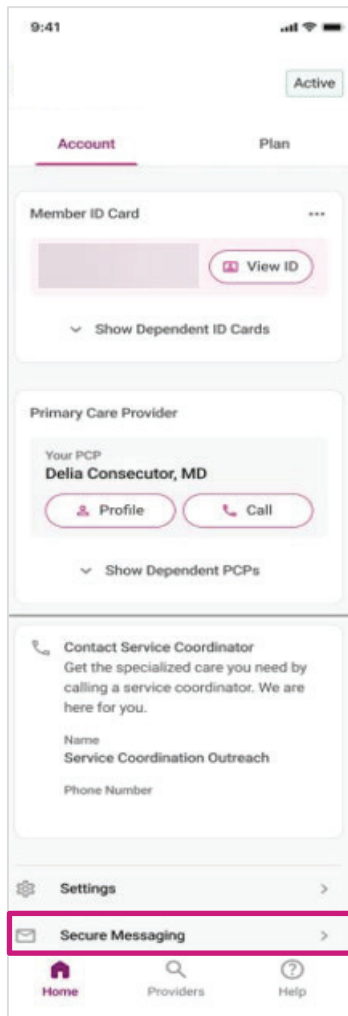
Step 8: FIND A PROVIDER. Click on any provider category under “Quick Search” to look for a health-care provider the same way you can on our website. See the step-by-step guide at PAHealthWellness.com on the “Find a Provider” page. Clicking on the “Providers” icon at the bottom will direct you to search for providers.



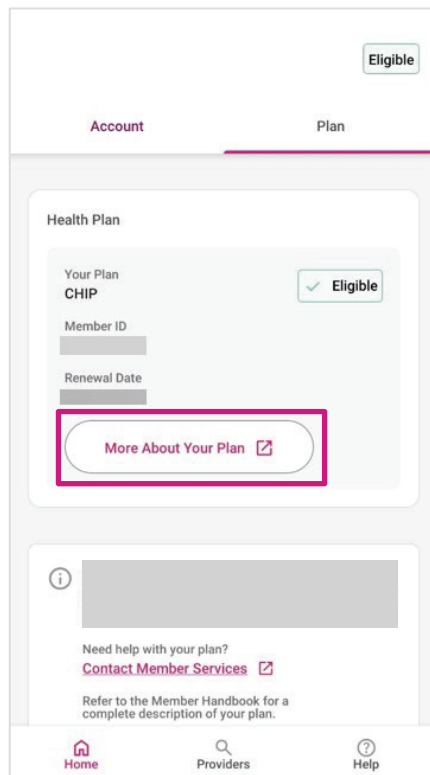
Step 9: SETTINGS. Click “Settings” to view your Contact Information, Account Security, Plan, Dependents, and “About the App.”



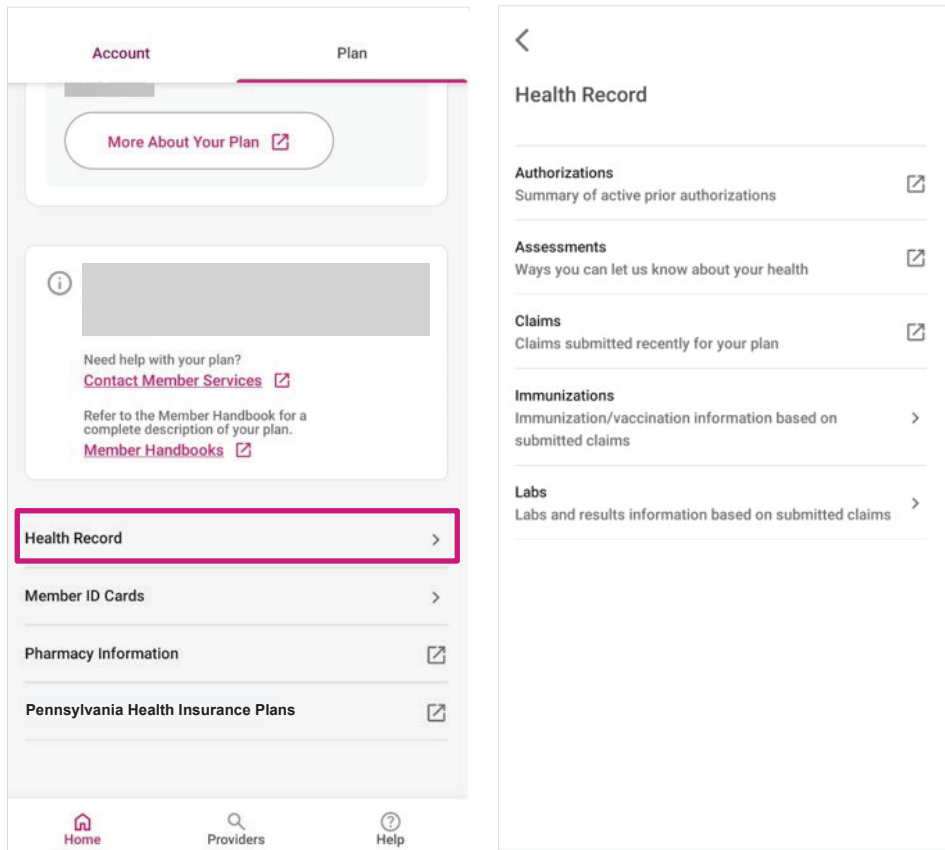
Step 10: **SECURE MESSAGING.** Click “Secure Messaging” to continue to the PA Health & Wellness secure Participant Portal to send us a message.



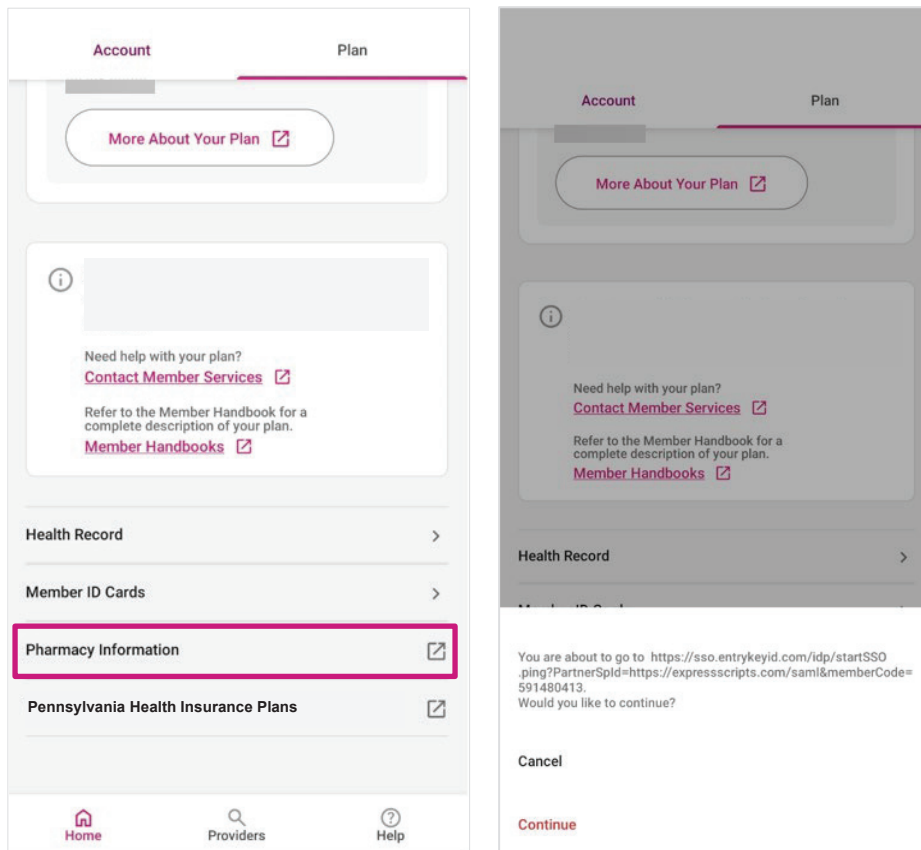
Step 11: MORE ABOUT YOUR PLAN. Click “Plan” from your homepage screen, then select “More About Your Plan” where you will be directed to view your benefits on our website.



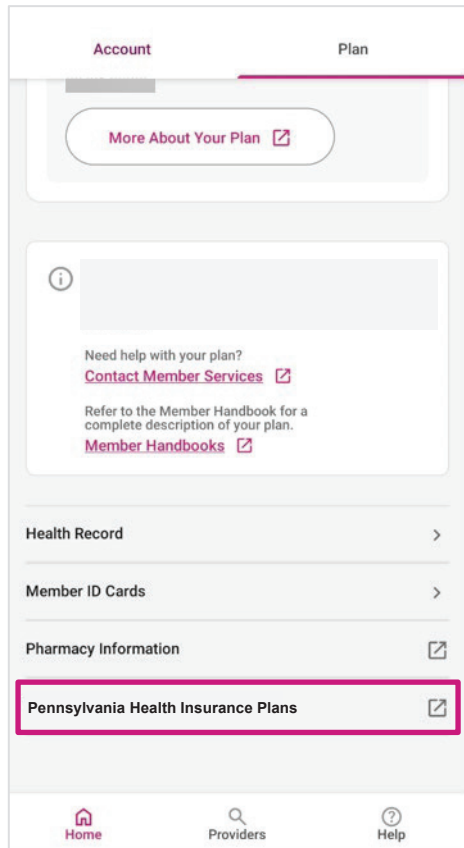
Step 12: Health Record. Click “Plan” from your homepage screen, then select “Health Record” to access information about Authorizations, Assessments, Claims, Immunizations and Labs.



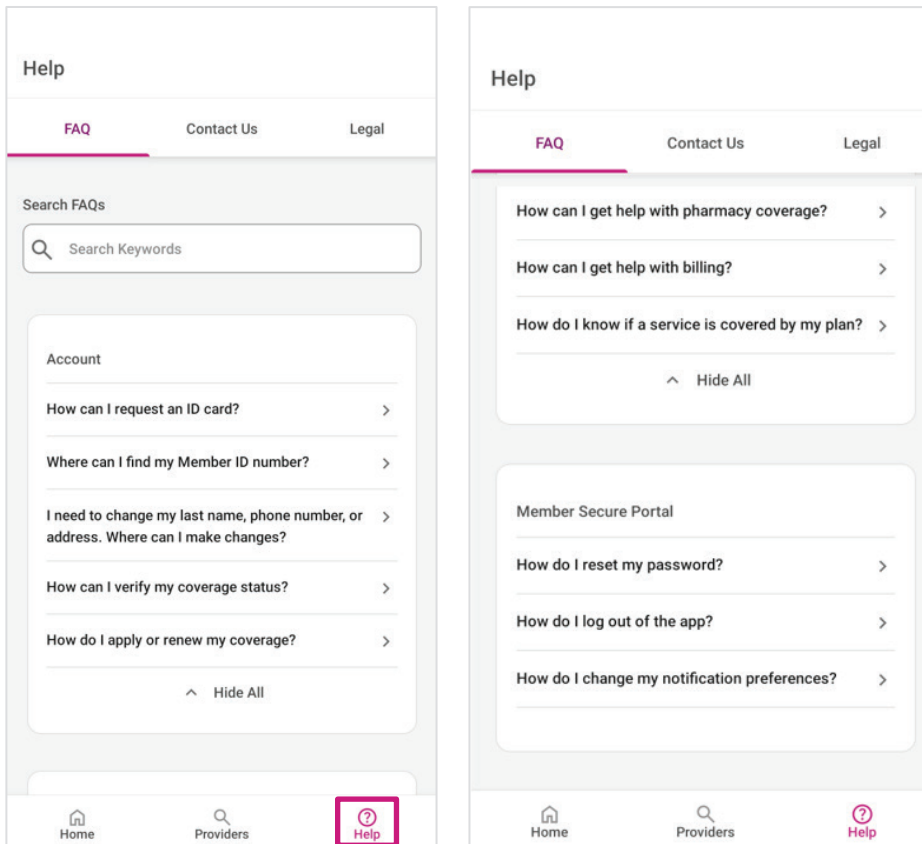
Step 13: PHARMACY INFORMATION. Selecting “Pharmacy Information” will take you back to the Secure Portal. You will be prompted to either select “Cancel” or “Continue.” To continue, you will need to log back into your Participant Portal account.



Step 14: **PENNSYLVANIA HEALTH INSURANCE PLANS.** To learn more about “Pennsylvania Health Insurance Plans,” click the option under “Plan,” which will take you to our website.

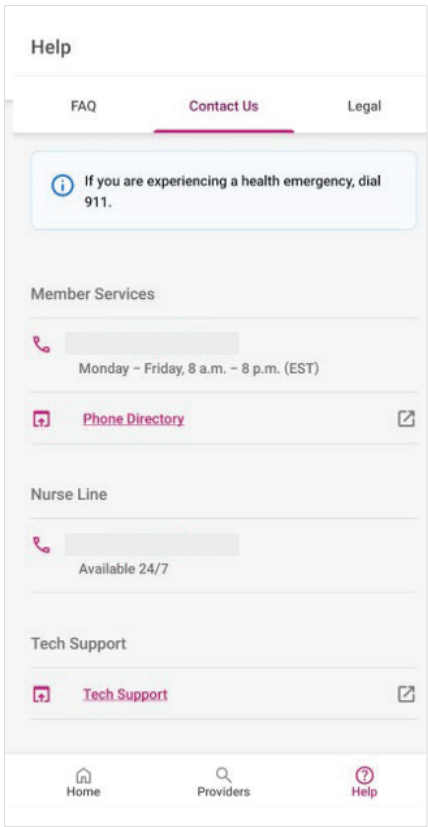


Step 15: **HELP.** Click “Help” to access “FAQ,” “Contact Us,” and “Legal.”

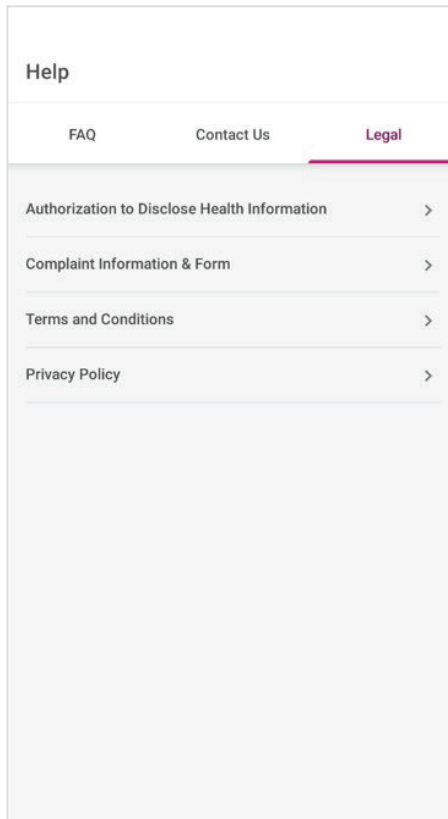


Under “Contact Us,” you can call Participant Services or get other phone numbers by clicking “Phone Directory.” You can also contact a nurse under Nurse Line and get Tech Support.

Note: You will see corresponding contact phone numbers per your plan type.



Under “Legal”, you can find more information on our Authorization to Disclose Health Information, Complaints, Terms and Conditions and Privacy Policy.





Questions?

Call Participant Services at
1-844-626-6813 (TTY: 711)

Visit PAHealthWellness.com

Statement of Non-Discrimination

PA Health & Wellness complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). PA Health & Wellness does not discriminate on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, Medical Assistance (MA) status, income status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap.

PA Health & Wellness:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact PA Health & Wellness at 1-844-626-6813 (TTY 711).

If you believe that PA Health & Wellness has failed to provide these services or discriminated in another way on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, MA status, income, status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap, you can file a grievance with:

1557 Coordinator

PA Health & Wellness
1700 Bent Creek Blvd. Ste. 200
Mechanicsburg, PA 17050
(833) 236-9679 (TTY 711)
Fax: 866-388-1769
PHWComplaintsandGrievances@PaHealthWellness.com

The Bureau of Equal Opportunity

Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127, TTY/PA Relay 711
Fax: (717) 772-4366
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW.
Room 509F, HHH Building,
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at PA Health & Wellness website: <https://www.pahealthwellness.com/non-discrimination-notice.html>.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-626-6813 (TTY: 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-844-626-6813 (TTY: 711) o hable con su proveedor.

Chinese; Mandarin

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-844-626-6813（文本电话：711）或咨询您的服务提供商。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-844-626-6813 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-844-626-6813 (TTY: 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-844-626-6813 (TTY: 711) أو تحدث إلى مقدم الخدمة.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-844-626-6813 (TTY: 711) founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-844-626-6813 (Người khuyết tật: (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-844-626-6813 (TTY: 711) або зверніться до свого постачальника».

Chinese; Cantonese

注意：如果您說 中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-844-626-6813 (TTY: 711) 或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala Português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-844-626-6813 (TTY: 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-844-626-6813 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-844-626-6813 (TTY: 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-844-626-6813 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean

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Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-844-626-6813 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.



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