



pa health
& wellness™

Participant Portal

User Guide





Portal User Guide

Welcome to the PA Health & Wellness Participant Portal User Guide! This guide will help you navigate the portal. Learn to manage your benefits, claims, find a doctor and more.

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6	Find a Doctor or Clinic
6	Your Insurance ID Card
6	Viewing and Managing Your Benefits/Coverage
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Login

- Go to <https://www.pahealthwellness.com/login.html>.
- Select *Participant*.
- Select your plan details and click *Submit*.

I am a:

Participant ▾

My plan is:

Long-Term Services & Supports ▾

Submit

- You will be directed to the log-in page.
- Enter your email address and password.

Create a New Account

- Click *Create Account*.
- Enter your email address.
- Create a password.

Email Address *


CONTINUE

[Create New Account](#)

Add Online Access

- Select *Get Access* for either you or the Participant you represent.
- Enter your Member Details.


Add For Me



Choose Get Access to add online access to a health plan for yourself.
Tip: On the next screen you will enter information about your health coverage.

GET ACCESS

Add For Someone I Represent



Choose Get Access to add online access to a health plan for someone else you represent.
Tip: On the next screen you will enter information about their health coverage.

GET ACCESS

Let's Get You Access to Your Health Plan

We need more details to set up your online access.

Enter Member Details

All fields are required. You can find some information on the member ID card.

Member Last Name *

Member last name should match the legal name used on health plan records. Verify and update as needed.

Member ID *

Enter Member or Subscriber ID on insurance card, or Medicaid or Medicare beneficiary ID

Member Date of Birth *

Enter date of birth in the MM/DD/YYYY format.

ZIP Code *

Enter 5-digit ZIP Code

Dashboard Overview

After logging in, you will see your personalized dashboard with key information, including:

- Doctor
- Rewards
- Find a Doctor or Clinic
- Benefits/Coverage
- Medical Information
- Manage Health Plan Data
- Connecting your Healthcare
- ID Card
- Contact Us
- Your Health Demographics



View even more by clicking the left menu tabs on the top left corner!

Learn more about the resources available to you on pages 6 and 7.

Home

Find Care

[Find a Provider](#)

My Health

[Claims](#)

[Health Alerts](#)

[Tell Us About Your Health](#)

[My Benefits](#)

[Health Demographic Profile](#)

[Authorizations](#)

[Rewards Program](#)

[Care Plans](#)

[Referrals](#)

[Special Needs](#)

[Services](#)

e Pharmacy

[Pharmacy Information](#)

[Prescription Claims](#)

[Estimate Drug Cost](#)

f Contact Us

[Secure Messaging](#)

[FAQ](#)

[Grievance Form](#)

Doctor

[Change my Primary Care Provider](#)

Rewards

Earn money for taking care of your health.

[Learn more and earn more](#)

a Find a Doctor or Clinic

[Find a Provider](#)

c Benefits/Coverage

ELIGIBILITY

✓ Eligible

PARTICIPANT ID

PLAN NAME / PRODUCT
LTSS Dual

RENEWAL DATE
01/01/2023

[View my Benefits](#)

d Medical Information

[Claims](#)

[Health Alerts](#)

[Let Us Know](#)

[Authorizations](#)

Manage Health Plan Data

Be an active partner in your health. Take your health information with you.

[Manage Health Plan Data](#)

Connecting your Healthcare

Get easy access to your health information when you need it most. A new access rule puts patients first. You have more control.

[Learn more about managing your digital medical records.](#)

b ID Card



[View larger](#)

[Save as image](#)

[Print card](#)

We can send you a new ID card by mail. Once requested, please allow ten business days to arrive.

[Request ID card by mail](#)

Contact Us

[Secure Messaging](#)

Health Demographic Profile

[View or update your demographic profile](#)

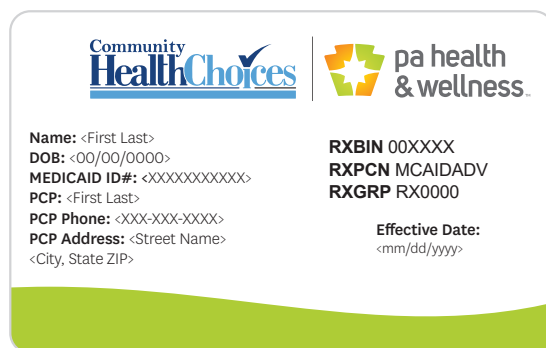
a Find a Doctor or Clinic

- To research a doctor near you, select *Find a Provider*.
- Enter your location and health plan to see providers in your area.

b Your Insurance ID Card

Under the ID Card category, you can:

- View your card larger for an easier reference.
- Save as an Image to download your virtual ID Card.
- Request an ID card by mail.



c Viewing and Managing Your Benefits/Coverage

Under Benefits/Coverage, select *View My Benefits* to see the comprehensive services available that suit your needs.

d Medical Information

View your recent claims, health alerts, authorizations and ways to let us know about your health.

e Pharmacy

Pharmacy Information:

Learn more about your pharmacy.

Prescription Claims:

View your prescription claims history easily with our search and filter options.

Estimate Drug Cost:

Estimate and compare drug pricing for your prescription at your primary pharmacy.

f Contact Us

Secure Messaging:

Send us a message if you have questions!

FAQ page:

Learn about frequently asked questions about your coverage.



For help, please call Participant Services at: **1-844-626-6813 (TTY 711)**

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.

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.

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。

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Your managed care plan may not cover all your health care expenses. Read your Participant handbook carefully to determine which health care services are covered.





1-844-626-6813 (TTY 711)
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