UCHealth Plan Administrators
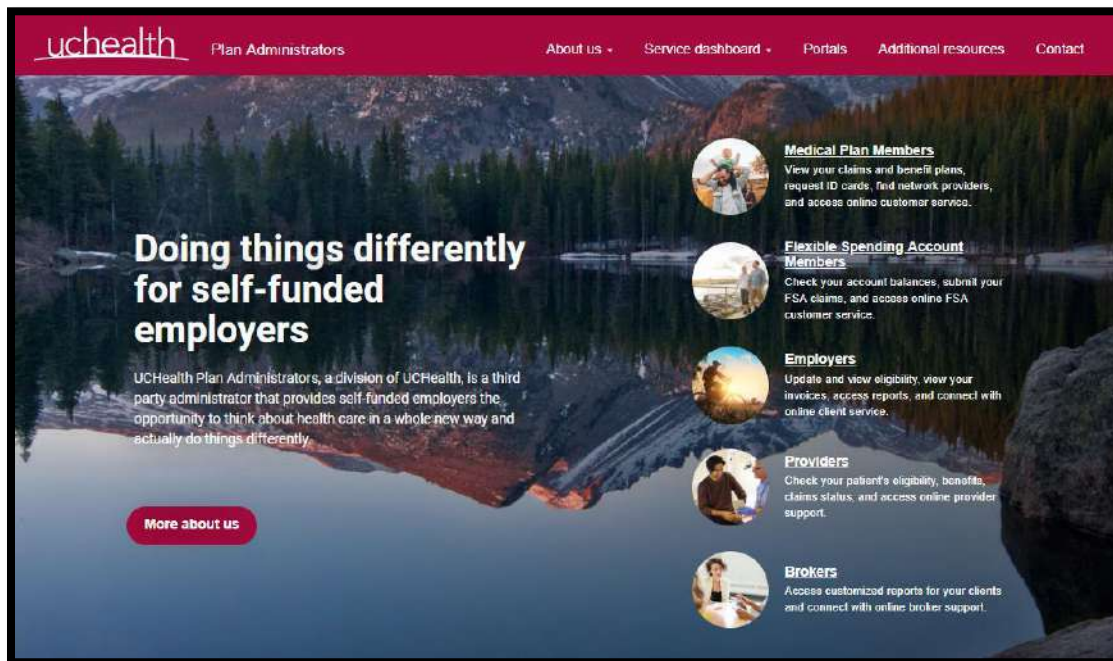## Member Portal Access
Step by Step

Our online Member portal provides the member access to their health plan's benefit summaries, claim(s) status, their deductible and out of pocket balances, view and print their temporary ID card, find a provider, access EOBs, access customer service, and much more. To access our portal, the member must first register with their UCHealth Plan Administrators group number and member ID number.
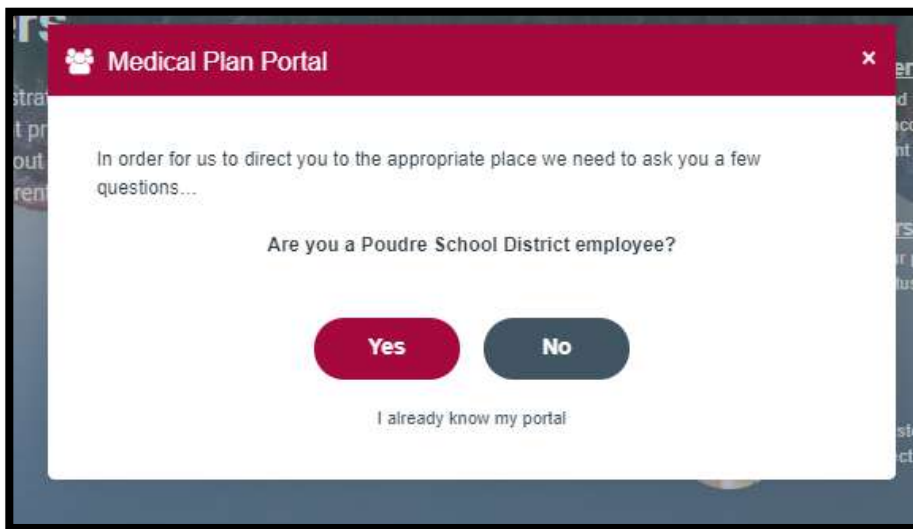
How to Access Member Portal
1. Go to UCHealth Plan Administrator's main website page at https://tpa.uchealth.org.
2. Then click on **Medical Plan Members** located on the right hand side of the webpage.
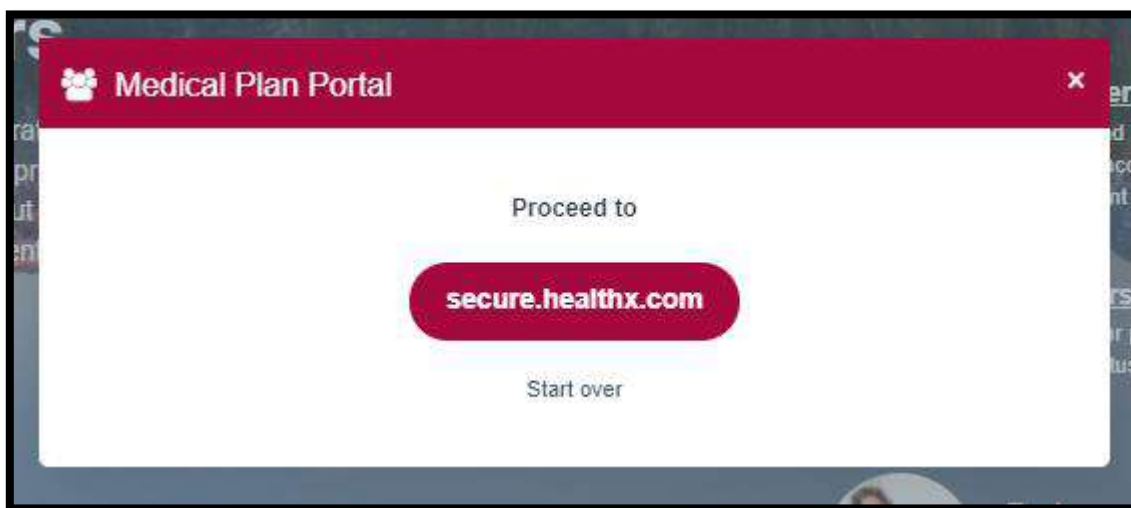
Member Portal Access

3. A small pop up window will appear. Answer **No** to the following question:

4. Click on **secure.healthx.com** in the next pop up window.

5. You have been routed to our secure online member portal.
6. Click on **Create User Account** listed under the Login section located on the right hand side. Please see screen shot located on the next page.

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7. Review the License Agreement and click **Agree** to continue.

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8. Enter the following:
   a. Member ID located on your UCHealth Plan Administrators ID card
   b. Group number
   c. Date of birth
   d. Click Next

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Plan Administrators

☐ Are you a dependent?

Member ID:

Group #:

Date of Birth:

Format mm/dd/yyyy

Cancel   Previous   Next

Note

Please complete the fields to your left to create a user account.

Enter your Member ID, Group # and Date of Birth exactly as it appears on your ID card.

If you are a dependent over age 18, click on the "Are you a dependent" check box and enter **YOUR** First name and Date of Birth followed by the **SUBSCRIBER'S** Member ID (which is the number on your member ID Card), Group#, and Date of Birth.

Click "Next" to continue or "Previous" to return to "Step 1".

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9. Create your own username and password along with three security questions
10. Click **Next**

Username:

Email Address:

Confirm Email Address:

Password:

Confirm Password:

Security Question 1:
-- Select Question -- ▼

Security Question 2:
-- Select Question -- ▼

Security Question 3:
-- Select Question -- ▼

Cancel   Previous   Next

Note

Username: Must be at least 3 characters in length and begin with a letter. You may use letters, numbers, .(dot), -(dash) or @.

Email: This site requires a valid email address; full email address must be entered, for example, name@doman.com.

Password: Must be at least 8 characters in length. You must use at least 1 number and 1 of these special characters: -_!#$%&^@~'\?/+. Passwords are case sensitive.

Security Question/Answer: To protect your security, please choose three questions and provide answers below. If you forget your username and/or password, you will be asked to provide the answers to your selected questions before your login information can be reset.

Click "Next" to continue or "Previous" to return to "Step 2".

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11. You will be presented with a confirmation page to review and confirm information entered is correct.
12. Once done, click **Finish**.

13. You will then be directed to the your **Dashboard** page which displays your elected medical plan, most recent claims, and Current Balance Summary of how much of your deductible and out of pocket expenses you have met.