How to create your Centivo online account

Creating your account on the Centivo app at my.centivo.com is easy!

1

Have your Centivo member ID card ready. You'll need it to get started.

There are two ways to create your account:

- Download the Centivo app (text "DOWNLOAD" to 65021 or visit your app store)
- 2. Visit my.centivo.com.

Select First time? Create an account.





Enter your information, then select **Next**.

Please note: All fields are required.

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Inree steps	to create
	IL.
nder your membersnip o	euenuais.
First name	
Last name	
Date of birth	
M/DD/YYYY	
Member ID	
our Member ID is located on both	your ID card and welcome letter
ZIP Code	

3

Add your contact information and tell us how you want Centivo to send you important plan information, then select **Next**.





Create your username and password, then select **Create account**.

Create a username and password and you will b prompted to verify your account.			
	Jse my email as my userna	me	
Da	usemame Serena@Gomez	8	
z	Create password		
asswo f each nd nua	rd must be at least 8 characters ion of the following: lowercase letter, u woer.	g and contain 1 or mo opercase letter, symb	
z	Re-enter password		



Verify your account.

Select **Send Code**, then enter the code you receive to complete the process.





Congratulations you're registered!

Now you can log in to view your plan information, search for network providers, see care history and more.

			c	iontact us [
CE	N	TI	10.	
Congratulations! a user a	/ou ha	ave suc t and c	cessfully an login,	created
Usemame				
Password				8
Remember n	ne .			
1	Lo	gin		
	•	1		
Set up y recognitio	our fin n to w	gerprint arify you	or face ridentity	
First time?	Crea	te an a	account	4
Forgot user	iame?	Forgo	t passwor	d7

Helpful tips

Explore your benefits

Take a few minutes to read more about your plan.

Select Learn where to get care and Review your new benefit coverage.

Easily access your ID card

Select **ID Card** to view your member ID card.



Contact Member Care

If you need help, select **Contact Us** in the top right conner.

You can submit a message or call us at the number on the screen.

Call Us	
f you need help ca	ll 833-575-6491 between
8 am - 8 pm ET, Mo	inday - Friday.
Send us a r	nessage
Member care will n urgent matters ple	espond within 24-48 hours, for more rase call us.
Select a topic *	~
Describe your iss	we *
Required *	Upload/Attach File(s)

If you have any questions

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Contact Centivo Member Care through the app or by calling the number on the back of your Centivo ID card.

