

## MEDBEN MEDICAL PROVIDER PORTAL ON MEDBEN ACCESS Self-Registration Instructions

Welcome to **MedBen Access**! This website allows registered MedBen providers to perform a wide range of claims and benefits services. Our online features make patient information coordination easy!

Doctors and office managers alike can create personal accounts to use MedBen Access features. All accounts are created separately and must be approved by the MedBen Provider Review Team.

### SELF-REGISTRATION

To **self-register** on MedBen Access, follow these steps:

- 1) Go to **MedBen.com** and select "MedBen Access" from the top menu.
- 2) On the MedBen Access home page, click on the "**Register**" link located in the Login box (a).

The screenshot displays the MedBen Access website interface. On the left, there are four icons representing services: 'View Your Claims', 'View Out-of-Pocket & Deductible Accumulators', 'View Your ID Card', and 'View Your Plan Documents'. Below these is a section for downloading the mobile app, including QR codes for Google Play and the App Store. On the right, the 'Customer Login' form is visible, featuring fields for Username and Password, and a 'Register' link highlighted with a red circle and the letter 'a'.

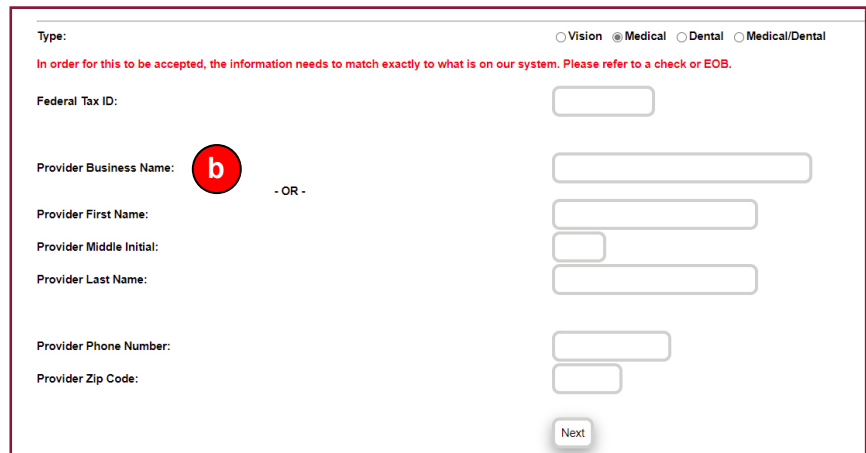
- 3) You will be prompted to select whether you are a **Participant or Provider**. Select "Provider" and press the "Submit" button.
- 4) Read the **MedBen Access Privacy Policy** and press the "I AGREE" button.
- 5) On the next three pages, you will create your provider account. **PLEASE NOTE** that in order to sign up, **the information you enter needs to match EXACTLY to how it appears on our online system**. Should you need guidance, please refer to a MedBen check or EOB. If you have questions, please contact MedBen Provider Affairs at **provideraffairs@medben.com** or **(800) 423-3151**.

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**ISO 9001 CERTIFIED**

- On the **first** page, **designate your provider type** – Vision, Medical, Dental, or Medical/Dental – by selecting the appropriate option button.

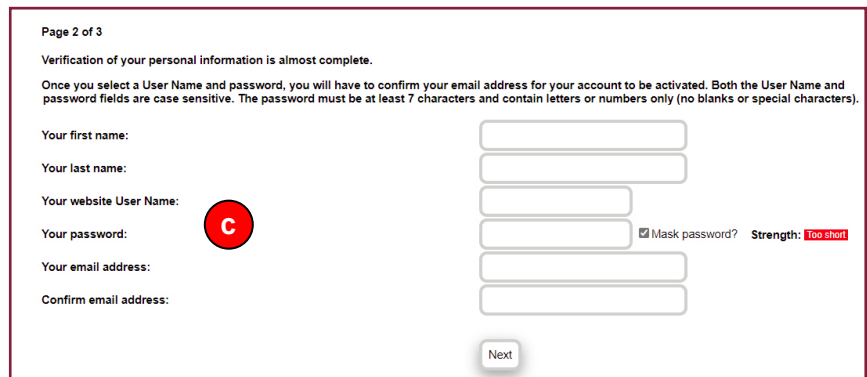
Next, you will **identify your business**, either by business name or provider name (**b**). Your Federal Tax Identification Number is also required; if you have a question about this, please contact MedBen Provider Affairs. Once you have completed the required fields, press the “Next” button. If a required field is left empty or doesn’t match the information on our online system, you will be prompted to enter the correct information.



- On the **second** page, you will create a **unique user name and password (C)**. Both are case sensitive, and your password must be at least 7 characters and contain letters or numbers only.

Once you have completed the required fields, press the “Next” button.

- On the **third** page, you will see a message informing you that an e-mail letter has been sent to you to confirm your e-mail address. Before clicking “Continue,” be sure to print or download the authorization form.



- 6) Check your mailbox for the e-mail letter, which includes a link to **confirm your e-mail address**. Please click on the link or copy and paste the web address into your browser.
- 7) Once confirmation is complete your access will be enabled by MedBen’s Provider Review Team. The completed authorization form is required before we can complete your registration. The authorization form is found on page 3. Please email **provideraffairs@medben.com** if you need us to send you a copy.

### USING MEDBEN ACCESS FEATURES

Depending on the provider type you designated on the first registration page, MedBen Access will display a varied menu of claims and benefit services. You can view and select from the drop-down menu by clicking the link directly under the MedBen Access logo.

### QUESTIONS?

We designed **MedBen Access** to provide you with fast access to claims and benefits services, but should you need additional assistance, please contact MedBen Provider Affairs at **provideraffairs@medben.com** or **(800) 423-3151**.