

# Web Re-Registration

## How It Impacts State and TLC Health Plan Members

August 2010

# What's Happening, When?

- Anthem is making system upgrades that require members to re-register their username and password on the Web
- Members can re-register at any time

# COVA & TLC Micro-Sites

- Your COVA and TLC micro-sites will remain unchanged



◀ [anthem.com/tlc](http://anthem.com/tlc)

[anthem.com/cova](http://anthem.com/cova) ▶



# How Re-Registration Works

- Members can re-register from the micro-sites or from the anthem.com home page
- Members can use existing username/password if not already taken by someone else
- Upon re-registration, members will experience the same secure anthem.com portal they do today for viewing claims, etc.

# What Re-Registration Looks Like



## Account Registration

Create your account in just a few simple steps. To register you'll need some basic personal information and be ready to create a user name and password. We'll walk you through the steps and at the end, you'll be able to review your entries and make changes if you need.

Once you've registered, you'll have secure access to manage your benefits, claims, prescriptions, and more.

If you have any difficulty, please visit [Customer Care](#) for assistance.

### Alternate languages:

Español 中文 한국어

Tiếng Việt Tagalog

### Already registered? Log In:

Username   
Password

[Forgot your Username or Password?](#)

Registration Progress

% complete

All Members will need to re-register to access their secure member portal.

## Enter your personal information

### \* Required Fields

\* Member ID Number:

[Where to find my Member ID Number?](#)

Enter your member ID without spaces or dashes.  
Example: sample123

\* First Name:

Middle Initial:

\* Last Name:

\* Date of Birth:   mm/dd/yyyy without spaces

\* Terms of Use:  I understand and accept the [Terms of Use](#)

Security Code: 

\* Enter Security Code:

Lost your card? [Contact us for a new card.](#)

Create Your Username and Password

Enter Allergy/Medical Condition Information

Confirm Registration

# Re-Registration – continued



## Account Registration

Create your account in just a few simple steps. To register you'll need some basic personal information and be ready to create a user name and password. We'll walk you through the steps and at the end, you'll be able to review your entries and make changes if you need.

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Already registered? Log In:

Username   
Password

[Forgot your Username or Password?](#)

Create a new Username and Password and click "Continue".

## Enter your personal information

Member ID Number: XYZ123456   
First Name: Casey  
Middle Initial: T  
Last Name: Test  
Date of Birth: 06/12/1975

Registration Progress:  % complete

## Create Your Username and Password

\* Create Username:  Example: sample123 (Not Case Sensitive. Must be 6-16 characters / Cannot contain two letters followed by all numbers. Cannot start with a number / Cannot contain spaces / Cannot contain special characters: !@#%^&\*()=) -

\* Create Password:  Password Strength:

\* Re-enter Password:

\* Security Question:

\* Security Answer:  Must be at least 6 characters in length.

Re-enter Security Answer:

Email Address:

\* Can use existing Username as long as no one else has chosen it.

## Enter Allergy/Medical Condition Information

# Re-Registration – continued

Review information, then click “Confirm” to submit.

**Create Your Username and Password** 

Username: caseytest [Edit](#)  
Password: \*\*\*\*\*  
Security Question: What is your mother's maiden name?  
Security Answer: \*\*\*\*\*  
Email Address: casey.test@anthem.com  
Email Comment: Yes, please send me Emails from Anthem regarding my Plan and Benefits

**Enter Allergy/Medical Condition Information** 

**Allergies and Medical Conditions**

You have the ability to use our online pharmacy. Please enter your medication allergies and medical conditions so we can assist you better. Providing this information is voluntary.

Please select the medications you are allergic to: [Edit](#)

<input checked="" type="checkbox"/> Asprin	<input checked="" type="checkbox"/> Asprin	<input checked="" type="checkbox"/> Asprin
<input checked="" type="checkbox"/> Cephalosproins	<input checked="" type="checkbox"/> Cephalosproins	<input checked="" type="checkbox"/> Cephalosproins
<input checked="" type="checkbox"/> codeine	<input checked="" type="checkbox"/> codeine	<input checked="" type="checkbox"/> codeine

Please select the medical conditions you have:

<input checked="" type="checkbox"/> Arthritis	<input checked="" type="checkbox"/> Arthritis	<input checked="" type="checkbox"/> Arthritis
<input checked="" type="checkbox"/> Rheumatoid arthritis	<input checked="" type="checkbox"/> Rheumatoid arthritis	<input checked="" type="checkbox"/> Rheumatoid arthritis
<input checked="" type="checkbox"/> Asthma	<input checked="" type="checkbox"/> Asthma	<input checked="" type="checkbox"/> Asthma
<input checked="" type="checkbox"/> Depression	<input checked="" type="checkbox"/> Depression	<input checked="" type="checkbox"/> Depression
<input checked="" type="checkbox"/> Diabetes	<input checked="" type="checkbox"/> Diabetes	<input checked="" type="checkbox"/> Diabetes
<input checked="" type="checkbox"/> None Known	<input checked="" type="checkbox"/> None Known	<input checked="" type="checkbox"/> None Known

**Confirm Registration**

Please take a moment to review the information above that you entered. If all is correct, click confirm to submit.

[CANCEL](#) [CONFIRM](#)

# Anthem.com Home Page Will Have A New Look!



Tone is friendly, helpful, simple language without insurance jargon

anthem.com  
reinvented

# Including Convenient Tools That Improve Member Health

The screenshot displays the Anthem Health & Wellness website. The navigation bar includes 'Anthem Difference', 'Plans & Benefits', and 'Health & Wellness'. The main content area features a '360° Health Philosophy' section with a score of 90, 'Healthy Lifestyles' tips, 'What's New in Your Area?' (Lunch Well program), 'Health Record' information, and 'Discounts' for health-related products. A 'CUSTOMER CARE' dropdown menu is visible in the top right corner.

## 360° HEALTH® TOOLS

Symptom Checker

MyHealth Assessment

MyHealth Record

Health Trackers

Healthy Lifestyles

Condition Centers

WebMD Articles

# Thank You!

Remember, members can  
re-register now!