

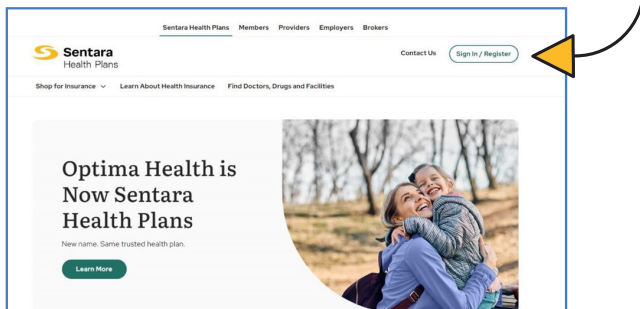
Step-By-Step Instructions to Activate Your Account

Get Started with the Sentara Health Plans Member Portal

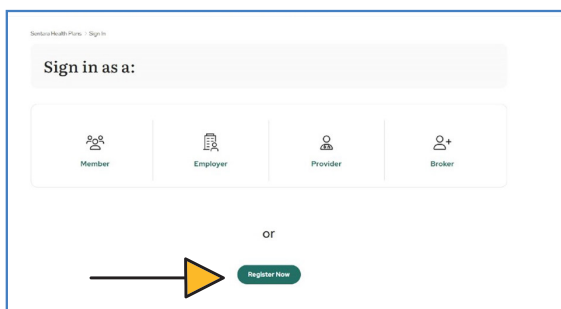
Welcome to Sentara Health Plans! Our member portal gives you easy access to important plan information, your benefits, convenient resources, and more!

How to register:

1. Visit sentarahealthplans.com and click the *Sign In / Register* button at the top right.

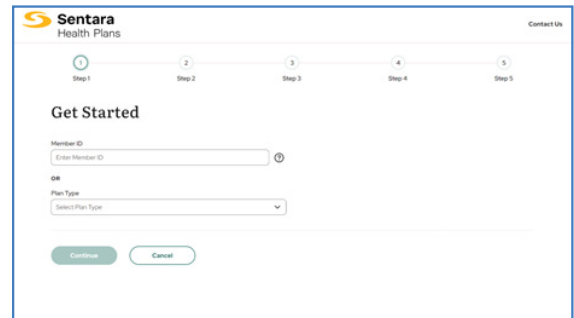


2. Scroll down and select the *Register Now* button.



Registering your account gives you access to both the member portal and the Sentara Health Plans Mobile App. You will use the same username and password to sign in to either platform. See the other side of this flyer for more details about our mobile app.

3. Complete the **online registration form** under the *Secure Member Website and Mobile App* section.
 - To complete the form, either provide your member ID number (which you can find on your member ID card), or select your plan type (Employer Group/Individual Product) and provide your first and last name, date of birth, and the last four digits of your social security number.

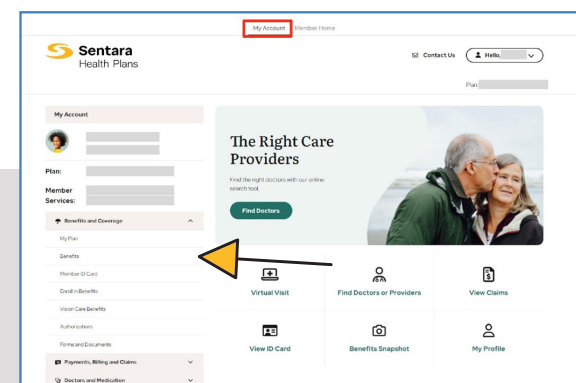


4. Enter and confirm your email address

5. Create your username and password.

- You will use your username and password to sign in going forward.

6. You have now activated your account! Sign in and use the sidebar to view your plan benefits, member ID card, documents, billing and payment information, and more. You can also use the *Find Doctors* feature on the home page to explore providers near you.



Step-By-Step Instructions to Activate Your Account

Get Started with the Sentara Health Plans Mobile App

The Sentara Health Plans Mobile App gives you on-the-go access to your member ID card, and important plan information, benefits, and resources, and more!

How to register:

1. Download the Sentara Health Plans mobile app to your device from the **Apple App Store** or **Google Play Store**.



2. If you have already registered, simply enter your username and password to sign in.

3. If you have not already registered, click *Need an Account* and fill out the online registration form.

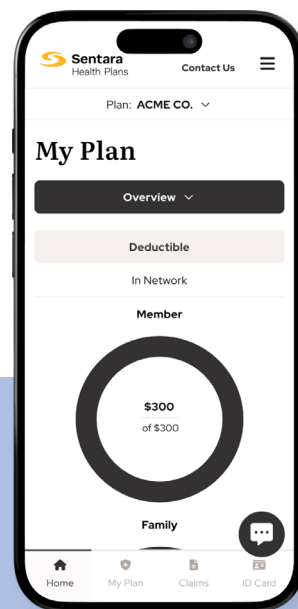
- To complete the form, either provide your member ID number (which you can find on your member ID card), or select your plan type (Employer Group/Individual Product) and provide your first and last name, date of birth, and the last four digits of your social security number.



4. Enter and confirm your email address.
5. Create your username and password.
 - You will use your username and password to sign in going forward.
6. You now have easy access to:
 - your member ID card
 - virtual consults
 - doctor and facility searches
 - claims and authorizations
 - wellness tools
 - treatment and service cost calculator
 - important preventive care notifications
 - Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) account access¹
 - answers to frequently asked questions
 - common forms and documents
 - contact information
 - and more!



¹ Applies to members with HSA or HRA plans



Download our mobile app!
Visit sentarahealthplans.com/app.

Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.

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