

How to create your Centivo online account

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

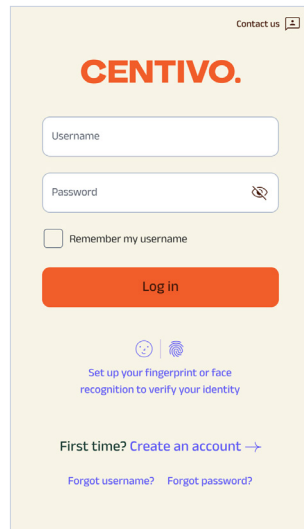
1

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

There are two ways to create your account:

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

Select **First time? Create an account**.

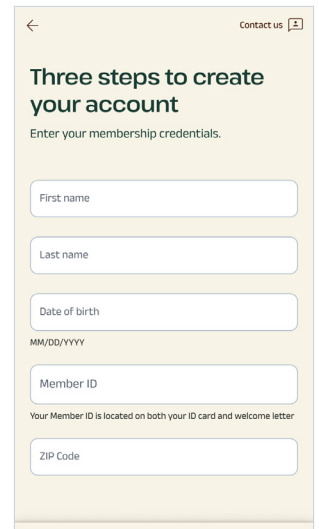


The image shows the Centivo login screen. At the top, it says 'CENTIVO.' in orange. Below that are two input fields: 'Username' and 'Password'. There is a 'Remember my username' checkbox. A large orange 'Log in' button is centered. Below the button, there are icons for fingerprint and face recognition with the text 'Set up your fingerprint or face recognition to verify your identity'. At the bottom, there is a link 'First time? Create an account →' and two smaller links: 'Forgot username?' and 'Forgot password?'.

2

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

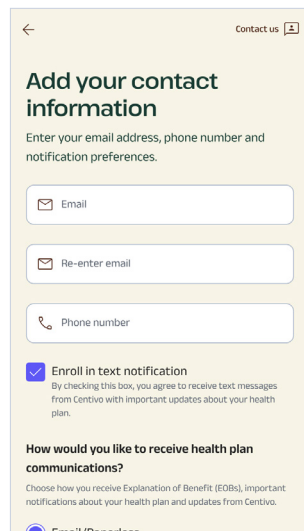
Please note: All fields are required.



The image shows the second step of account creation. It says 'Three steps to create your account' and 'Enter your membership credentials.' Below are five input fields: 'First name', 'Last name', 'Date of birth' (with a 'MM/DD/YYYY' label), 'Member ID', and 'ZIP Code'. A note at the bottom says 'Your Member ID is located on both your ID card and welcome letter'.

3

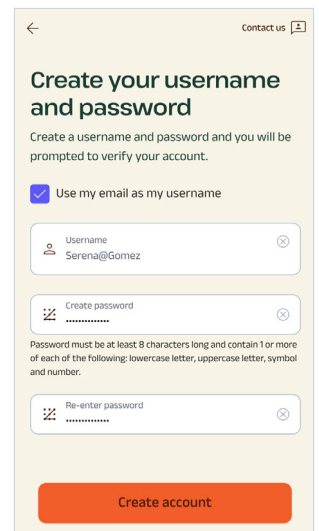
Add your contact information and tell us how you want Centivo to send you important plan information, then select **Next**.



The image shows the third step of account creation. It says 'Add your contact information' and 'Enter your email address, phone number and notification preferences.' Below are three input fields: 'Email', 'Re-enter email', and 'Phone number'. There is a checkbox for 'Enroll in text notification' which is checked. Below that, it asks 'How would you like to receive health plan communications?' with a radio button selected for 'Email/Danerless'.

4

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

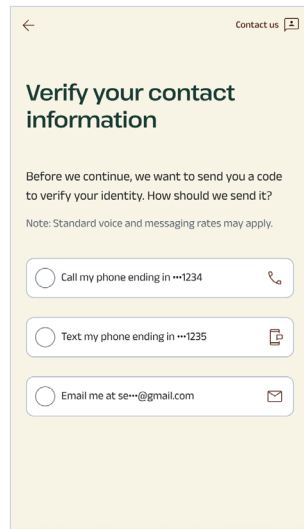


The image shows the fourth step of account creation. It says 'Create your username and password' and 'Create a username and password and you will be prompted to verify your account.' There is a checked checkbox for 'Use my email as my username'. Below are two input fields: 'Username' (with the example 'Seren@Gomez') and 'Create password'. Below the password field, there is a note: 'Password must be at least 8 characters long and contain 1 or more of each of the following: lowercase letter, uppercase letter, symbol and number.' Below that is a 'Re-enter password' field. At the bottom is a large orange 'Create account' button.

5

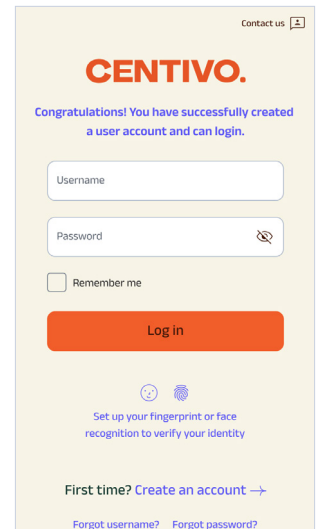
Verify your account.

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.



Helpful tips

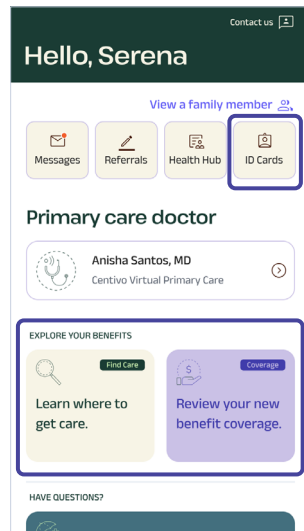
Explore your benefits

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

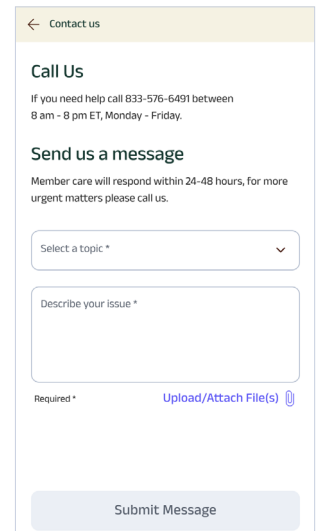
Select **ID Card** to view your member ID card.



Contact Member Care

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

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



If you have any questions



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

