

# Registration Guide

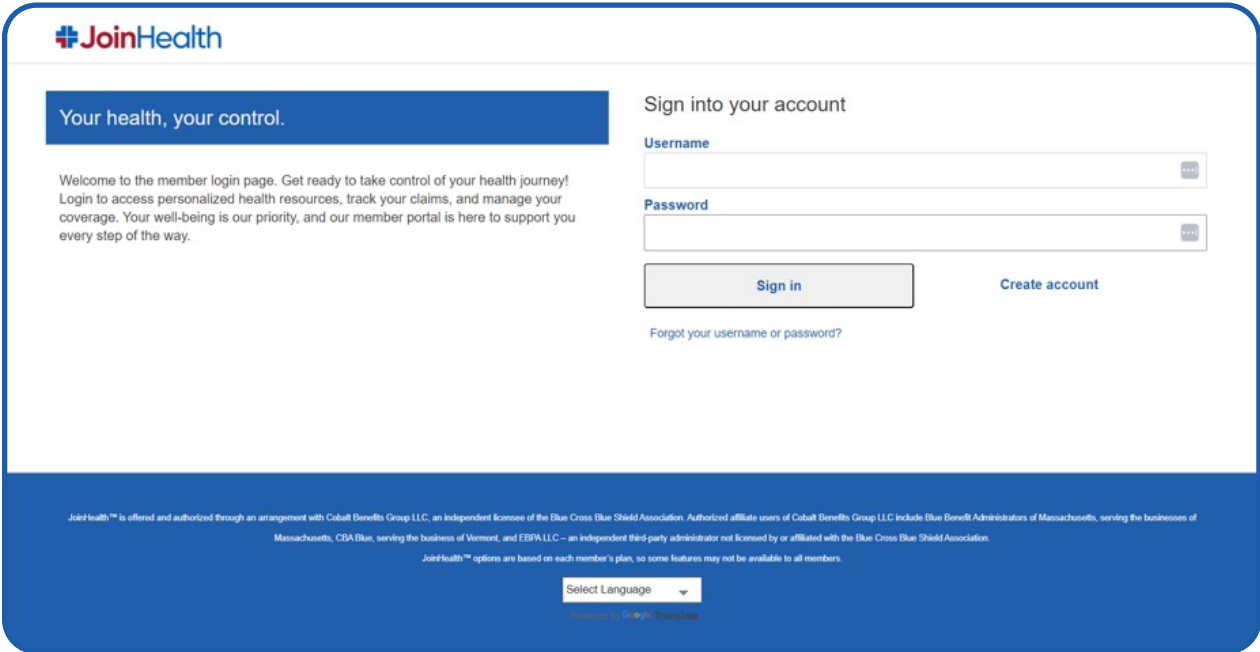
Welcome to JoinHealth™, the go-to resource for managing your health with ease! This guide will walk you through how to create an account, unlocking a range of tools to help you meet your health and wellness goals.

From effortlessly managing claims and viewing policy details to accessing exclusive health resources, JoinHealth delivers a seamless and personalized benefits experience. Let's embark on this journey toward well-being together! To get started, [click here](#) or scan the QR code.



## 1. Create Account

Once on the JoinHealth member portal, click the "Create account" button. To create an account, you'll need to provide your Member ID, name, and date of birth.



## 2. Accept License Agreement

The screenshot shows the 'License Agreement' page. At the top, it says 'Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.' Below this is a scrollable text area containing the terms of the license agreement, including sections for 'License Grant', 'Restrictions', 'Term and Termination', 'Content of the Website', and 'Links to Third Party Websites'. At the bottom of the scrollable area, there is an unchecked checkbox labeled 'Accept'. Below the scrollable area are two buttons: 'Cancel' and 'Next'.

After reading the license agreement, check the box to accept. Then, click the "Next" button.

## 3. Enter Your Information

Complete all of the fields, including your Member ID (exactly as it appears on your ID card), first and last name, date of birth, and phone number. If you are a dependent over the age of 12, check the box next to "Are you a dependent?" Then, click the "Next" button.

The screenshot shows the 'Enter Your Information' page. At the top, it says 'Please refer to your ID card to assist you in completing the steps on this screen.' Below this is a table with the following information:

Member Name	
JOHN SAMPLE	JANE SAMPLE

Member ID	
JOHN SAMPLE	JANE SAMPLE

Member ID	First Name	Last Name	Date of Birth
0000	JOHN	SAMPLE	01/01/1980
0000	JANE	SAMPLE	01/01/1980

**Subscribers:** Enter the **Member ID** (exactly as it appears on your ID card), **Name**, and **Date of Birth**.

**Dependents:** Dependents age 12 and over must create their own personal account by marking the box next to "Are you a dependent?" and providing their **First Name** and **Date of Birth** as well as the "Subscriber" **Member ID** (exactly as it appears on your ID card), **Name**, and **Date of Birth**.

Click "Next" at the bottom of the page when complete.

Are you a dependent?

Subscriber Member ID

Subscriber First Name

Subscriber Last Name

Subscriber Date of Birth

Format mm/dd/yyyy

User Phone Number

At the bottom of the page, there are three buttons: 'Next', 'Previous', and 'Cancel'.

# 4. Create JoinHealth Login

Enter the login information for your new JoinHealth account. This includes your username, password, email address, and security question. Please note that while your password can be changed at any time, you will be unable to change the email address associated with your account. After completing all the fields, click the "Next" button.

**JoinHealth**

Create Login Information

**Username:** Must be at least 3 characters in length, beginning with a letter, and must be alpha-numeric. Characters accepted are: alpha-numeric, . (dot), - (dash), \_ (underscore), \ (slash), and @

**Password:** Must be at least 12 characters in length, must have 1 lowercase letter, 1 uppercase letter, 1 digit and 1 special character: -\_!#\$%&\*@~^!/? are acceptable. Password cannot match Username.

Enter a valid e-mail address.

Select 3 security questions (required for password reset or forgot password service).

Click on "Next" at the bottom of the page

Username

E-mail Address

Confirm E-mail Address

Password

Confirm Password

Security Question 1  
-- Select Question --

Security Question 2  
-- Select Question --

Security Question 3  
-- Select Question --

Next Previous Cancel

# 5. Confirm Your Information

Review your information to ensure everything is accurate, then click "Finish" to complete your registration.

**JoinHealth**

Please confirm the information below is correct and press "Finish" to complete your registration

**Member Information**

Your Name:  
Address:  
City:  
State:  
Zip:

**Account Information**

Username:  
E-mail Address:

Finish Previous Cancel

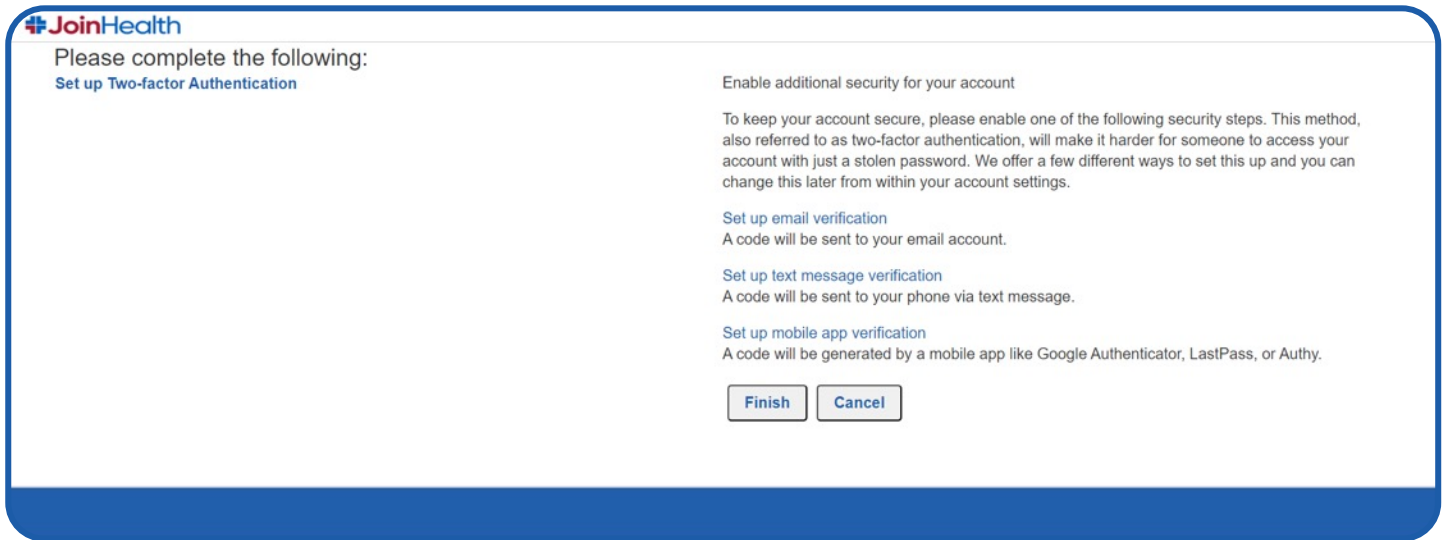
JoinHealth™ is offered and authorized through an arrangement with Cobalt Benefits Group LLC, an independent licensee of the Blue Cross Blue Shield Association. Authorized affiliate issuers of Cobalt Benefits Group LLC include Blue Benefit Administrators of Massachusetts, serving the businesses of Massachusetts, CBA Blue, serving the business of Vermont, and ESHA LLC - an independent third-party administrator not licensed by or affiliated with the Blue Cross Blue Shield Association.

JoinHealth™ options are based on each member's plan, so some features may not be available to all members.

Select Language

# 6. Set Up Authentication

To keep your account secure, all JoinHealth members are required to set up two-factor authentication. You can choose to verify your account information using your email, text message, or through a third-party verification app. Click the link for your preferred verification method, then follow the instructions to receive and enter your verification code. When your account is authenticated, click the "Finish" button.



**JoinHealth**

Please complete the following:  
**Set up Two-factor Authentication**

Enable additional security for your account

To keep your account secure, please enable one of the following security steps. This method, also referred to as two-factor authentication, will make it harder for someone to access your account with just a stolen password. We offer a few different ways to set this up and you can change this later from within your account settings.

**Set up email verification**  
A code will be sent to your email account.

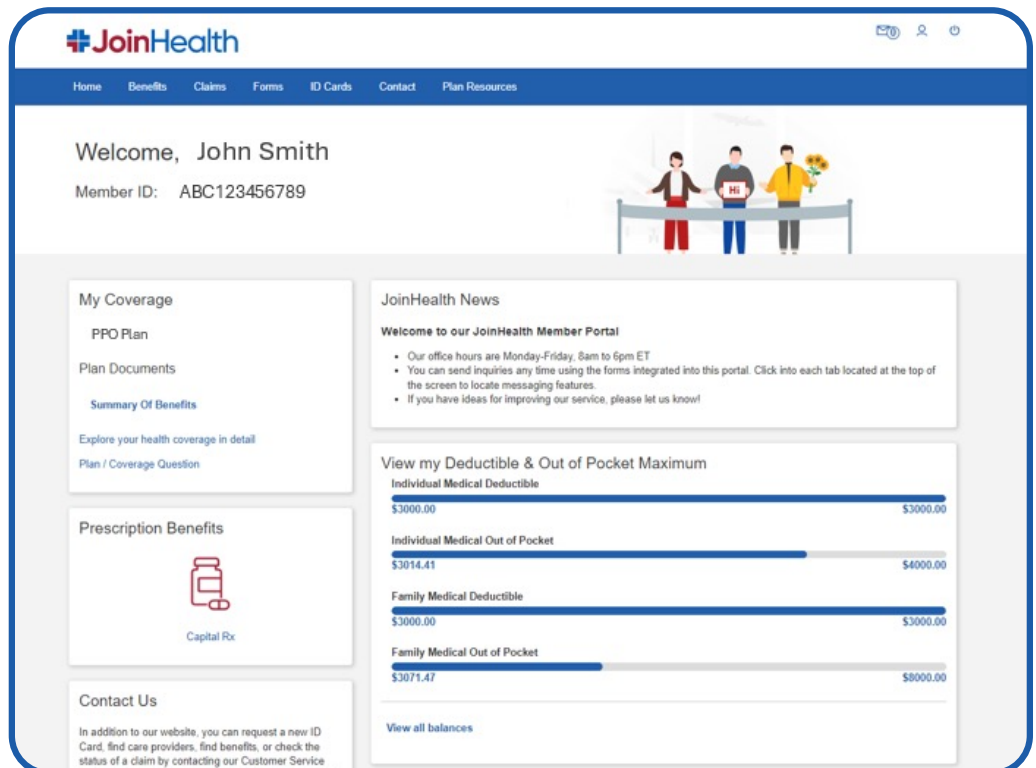
**Set up text message verification**  
A code will be sent to your phone via text message.

**Set up mobile app verification**  
A code will be generated by a mobile app like Google Authenticator, LastPass, or Authy.

**Finish** **Cancel**

# 7. Access JoinHealth

Congratulations! You can now access your JoinHealth member portal.



**JoinHealth**

Home Benefits Claims Forms ID Cards Contact Plan Resources

Welcome, John Smith  
Member ID: ABC123456789

**My Coverage**  
PPO Plan  
Plan Documents  
Summary Of Benefits  
Explore your health coverage in detail  
Plan / Coverage Question

**Prescription Benefits**  
Capital Rx

**Contact Us**  
In addition to our website, you can request a new ID Card, find care providers, find benefits, or check the status of a claim by contacting our Customer Service

**JoinHealth News**  
Welcome to our JoinHealth Member Portal

- Our office hours are Monday-Friday, 8am to 6pm ET
- You can send inquiries any time using the forms integrated into this portal. Click into each tab located at the top of the screen to locate messaging features.
- If you have ideas for improving our service, please let us know!

**View my Deductible & Out of Pocket Maximum**

Category	Current Amount	Maximum Amount
Individual Medical Deductible	\$3000.00	\$3000.00
Individual Medical Out of Pocket	\$3014.41	\$4000.00
Family Medical Deductible	\$3000.00	\$3000.00
Family Medical Out of Pocket	\$3071.47	\$8000.00

[View all balances](#)