

DELTA HEALTH SYSTEMS WEBSITE

Access your healthcare information anytime from anywhere! Our **secure** website keeps your individual claims** data strictly **confidential** - no diagnosis or procedure information is ever displayed.

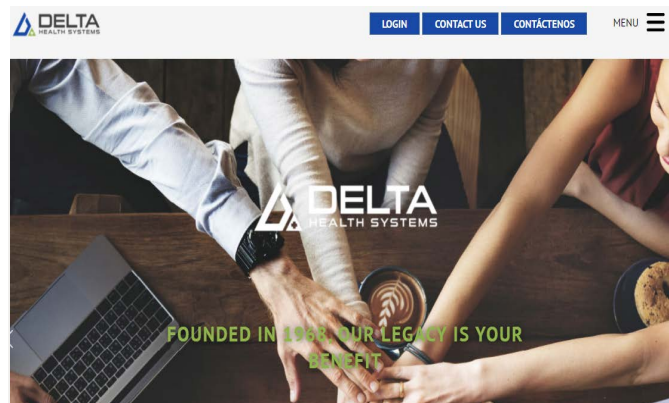
When you go to www.deltahealthsystems.com you can:

- **Check** the status of a claim**
- **Verify** eligibility
- **View** plan benefits
- **Order** an ID Card
- **Find** a provider
- **Contact** customer service

You can also **print**:

- Claim Forms
- Explanation of Benefits (EOB)
- Third Party Liability (TPL) Questionnaires*
- Workers' Compensation Questionnaires
- Coordination of Benefits (COB) Questionnaires*

1. By contacting customer service using the DHS number on the identification card.
No questionnaire required.
2. By emailing the COB questionnaire to special.project1@delapro.com.
3. By logging in to www.deltahealthsystems.com and completing the form online.
4. By mailing the COB questionnaire to P.O. Box 648 Stockton, CA 95201-0648.



***E-SIGN AND SUBMIT ONLINE:** Delta Health Systems may ask you to submit additional forms necessary to complete the processing of your claim. When you use our e-Signature capability, you can review, complete and e-sign these required forms including a Third Party Liability (TPL) Questionnaire and/or a Coordination of Benefits (COB) Questionnaire quickly and securely **online**.

****Only claims administered by Delta Health Systems can be viewed on our website.**

EASY ACCESS INSTRUCTIONS

1. Go to www.deltahealthsystems.com.
2. Select **Login** on the top tool bar, then select Member or Dependent Registration or Login with your username and password.
Covered employees: register as a "Member."
Covered dependents age 18 or older: register as a "Dependent."
3. To register, complete the required fields and click Submit.
4. When you return to www.deltahealthsystems.com, enter your **User Name** and **Password**.

Important: Registration information is case sensitive.

FORGOT YOUR USER ID OR PASSWORD?

Click on **Forgot Your Password**. After answering a series of security questions, your password will be reset and sent to the email address you used when you originally registered.

Access to Covered Dependent Information

Due to privacy laws, online access to your covered dependents' information varies based on their age:

- **Up to Age 18:** Dependents' healthcare information is available only to the covered employee.
- **Age 18 and Over:** To view their claims and eligibility, dependents must register. Once registered, your dependent has the option to e-sign an authorization release form allowing you as the covered employee to view their personal healthcare information.

Note: The Health Insurance Portability and Accountability Act (HIPAA) regulates privacy for health insurance plans; access requirements may be modified from time to time based on legal requirements.