

Member Portal Frequently Asked Questions (FAQs)

Updated as of September 1, 2020

Q: How do I sign into the Member Portal?

A: Access the Member Portal link from the AvMed.org site. Then enter your User ID and Password.

Q: How do I reset my Password?

A: At the Member Sign In screen, select Forgot Password. Enter your User ID and answer your pre-selected security questions. Your identity will be verified and you will receive an email with an input code. Enter the input code from the email onto the screen and then reset your Password.

Q: How do I log out of the Member Portal?

A: Select the dropdown arrow next to your name and select the Logout option.

Q: How do I navigate the Member Portal?

A: There is a Quick Links navigation menu across the top and on the left side of the Portal screen that allows you to quickly jump to the task you want to perform. The footer provides you with the Member Engagement Center phone number and hours of operation specific to your group. You can also view AvMed's Accessibility Policy, Privacy Policy, Conditions of Use and Notice of Non-Discrimination policies.

Q: How do I customize my Dashboard?

A: The dashboard can be customized to present the most valuable and useful information at a glance with the ability to view detailed information simply by selecting the desired object. The Customize Dashboard gear list allows you to select what information should display on your dashboard based on your preferences.

1. Dashboard Widgets

The Member Dashboard contains several small boxes called widgets. Widgets can be moved or collapsed and some widgets can be hidden from view. This gives you the option to customize your Dashboard so you can quickly see the information you are most interested in each time you log in.

2. Customize Dashboard Gear List

Select the Gear icon to open the widget list. You can deselect widgets, and save your preferences. The widget or widgets that you deselect will no longer display on your dashboard. You can reselect the widget or widgets at any time to display on your dashboard.

3. Authorizations & Referral Widget

If you are a Member with dependents, the authorizations and referrals that display in this widget are for all Members on the plan. If you are a Member with no dependents, then only your information will display.

4. Account Balances Widget

Members with dependents will view individual and family account balances. Members with no dependents will view individual account balances.

5. My Coverage Widget

Displays the plan information for all Members on the plan. PCP assignment is displayed at the Member level.

Q: How do I view my Authorizations?

A: Select *Authorizations & Referrals* from the Quick Links navigation menu. Select *Authorization Search*. Enter as many or as few data elements as you want, e.g., Search By, Last 30 Days, etc. Search results will display in a table format. You can review the details of any Authorization that displays in the search results by selecting the Authorization number.

Q: How do I view my Referrals?

A: Select *Authorizations & Referrals* from the Quick Links navigation menu. Select *Referral Search*. Enter as many or as few data elements as you want, e.g., Search By, Last 30 Days, etc. Search results will display in a table format. You can review the details of any Referral that displays in the search results by selecting the Referral number.

Q: How do I view my Pharmacy Benefits?

A: Select *Pharmacy Benefits* from the Quick Links navigation menu. Then select any one of the following sub-links and you will be directed to CVS to view your Rx benefits: *Your Rx History*, *Your Rx Copays*, *Your Rx Benefits*, *Medication Lookup*, *Medication Costs* or *Pharmacy Lookup*. Or select a Mail Order Pharmacy Benefit sub-link. Then select any one of the following Mail Order links and you will be directed to your Rx Mail Order benefit: *Order Prescriptions*, *Check Order Status*, *Prescription History*, *Benefit Highlights*, *Claim Balances* or *Update Your Profile*.

Q: How do I view and export a list of Claims?

A: By default, the system will return Claims within the last 30 days. You will need one or more of the following pieces of information to use as search criteria: Date range for claims you'd like to view, Member Name, Claim Status, Claim Type, Start Date (date of service) or End Date (date of service).

Select *Claims* from the Quick Links navigation menu. Enter the desired search criteria – Search by or Member Name. To download an Excel or PDF, click the icon at the top right of the Claim Search screen to export in Excel or PDF format. You can search for an Explanation of Benefits



(EOB) using a date range. A single or multiple EOBs may be returned in the search results, based on the date range entered. If you would like to view your benefit information, select the View Benefits and Eligibility button.

Q: How do I find Physicians & Facilities?

A: The AvMed Member Portal provides search tools to help you find Physicians and Facilities that are in your plan network. The AvMed Member Portal default search will automatically return Physicians and Facilities based on your residential address. Select *Find Physicians & Facilities* from the Quick Links navigation menu. Default value search results will display the location of all Providers. Select the Behavioral Health Providers link to search for Behavioral Health Providers. Selecting the link will direct you to Magellan, our partner's website.

Q: How can I view my health and wellness benefits?

A: Select *Health and Wellness* from the Quick Links navigation menu. The Health and Wellness services you are eligible for will display.

Q: How can I view Care Support services?

A: Select *Care Support* from the Quick Links navigation menu. Scroll down to the specific service you wish to view.

Q: What kind of self-services can I do on the Member Portal?

A: You can Request an ID card, Update your PCP and Update your Profile Preferences. Select Member Self-Service Quick Links and pick your desired element: Request ID Card, Change PCP Icon or My Preference Page. Follow the instructions for each one.

Q: How do I view my Forms and Preferred Medications?

A: For Forms, select *Member Resources* from the Quick Links Navigation menu. Then select *Forms* sub-menu link and a list of all available forms will display. For Preferred Medications, select *Member Resources* from the Quick Links Navigation menu. Then select *Preferred Medications* sub-menu link and a list of all available preferred medications will display.