

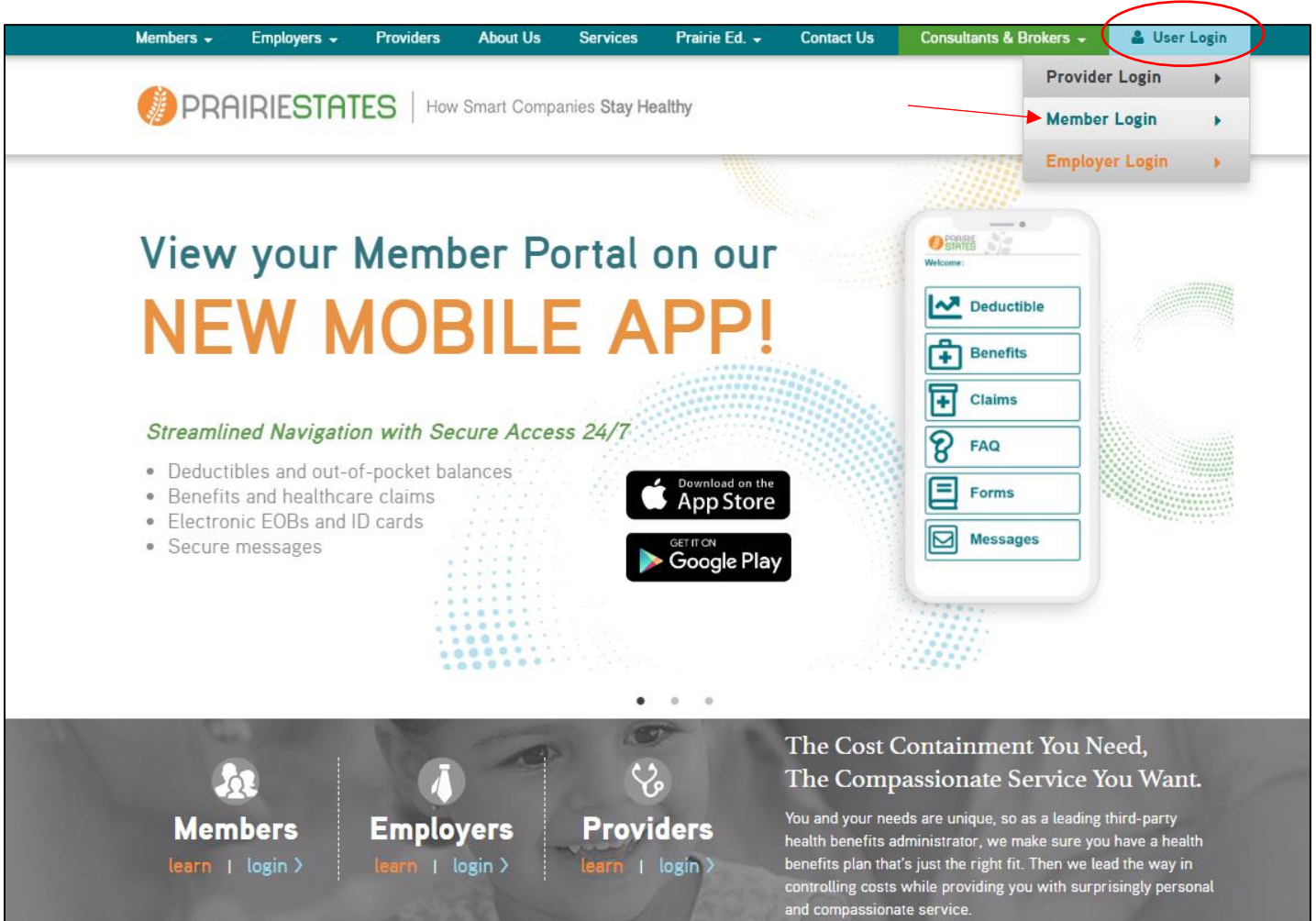
How to log into the Prairie States Member Portal

You'll be able to:

- view your deductible
- submit manual claims
- print temporary ID cards
- view your Explanation of Benefits (EOB)
- and more

1. Go to www.prairieontheweb.com

2. Select **Member Login** in the User Login drop-down menu:



The screenshot shows the Prairie States website homepage. The navigation bar at the top includes links for Members, Employers, Providers, About Us, Services, Prairie Ed., Contact Us, Consultants & Brokers, and User Login. The User Login dropdown menu is open, showing options for Provider Login, Member Login (highlighted with a red circle and a red arrow), and Employer Login. Below the navigation bar, the main content area features a large banner for the new mobile app, titled "View your Member Portal on our NEW MOBILE APP!". The banner includes a list of features: Streamlined Navigation with Secure Access 24/7, Deductibles and out-of-pocket balances, Benefits and healthcare claims, Electronic EOBs and ID cards, and Secure messages. There are also buttons for downloading the app on the App Store and Google Play. At the bottom of the page, there are sections for Members, Employers, and Providers, each with a "learn" and "login" link. To the right of these sections is a testimonial titled "The Cost Containment You Need, The Compassionate Service You Want." with a paragraph of text.

3. The first time you login, you will select **Register** and complete the registration process.

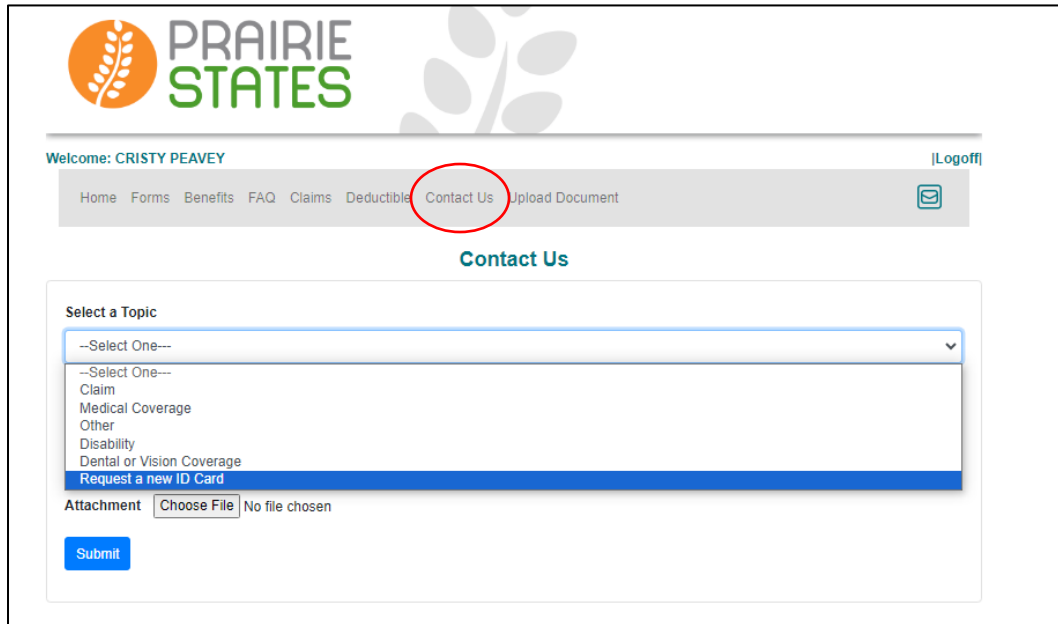
You will need either your Member ID (on your ID card) or Social Security Number (SSN).

You will also need an email address. It is recommended that you use a personal email address, because it will be used to send you electronic notifications about your claims & deductible.

4. Once registered and logged into the member portal, you will see the following screen.

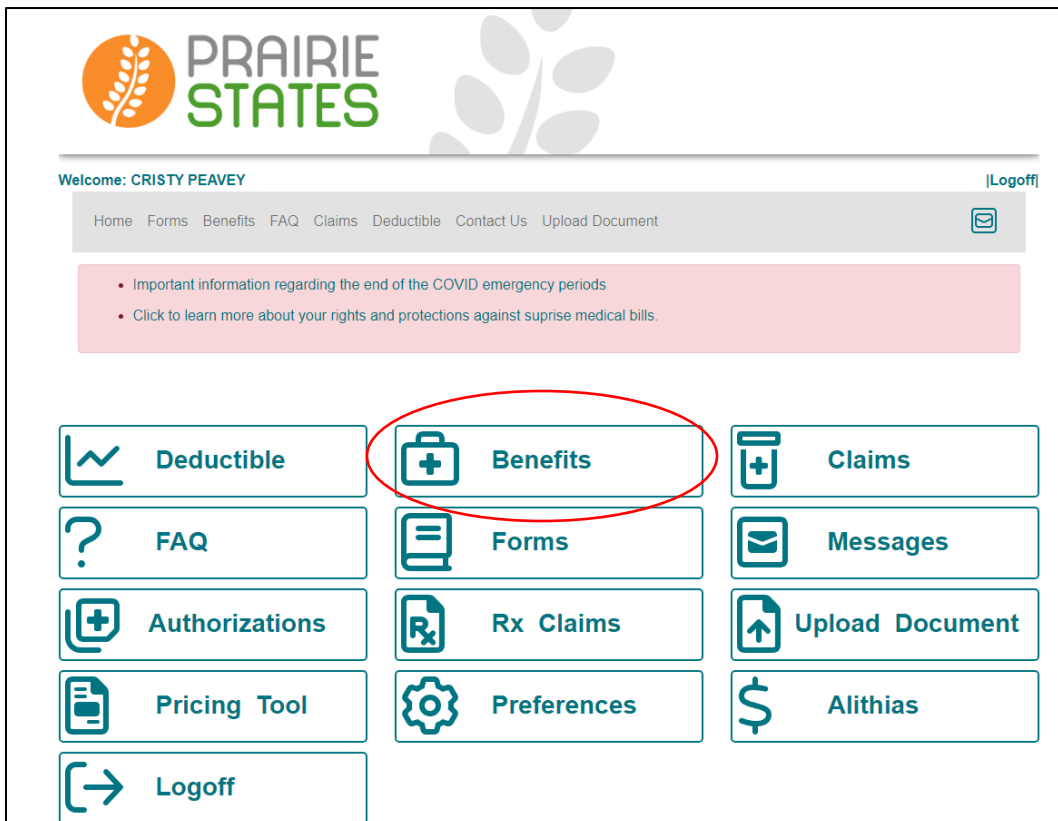
5. To request a new ID card

- Click on **Contact Us** on the navigation bar.
- Select **Request a new ID Card** from the dropdown.
- Enter in the text box that you are requesting a new id card and submit the message. A new card will be mailed to you. You can also get a copy of your card to print by clicking on the Benefits button and then clicking on the image of the ID Card.



The screenshot shows the Prairie States member portal interface. At the top left is the Prairie States logo. Below it, a navigation bar contains links for Home, Forms, Benefits, FAQ, Claims, Deductible, Contact Us, and Upload Document. The 'Contact Us' link is circled in red. To the right of the navigation bar is a 'Logoff' link and an envelope icon. Below the navigation bar, the page title is 'Contact Us'. A 'Select a Topic' dropdown menu is open, showing options: --Select One--, Claim, Medical Coverage, Other, Disability, Dental or Vision Coverage, and Request a new ID Card. The 'Request a new ID Card' option is highlighted in blue. Below the dropdown is an 'Attachment' field with a 'Choose File' button and the text 'No file chosen'. At the bottom left of the form is a blue 'Submit' button.

6. To print your temporary ID card, Click on **Benefits**



The screenshot shows the Prairie States member portal home page. At the top left is the Prairie States logo. Below it, a navigation bar contains links for Home, Forms, Benefits, FAQ, Claims, Deductible, Contact Us, and Upload Document. The 'Benefits' link is circled in red. To the right of the navigation bar is a 'Logoff' link and an envelope icon. Below the navigation bar, there is a pink banner with two bullet points: 'Important information regarding the end of the COVID emergency periods' and 'Click to learn more about your rights and protections against surprise medical bills.' Below the banner is a grid of service buttons: Deductible, Benefits, Claims, FAQ, Forms, Messages, Authorizations, Rx Claims, Upload Document, Pricing Tool, Preferences, and Alithias. The 'Benefits' button is circled in red. At the bottom left is a 'Logoff' button with a right-pointing arrow.

7. Click on the example **Member ID Card** to view and print your temporary card.

Member ID Card
Click the sample card below to download card.

Plan Details
MEDICAL

Pharmacy Benefits

Prairie States Product Enrollments

Member	Medical	Dental	Vision	Wellness
CRISTY	✓	×	×	×
RYAN	✓	×	×	×
RUGER	✓	×	×	×
STETSON	✓	×	×	×
BRANT	✓	×	×	×

Provider Networks
HealthEOS (800) 279-9776
PHCS Out of Area (888) 678-7427

Additional Benefits
TELADOC
24/7/365 Medical Care
1-800-Teledoc(835-2362)

You should have received your **Teladoc card** in the mail as well.

Use this for speak with a doctor over the phone or video chat to diagnose and prescribe medication for minor conditions such as:

- Acne
- Allergies
- Arthritic Pain
- Bronchitis
- Cold/Flu Symptoms
- Ear Infections
- Headaches/Migraines
- Insect Bites
- Sinus Infections
- Nausea/Stomach Aches
- Pink Eye
- Skin Infections
- Sore Throat
- Upper Respiratory Infections

\$55 per virtual doctor visit

\$220 for initial Psychiatrist visit, **\$100** for each ongoing visit

\$90 per Psychologist, Licensed clinical social worker, Counselor, Therapist visit