

# Online Services

from Fiserv Health

To us it makes sense to use the Web as an informational tool, not just a brochure. Our online services give our members the information they need, all in one spot.

## Accessing Online Services

It's easy and fast to access online services:

**STEP 1:** Go to <https://member.fiservhealthservices.com>

**STEP 2:** Click the New User option.

**STEP 3:** Complete the steps.

That's all you need to do. You are now registered to access a variety of services, including everything indicated below.

## Claim, Eligibility, Benefit Inquiry

You can view your claim (including copies of EOBs), eligibility, and benefit information any time of the day or night. In addition, you can view status of medical deductibles, out-of-pocket and lifetime maximum amounts. You can also access a summary of claim dollars for current year-to-date and prior year claim charges.

## Need to update Other Insurance or Accident Details?

If you have claims pending for updates to other insurance or accident detail information, go online and update. Any claims pending will automatically be reprocessed.

## ID Card Ordering

Order duplicate or replacement ID cards quickly and easily.

## Forms

Our most widely used forms are available online for easy access.

## Member Health Information

Fiserv Health provides a wealth of information and services to help you live a healthier lifestyle. Our Healthcare Advisor gives you interactive decision-making tools to help you make the best choice possible about your health condition and prescription drugs. Members in the PPO plan option will have access to health risk assessments, chat rooms and forums, wellness action guides, record keepers and more. If you are in the PPO plan, you will also have access to the Disease Management Condition Centers, where you can access surveys, research your condition and interact with our nurse case managers. In addition, we provide links to five excellent health information sites, monthly articles and a whole lot more.

## Provider Network Links

For your convenience, we've set up a link to your specific provider network. When you click on the link, you'll be taken to that network's Internet page where you can find pertinent information or search for a physician or hospital.

## Questions?

If you have any questions or problems, please contact our technical support team at 1-866-922-8266 or reference our online tutorial guides.

Visit <https://member.fiservhealthservices.com> to find out more.

