

Using My Account

Why should I use My Account?

- ✓ **Immediate** access to information on eligibility and benefits
- ✓ **Simplified** management of personal benefits and finances
- ✓ **Increased** benefit knowledge
- ✓ **Always available** 24 hours a day, 7 days a week

What are some of the features available?

- ✓ **Eligibility** - verify retiree and dependents' health plan coverage
- ✓ **Update personal information** – update address and/or phone number
- ✓ **Plan summaries** – for selected and available plan benefits
- ✓ **Other plan information** – links to Prescription Drug, Dental and Vision carriers
- ✓ **Requests/Inquiry center** – Send requests, questions, and messages to Extend Health
- ✓ **FAQs** – Frequently Asked Questions and their answers are at your fingertips

How do I use My Account?

1. **Click on the My Account link**, located on the upper right side of the screen
2. **Enter your Username and Password**
 - If you are a first-time user and do not know your password, click on “Sign Up”.
 - Fill in all the requested information and click “Next”.
 - The system will confirm your information.
 - You will then be asked to create a Password.

Frequently Asked Questions:

Q. Where do I find my certificate number

- A. Your certificate number can be found on your confirmation statement or monthly bill. If you don't have readily available, you can contact Extend Health at 1-888-598-7809.

Q. Why was I automatically logged out?

- A. You will be logged out of the system if there is no activity on your screen for 10 minutes. This prevents unauthorized access if a user leaves the computer unattended without logging out. You will need to login again when you are ready to go back to the site.

Q. How do I log back in to My Account after I logged out?

- A. Once you have logged out, you must open Internet Explorer to login again. As always, if you have questions, call our customer service department at the toll-free number 1-888-598-7809.