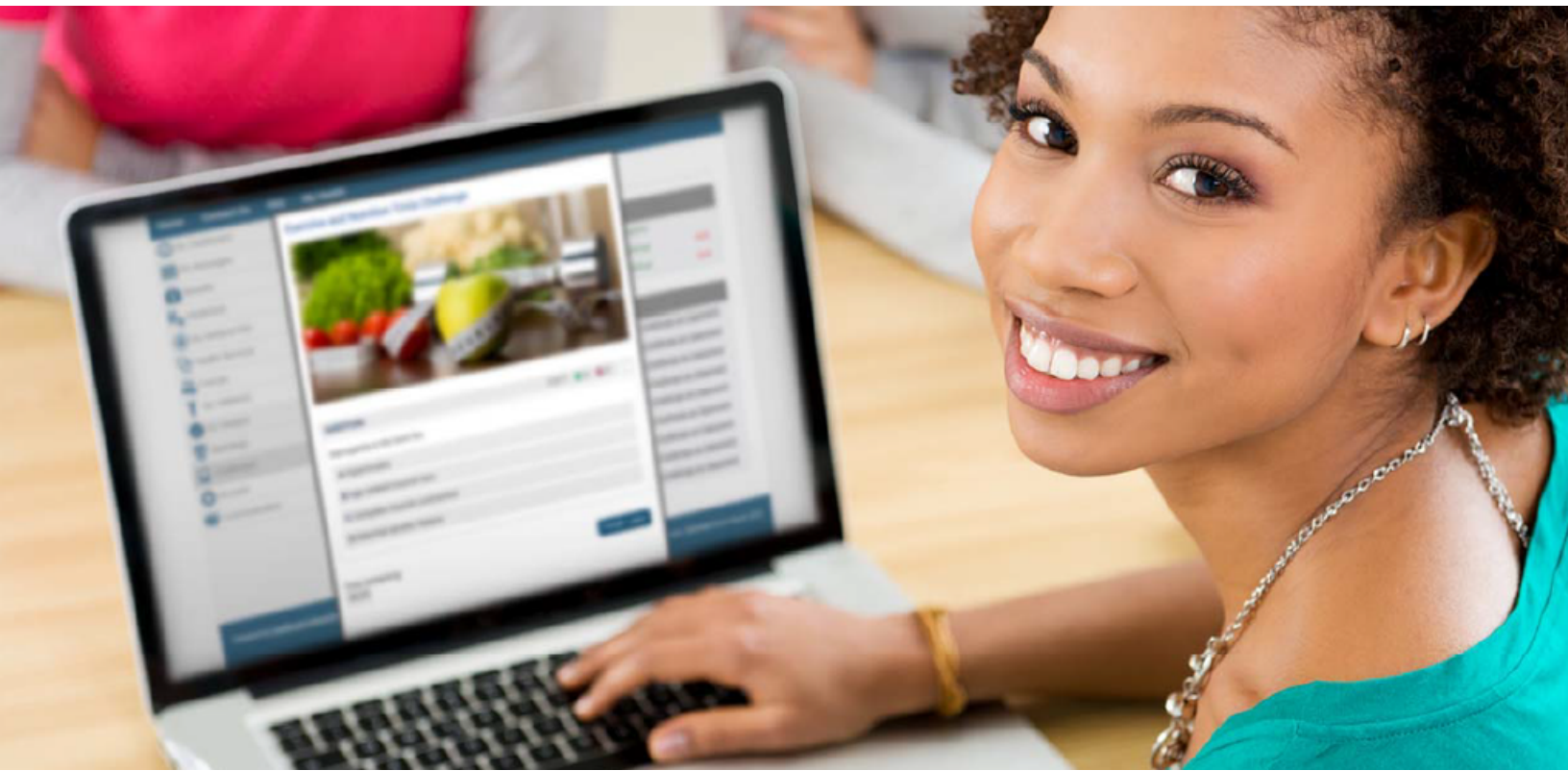


Member Portal Quick Start Guide



Member Portal Access Instructions

Registration

1. Visit your Member Portal at **portal.pointctpa.com**.
2. In the upper right-hand corner of the Member Portal home screen, click **Register Now**.

Register Now

3. Fill out the Registration Form and click **Submit**. For further assistance with registration, please see the following page of your Quick Start Guide.

Logging In

Once you have registered for the Member Portal, you may use your username and password to log in.

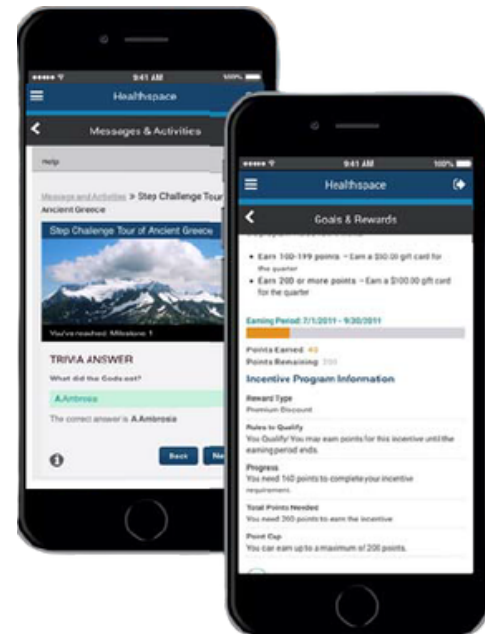
Account Access

User Name* ⓘ

Password*

[Forgot password?](#)

Login



Mobile App

Use your mobile device to access the same great health plan and wellness features of your Member Portal! Look for the **Point C Health Mobile** mobile app in the Apple App Store and Google Play Store.



Access your Member Portal at **pointchealth.com/tpam2** or download the free **Point C Health Mobile** mobile app.

For technical support, please contact 800-777-9087 or 417-886-6886.



PORTAL REGISTRATION GUIDE

Follow these steps to register an account on the Point C Health Portal.

Register for Member Portal Access

Fill out the information below and click Submit.

Registration for First-time Users

First Name*	Last Name*
Enter First Name	Enter Last Name
Date of Birth*	ID Number or SSN* ⓘ
mm/dd/yyyy 	Enter ID Number
<input type="submit" value="Submit"/>	

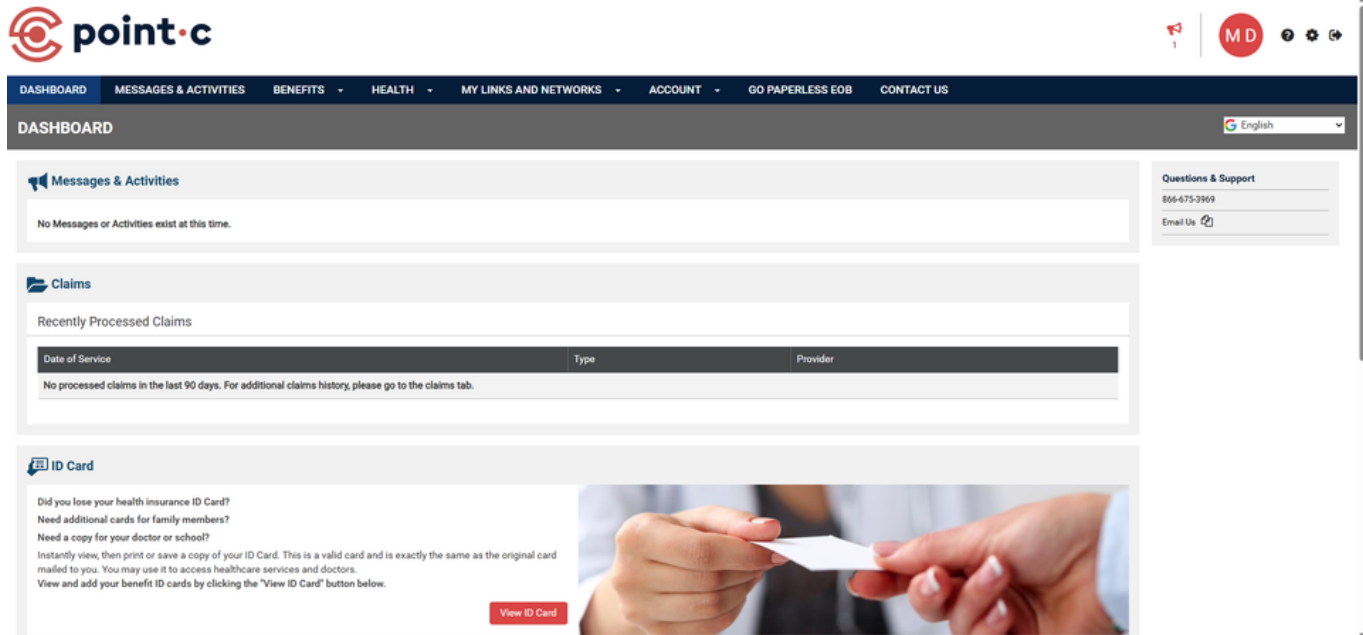
Enter your information in the fields on the 'Register for Member Portal Access' page:

- **First Name:** Enter your first name exactly how it is displayed on your ID card. If you don't have your ID card, enter your full first name.
- **Last Name:** Enter your last name exactly how it is displayed on your ID card. If you don't have your ID card, enter your full last name.
- **Date of Birth:** Enter your date of birth in the format mm/dd/yyyy or use the calendar icon to select your date of birth. Example: 01/15/2020.
- **ID Number or SSN:** Enter your ID number exactly as it is displayed on your ID Card. If you don't have your ID Number, you may use your Social Security Number (SSN). If you use your SSN, enter only the numbers with no dashes. Example: 111223333

If you have entered the information as directed above and are still experiencing issues, please submit a request to our Customer Service team via the 'Need Help?' button on the right of the registration page. You may also call the Customer Service number of the back of your ID Card if you have it available.

Welcome to your Member Portal!

Conveniently access your program information in one secure, online portal.
Enjoy these easy-to-use features!

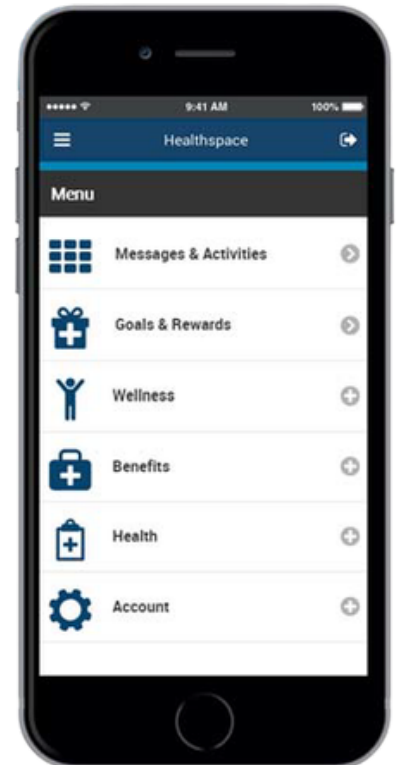


Benefits Management

- View your active benefits
- Easily access and print plan documentation and forms
- Print extra copies of your ID card

Access to Claims and Explanation of Benefits

- View medical and Rx claims
- Keep track of current and past medications
- View amounts applied to deductible and out-of-pocket maximums



Access your Member Portal at pointhealth.com/tpam2
or download the free **Point C Health Mobile** mobile app.

For technical support, please contact 800-777-9087 or 417-886-6886.

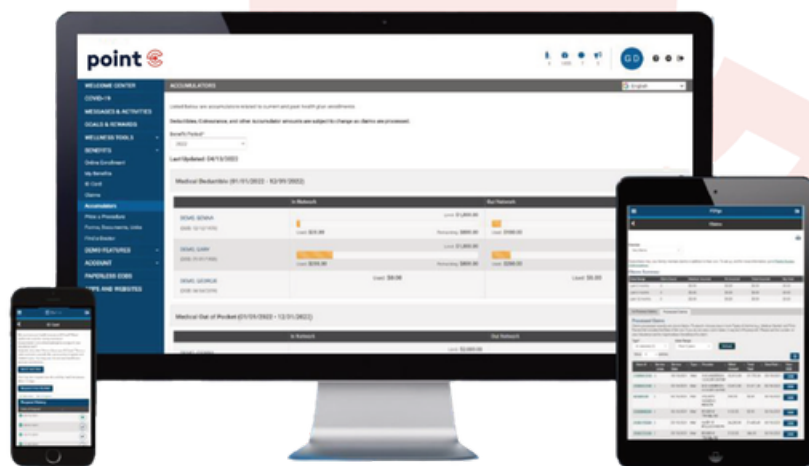
Member Experience

Introducing our Point C Member Portal & Mobile App.

Simple, intuitive, & easy navigation tools for desktop, tablet, and smartphone users!

- View your benefits
- See medical & Rx claims
- Keep track of current & past medications
- Easily view & print plan documentation & forms
- Print extra copies of your ID card

...and more!



point.c Member Portal

Our interfaces enhance member experiences, saving time and frustration by directing members to the right resources at the right time. In the portal and mobile app, members can access and manage all their health information.

Explanation of
Benefits

Access Claims, ID
Card, & More

Check Status of
Accumulators

View Messages
& Activities

In other news... Find our portal app on the App Store & Google Play Store!

**Point C
Health Mobile
App**



Check Accumulators

see your running total applied
towards max out-of-pocket
amounts for covered services



Explanation of Benefits

understand how much your plan
covers & how much to pay for
each visit



Access your Member Portal at pointhealth.com/tpam2
or download the free **Point C Health Mobile** mobile app.

For technical support, please contact 800-777-9087 or 417-886-6886.