



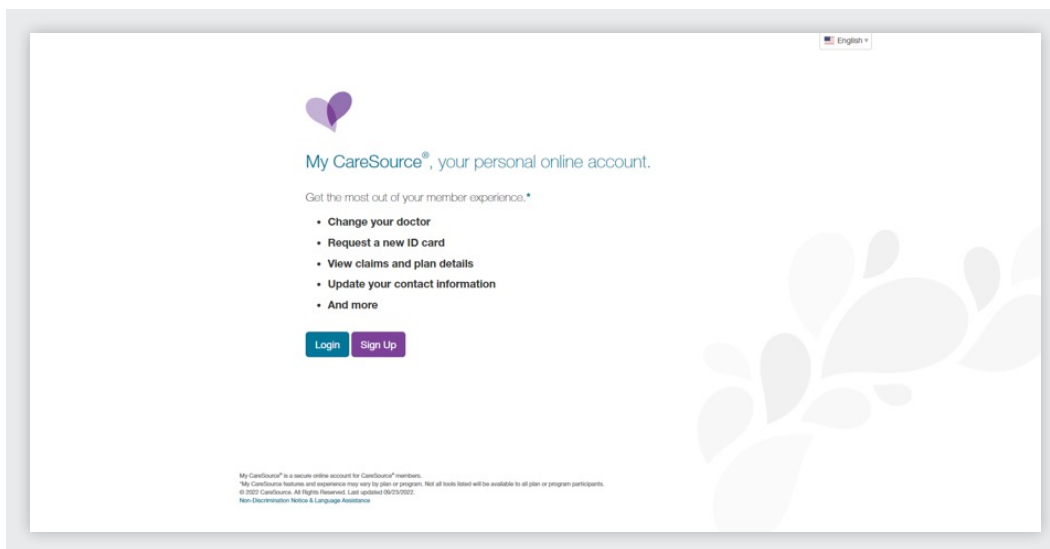
# Member Quick Start Guide

## My CareSource Account

Registering for a My CareSource® account is quick and easy!

### My CareSource Portal

- 1 Go to <https://My.CareSource.com>
- 2 Click **Sign Up**



- 3 Complete the First Name and Last Name fields
- 4 Type an email address in the What is your email? field
  - a. The email address registered will also be your username

- 5 Enter a password in the Password field
- a. Your password will need be at least 8 characters containing at least one number, one lowercase letter, one capital letter and one special character (such as an exclamation point or dollar sign)

**Note:** If you speak a language other than English, you can view the form in another language: Click the Language drop-down, then select your preferred language.

Create an Account

\* indicates a required field

What is your name?

First Name \* Last Name \*

Enter your last name exactly as it appears on your member ID card.

What is your email? \*

Email

Your email address will be your username (username@example.com).

Create a password: \*

Password

Use at least 8 characters. Password must contain at least one number, one lowercase letter, one capital letter and one special character (such as !, @, \$, and %).

Language

English ▾

Select a language

- 6 Click the **I would like to add a health insurance plan to this account** check box
- a. Enter the information in the **Add a Plan** box exactly as it appears on your member ID card
- b. While adding a plan is optional, many features of the My CareSource secure member portal will be unavailable as the experience is tailored to your specific plan and information
- c. You may add additional plans after logging in by visiting the Account page
- 7 Enter your First Name and Last Name as they appear on your ID card
- 8 Type the 11-digit member ID in the Member ID field
- 9 Click the Birth Date drop-down > select the appropriate day, month and year
- 10 Click the applicable button for the Relationship field
- a. If adding a plan for a child or for an individual that you have guardianship, custodianship, or power of attorney for, please select the matching option under the Relationship heading
- 11 Click **Register**

Add a Plan (Optional) ⓘ

I would like to add a health insurance plan to this account.

Plan name is the same as my account name

First Name

First Name

Enter your first name exactly as it appears on your member ID card.

Last Name

Last Name

Enter your last name exactly as it appears on your member ID card.

Member ID

Member ID

You can find this 11 or 12-digit number on your ID card. To report a lost or stolen ID card, please call [Member Services](#).

Birth Date

Month ▾ / Day ▾ / Year ▾

Relationship

This is my plan

I am the parent

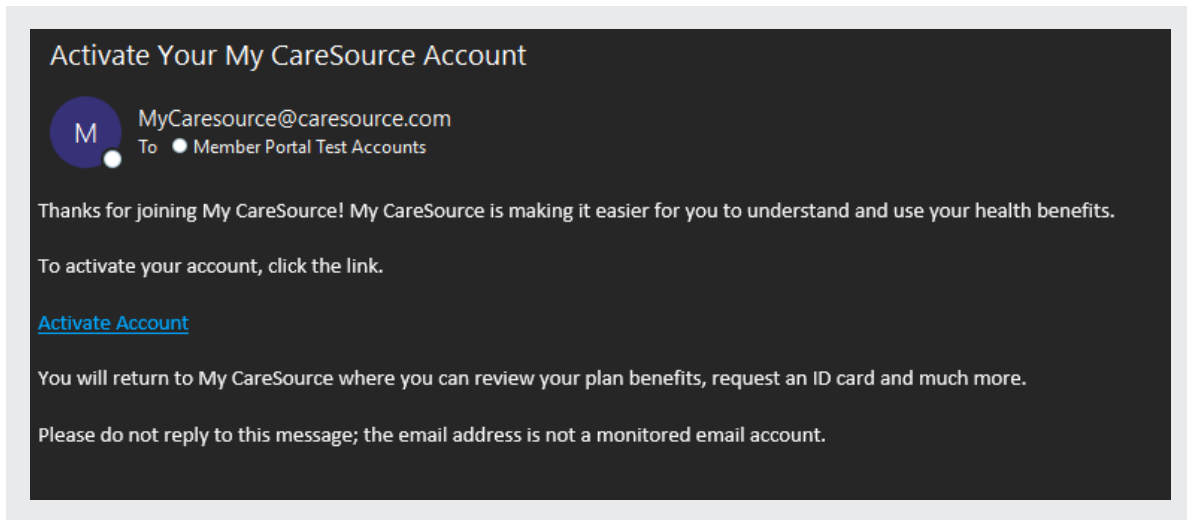
I am the guardian, custodian or power of attorney

By clicking the Register button, I agree to the [Terms & Conditions](#).

Cancel Register



- 12 You will receive an email within 5-10 minutes to activate your account. Once you click the link in the email, a page will display stating the account has been activated and you will be directed to the landing page to login
- a. Please check your junk folder if the email does not appear in your inbox



**Note:** If you need assistance registering for an account, please call Member Services at **1-833-830-2099** (TTY: 711) or by locating the phone number on your member ID card.

