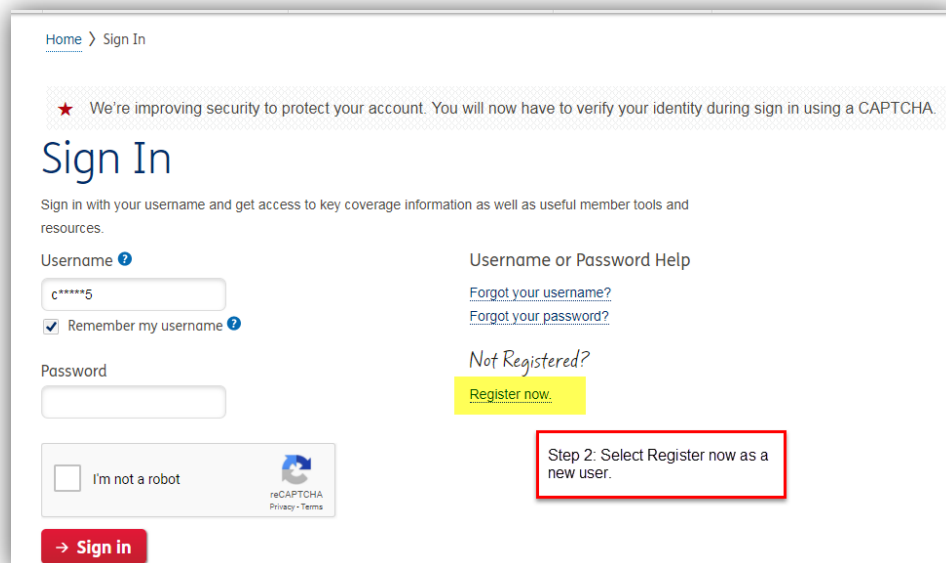


MyCarePlus Member Secure Portal FAQs

Q: How can I register for MyCarePlus?

A: The standard process for registering/joining MyCarePlus is to enroll at <https://www.careplushealthplans.com/registration/> or on the home website page at [CarePlusHealthPlans.com](https://www.CarePlusHealthPlans.com). You will be guided through a simple registration process. All you need is your CarePlus Member ID.



Registration

Member information

Enter your identifying information to access MyCarePlus member portal, where you can access your health benefits & coverage information, plan forms, tools, and other valuable resources.

*Required

* Member ID number ?

Step 3: Complete Registration information

* Date of birth

* ZIP code

Please note you may have to try your alternate ZIP code if you have two addresses on file with CarePlus. *By continuing, I agree to the CarePlus [Online Services and Web Confidentiality Agreement](#).

→ Continue

[Cancel](#)

Already Registered?

→ [Sign in](#)

[Not a member?](#)

Use the first seven digits of your Member ID and add an *01 at the end when registering.

CarePlus HEALTH PLANS	JOHN A. DOE	Member ID: 123456701	PCP: Robert Smith
		(80840)	PCP Telephone: 1-234-567-8900
		Health Plan: 91413 95092	
		RxBin: 015581	Card Issued: 01/01/2019
		RxPCN: 03200008	Group: AB*CDE1
		QMB/QMB+: Y	
		Copayments:	
		Office Visit: \$0.00	
		Specialist: \$5.00	
		Hospital Emergency: \$65.00	

MedicareRx
Prescription Drug Coverage

eOne (HMO)

CMS H1019 001

Q: How can I delete MyCarePlus account after I have registered?

A: If you wish to delete your MyCarePlus member portal account, you must do so by contacting our Member Services department. You can contact them at the number listed on the back of your CarePlus ID card or by calling 1-800-794-5907; TTY: 711. From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within 1 business day.

Q: I don't want to use or register for MyCarePlus. How can I get my benefit information?

A: Members are not required to register for MyCarePlus secure portal to see their benefit information. Members can still obtain copies of their benefit information by referring to their [Evidence of Coverage](#). Members can also contact our Member Services department at the number listed on the back of their CarePlus ID card or by calling 1-800-794-5907; TTY: 711. From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within 1 business day.

Q: Can I change the address CarePlus sends emails to?

A: Your email address in MyCarePlus is unique to the portal. To change the email address that CarePlus uses to send emails outside of MyCarePlus, please contact Member Services at the number listed on the back of your member ID card or by calling 1-800-794-5907; TTY: 711. From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within 1 business day.

Q: Can I register my entire family for MyCarePlus?

A: Because of federal laws like the Health Insurance Portability and Accountability Act of 1996 (HIPAA), all CarePlus plan members must register individually to use MyCarePlus.

Q: How do I change or correct my demographic information, such as home address, phone number, and date of birth?

A: Please contact our Member Services team at the number listed on the back of your member ID card. From October 1 - March 31, we are open 7 days a week, 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within 1 business day.

Q: How do I change my security question for MyCarePlus?

A: You can change your security question in the “My Profile” section of MyCarePlus. Under “Account & Settings” you can edit your security question in the “Your Account” area. Changes to your security question will be put in effect immediately.

Q: How do I change my username for MyCarePlus?

A: You can't change your username, but if you ever forget it you can retrieve it from the “Forgot username or password?” links in the sign-in area on CarePlusHealthPlans.com.

Q: How does CarePlus handle my personal information and protect my privacy?

A: The Notice of Privacy Practices is posted on your Account & Settings page. However, for additional details about how CarePlus complies with privacy provisions under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the federal law designed to ensure the privacy of personal and health information, please visit the [Notice of Privacy Practices](#) page on CarePlusHealthPlans.com. In addition to all federal laws, CarePlus also complies with all state laws and regulations.

Q: I'm having problems with your site. What should I do?

A: Try the tips below. If you're using a company computer, be sure to check with your employer before you change browser or system settings.

- First, check your browser compatibility. As we continue to upgrade our online services, older browser versions may not support our new standards. We recommend you use any of the supported Internet browsers listed below. Upgrading to a new version may also enhance your security.
 - Microsoft Internet Explorer 7.0+ (To check which version you have, click "Help" in your browser's top menu bar and scroll down to "About Internet Explorer." The top line of the resulting window shows your browser version.)
 - Firefox 3.5+
 - Chrome
 - Safari
- Next, check your browser encryption. To ensure the security of valuable and personal information, you can only access our site using a browser equipped with 128-bit encryption or higher.
- If you're still having trouble, try these steps (use the "Help" feature in your browser or pop-up blocker for details):
 - Delete temporary files; Turn off pop-up blockers;
 - Add CarePlusHealthPlans.com to your trusted sites.

If you're still having trouble after trying all the tips/steps listed above, please contact Member Services department at the number listed on the back of your member ID card or go to the Contact Us page located on CarePlusHealthPlans.com. Please note that the email address listed under that page is not use to communicate confidential information.

CarePlus is an HMO plan with a Medicare contract. Enrollment in CarePlus depends on contract renewal.

Discrimination is against the law

CarePlus Health Plans, Inc. ("CarePlus") complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. CarePlus does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion. CarePlus provides:

- Free assistance and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Video remote interpretation
 - Written information in other formats
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call the number on the back of your Member ID Card or contact Member Services using the information below. If you believe that CarePlus has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion, you can file a grievance with:

CarePlus Health Plans, Inc. Attention: Member Services Department. 11430 NW 20th Street, Suite 300. Miami, FL 33172. Telephone: **1-800-794-5907; (TTY: 711)**. From October 1 - March 31, we are open 7 days a week; 8 a.m. to 8 p.m. From April 1 - September 30, we are open Monday - Friday, 8 a.m. to 8 p.m. You may always leave a voicemail after hours, Saturdays, Sundays, and holidays and we will return your call within 1 business day. Fax: **1-800-956-4288**.

You can file a grievance in person or by mail, phone or fax. If you need help filing a grievance, our Member Services Representatives are available to help you at the contact information listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services.

200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201. **1-800-368-1019; 800-537-7697 (TDD)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-794-5907 (TTY: 711).

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-794-5907 (TTY: 711).

繁體中文 (Chinese): 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-794-5907 (TTY: 711)。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-794-5907 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-800-794-5907 (TTY: 711) 번으로 전화해 주십시오.

Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-794-5907 (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-794-5907 (телетайп: 711).

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-794-5907 (TTY: 711).

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-794-5907 (ATS : 711).

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-794-5907 (TTY: 711).

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-794-5907 (TTY: 711).

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-794-5907 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-794-5907 (TTY: 711).

ગુજરાતી (Gujarati): સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-794-5907 (TTY: 711).

ภาษาไทย (Thai): เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-794-5907 (TTY: 711).

Diné Bizaad (Navajo): Dǫ́ǫ́ baa akó nínízin: Dǫ́ǫ́ saad bee yánílti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kǫ́ǫ́' hódíílníh 1-800-794-5907 (TTY: 711).

العربية (Arabic):

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-794-5907 (رقم هاتف الصم والبكم: 711).