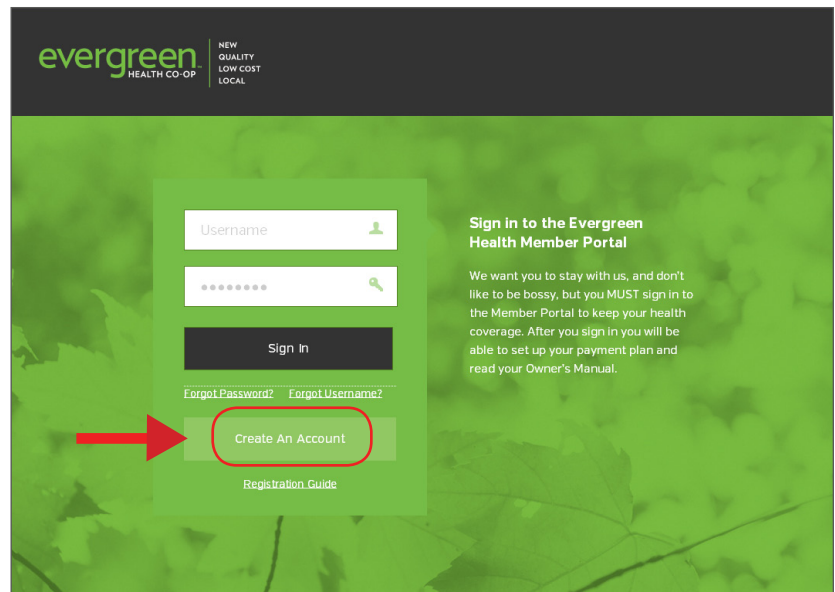evergreen™
HEALTH CO-OP

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Guide to Registering for the

EVERGREEN HEALTH MEMBER PORTAL

TO REGISTER AS A MEMBER FOR THE FIRST TIME ON THE EVERGREEN HEALTH MEMBER PORTAL, YOU WILL NEED TO FOLLOW THESE STEPS:

1. Go to **www.evergreenmd.org/members** and select the **Create an Account** button. Each plan member will need to create their own account.

2. The Account Creation security page is a feature that protects members' important information.
    a. Type the distorted words shown at the top left of the box.
    b. Select the **Submit** button.
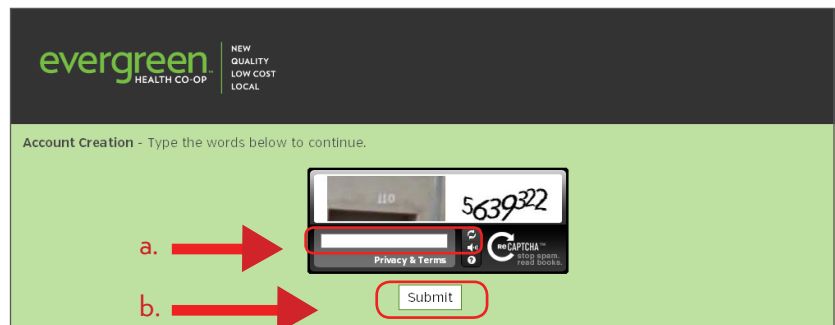
3. Create an account by entering:
   a. A username and password. The system will tell you immediately if the username has already been taken. Usernames must be four or more characters.
   b. Your name and the e-mail address that you want to use to recover your username, in the event you forget it.
   c. Select and answer three security questions.
   d. Select the **Submit** button.

4. The Successful Account Creation notice indicates that a new account has been created. You can print this notice for future reference.
   a. To continue, select the **Proceed to registration**. (This will take you back to the home screen.)
   b. Sign **in** with the username and password you just created.

Note: If at any time, you forget your username or password, you can select the appropriate link under the sign in button on the home page, and then follow the prompts.

5. After you sign in as a member (also known as a plan participant or as a dependent of a plan participant) for the first time, you will be asked to complete the following steps:

   a. Select the **Member** option.

   b. Select the **Next** button.

Registration

ⓘ If you are a plan participant or a dependent of a plan participant, select **"Member"** to register.

Member: a. ➡   ⦿

Provider: ○

b. ➡ [Next]

6. Complete the information for the required fields to successfully register your account.

   Special Note:
   You'll need to enter your information in the same way it is on your ID card (Full name, Member ID, etc.).
   If you do not have an ID card, enter your Social Security number (without dashes or spaces).

7. Select the **Submit** button. (To return to the previous screen, select Cancel.)

Registration

ⓘ To register for access, please enter the applicable member's information below and click "Submit".

First/Last Name: ★
Date of Birth: ★
ZIP/Postal Code: ★
Member ID: ★   Enter either the member ID from the member's ID card, or the member's Social Security Number
Registration Code: This field is required if your employer requires registration codes

[Submit] [Cancel]

8. Accept Terms and Conditions.

9. You will automatically be directed to the Personal Details page to select your Contact Information and Preferred Communication Method for each type of communication, such as an Explanation of Benefits (EOB). Notification of messages you receive through the Message Center will automatically be sent to the e-mail address you select here. If you don't specify one here, notices will be sent to the one you entered when you first created your account (step 3).

After making the elections for Contact Information and Preferred Communication Methods, click **Save**.

Special Note:
If you purchased your coverage directly through the Maryland Health Connection website, you cannot edit your personal information from this Personal Details screen. Please return to the Maryland Health Connection website to make updates to your personal information. Changes will then be reflected here automatically.

Please Remember:

Once you're registered on this new site, please be sure to bookmark it as a favorite, and return directly to **www.evergreenmd.org/members** for all future visits.

Complete information on the features and functions of the Evergreen Health Member Portal is provided in the Member User Guide, available after you sign in from the main account page.

System Requirements
Go to www.evergreenmd.org/members for details on the system requirements for your computer or mobile device.

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