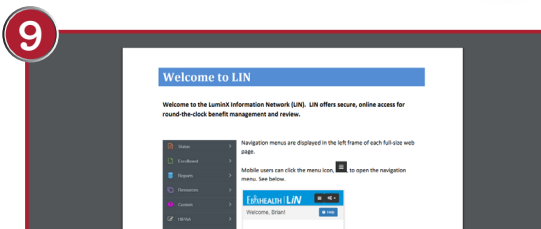
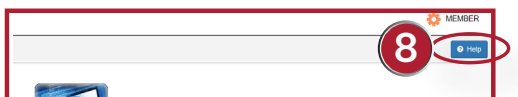
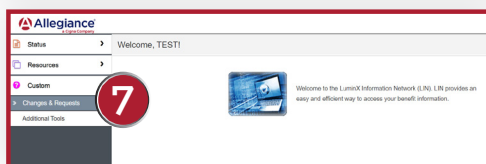
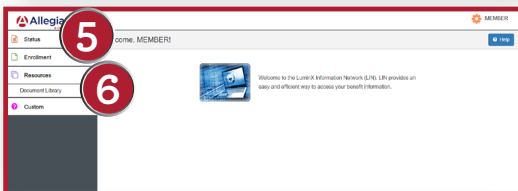
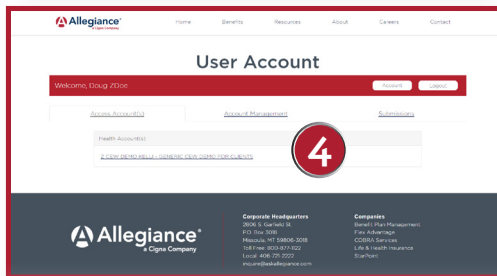
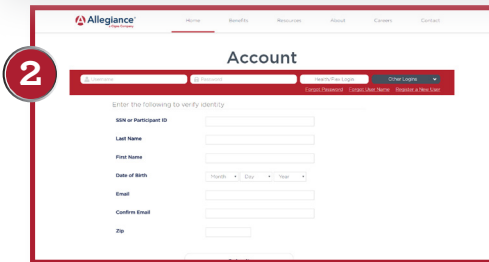
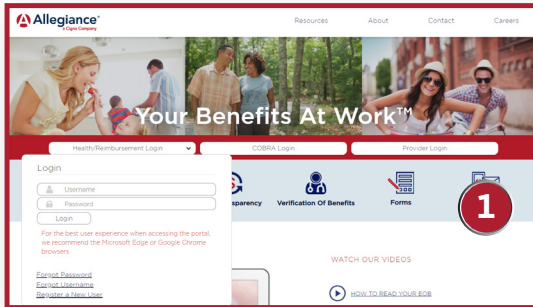


ONLINE FEATURES FOR MEMBERS

Allegiance offers access to claim status, eligibility information, and verification of benefits online. We recently updated these services to improve your user experience! This guide will provide an overview on navigating this updated site and using its services.



1. Log on to **www.askallegiance.com**. To set up new login information, click on **Health/Reimbursement Login**, then **Register New User** at the bottom of the box. You will be required to enter basic demographic information to verify your identity.
2. Once you enter this information, the system will ask you to create a username and password. Please note the specific character and length requirements.
3. After clicking **Submit**, the system will return you to the main login page. Enter your newly created username and password to continue on to the online member portal.
4. The Allegiance online portal now allows you to access multiple Allegiance services through a single login. After entering your username and password information, please select the service you are looking for. Note that depending on which services you have elected, some members may see one or multiple options.
5. Select the **Status** tab to access Claim History, Benefits at a Glance for a benefits summary, or Verification of Benefits for benefit details. The Verification of Benefits (VOB) is a brief summary of benefits provided by your plan. Click Verification of Benefits and select a coverage category to display your information. The name of the covered participant and dependents, as well as their effective dates, a brief overview of covered services, deductibles, copays and benefit maximums will be displayed. Follow the on-screen instructions to print the VOB. It is important to remember that the VOB information is based on the information in our files as of the date printed and is not a guarantee of payment or an approval of any specific services. For more information on accessing Explanations of Benefits, or EOBs, see page 2.
6. Select the **Resources** tab to access the Document Library for important forms and plan information.
7. Allegiance or your employer may also have added information specific to your plan under the Custom tab. In the example, you can select Changes & Requests or Additional Tools, which may have more information regarding your pharmacy or other health plan services depending on your plan.
8. If at any point, you would like additional assistance, click the **help?** button on the right side of the page.
9. Each service has its own Help section with clear instructions and useful tips for finding the information you need.

FINDING YOUR EOBs (Explanation of Benefits)

EOBs are located in the **Status** tab under **Claims History**. Other members under your plan will be listed in the Claimants drop-down box.*

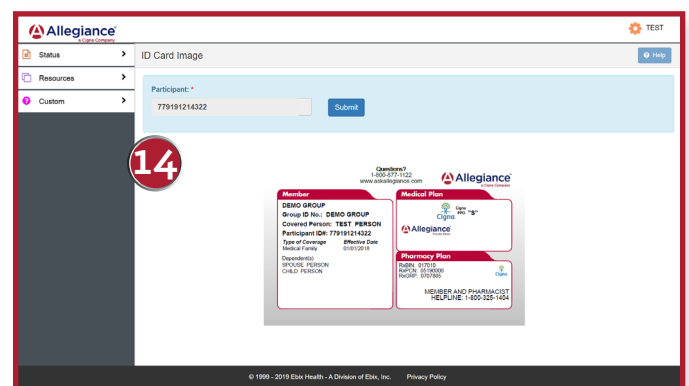
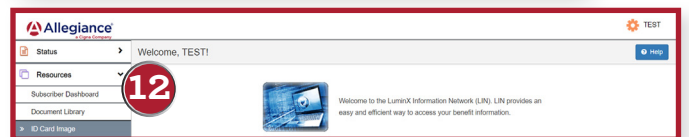
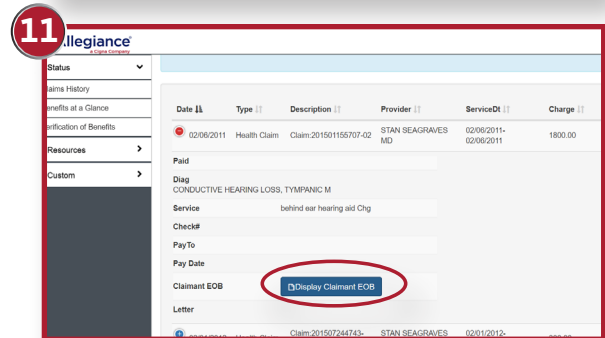
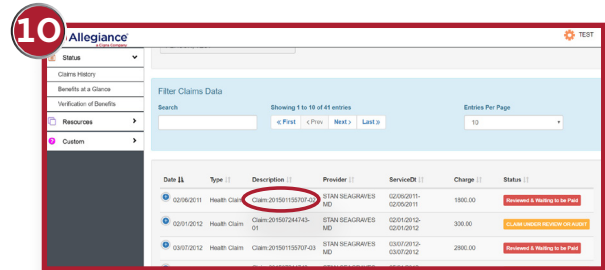
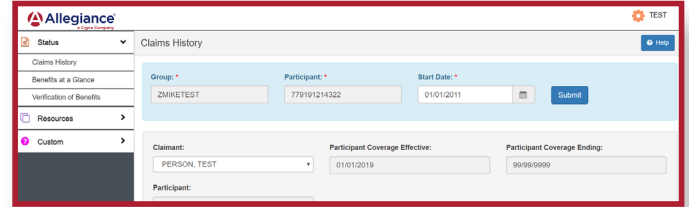
10. To access your EOBs, find the claim you are looking for by referencing the **Provider, Service Dates, and Charges**. You can also use the **Search** options. Then click on the **Claim Number/ Description** to access detailed information about the claim.
11. A pop-up will provide some additional information. Click on **Claimant** to pull up your EOB, which you can then print or save to your computer!

ID CARD IMAGE

Allegiance members can access an online image of their ID card. This can be used to verify your participating status with a provider and ensure they have the necessary information to bill your Health Plan for any services.

12. Select **ID Card Image** under the **Resources** tab.
13. Select the member for whom you need the ID card and click **Submit** on the right hand of the screen.
14. An image of the corresponding ID card will appear. From here you can print or save the image.

*Please note that due to HIPAA privacy regulations any individual over the age of 18 will need to set up their own account to view personal information. These laws exist to protect the privacy of confidential health and claims information.



If you have any questions about the member portal, or any of the information you find there, please contact Allegiance Customer Service at the information below.