

# Member Portal Quick Start Guide

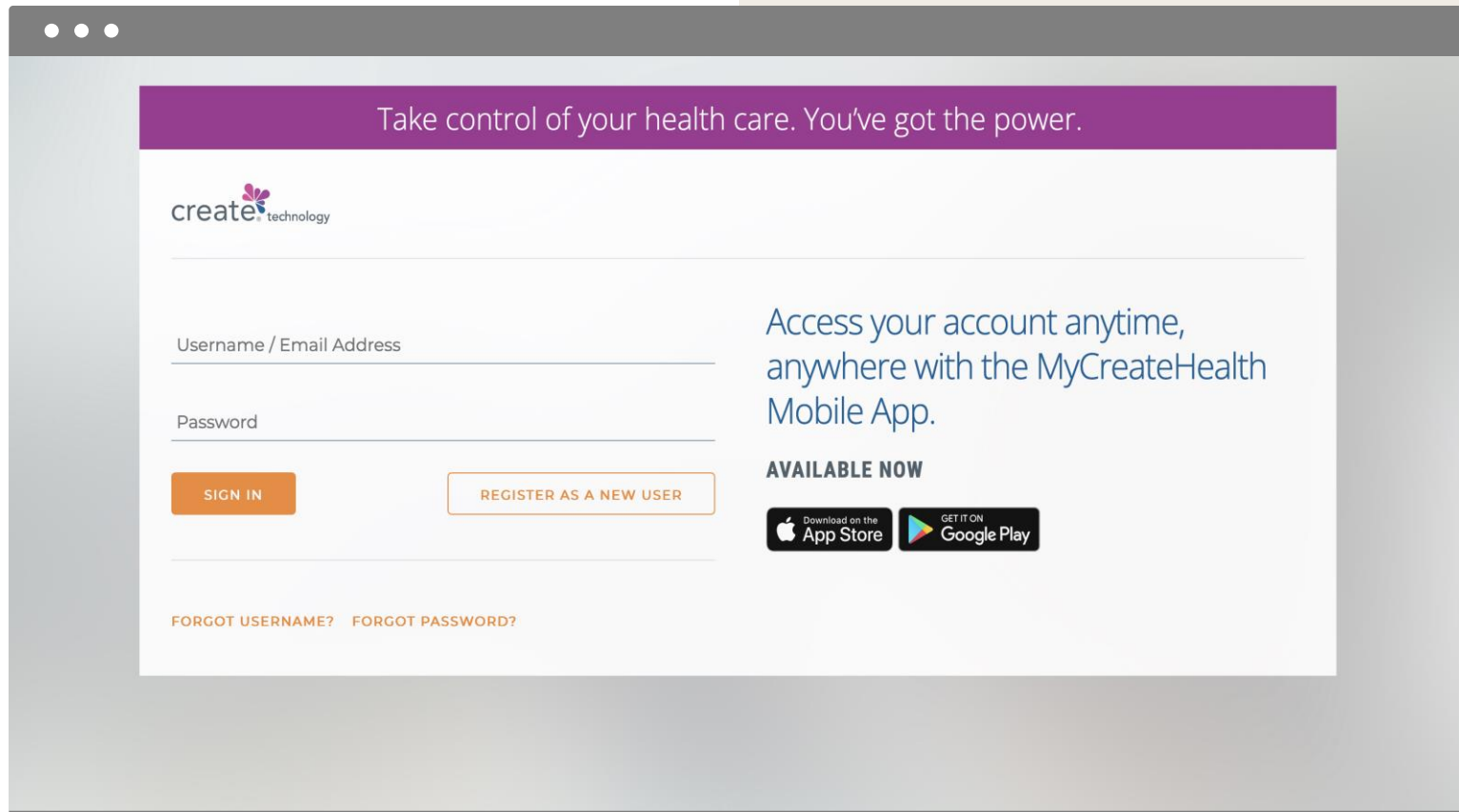
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Navigation Tips & Tricks for the  
Essential Worker Health Care Trust

# Create Member Homepage

To navigate to the Member Portal, either select the hyperlink in the email sent to you or by typing [www.mycreatehealth.com/employee](http://www.mycreatehealth.com/employee) in your browser.

Enter your email address and temporary password (you will be able to change the password after login), provided by *Create*. Select **SIGN IN**.



The screenshot shows a web browser window displaying the Create Member Homepage. At the top, a purple banner reads "Take control of your health care. You've got the power." Below this is the "create technology" logo. The main content area features a login form with two input fields: "Username / Email Address" and "Password". Below the fields are two buttons: "SIGN IN" (orange) and "REGISTER AS A NEW USER" (white with orange border). To the right of the form, there is a promotional message: "Access your account anytime, anywhere with the MyCreateHealth Mobile App." Below this message, it says "AVAILABLE NOW" and includes two app store icons: "Download on the App Store" and "GET IT ON Google Play". At the bottom left of the form area, there are two links: "FORGOT USERNAME?" and "FORGOT PASSWORD?".

# Haven't Registered Yet?

Follow These Quick Steps to Get Started!

Steps 1-4 of 7

1. Simply click on **Member Login** and select **Register as a New User**.

Take control of your health care. You've got the power.

create<sup>technology</sup>

Username / Email Address

Password

**SIGN IN** **REGISTER AS A NEW USER**

Access your account anytime, anywhere with the MyCreateHealth Mobile App.

AVAILABLE NOW

Download on the App Store | GET IT ON Google Play

[FORGOT USERNAME?](#) [FORGOT PASSWORD?](#)

2. Follow the prompts to set up your account. Enter your SSN and press **Next**.

Take control of your health care. You've got the power.

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Member ID on your health card or SSN

**NEXT** **CANCEL**

3. Ensure your SSN is correct. You will also see your name. Enter your Zip Code and Date of Birth then press **Next**.

Take control of your health care. You've got the power.

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Member ID

Name

Zip Code

Date of Birth

**NEXT** **CANCEL**

4. Read the **Terms and Condition**. Scroll to the bottom and if you agree, select "I Accept Terms & Conditions" **and press Next**.

TERMS AND CONDITIONS OF USE AND CREATE PRIVACY POLICY

The following Terms and Conditions of Use and Privacy Policy must be agreed to before the CREATE Web Portal or the CREATE Mobile App may be fully accessed and utilized.

**ACCEPTANCE OF THE TERMS AND CONDITIONS OF USE**

These Terms and Conditions of Use are entered into by and between you and CREATE ("Company," "we" or "us"). The following terms and conditions, together with any documents they expressly incorporate by reference (collectively, these "Terms and Conditions of Use"), govern your access to and use of CREATE mycreatehealth.com, and the CREATE Mobile App including any content, functionality and services offered on or through mycreatehealth.com (the "web portal"), or the CREATE Mobile App whether as a guest or a registered user.

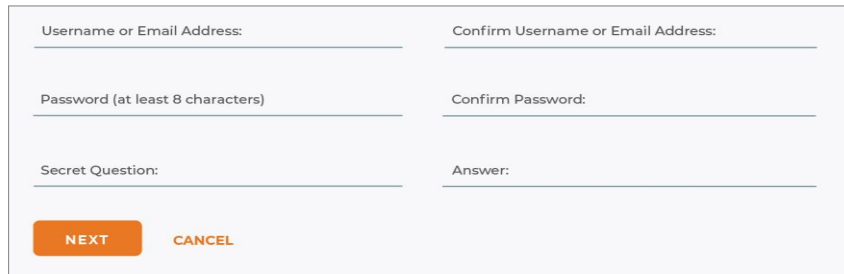
Please read the Terms and Conditions of Use carefully before you start to use the web portal or mobile app. By clicking to accept or agree to the Terms and Conditions of Use and Privacy Policy, you accept and agree to be bound and abide by these Terms and Conditions of Use and our Privacy Policy which are available at the Forms & Documents section of the member service portal and

**NEXT** **CANCEL**

# Registration (Continued)

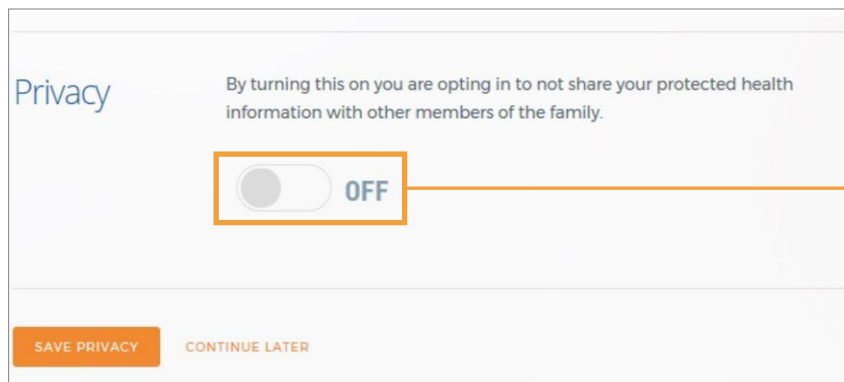
Steps 5-7 of 7

5. Create and confirm a password, then enter your email address. Choose a secret questions & answer. Then press **Next**.



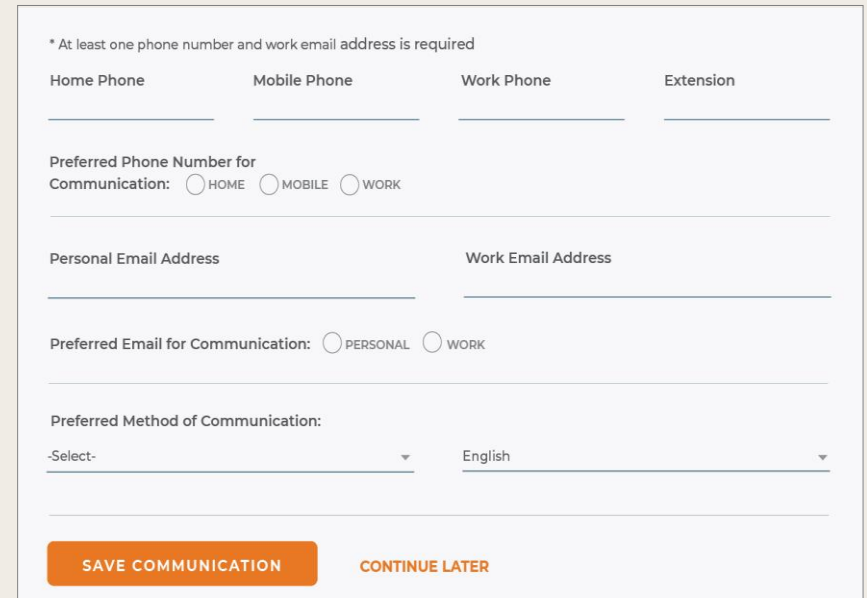
A registration form with six input fields arranged in two columns. The left column contains: 'Username or Email Address:', 'Password (at least 8 characters)', and 'Secret Question:'. The right column contains: 'Confirm Username or Email Address:', 'Confirm Password:', and 'Answer:'. At the bottom left, there are two buttons: 'NEXT' (orange) and 'CANCEL' (grey).

7. The privacy feature allows the user to choose whether or not they want to share their information with others on their plan.



A privacy settings form titled 'Privacy'. It contains a toggle switch labeled 'OFF' which is currently turned off. Below the toggle is a text box with the text: 'By turning this on you are opting in to not share your protected health information with other members of the family.' At the bottom, there are two buttons: 'SAVE PRIVACY' (orange) and 'CONTINUE LATER' (grey).

6. You will then be prompted to input your phone number, email address and preferred method of communication. Once completed, press **Save Communication** or **Continue Later**.



A communication preferences form. At the top, it says '\* At least one phone number and work email address is required'. Below this are four input fields: 'Home Phone', 'Mobile Phone', 'Work Phone', and 'Extension'. Then, there is a section for 'Preferred Phone Number for Communication:' with three radio buttons: 'HOME', 'MOBILE', and 'WORK'. Below that are two input fields: 'Personal Email Address' and 'Work Email Address'. Then, there is a section for 'Preferred Email for Communication:' with two radio buttons: 'PERSONAL' and 'WORK'. Below that is a section for 'Preferred Method of Communication:' with two dropdown menus: '-Select-' and 'English'. At the bottom, there are two buttons: 'SAVE COMMUNICATION' (orange) and 'CONTINUE LATER' (grey).

- Turning this setting on indicates that you do not want to share your information with other members on your plan. Press **Save Privacy** or **Continue Later**.

Selecting **Save Privacy** will complete the registration process.

# Dashboard & Links

**Dashboard:** A snapshot view of your Medical Insurance Information, outstanding action items on your To-Do list, and quick links.

**Coverage Summary:** Provides an overview of your coverage status (Enrolled / Dis-Enrolled), who is covered and plan details.

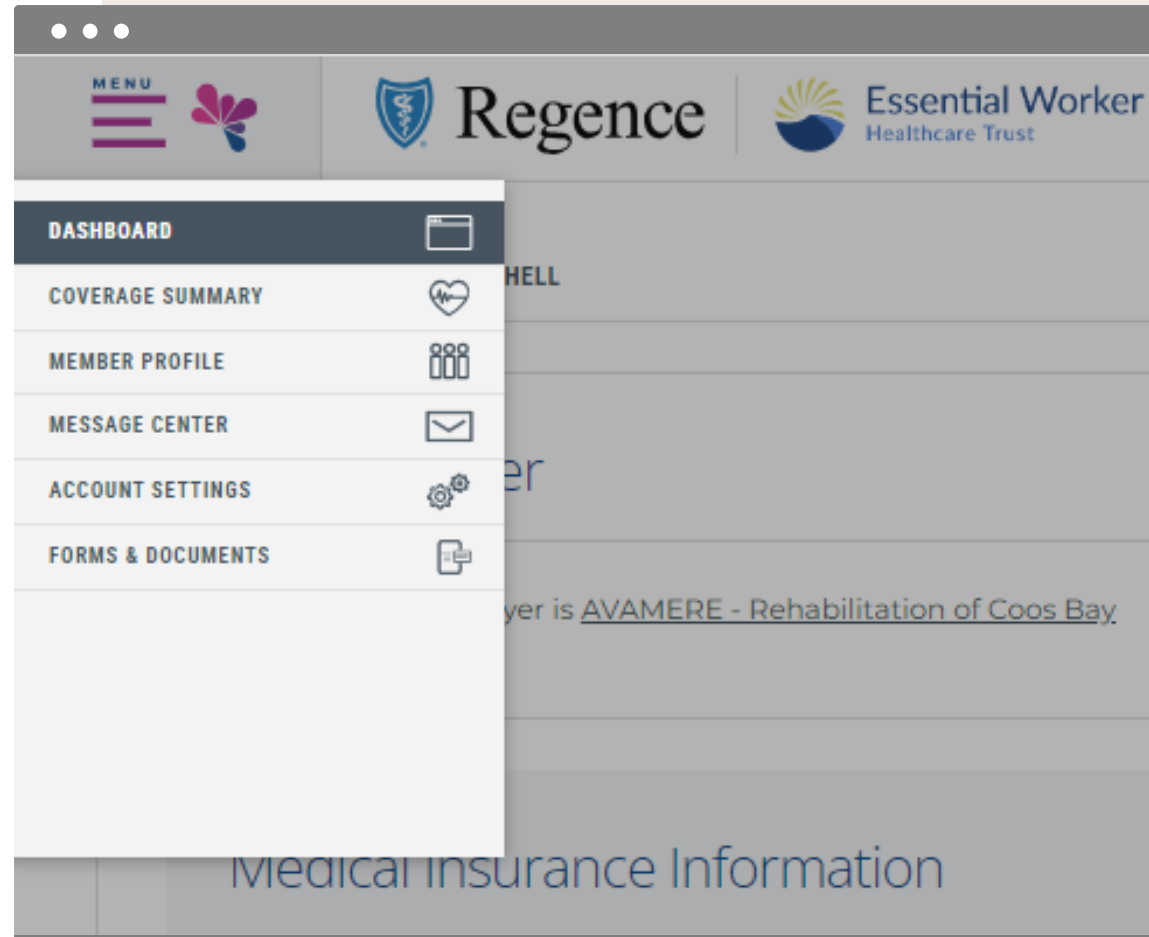
**Member Profile:** View demographic information such as your address, phone number, and preferred communication method.

**Message Center:** Read messages from your administrator from the last 12 months. The read messages/notifications are sorted by date.

**Account Settings:** View login details, acknowledgements, and communication preferences.

## Forms & Documents

View and download plan documents such as Summary Plan Description (SPD).



# Create Dashboard & Links

The Dashboard gives you a snapshot view of your Employer Information, your Medical Insurance Information, your Inbox and Action Items that require your attention.

Displays Home Employer, and Employer History

View Medical Insurance Information

View messages, recent requests and outstanding items such as mailings and dependent verification notifications



The screenshot shows a web dashboard for Regence. At the top, there are logos for 'Regence' and 'Essential Worker Healthcare Trust'. A purple banner below the logos contains the text: 'Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit essentialworkerhealth.org for more information.' Below the banner, there are tabs for 'PRIMARY MEMBER' and 'CHILD MEMBER'. The main content area is divided into three sections: 1. 'Home Employer' section, which shows 'Your current employer is PRESTIGE - Hood River Care Center'. 2. 'Medical Insurance Information' section, which displays 'PPO Plan' and a status 'DISENROLLED from 10/1/2023' with a 'VIEW INFO' link. 3. 'Your Inbox' section, which shows two mailing notifications: 'Welcome SBC Package - Regence' triggered on Sep 28, 2023, and 'Compliance Package' triggered on Oct 05, 2023. On the right side of the dashboard, there is a 'CALL US 833' button and a 'View Communication preferences' link with a gear icon.

Please be advised, all data including member details have been staged. No real information was used in the development of our materials.

# Dependent Verification

Your Inbox shows verification requests for eligible dependents from the Dashboard.

Select **Upload Document** to view a list of acceptable eligibility documentation.

**Your Inbox**  

Mailing of "Welcome SBC Package - Regence" has been triggered for Primary Member on Sep 28, 2023, please allow 10 to 14 business days  
**Package Name:** EWHT-WLCMSBCPKT-REG-01

Mailing of "Compliance Package" has been triggered for Primary Member on Oct 05, 2023, please allow 10 to 14 business days  
**Package Name:** EWHT-COMPPKT-01

Mailing of "Welcome Package" has been triggered for Primary Member on Sep 22, 2023, please allow 10 to 14 business days  
**Package Name:** EWHT-WLCMPKT-01

Mailing of "Dependent Audit 2nd Letter" has been triggered for Child Member on Oct 11, 2023, please allow 10 to 14 business days  
**Package Name:** EWHT-DA2-01

Mailing of "Dependent Audit 1st Letter" has been triggered for Child Member on Sep 21, 2023, please allow 10 to 14 business days  
**Package Name:** EWHT-DA1-01

**Request #487659:** Dependent verification for Child Member  
**Relationship Type:** Biological Child  
**Status:** Application Submitted - Pending Verification  
**Reason:**  
[Upload Document\(0\)](#)

Select **Upload Document** to submit dependent verification details.

# Dependent Verification

(continued)

Provide one type of document listed below that verifies your relationship to your dependent(s).

If you are enrolling your stepchild or your domestic partner's child, you must also provide a document proving your relationship to your spouse or domestic partner.

## Acceptable Documents

### Biological Child:

- Government-issued birth certificate
- Medical Child Support Order
- Foreign Documents
- Social Security Card or EIN

### Domestic Partner's Child:

- Adoption Papers
- Foster Papers
- Court Documents
- Medical Child Support Order
- Foreign documents
- Social Security Card or EIN

**RELATIONSHIP TYPE: BIOLOGICAL CHILD**

**ACCEPTABLE DOCUMENTS**

Provide one type of document listed below that verifies your relationship to your dependent(s), unless otherwise noted. All documents must be in English and upload copies, not originals.

**Government-issued birth certificate**  
Government-issued Birth Certificate; includes participant name as parent

**Medical Child Support Order**  
Qualifying Medical Child Support Order with court clerk stamp/seal and order date.

**Foreign Documents**  
Notarized English Translation of all foreign documents.

**Social Security Card or EIN**  
Social Security Card or EIN (for dependents over the age of one).

**SAVE** **CANCEL**

**UPLOAD** **UPLOAD** **UPLOAD** **UPLOAD**



# Coverage Summary

View your Enrollment status, Carrier, and Plan Name.

Click the **orange** link to display your coverage details.

The screenshot displays a web interface for a Coverage Summary. At the top, there is a navigation bar with a 'MENU' icon, the Regence logo, and the Essential Worker Healthcare Trust logo. Below this is a purple banner with a message: 'Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit essentialworkerhealth.org for more information.' The main content area is titled 'Coverage Summary' and contains a table with two columns: 'PRIMARY MEMBER' and 'CHILD MEMBER'. The 'PRIMARY MEMBER' column shows 'SUBSCRIBER' and 'ENROLLED' status. The 'CHILD MEMBER' column shows 'DEPENDENT VERIFICATION - PENDING' and 'ENROLLED' status. On the left side of the table, there is a date 'As of 10/18/2023' and a section for 'Your health plan PPO Plan' with the Regence logo and a 'COVERAGE DETAILS' link in orange.

|   | PRIMARY MEMBER | CHILD MEMBER                     |
|---|----------------|----------------------------------|
| As of 10/18/2023  | SUBSCRIBER     | DEPENDENT VERIFICATION - PENDING |
| Your health plan<br>PPO Plan<br>Regence<br><a href="#">COVERAGE DETAILS</a> | ✓ ENROLLED     | ✓ ENROLLED                       |

# Member Profile

You can view Demographic Information, REALD Information, and Communication Preferences.

## Demographic Info:

View your personal information such as phone number, date of birth, and last 4 digits of SSN.

## REALD Info:

This tab shows your selections for Race & Ethnicity, Language Preference and Disability status.

## Communication Preferences:

Use this tab to view your mailing address, email and Preferred Communication Method.

Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit [essentialworkerhealth.org](https://essentialworkerhealth.org) for more information.

**DEMOGRAPHIC INFO** REALD INFO COMMUNICATION PREFERENCES

**PRIMARY MEMBER**  
SUBSCRIBER

**CHILD MEMBER**

**PRIMARY MEMBER**  
SUBSCRIBER

Member ID  
Other ID:  
Employer: PRESTIGE - Hood River Care Center

|                     |                                    |
|---------------------|------------------------------------|
| Home Address        | My Address<br>The Dalles, OR 97058 |
| Mailing Address     | My Address<br>The Dalles, OR 97058 |
| Social Security #   | ***-**-9371                        |
| Gender              | Female                             |
| Date of Birth       | 03/04/1985                         |
| Demographics Status | Confirmed                          |
| Member Status       | Active                             |
| Class               | Union                              |
| Hire Date           | 06/20/2023                         |

Please be advised, all data including member details have been staged. No real information was used in the development of our materials.

# REALD Info

Use this tab to view Race and Ethnicity, Language Preference, and Disability status.

The screenshot displays a web interface for Regence and Essential Worker Healthcare Trust. At the top, there is a navigation bar with a 'MENU' icon, the Regence logo, and the Essential Worker Healthcare Trust logo. Below the navigation bar is a purple banner with the text: 'Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit [essentialworkerhealth.org](https://essentialworkerhealth.org) for more information.'

The main content area has three tabs: 'DEMOGRAPHIC INFO', 'REALD INFO' (which is selected and underlined), and 'COMMUNICATION PREFERENCES'. On the left side, there are two sections: 'PRIMARY MEMBER' (with 'SUBSCRIBER' below it) and 'CHILD MEMBER'. The 'PRIMARY MEMBER' section is expanded to show the following details:

- PRIMARY MEMBER**  
SUBSCRIBER
- Member ID:
- Other ID:
- Employer: PRESTIGE - Hood River Care Center
- RACE AND ETHNICITY:**  
Not Selected
- LANGUAGE PREFERENCE:**
- DISABILITY:**  
No Disability

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# Communication Preferences

View your chosen address and email for all communications as well as preferred method of contact.

The screenshot displays a web portal interface for managing communication preferences. At the top, there is a navigation bar with a 'MENU' icon, the 'Regence' logo, and the 'Essential Worker Healthcare Trust' logo. Below the navigation bar, a purple banner contains the text: 'Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit essentialworkerhealth.org for more information.'

The main content area features a navigation menu with three tabs: 'DEMOGRAPHIC INFO', 'REALD INFO', and 'COMMUNICATION PREFERENCES', with the latter being the active tab. On the left side, there are two member selection boxes: 'PRIMARY MEMBER SUBSCRIBER' (highlighted with a green border) and 'CHILD MEMBER'. The 'PRIMARY MEMBER' section is titled 'PRIMARY MEMBER SUBSCRIBER' and includes the following information:

- Member ID:
- Other ID:
- Employer: PRESTIGE - Hood River Care Center

The 'Mailing Address' section displays:

- My Address: The Dalles, OR 97058
- Phone: (959) 999-9783 (marked as PREFERRED with a checkmark)

The 'Work Email' section displays:

- Work Email: gladilla@brightonhps.com (marked as NOT VERIFIED with an X)
- Personal Email:

The 'Preferred Communication Method' section is currently empty.

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# Message Center

To view activity and notifications on your account use the **Messages Center** option on the Menu bar.

See requests, changes and updates to your portal account in the message center. For example, any outstanding verifications or changes to your portal preferences.

The screenshot displays the Message Center interface. At the top, there is a navigation bar with logos for Regence and Essential Worker Healthcare Trust. Below this is a purple banner with enrollment information. The main content area is titled "Message Center" and includes a search bar, filter options (PRIMARY MEMBER, CATEGORY, STATUS), and a table of messages. A single message is shown, detailing a dependent audit notice with a "NEW!" tag and a "COMPLETED" status.

Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit [essentialworkerhealth.org](https://essentialworkerhealth.org) for more information.

## Message Center

Options

SEARCH BY  
Request / Ref #

FILTER BY (LAST 12 MONTHS)  
PRIMARY MEMBER    
CATEGORY  STATUS

Filtering by: Unread



CLEAR FILTER

| REQUEST   REF #  | NOTIFICATION  | LAST ACTION         | CATEGORY  |
|------------------|---|---------------------|---|
| 487659   1001779 | <p>Dependent Audit Notice Ref: 5103777<br/>Sent by Create Service to gladila@brightonhps.com on September 21, 2023</p> <p><input type="checkbox"/> NEW!</p> | 09/21/2023 05:41 PM | Dependent <input type="button" value="COMPLETED"/> <input type="button" value="..."/> |

1 Message(s)

# Account Settings

View your registration details and acknowledgements.

**MENU**  

Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit [essentialworkerhealth.org](https://essentialworkerhealth.org) for more information.

## Login Details

User Not Registered

## Acknowledgments

MY ACCOUNT ADMINISTRATOR MAY CONTACT ME BY ELECTRONIC MEANS, WHICH INCLUDE BUT ARE NOT LIMITED TO PHONE, EMAIL, AND TEXT MESSAGE.

## Communication Preferences

**Mailing Address** My Address  
The Dalles, OR 97058  
(959) 999-9783 ✓ PREFERRED

**Home Phone**  
**Mobile Phone**  
**Work Phone**

**Work Email** gladila@brightonhps.com ✗ NOT VERIFIED  
**Personal Email**

**Preferred Communication Method**

## Privacy

OFF

By turning this on you are opting to not share your protected health information (PHI) with other members of the family.

Please be advised, all data including member details have been staged. No real information was used in the development of our materials.

# Forms & Documents

Use the **Forms & Documents** to view and download Plan documents such as Summary Plan Description (SPD) as well as a Benefit Guide.

The screenshot shows the top navigation bar with the Regence logo and the Essential Worker Healthcare Trust logo. Below the navigation bar is a purple banner with the text: "Open enrollment is here, and it lasts until November 30! Now is the time to add dependents or change your plan. Visit essentialworkerhealth.org for more information." The main content area is titled "FORMS & DOCUMENTS" and lists five items, each with a "VIEW/DOWNLOAD" button:

| Document Title  | Action        |
|---|---------------|
| Summary Plan Description                              | VIEW/DOWNLOAD |
| Summary of Material Modifications - July 1, 2023      | VIEW/DOWNLOAD |
| Summary of Material Modifications - August 1, 2023    | VIEW/DOWNLOAD |
| Summary of Material Modifications - September 1, 2023 | VIEW/DOWNLOAD |
| Summary of Benefits & Coverage - Regence              | VIEW/DOWNLOAD |

# Download the MyCreateHealth Mobile App!

Through our partner, MagnaCare, you have access to an advanced technology platform. Compatible with Android and iOS operating systems, you can download using the **Google Play Store or the App Store**.

If you've already registered on MyCreateHealth.com, you can use the same login for the mobile app. If you have not yet registered and have downloaded the mobile app, follow the prompts to get started!

The mobile app gives you immediate access to:

- REALD Info
- View Plan and Employer
- Track communications received

