

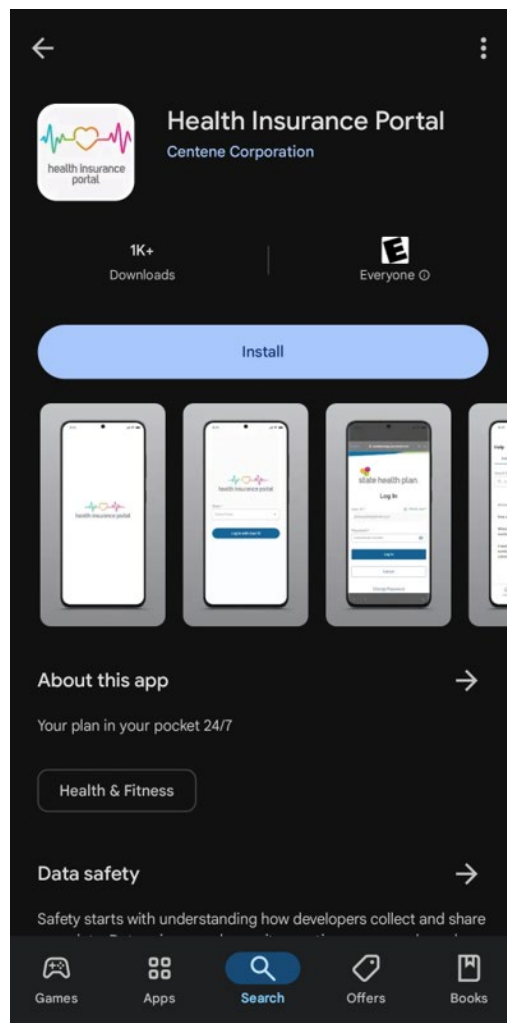
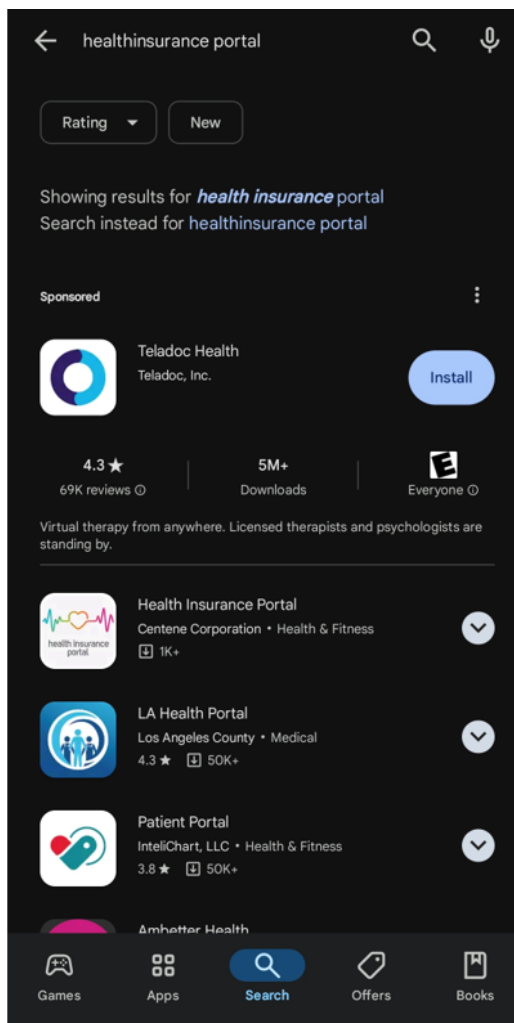
Trillium Member Mobile App User Guide

Steps to Download the Trillium Medicaid Health Insurance Portal App and Register a New Account

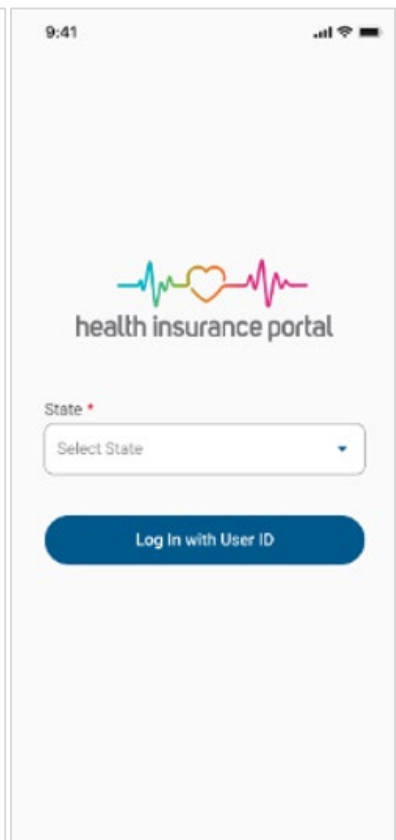
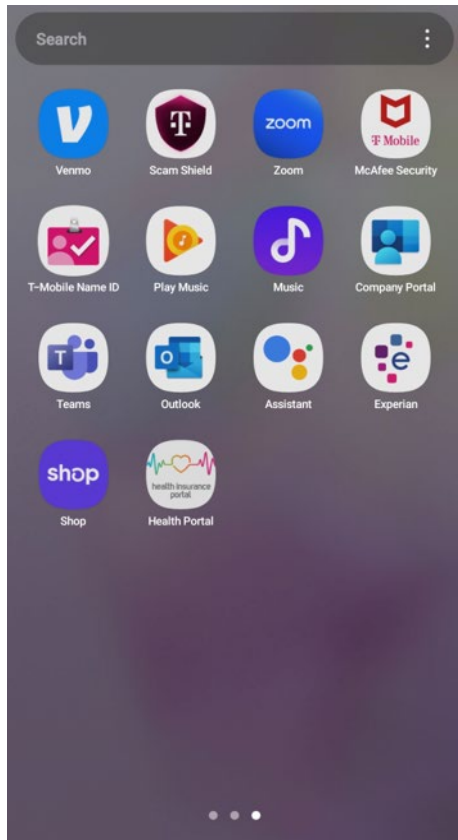
Steps to using the Health Insurance Portal app are located on page 7.

Step 1: Go to the Apple or Google app store and search for “Health Insurance Portal.”

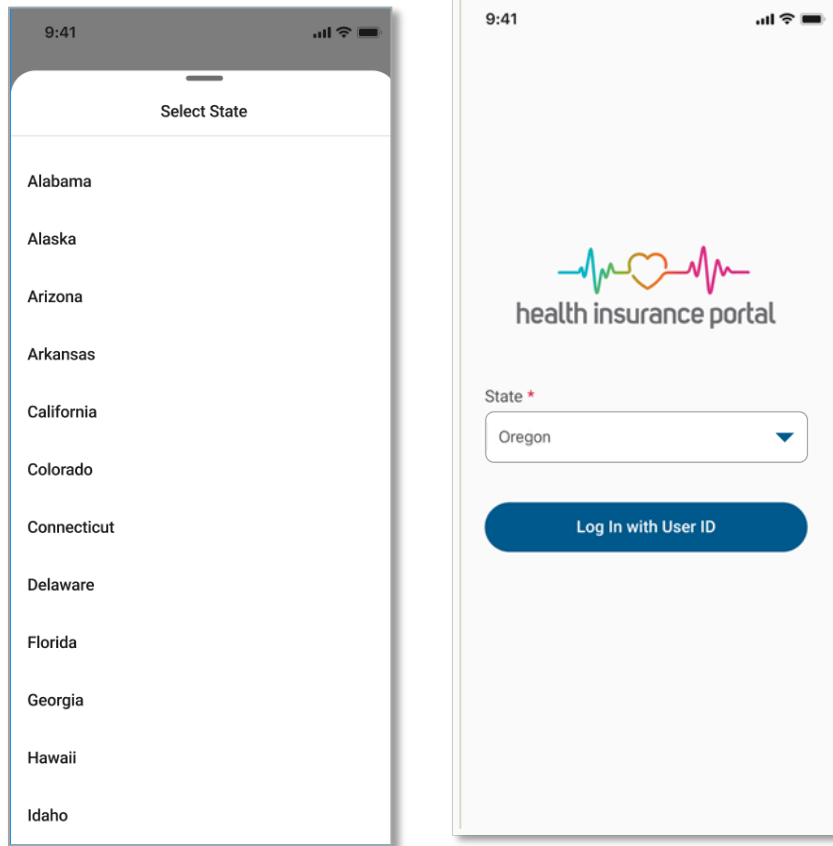
Step 2: Download/Install the “Health Insurance Portal” app.



Step 3: Once you have the app downloaded on your device, click on the “Health Insurance Portal” app icon. After clicking on the app, it will open with the first step to select your “State.”

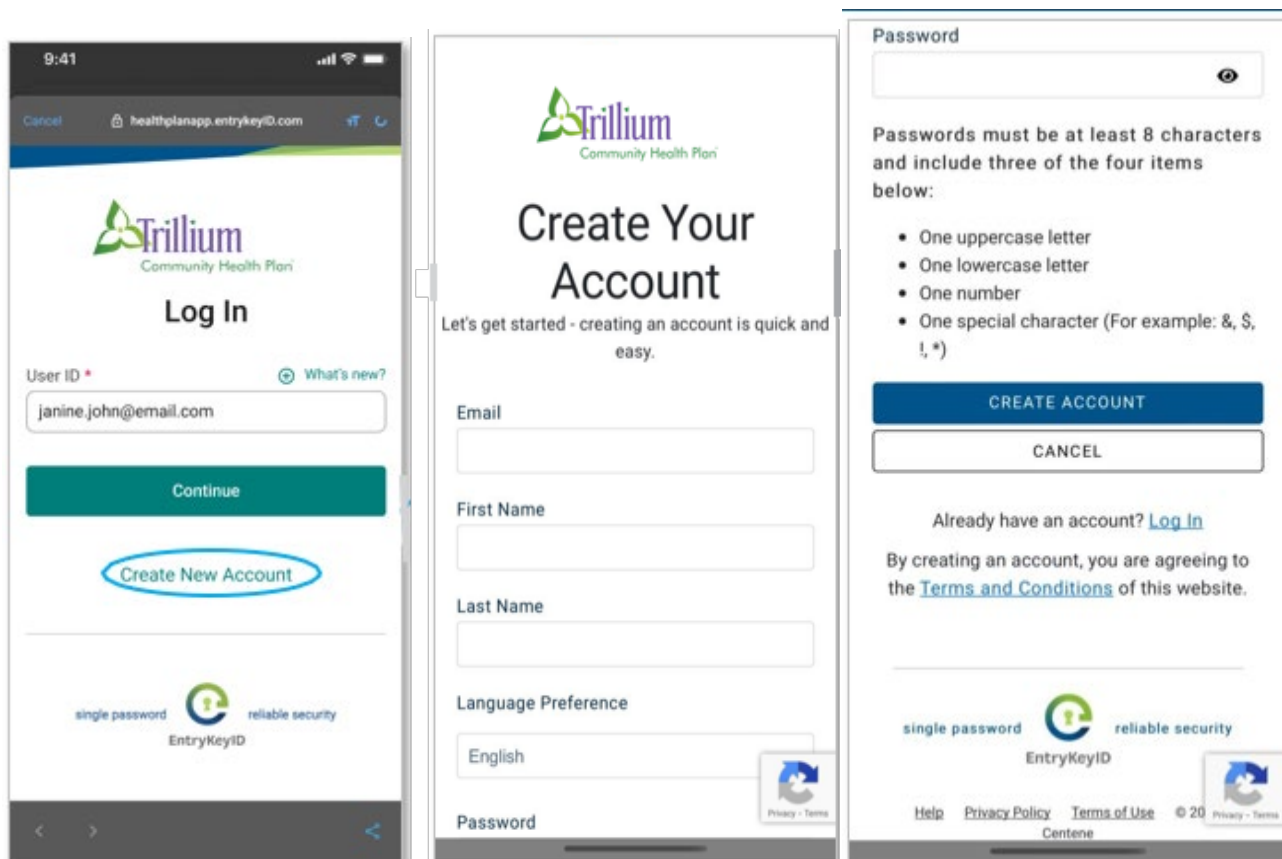


Step 4: Select “Oregon,” then click “Log in with User ID.”



Step 5: If you are a first-time user, you will need to create a new account by following “Steps 6-8.” If you have an existing User ID from your Trillium Member Portal Account, you can log in using your Username and Password and skip to “Step 9.”

Step 6: If you need to create a new account, click on the “Create New Account” link. A new screen will then ask you to enter your Email Address, First Name, Last Name and Language Preference. Once all required fields are entered, click “Continue” to set up a password. A new screen will pop up to set up your password. Once you enter your password, click “Set Password” to create your account.



Step 7: The app will send an email message to the email address you entered to confirm your email address. Check your email to confirm.

Step 8: The email message you received will contain an eight-digit code. Enter that code on the screen in the app where it says, “Verification Code,” then click “Continue.” You have completed the registration process. Now you can log in to the “Health Insurance Portal” app for the first time.

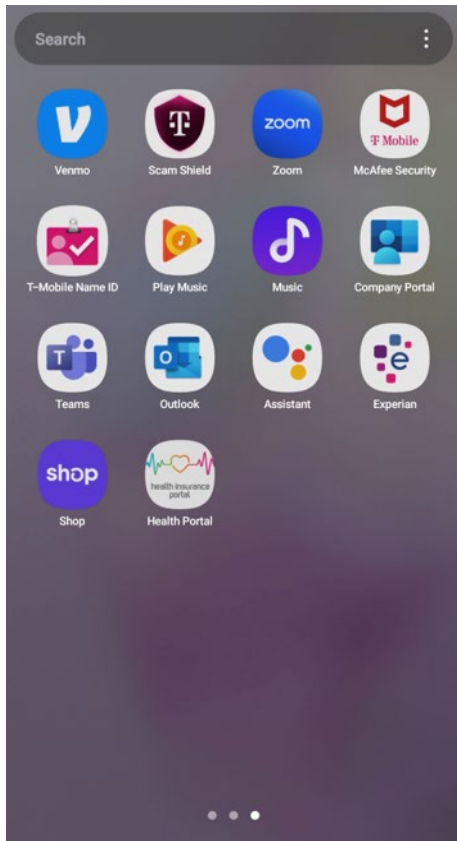
Step 9: After logging in, you will select the option to “Add a Health Plan” for yourself or someone you are responsible for and click “Continue.”

Step 10: Enter Member Last Name, Member ID and Date of Birth, then click “Add Account.” At this point, you have successfully created your Member Portal account.

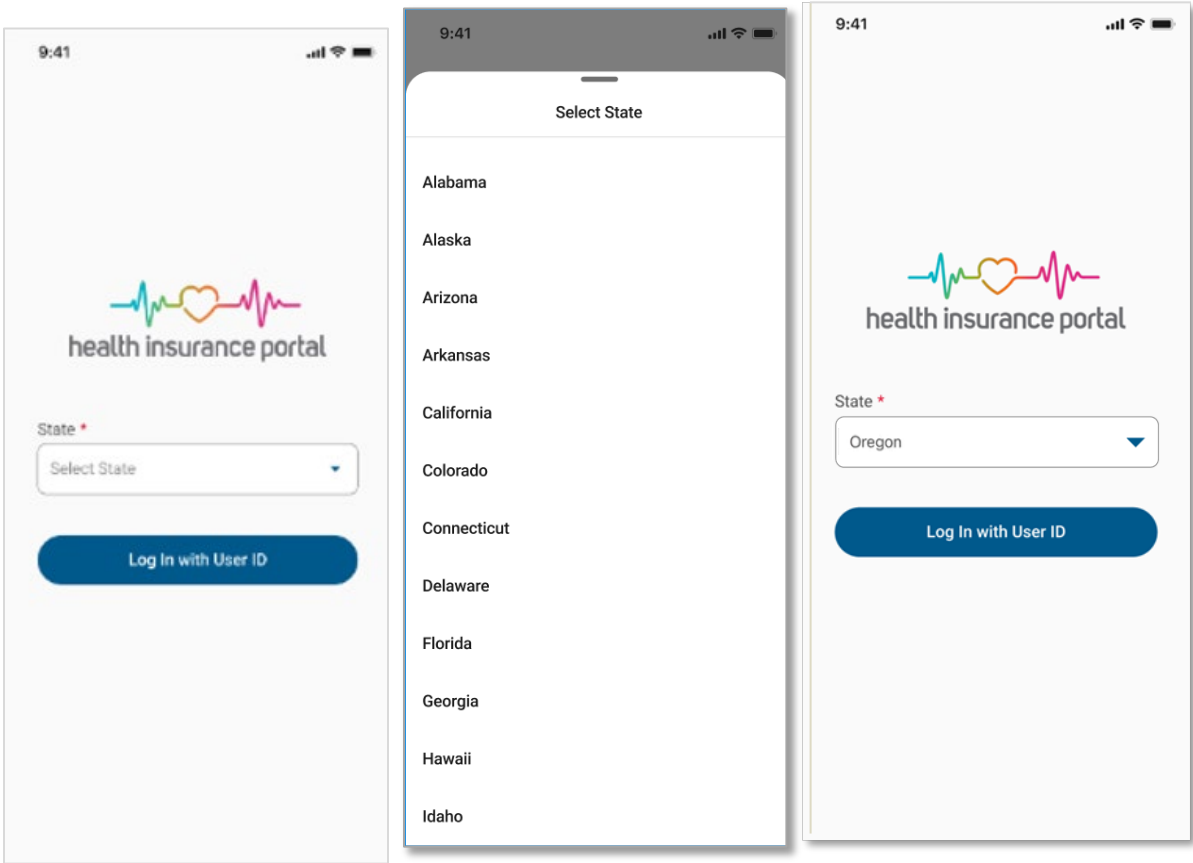
Trillium Member Mobile App User Guide

Steps to Using the Trillium Medicaid Health Insurance Portal App

Step 1. OPEN. Open the mobile app by clicking on the “Health Insurance Portal” icon.

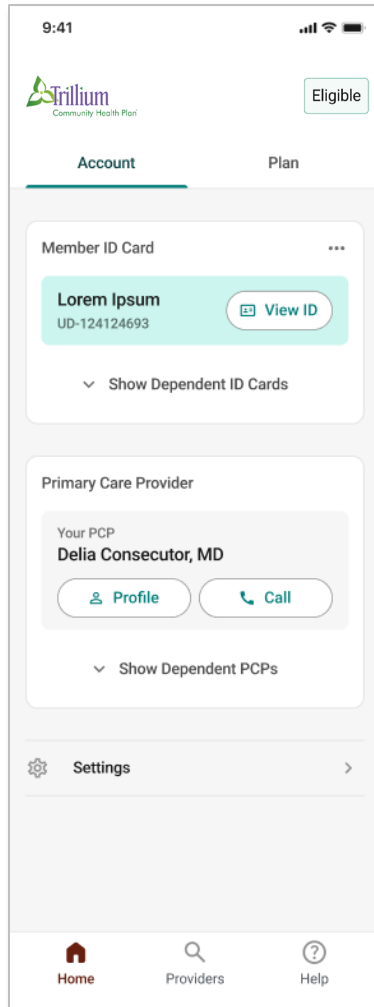


Step 2. LOG IN. Click on the dropdown arrow to search for your “State” (Texas). Once you have selected “Oregon” as your State, click on “Log In with User ID.”

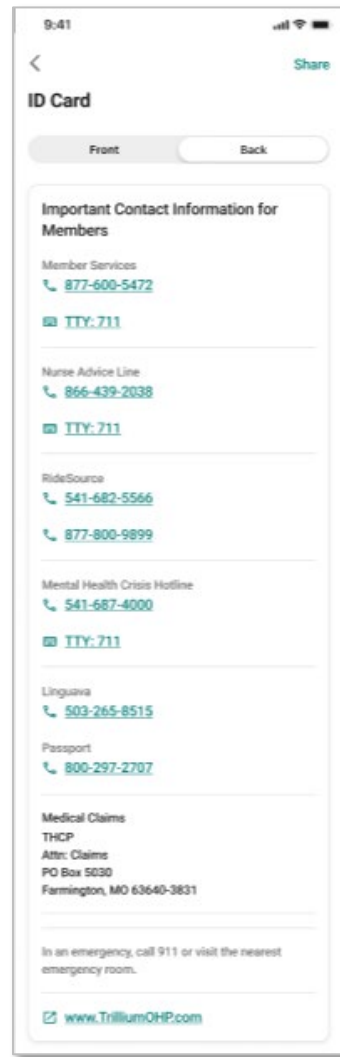
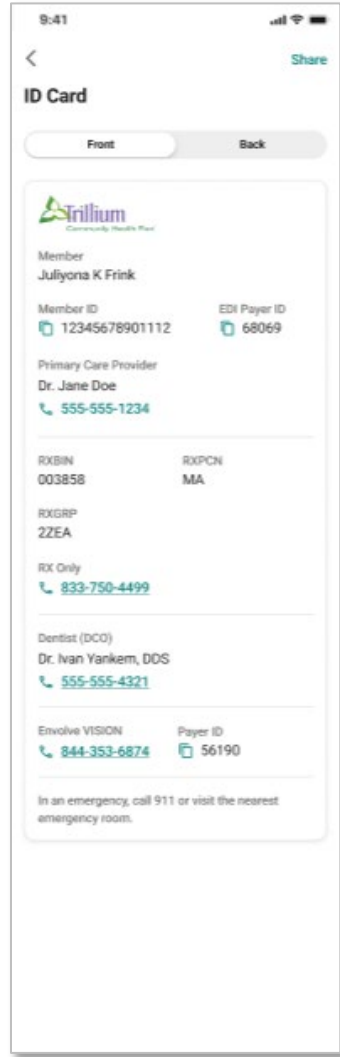
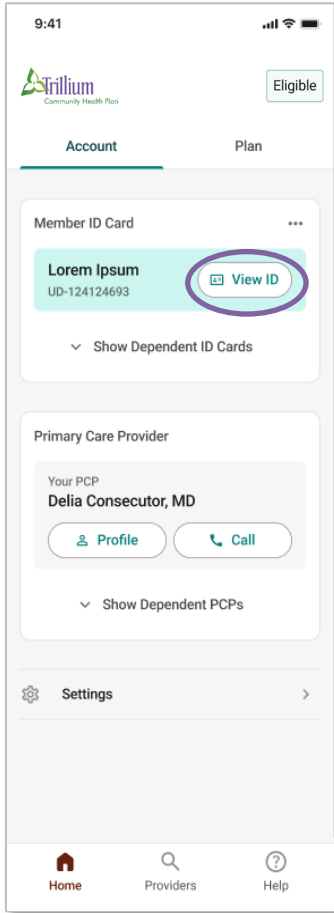


Step 3. LOG IN. Enter your email address in the “User ID” box and click “Continue.” Enter your “Password” and click “Log In.” Next, you will have the option to use “Biometrics” as a log in option. Here, you can select “Enable Face ID” or “Skip for Now.”

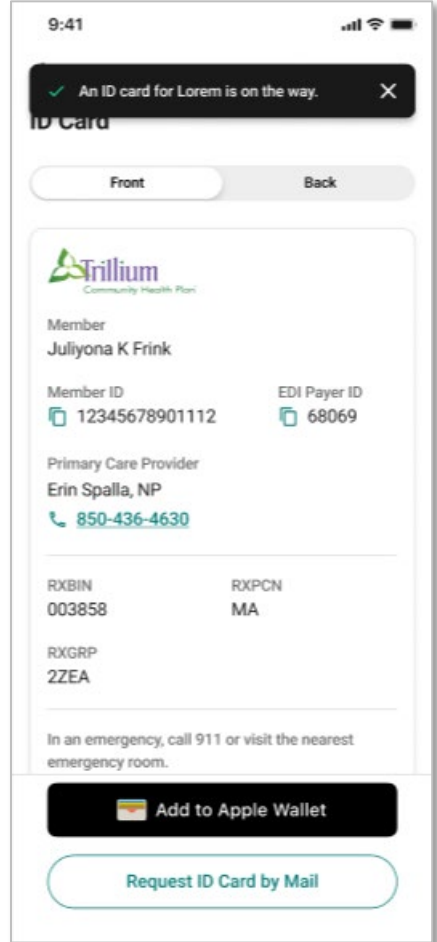
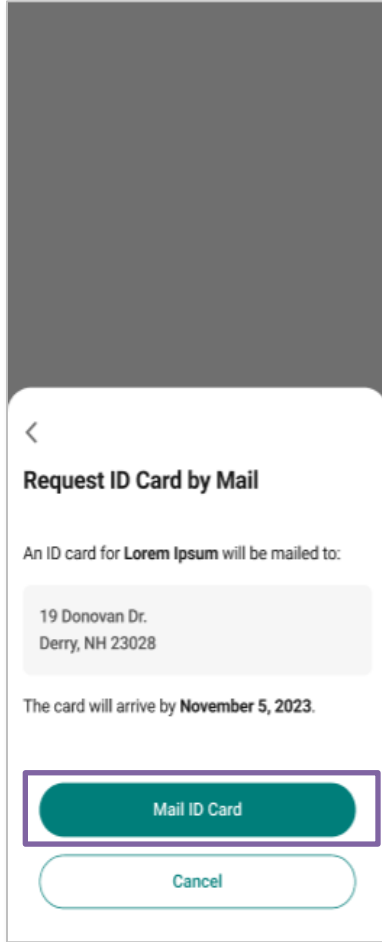
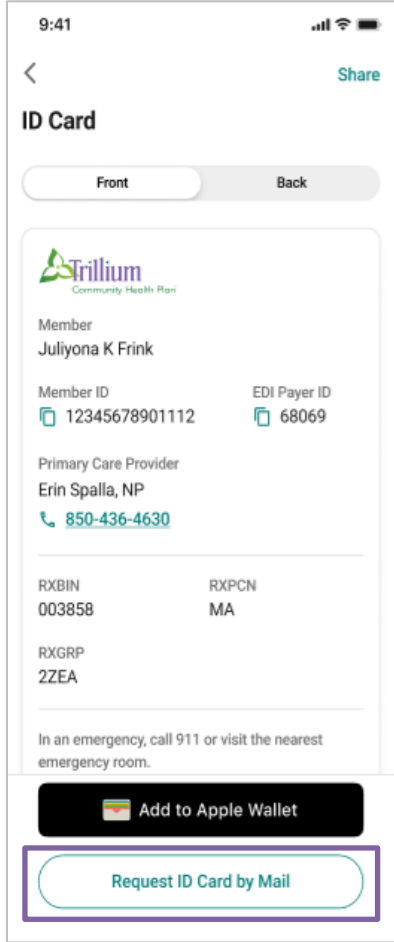
Step 4. HOMEPAGE/ACCOUNT. The homepage screen will appear with the following options: Member ID Card, Primary Care Provider, and Contact Service Coordinator.



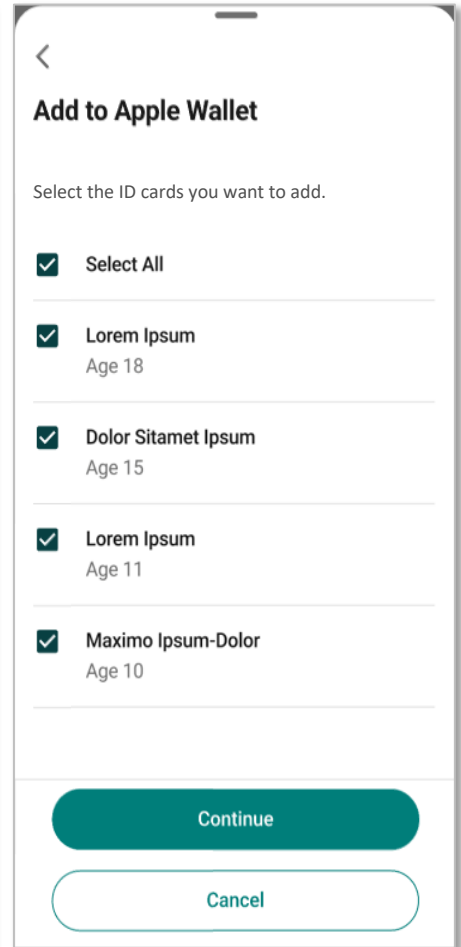
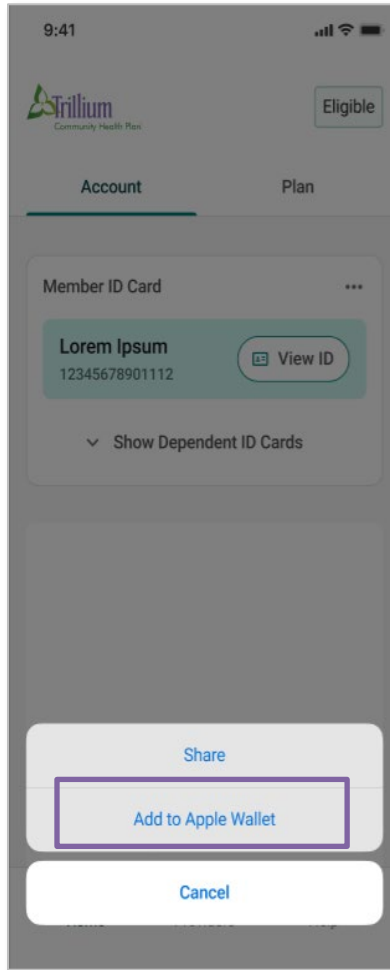
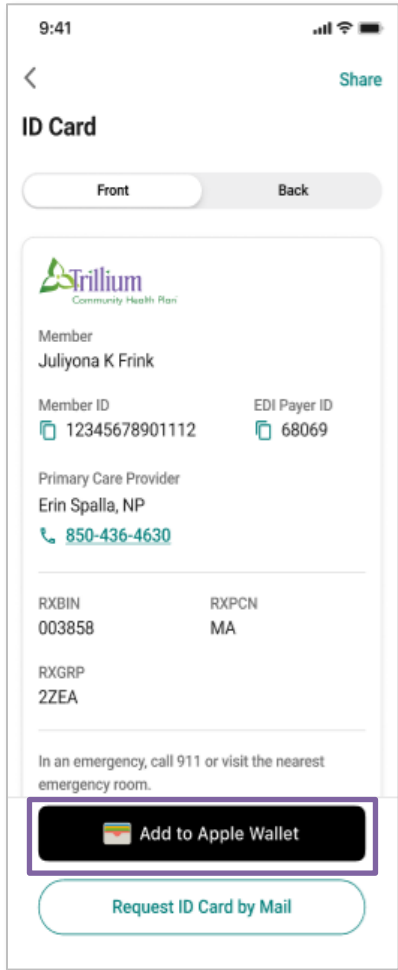
Step 5. MEMBER ID CARD. If you click on the “View ID” button next to your member name, you will be directed to your Trillium Member ID card. You will be able to view the “Front” and “Back” of your ID card.



Step 6a. REQUEST YOUR ID CARD. To have your ID card printed and shipped to you, click on “Request ID Card by Mail.” After verifying your mailing address, select “Mail ID Card.”



Step 6b. ADD YOUR ID CARD TO YOUR DEVICE. To save your ID card to your cellphone device, select “Add to Apple Wallet.” **Note:** The option to save to your cell phone is not available on Android devices.



9:41



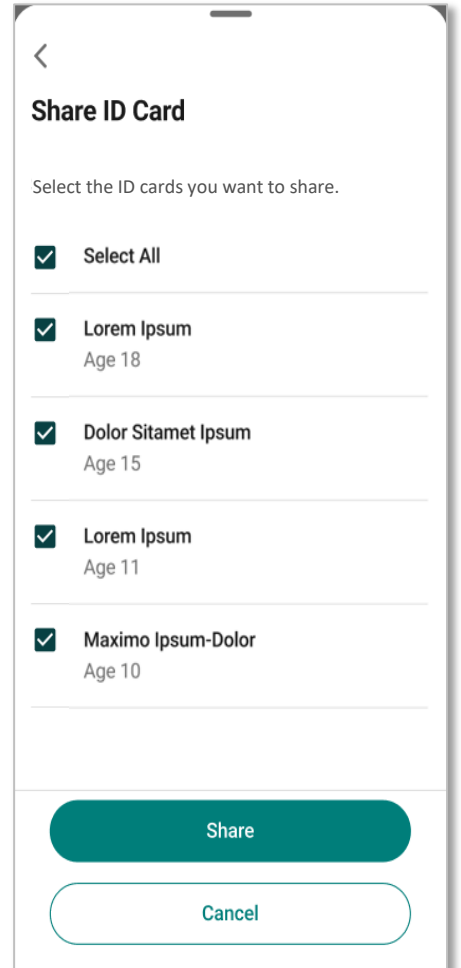
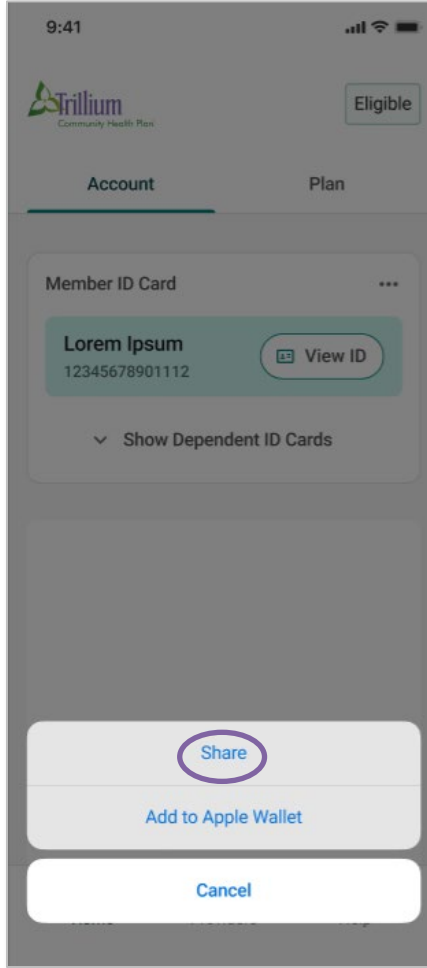
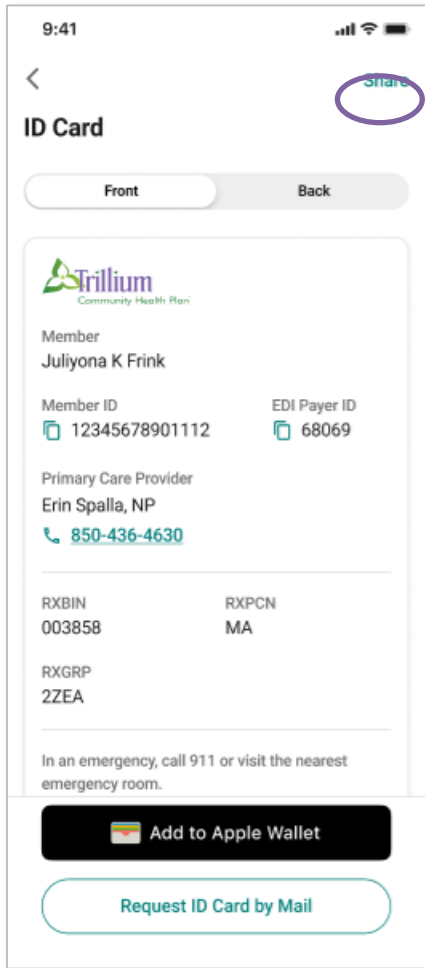
Cancel

Digital ID Card

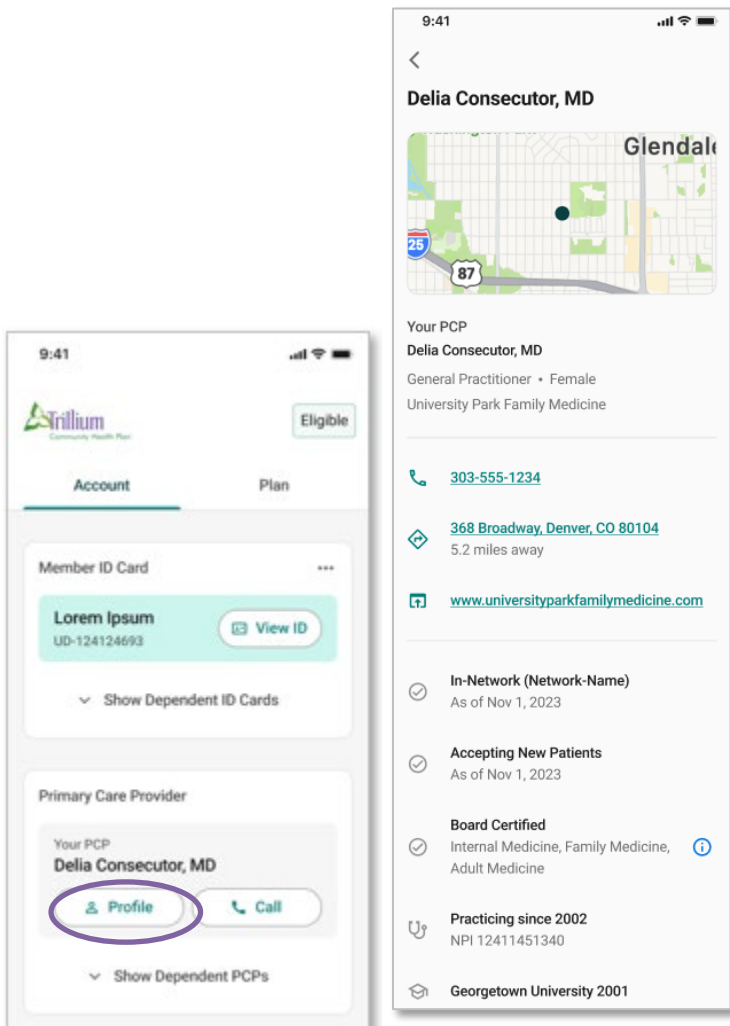
Add



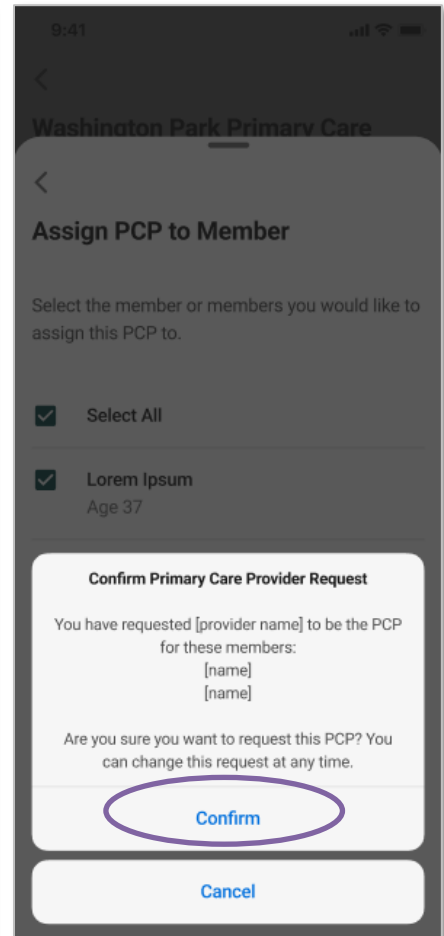
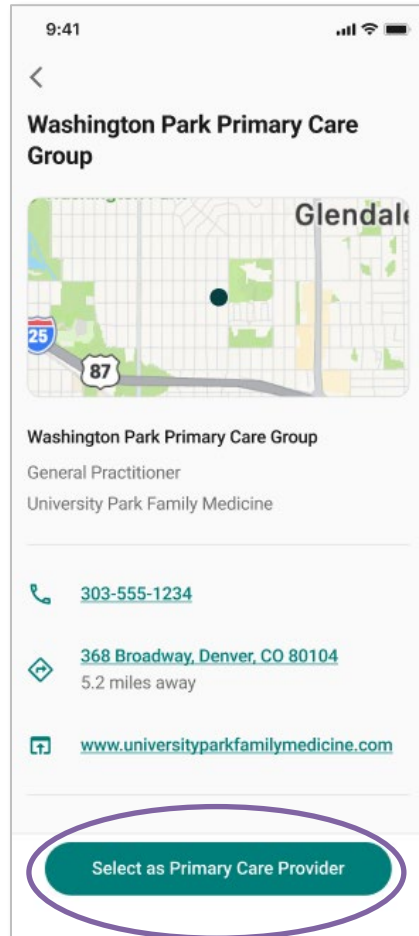
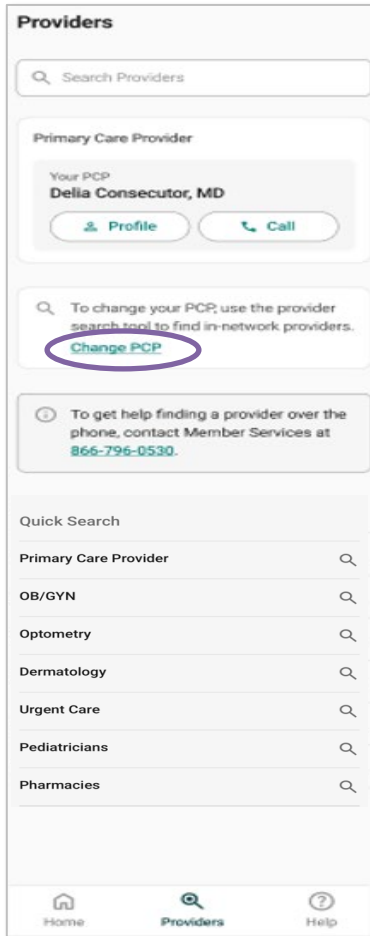
Step 7. SHARE YOUR ID CARD. If you click on “Share,” you will be able to share your ID card with any of your contacts. Just select the checkbox next to their name or the “Select All” option to select all names and then click “Share.”



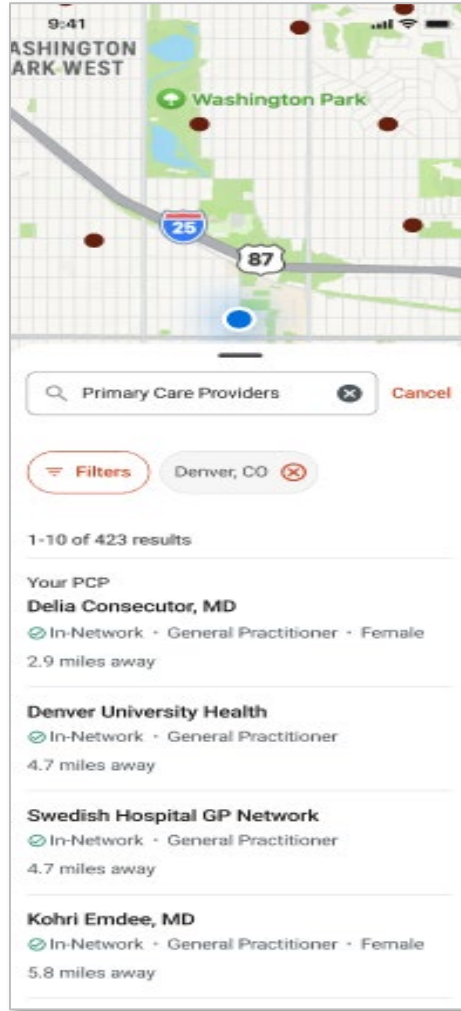
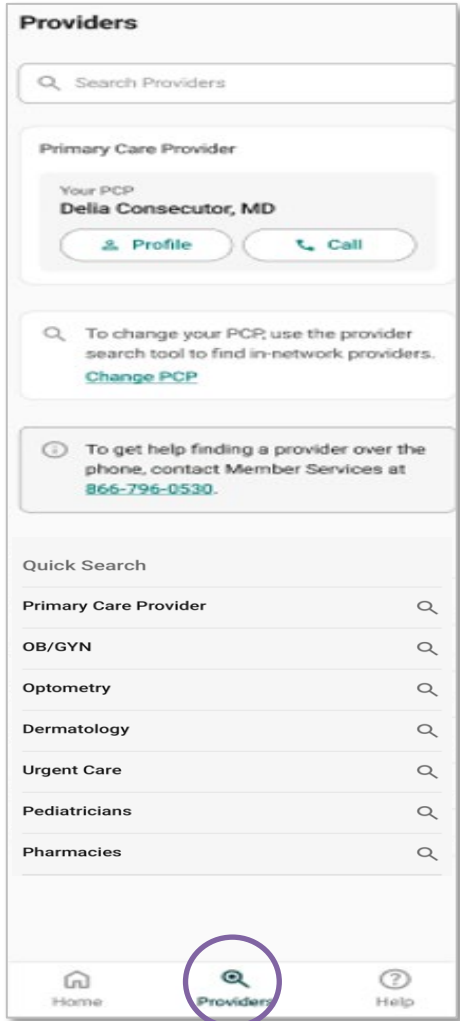
Step 8. PRIMARY CARE PROVIDER. Here, you will be able to view your Primary Care Provider (PCP). You can click on “Profile” to view full details or “Call” to call the provider directly from your device.



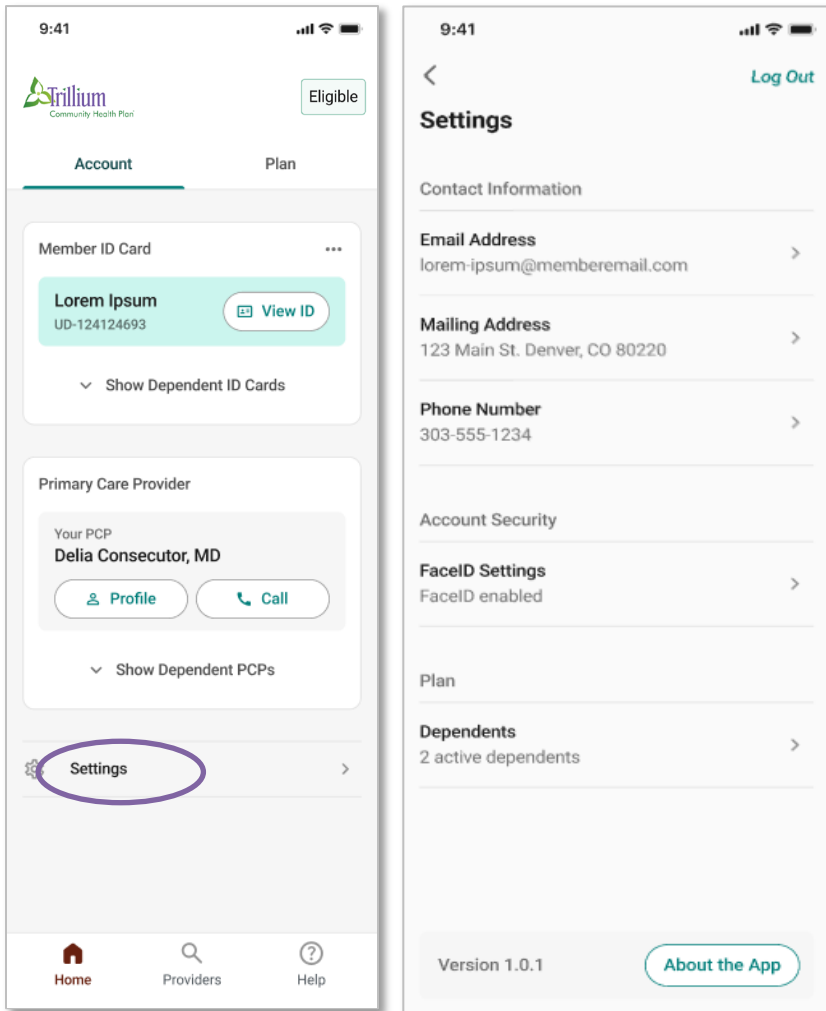
Step 9. CHANGE MY PRIMARY CARE PROVIDER (PCP). Here you will have the option to change the PCP assigned to you by clicking “Change PCP” which will open up the Find a Provider search tool. Once you have found a new provider in the search tool, you can click “Select as Primary Care Provider.” *Note: When updating your PCP, you will see a dialog message box about your changes.*



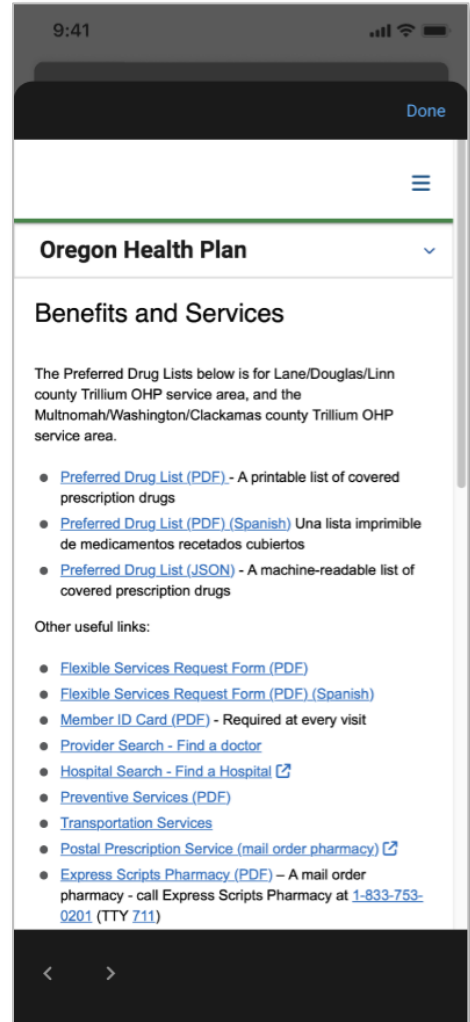
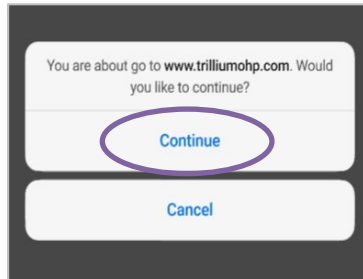
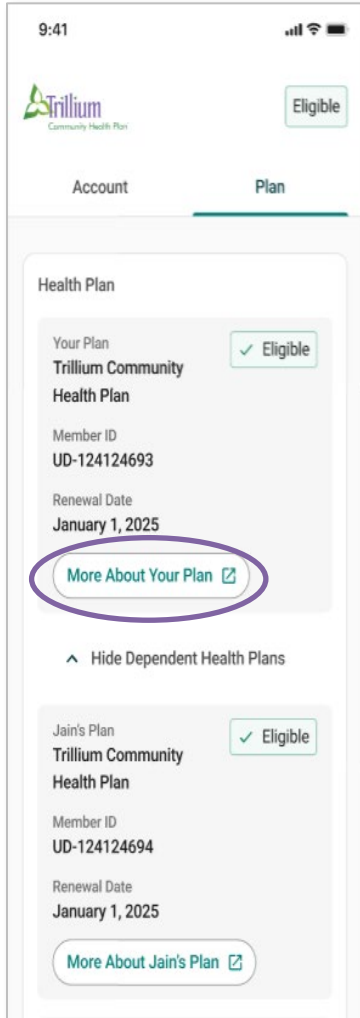
Step 10. FIND A PROVIDER. Click on any provider category under “Quick Search” to look for a health-care provider the same way you can on the Trillium website. See the step-by-step guide at TrilliumHealthPlan.com on the “Find a Provider” page. Clicking on the “Providers” icon at the bottom will direct you to search for providers.



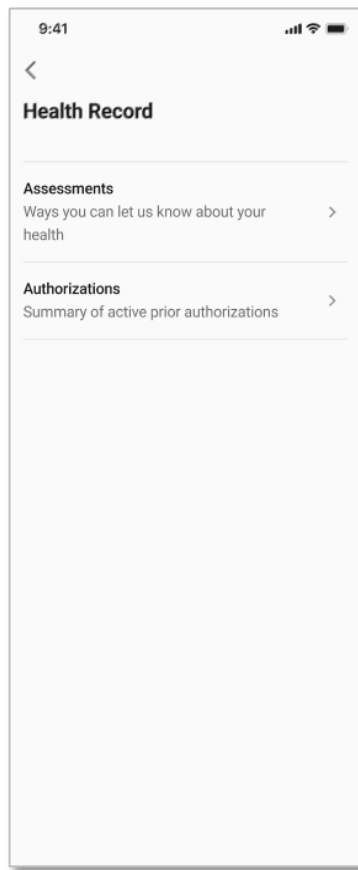
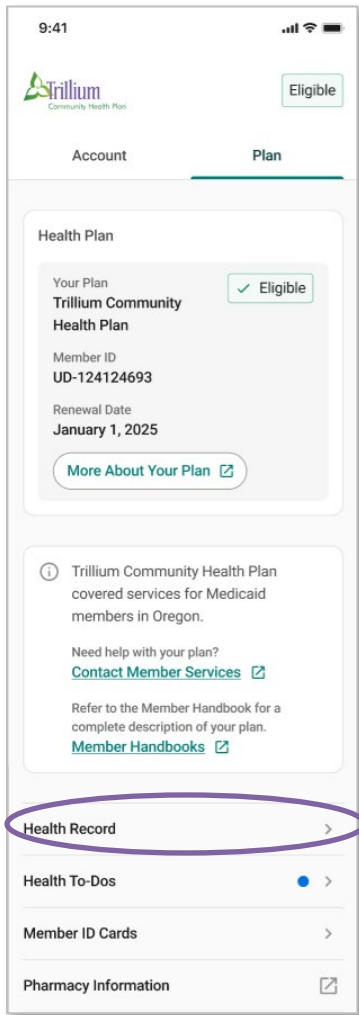
Step 11. SETTINGS. Click “Settings” to view your Contact Information, Account Security, Plan, Dependents, and “About the App.”



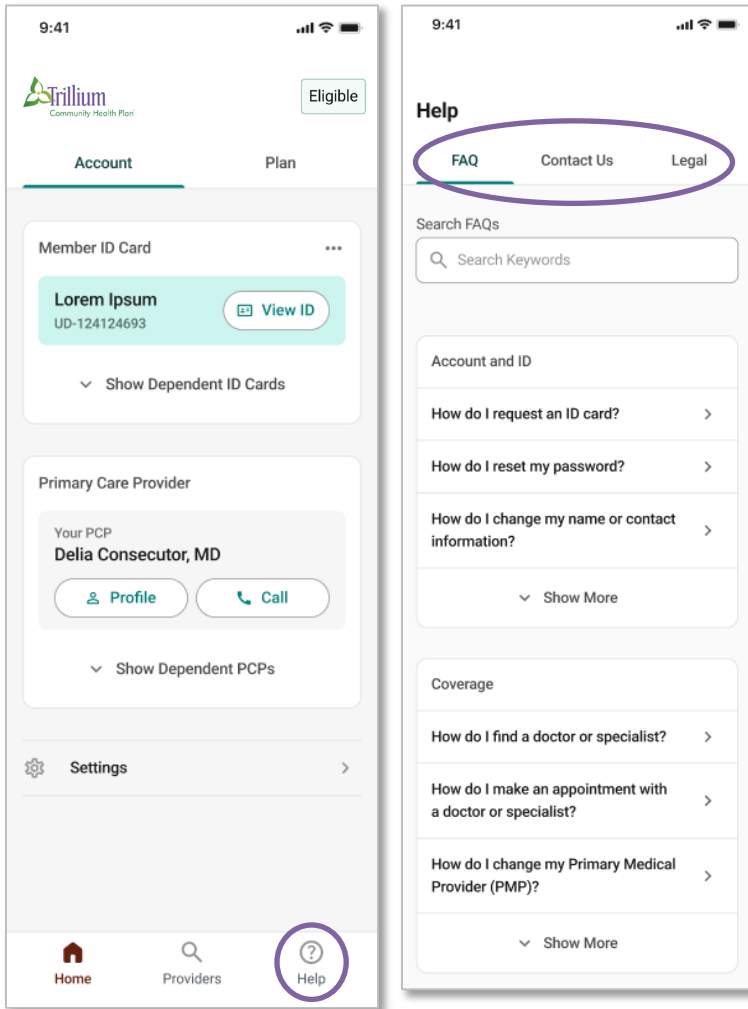
Step 12. MORE ABOUT YOUR PLAN. Click “Plan” from your homepage screen, then select “More About Your Plan” where you will be directed to view your benefits on Trillium’s website.



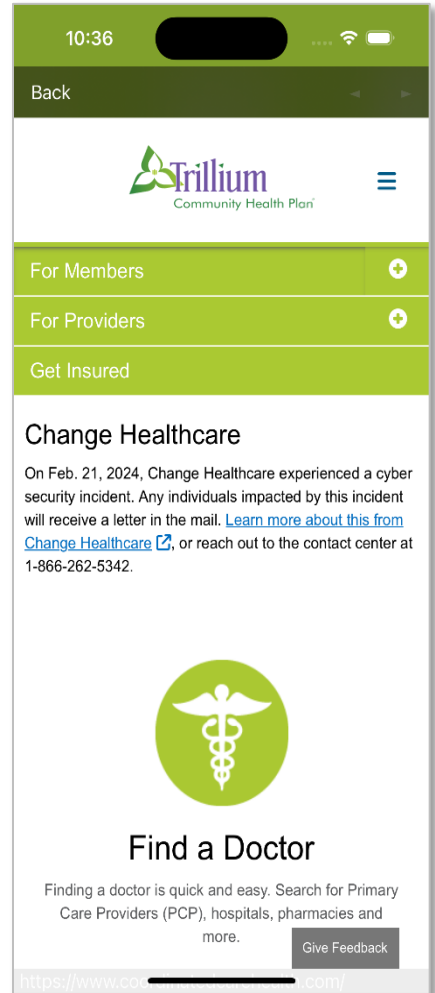
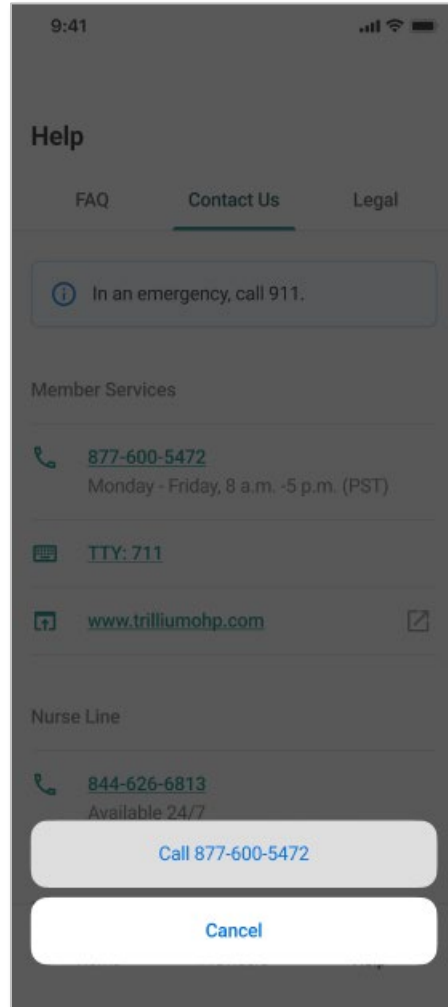
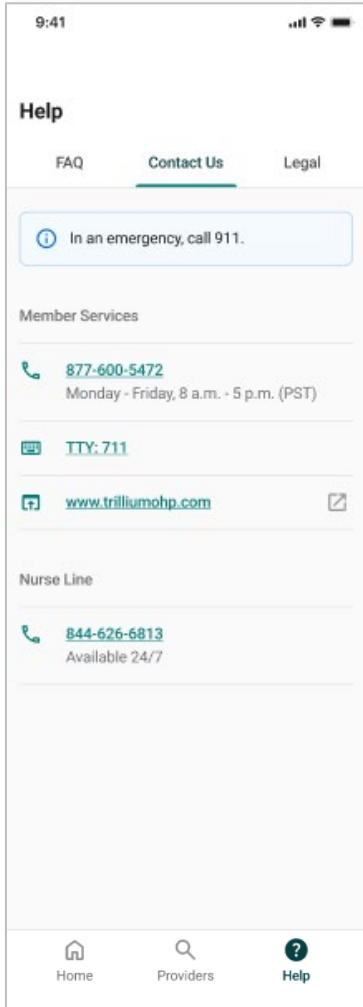
Step 13. Health Record. Click “Plan” from your homepage screen, then select “Health Record” to access information about Authorizations, Assessments, Claims, Immunizations and Labs.



Step 14. HELP. Click “Help” to access “FAQ,” “Contact Us,” and “Legal.”



Step 18. Under “Contact Us,” you can call Member Services or get Trillium phone numbers by clicking “Phone Directory.” You can also contact a nurse under Nurse Line and get Tech Support.
Note: You will see corresponding contact phone numbers per your plan type.



Step 19. Under “Legal”, you can find more information on Trillium’s Authorization to Disclose Health Information, Complaints, Terms and Conditions and Privacy Policy.

