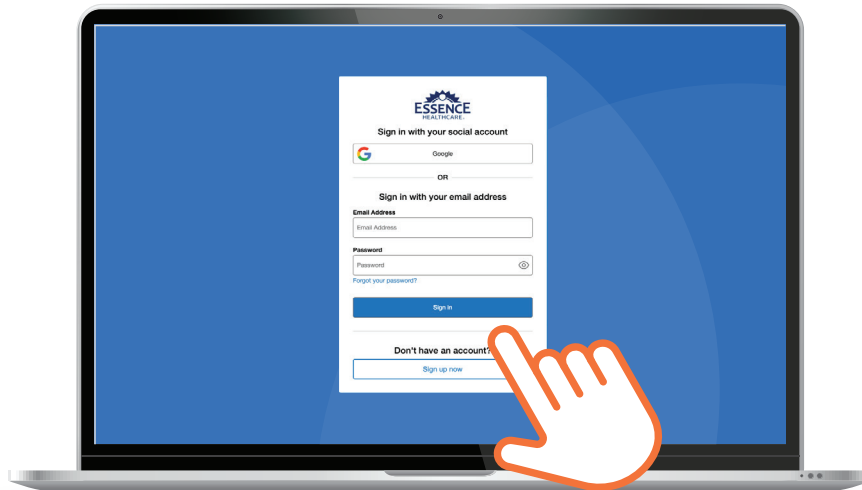


MyEssence™ Portal Quick Reference Guide

Your Health Plan at Your Fingertips



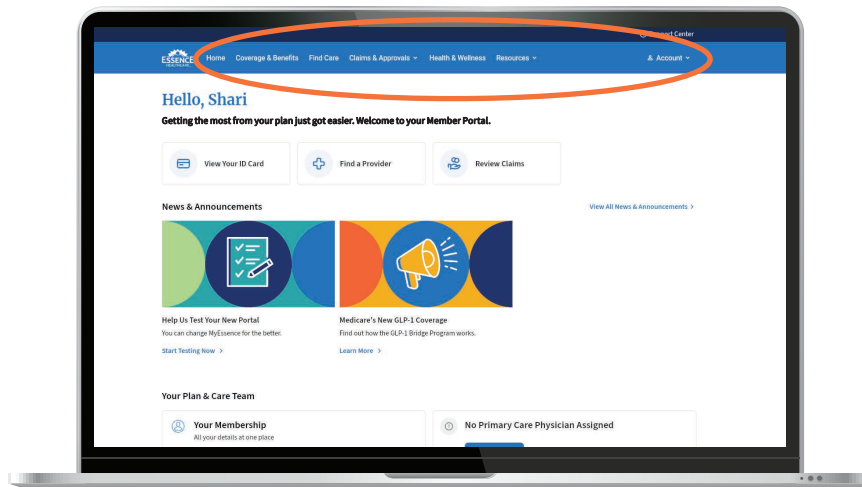
Welcome to your secure, 24/7 personalized health hub! Enjoy convenient access to the information you need: get answers to many of your questions instantly, anytime, without needing to call Customer Service.



Get Started

Step 1: Visit the portal at MyEssenceHealthcare.com.

Step 2: Sign in using your existing login information (no need to start over) or create a new account in minutes.



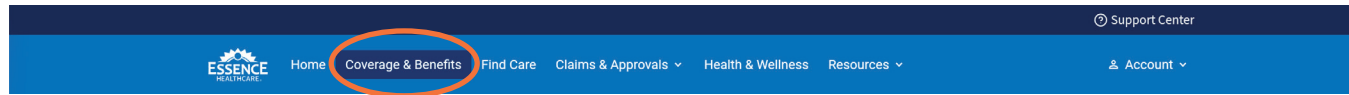
Explore Your Portal

Use the “Main Navigation” menu at the top of your “Home” page to quickly jump to specific areas to find details about claims, coverage and benefits, or health and wellness.

Find Information

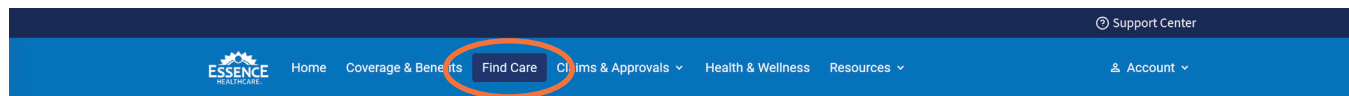
✓ View & Manage Benefits

Check your specific plan coverage details and access information about your Flex Card, dental, vision, and prescription drug benefits (including mail-order options).



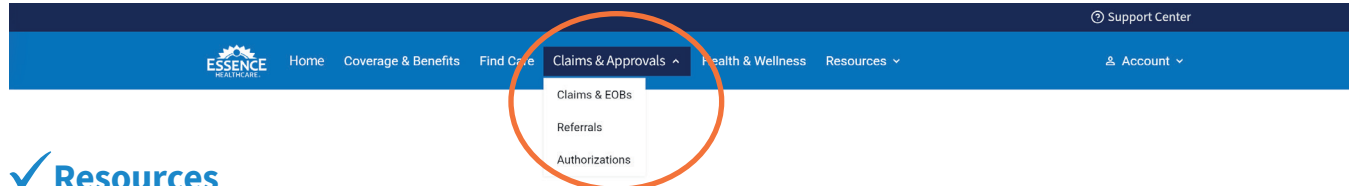
✓ Find Care

Quickly search for in-network doctors, hospitals, and pharmacies. Select or change your primary care physician (PCP).



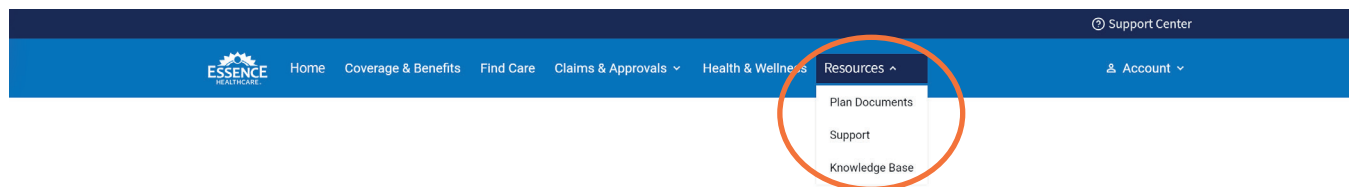
✓ Track Claims & Approvals

View the status of your recent claims, download Explanations of Benefits (EOBs), and check on your referrals (if applicable) and prior authorizations.



✓ Resources

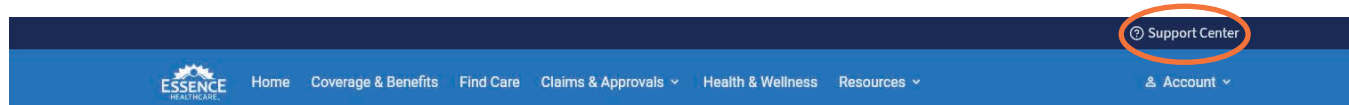
Find important plan documents and quick answers to benefit questions in the Knowledge Base.



Need Help?

Before Logging In: Watch our video at [MyEssenceHealthcare.com](https://www.MyEssenceHealthcare.com) to take a quick tour of your Member Portal.

After Logging In: Visit the **Support Center** directly within the portal for personalized assistance.



Go Mobile in 2027

Access all these same great features from your smartphone! The MyEssence™ mobile app will be a convenient way to manage your health plan anywhere, anytime.

