

Member Portal Registration Steps



Click on **For Members**, then under Member Portal click **Login**.

Home Find a Provider Portal Login Events Careers Contact Us

Contrast On Off a a a language ▾

FOR MEMBERS **FOR PROVIDERS** **GET INSURED**

ALLWELL FROM MHS

AMBETTER FROM MHS

HEALTHY INDIANA PLAN

HOOSIER CARE CONNECT

HOOSIER HEALTHWISE

Member Portal
View claims, get a new ID card, update your information and more!
[Login](#)

Find A Provider
Use this tool to find doctors, hospitals, pharmacies and specialty providers in our network.
[Begin Provider Search](#)

Next, click on **Create New Account**.

English ▾

mhs

Log In

Username (Email)

Remember me

[NEXT](#)

[Create New Account](#)

single password reliable security
EntryKeyID

Help Privacy Policy Terms of Use ©2021 Centene



Member Portal Registration Steps



On the **Create Your Account** screen, enter your **Email**, **First Name**, **Last Name**, **Select Language Preference**, and **Password**.

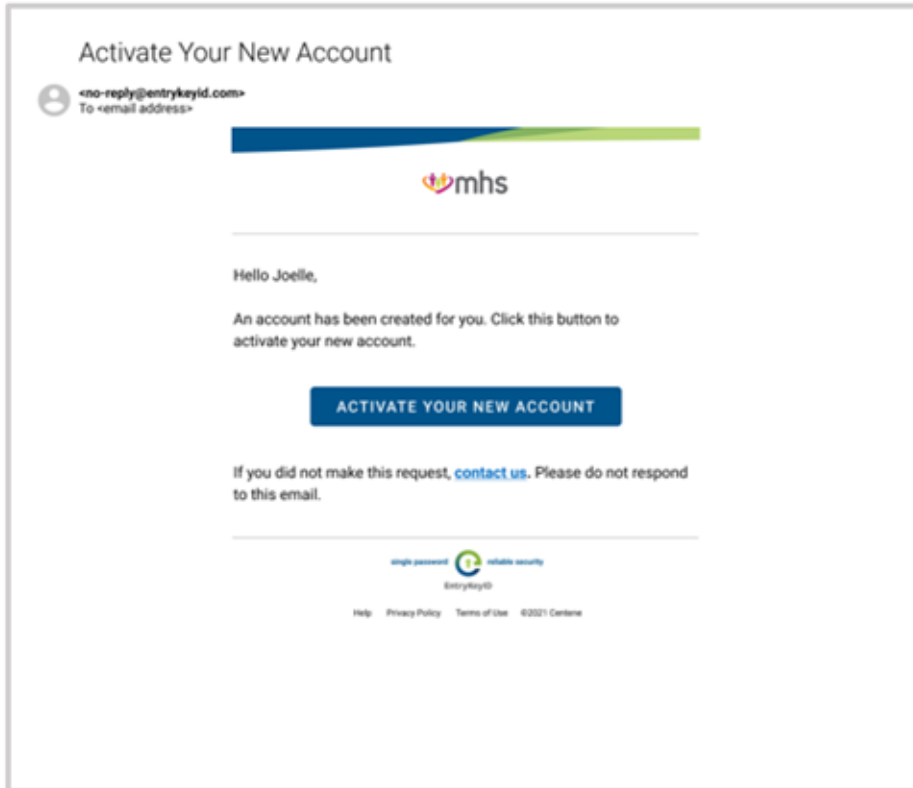
An email will be sent to activate your account.



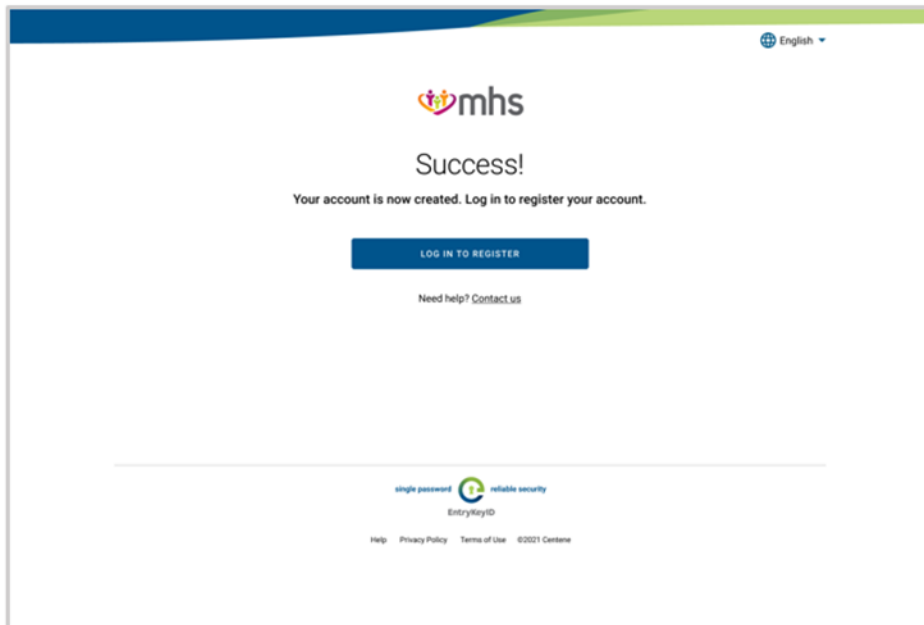
Member Portal Registration Steps



This email allows you to activate your new account.



Your account is created, and you can register.



Member Portal Registration Steps



You will then enter your **Email Address** and **Password**.

A screenshot of the MHS 'Log In' page. At the top right, there is a language selector set to 'English'. The MHS logo is centered at the top. Below it, the text 'Log In' is displayed. There are two input fields: 'Username (Email)' containing 'email123@gmail.com' and 'Password' which is masked with dots. Below the password field is a 'Remember me' checkbox and a link for 'Trouble logging in?'. A blue 'LOG IN' button is centered below the fields. At the bottom, there is a 'single password' icon with a checkmark and the text 'reliable security' and 'EntryKeyID'. Footer links include 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

You will enter your **Member ID** and **Date of Birth**

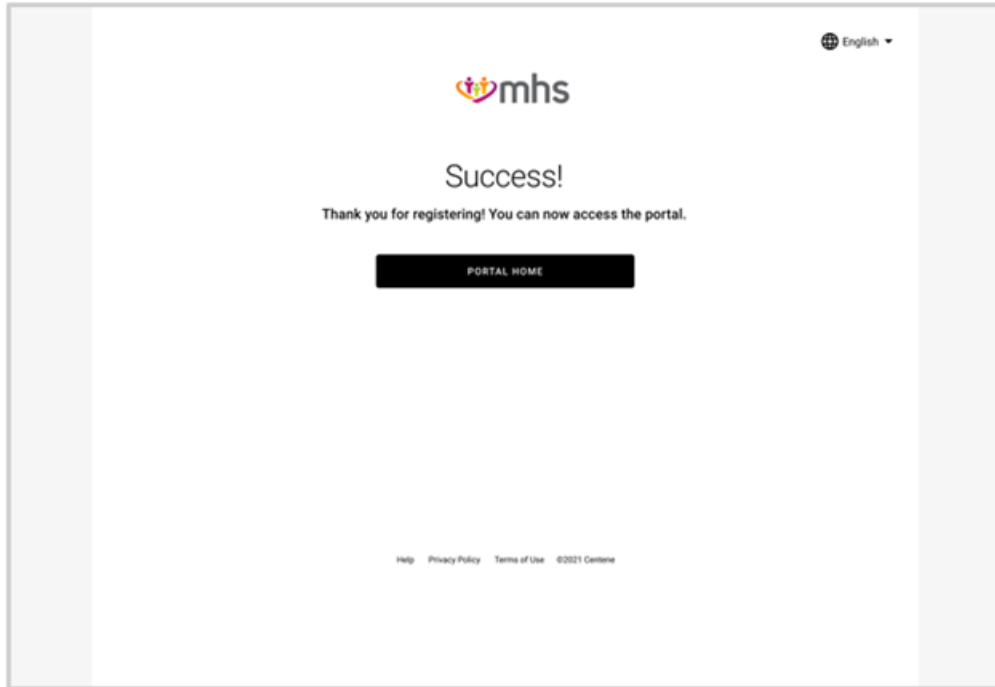
Select 'Yes, I am a **Caregiver** for this member' if the member is over the age of 18.

A screenshot of the MHS 'Register Your Account' page. At the top right, there is a language selector set to 'English'. The MHS logo is centered at the top. Below it, the text 'Register Your Account' is displayed, followed by the instruction 'Let's verify you have a plan.'. There are two input fields: 'Member ID' and 'Member Date of Birth' with a placeholder 'MM-DD-YYYY'. Below the date field is a checkbox labeled 'Yes, I am a caregiver for this member.'. A black 'SUBMIT' button is centered below the fields. At the bottom, there is a disclaimer: 'By clicking "Submit," you are agreeing to the Terms and Conditions of this website.' Footer links include 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

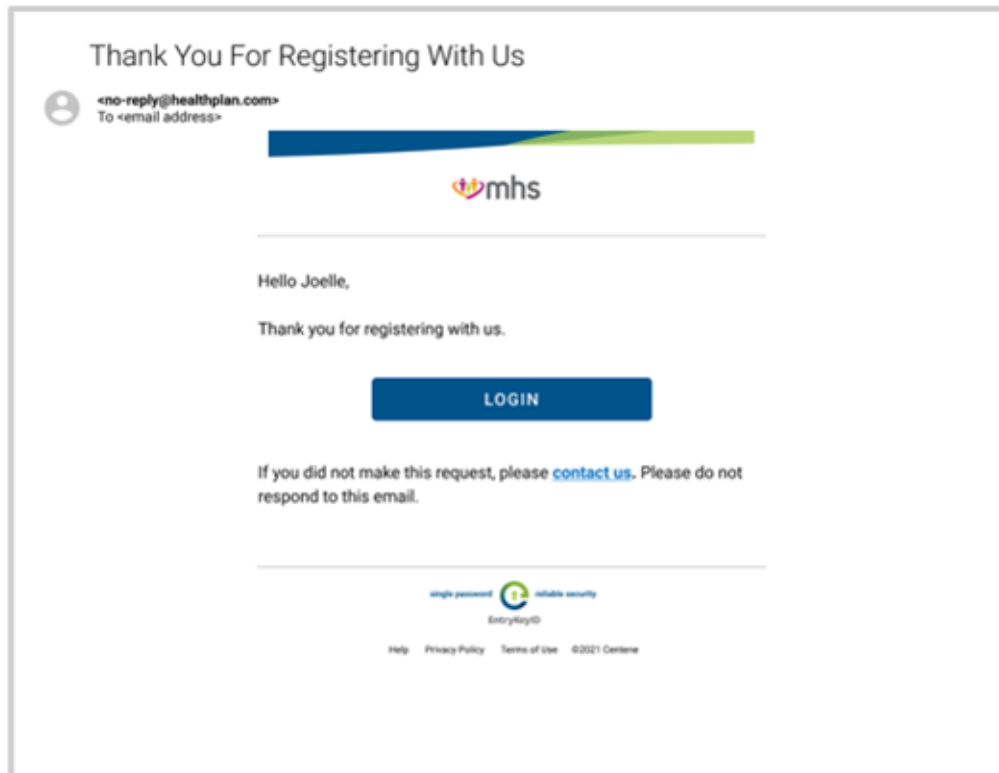
Member Portal Registration Steps



You will receive a confirmation after registering your account.



You will also receive an email confirming your registration.



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Change Password or Unlock Account

Click **Trouble logging in?**

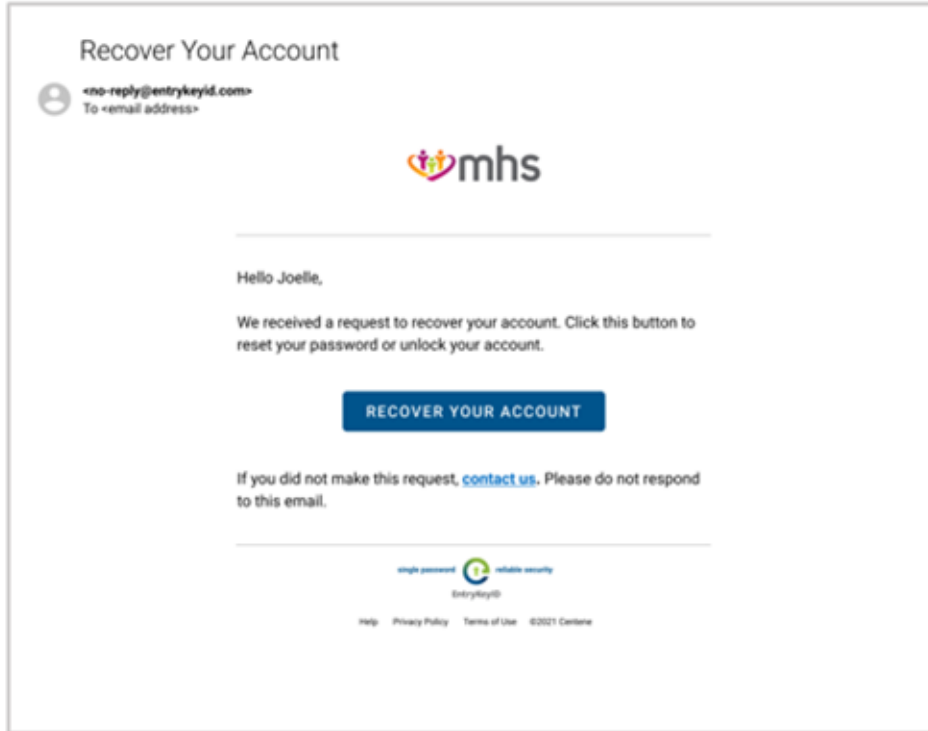
You will receive an email to reset your password or unlock your account.



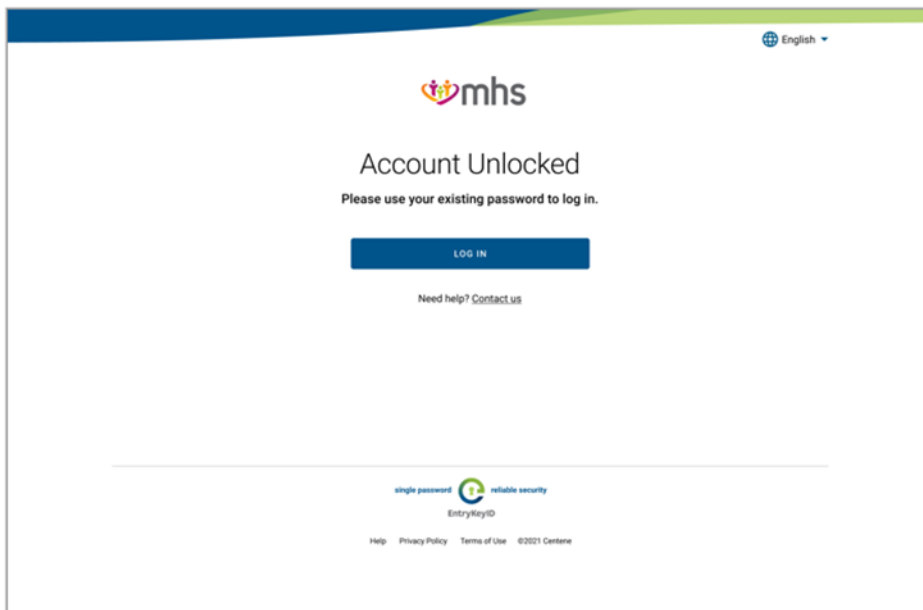
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Based on your account status, you will be shown the **Account Unlocked** screen or the **Reset Password** screen.



If your account was locked the following screen will show. You can log in now.



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If you need to reset your password, the following screen will show. You will choose a new password and click **RESET PASSWORD**.

This screenshot shows the 'Reset Password' interface. At the top right, there is a language selector set to 'English'. The MHS logo is centered at the top. Below it, the heading 'Reset Password' is displayed, followed by the instruction 'Enter your new password and confirm it.'. There are two input fields: 'New Password' and 'Confirm New Password', each with a toggle icon for password visibility. Below the fields are two buttons: a blue 'RESET PASSWORD' button and a white 'CANCEL' button. A link for 'Need help? Contact us' is located below the buttons. At the bottom, there is a security logo for 'EntryKeyID' with the tagline 'single password reliable security' and a footer with links for 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

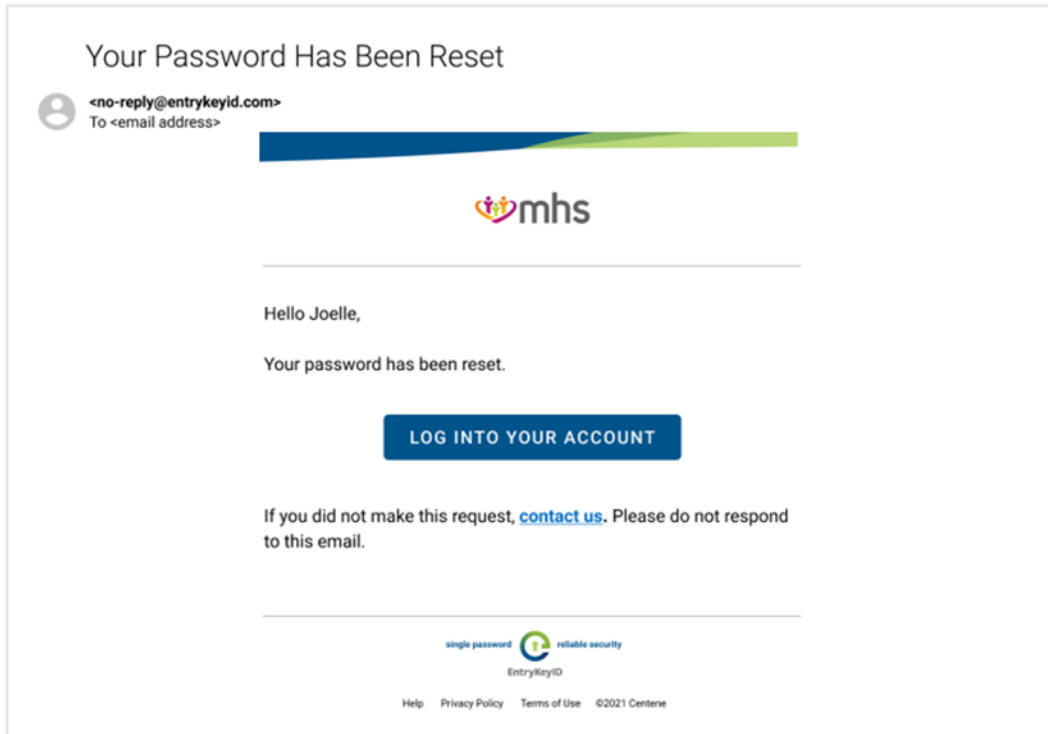
A confirmation screen will show once your password has been updated.

This screenshot shows the 'Success!' confirmation screen. At the top right, the language selector is set to 'English'. The MHS logo is centered at the top. Below it, the heading 'Success!' is displayed, followed by the message 'Your password has been reset. Use your new password to log in.'. A blue 'LOG IN' button is centered below the message. A link for 'Need help? Contact us' is located below the button. At the bottom, there is a security logo for 'EntryKeyID' with the tagline 'single password reliable security' and a footer with links for 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

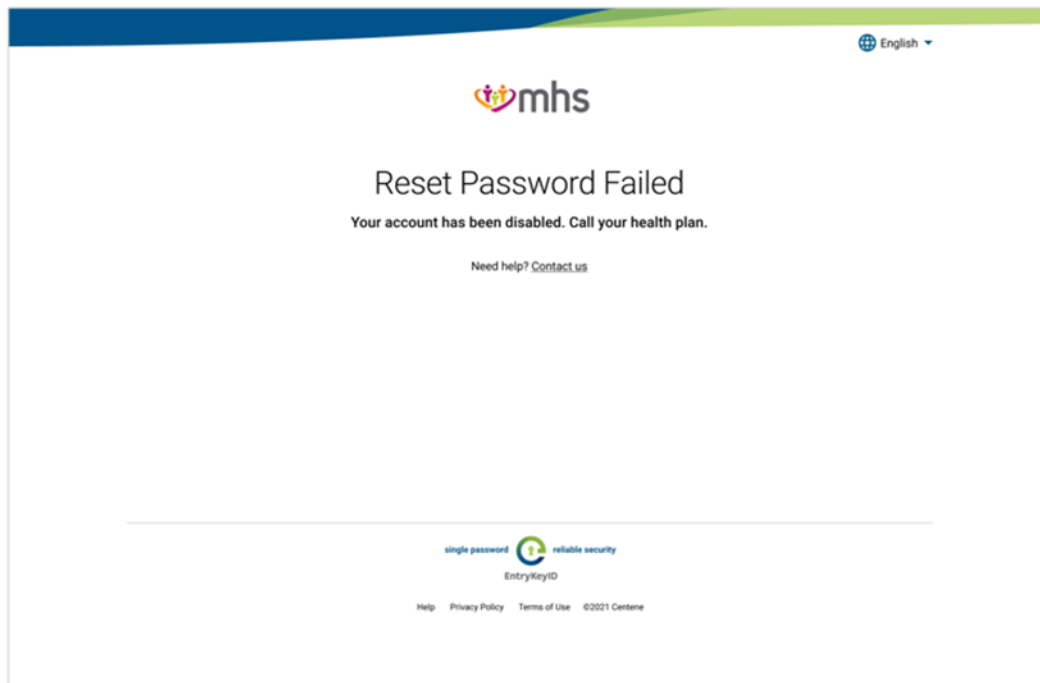
Member Portal Registration Steps



An email will also be sent confirming your password reset.



If the password reset is not successful, the following message will display.

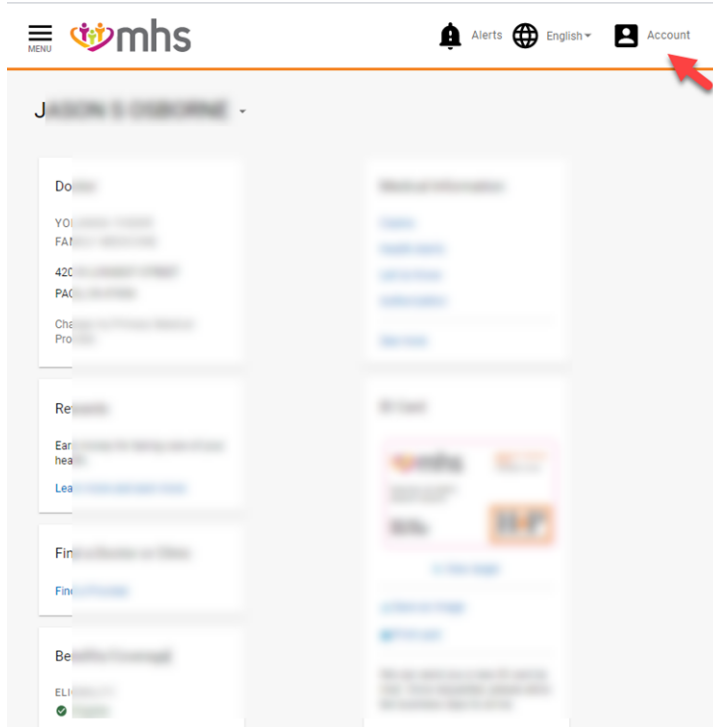


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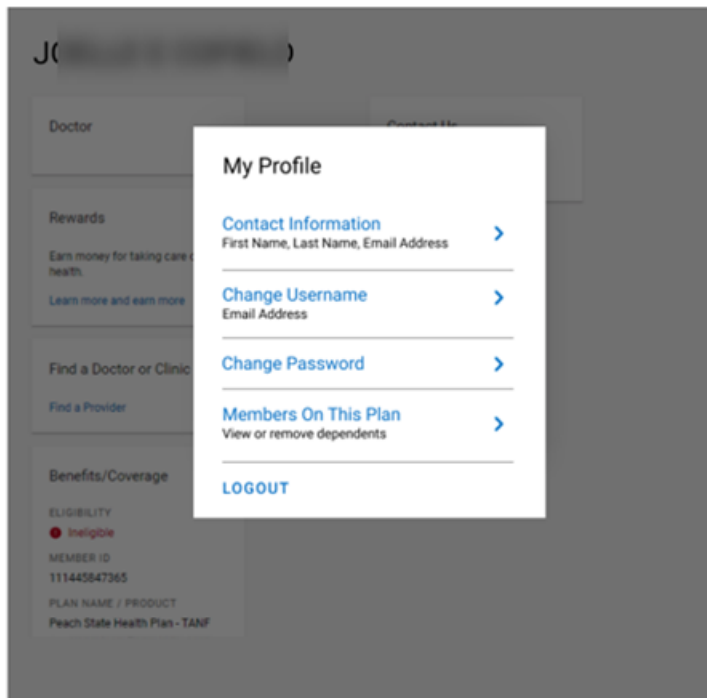


Change Password After Logging Into Member Portal Account

Click on **Account**.



Click on **Change Password**.



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Enter your new password and click **Submit**.

A screenshot of the MHS member portal's "Change Password" page. The page has a blue header with the MHS logo and a language dropdown set to "English". The main heading is "Change Password" with the instruction "Enter your current password. Enter a new password and confirm it." Below this are four input fields: "Email Address", "Current Password", "New Password", and "Confirm New Password", each with a toggle icon for visibility. At the bottom of the form are two buttons: a blue "SUBMIT" button and a white "CANCEL" button. At the very bottom of the page, there is a "single password" icon, a "reliable security" icon, and the text "EntryKeyID". Footer links include "Help", "Privacy Policy", "Terms of Use", and "©2021 Centene".

You will receive a notification that your password has been updated.

A screenshot of the MHS member portal's success message page. The page has a blue header with the MHS logo and a language dropdown set to "English". The main heading is "Success!" followed by the text: "Your password has been updated. Use your new password the next time you log in. Please close window." The page is otherwise blank.

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Potential Error Messages Shown During Registration or Logging into Your Account

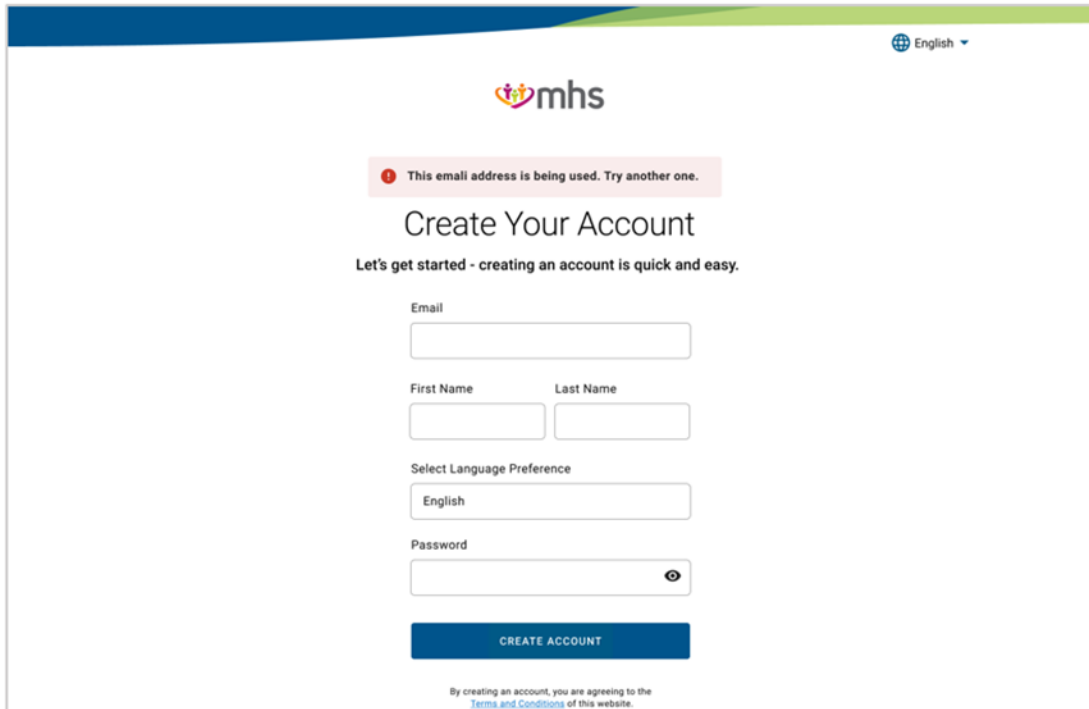
“Your information does not match our records. Try again. Or, click “Trouble logging in?” below.

A screenshot of the MHS member portal login page. At the top right, there is a language selection dropdown set to "English". The MHS logo is centered at the top. Below the logo is a pink error message box with a red exclamation mark icon: "Your information does not match our records. Try again. Or, click 'Trouble logging in?' below." The main heading "Log In" is centered. Below it are two input fields: "Username (Email)" containing "email123@gmail.com" and "Password" with a masked password "1234567890" and an eye icon. There is a "Remember me" checkbox and a "Trouble logging in?" link. At the bottom is a blue "LOG IN" button.

“Email address is required to log in.”

A screenshot of the MHS member portal login page showing a validation error. The language dropdown is set to "English". The MHS logo is at the top. The "Log In" heading is centered. The "Username (Email)" field is empty and has a red border with a red exclamation mark icon. Below it is the error message: "Email address is required to log in." The "Password" field is also empty and has a masked password "1234567890" and an eye icon. There is a "Remember me" checkbox and a "Trouble logging in?" link. At the bottom is a blue "LOG IN" button.

“This email address is being used. Try another one.”



“You need to reset your password as part of this new login experience. If you didn’t request a password change, don’t worry. You’re in the right place. We have updated our security features.”

