




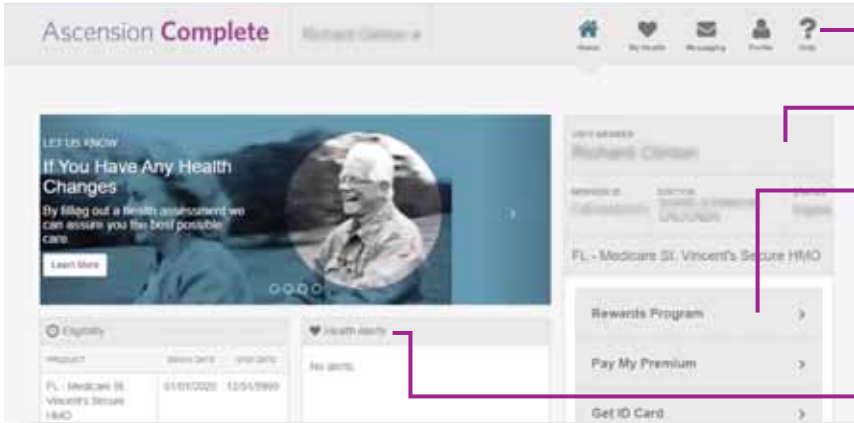


# How to use the Member Portal

The Ascension Complete Member Portal provides you with access to the information you need regarding your health benefits plan. To begin, visit **member.ascensioncomplete.com** and login with your email and password. If you don't have an account, click on **How To Register** at the bottom of that page for guidance.

Once you have logged in, you will see five navigation icons in the top right-hand corner of the screen. These icons will always be visible no matter where you are in the Member Portal.

-  **Home Page**  
View a complete summary of your personal and plan information and easily access helpful tools such as the Krames Online Library for thousands of resources related to health and medication.
-  **My Health**  
Visit My Health to see most of your medical information. See the next page for all it has to offer.
-  **Messaging**  
Communicate directly with an Ascension Complete Member Services representative using this private and secure messaging system.
-  **Profile**  
Update your contact information, request a new primary care physician, or change your email, password, or preferred language on the Profile page.
-  **Help**  
View our list of frequently asked questions and has a list of important phone numbers on the Help page.

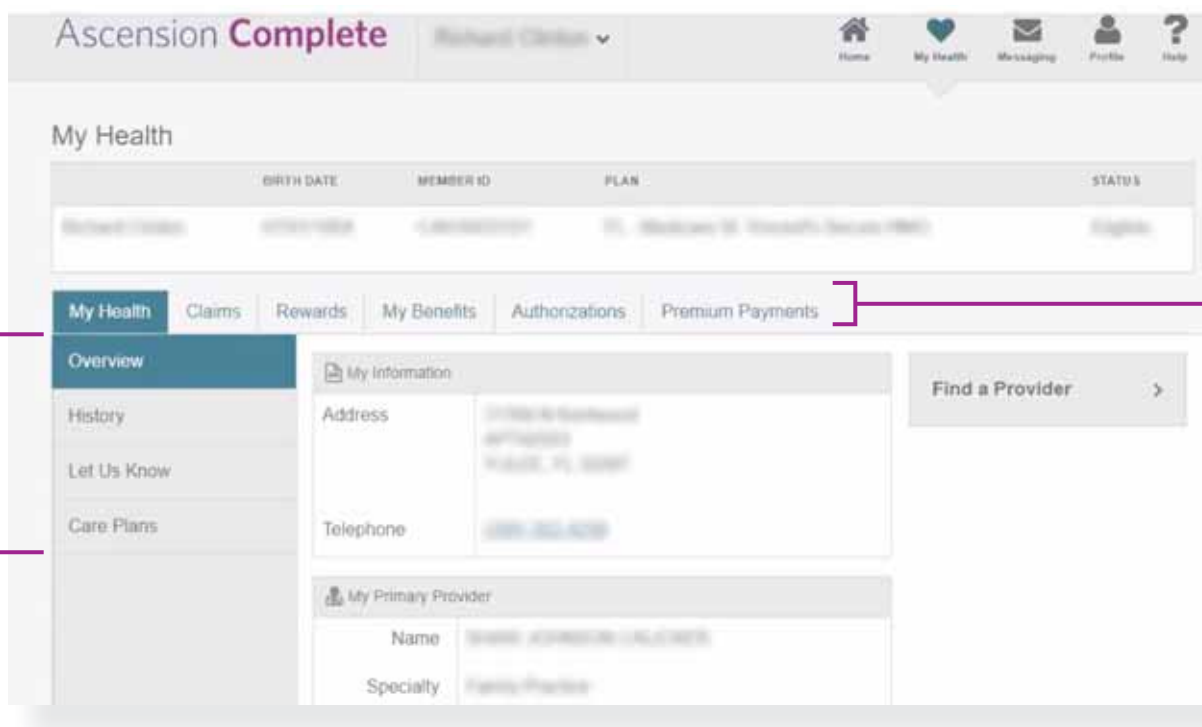


The screenshot shows the Ascension Complete Member Portal interface. At the top right, there are five navigation icons: Home, My Health, Messaging, Profile, and Help. Below the navigation icons, the user's name 'Richard Clinton' is displayed. The main content area includes a banner for health changes, a 'My Health' section with a 'No alerts' indicator, and a 'Quick links' section with items like 'Rewards Program', 'Pay My Premium', and 'Get ID Card'. A 'Personal information' section is also visible, showing 'FL - Medicare St. Vincent's Secure HMO'.

- Navigation Icons
- Personal information
- Quick links to important tools and information, including the Find a Provider tool to find in-network providers
- Important health reminders

Clicking on the **My Health** icon in the top navigation bar will take you to the **My Health** page where you will find information related to your health and plan. At the top of the page, a quick summary of your personal and plan information is displayed. Under this information, you will see six different tabs running from left to right, beginning with **My Health**. Under this tab, you will see four additional tabs:

- **Overview** – View your personal, provider, and eligibility information. Scroll down to see **Health Alerts**, such as flu shot or annual wellness visit reminders.
- **History** – View your coverage history.
- **Let Us Know** – Update your health status.
- **Care Plans** – View notes from your care manager about any conditions that are being managed.



The rest of the tabs running from left to right contain important information about your plan, benefits, and payments.

- **Claims** – Filter and search for current or past claims.
- **Rewards** – View a list of rewards you may be eligible for when completing preventive screenings.
- **My Benefits** – View a summary of your benefits and request a new member ID card.
- **Authorizations** – View a summary of authorizations within the last 90 days.
- **Premium Payments** – Make a payment online, set up auto-pay, or view your payment history.

Questions about navigating the Member Portal so you know where to find the information you're looking for? Call the **Ascension Complete Member Services** team to learn more.

**Alabama: 1-833-623-0771**  
**Florida: 1-833-603-2971**  
**Illinois: 1-833-293-5966**  
**Indiana: 1-833-525-0824**  
**Kansas: 1-833-816-6623**  
**Michigan: 1-833-431-1356**  
**Tennessee: 1-833-906-2876**  
**(TTY: 711)**

From **October 1 to March 31**, you can call us 7 days a week from **8 a.m. to 8 p.m.** From **April 1 to September 30**, you can call us Monday through Friday from **8 a.m. to 8 p.m.** A messaging system is used after hours, weekends and on federal holidays.