![Allegiance, a Cigna Company logo]

Online Features for Members

You can use your custom site for instant access to claims' status, eligibility, benefits information, ID cards and more. This guide will provide an overview on navigating the updated site and using its services. To get started, create a login at:
**www. askallegiance.com/mcahct**

Logging In

1. To set up new login information, click on **Health/Reimbursement Login**, then **Register New User** at the bottom of the box. You will be required to enter basic demographic information to verify your identity.
2. Once you enter this information, the system will ask you to create a username and password. Please note the specific character and length requirements.
3. After clicking **Submit**, the system will return you to the main login page. Enter your newly created username and password to continue on to the online member portal.
4. The Allegiance online portal allows you to access multiple Allegiance services through a single login. After entering your username and password information, please select the service you are looking for. Note that depending on which services you have elected, some members may see one or multiple options.
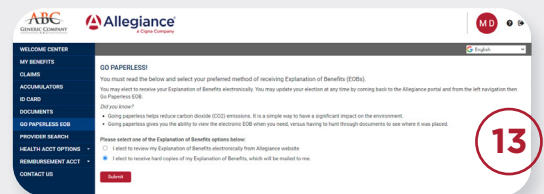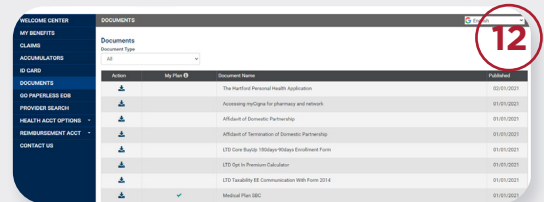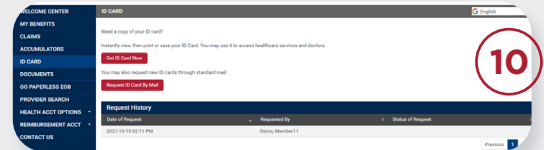
Online Services

5. The **WELCOME CENTER** includes an overview of your key Health Plan information. Review eligibility, recent claims and more all from this home page.
6. **MY BENEFITS** shows demographic information for you and any enrolled dependents as well as all active plan information.
7. The **CLAIMS** page has views for all processed claims as well as a tab for in-process claims. The **Type** and **Date Range** boxes allow you to filter claims.
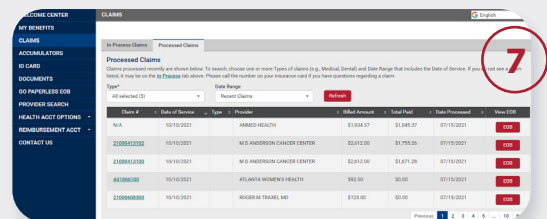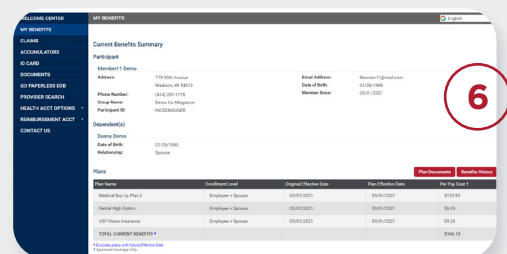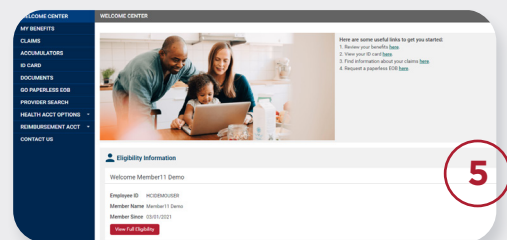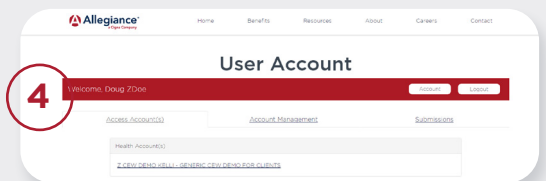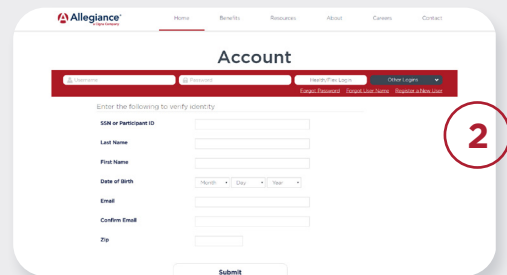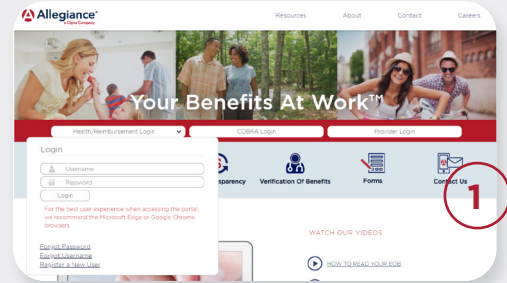
Online Services

8. Select the **Claim #** to pull up a detailed view of a specific claim or click the **EOB** button to load your Explanation of Benefits.

9. On the **ACCUMULATORS** page, you can review your current accumulator status including Single and Family deductibles and out-of-pocket maximums.

10. Under **ID CARD**, clicking the **Get ID Card Now** button will instantly load an electronic version of your ID Card.

11. If you need a replacement hard copy ID Card, select **Request ID Card by Mail**. Complete the short form and confirm the address for your card; Allegiance will verify your information and a new card will be mailed to you.

12. For your SPD, SBC, and other important materials, go to the **DOCUMENTS** page.

13. Looking to reduce the papers lying around? Select the **GO PAPERLESS EOB** page and elect to review Explanation of Benefits electronically. After confirming your email, you will receive a notice every time a new EOB is posted, so you can easily and quickly access it online without needing to wait for a hard copy in the mail.

14. Depending on your Health Plan, you may see additional options such as **HEALTHCARE BLUEBOOK, PROVIDER SEARCH**, and others. These links will connect you to other online services through a single sign-on.

The **www. askallegiance.com/mcahct** portal provides all of the information you need to manage your Health Plan, but if you ever have questions around the portal or any of your benefits, please call your dedicated Member Advocates at the services number on your Health Plan ID Card.