



Member Portal Overview: Individuals

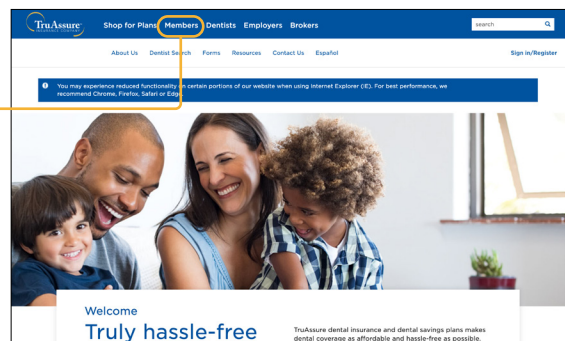
Connecting with TruAssure is easy!

Get real time benefit and claim information 24 hours a day, seven days a week online through the Member Portal at [TruAssure.com](https://www.truassure.com). With the Member Portal, you can find everything you need to know about your benefits as well as your covered dependents' benefits including:

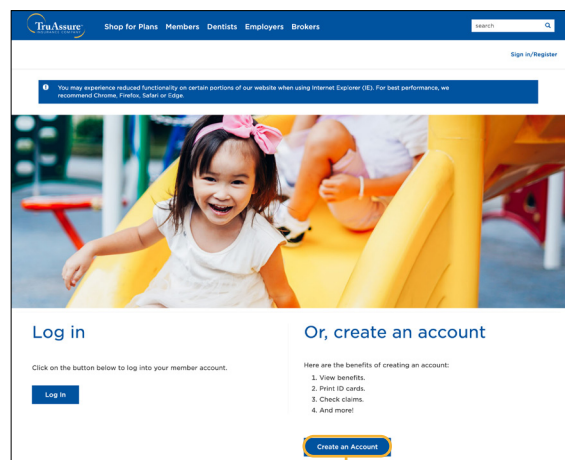
- Plan summaries**
- Payment information**
- Printable ID cards**
- Claim status**
- Automatic payment enrollment**
- Provider search**
- Benefit levels**
- Explanation of Benefits (EOBs)**
- Additional TruAssure resources**

To register for the TruAssure Member Portal, you need to:

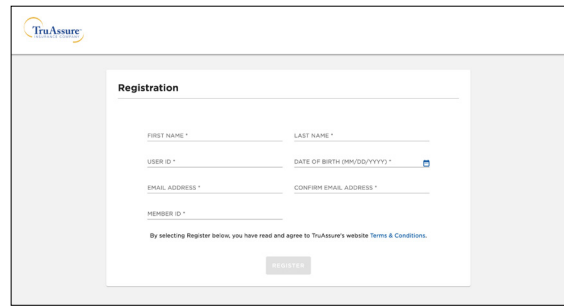
1 Go to [TruAssure.com](https://www.truassure.com) and select **Members**.



2 Click **Create an Account**.

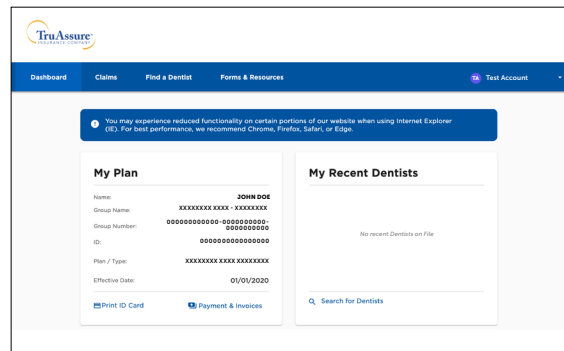


- 3 Complete the online registration.
 - 3a. Enter the primary member's first and last name.
The name must appear exactly as you entered during enrollment; e.g., "Bob" may be "Robert".
 - 3b. Create a user ID. Upper and lower case letter, numbers, hyphen or dash, underscore, @ and + are the only characters allowed in the user ID.
 - 3c. Enter the primary member's date of birth.
 - 3d. Enter and confirm the primary member's email address.
 - 3e. Enter the primary member's ID. Member IDs are listed on the TruAssure ID card.

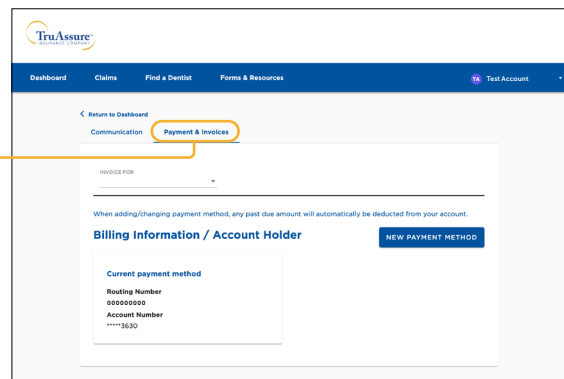
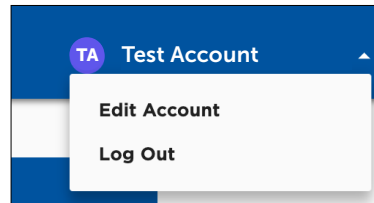


- 4 Upon registration, you will receive an email with your username and temporary password to log in. After sign in, you will be prompted to update your password.

- 5 Once signed in, your member dashboard gives you quick access to your benefits as well as your covered dependents' benefits information, in addition to other information including deductibles, maximums, claims activity and number of cleaning visits available. You will also be able to find a dentist, access additional forms and resources, sign up to receive electronic EOBs, view your payments and access EOB history.



- 6 Changing or adding a new payment method member portal is easy! In the portal, click on name and select **Edit Account**. In **Payment and Invoices**, you will be able to update your current payment method or add a new one.



For more information, call us at **888-559-0779** to speak with a customer service representative during normal business hours Monday-Thursday, 7:00 a.m. to 5:30 p.m. central time and Friday, 7:00 a.m. to 5:00 p.m. central time.