



Member Portal Overview: Groups

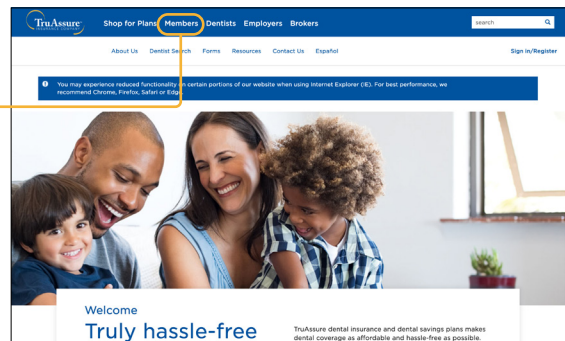
Connecting with TruAssure is easy!

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:

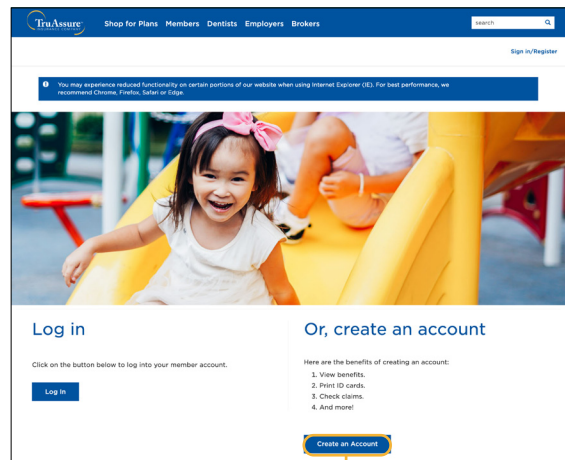
- Plan summaries
- Claim status
- Benefit levels
- Explanation of Benefits (EOBs)
- Printable ID cards
- Provider search
- Additional TruAssure resources

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.

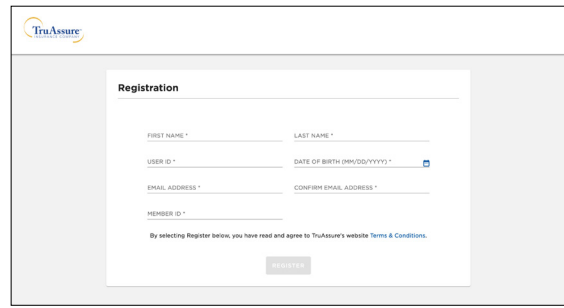
The name must appear exactly as you entered during enrollment; e.g., "Bob" may be "Robert".

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.

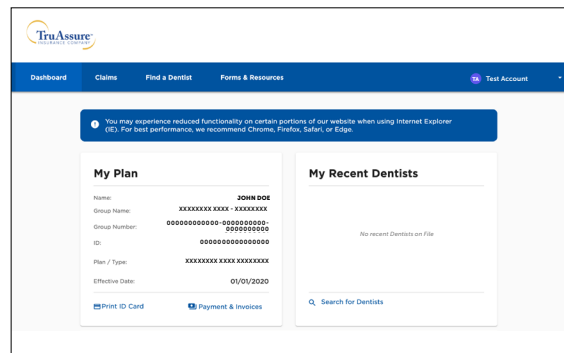
3e. Enter the primary member's ID. Member IDs are listed on the TruAssure ID card.



The screenshot shows the TruAssure website's registration page. It features a form with the following fields: FIRST NAME, LAST NAME, USER ID, DATE OF BIRTH (MM/DD/YYYY), EMAIL ADDRESS, and CONFIRM EMAIL ADDRESS. A MEMBER ID field is also present. Below the form, there is a checkbox for terms and conditions and a REGISTER button.

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, and access EOB history.



The screenshot shows the TruAssure member dashboard. It includes a navigation bar with links for Dashboard, Claims, Find a Dentist, Forms & Resources, and Test Account. A notification banner at the top states: "You may experience reduced functionality on certain portions of our website when using Internet Explorer (IE). For best performance, we recommend Chrome, Firefox, Safari, or Edge." The main content area is divided into two sections: "My Plan" and "My Recent Dentists". The "My Plan" section displays member information for JOHN DOE, including Group Name, Group Number, ID, Plan / Type, and Effective Date (01/01/2020). There are links for "Print ID Card" and "Payment & Invoices". The "My Recent Dentists" section shows "No recent Dentists on file" and a "Search for Dentists" button.

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.