

How to Register for the First Time

Visit to <https://www.novahealthcare.com/member>, scroll down to the Medical, Dental and Vision section and click 'Log In' or click here.



Scroll down and click the button that says 'Create Account'.

Sign into your account

Username

Password

Sign in **Create account**

Read the license agreement and click **Agree** at the end of the document to continue.

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License Agreement

Please read the License Agreement. Click "Next" to continue or "Cancel" to go back to the login page.

License Agreement

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Accept

Cancel **Next**

Enter the required information (you will need your member ID number or Social Security number) and click **Next**. If you are the subscriber, your member ID begins with an "A" and is located on your ID card. For example, A12345678. If you are a dependent, enter your member ID followed by a hyphen and your ID Suffix number. For example, A12345678-01.

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Please refer to your ID card to assist you in completing the steps on this screen.

Enter the Member ID (exact as it appears on your ID card), Name, Group # and Date of Birth.
Dependents may create their own personal account by marking the box next to "Are you a dependent" and providing their First Name and Date of Birth.

If you are the subscriber, your member ID begins with an "A" and is located on your ID card. For example, A12345678. If you are a dependent, enter your member ID followed by a hyphen and your ID Suffix number. For example, A12345678-01.

Click "Next" at the bottom of the page when complete.

Are you a dependent?

Member ID

First Name

Last Name

Date of Birth

Format mm/dd/yyyy

Group Number

Cancel Previous Next

If this required information is correct, you will continue on to create a **Username** and **Password**. If the required information is not correct or does not match the information in Nova's system, you may re-enter your information or contact Customer Service at (716) 773-2122 or 800-999-5703. Once complete, click **Next** to continue.

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Create Login Information

Username: Must be your email address, beginning with a letter. Characters accepted are: alpha-numeric, . (dot), - (dash) and @
Password: Must be at least 8 characters in length; and can use alpha numeric and the following special characters: _ !#%&* @-^!/?
Enter a valid e-mail address
Select 3 security questions (for password reset or forgot password service)
Click on "Next" at the bottom of the page

Username

Email Address

Confirm Email Address

Password

Confirm Password

Security Question 1
-- Select Question --

Don't have an email account?
This site requires a valid email address. If you do not have an email address, you may create a FREE Email account with one of these popular providers:

- Gmail
- Yahoo!
- Hotmail

The final screen will allow you to review your information and click **Finish** to complete your registration. This will take you inside the secure website to the home page with your personal plan information.

Go Paperless – Receive EOBs Online

You have the option to receive electronic copies of Explanation of Benefits (EOBs) through the Consumer Information Center. EOBs provide information about how your medical claim was processed; it is not a bill or invoice.

With the paperless option, you will receive an email when your claim has been processed and your EOB is ready online instead of receiving your EOB in the mail. Electronic EOBs look the same as paper versions and can be printed if needed. Going paperless protects the environment and reduces costs, while keeping your EOBs secure and available for you to conveniently access anytime.

When you log into your online account, you will see the pop-up screen below.

- If you would like to receive EOBs online, click the **Claims** button on the dashboard.
- Click [HERE](#) to receive paperless EOBs.

My Dashboard

- Task Bar
- Claims Information
- Profile Information
- Access to your Inbox

The dashboard features a top navigation bar with the Nova logo on the left and a 'Task Bar' containing 'MESSAGES', 'PROFILE', and 'LOGOUT' on the right. Below this is a secondary menu with 'HOME', 'COVERAGE & BENEFITS', 'CLAIMS', and 'MEMBER RESOURCES'. The main content area includes a family photo, a welcome message for 'BARNEY!' with member ID A08748556, employer ABC COMPANY, and group number 001. A 'Participant Details' callout points to this information. Below the photo is a 'Recent claims' table and a 'Quick Access to Recent Claims' callout pointing to a 'View all claims' button. To the right is a 'Quick Links' section with a callout pointing to the 'View or Print Your ID Card' link, which is highlighted with a blue box and the text 'To get a temporary ID Card'.

Task Bar

Profile Information

MESSAGES PROFILE LOGOUT

HOME COVERAGE & BENEFITS CLAIMS MEMBER RESOURCES

Participant Details

Welcome back, **BARNEY!** Member ID A08748556 Employer ABC COMPANY Group Number 001

Recent claims

CLAIM NUMBER	DATE OF SERVICE	PROVIDER
21907915100	2/28/2019	NICHOLAS CHUBA PT
21905844400	2/15/2019	TIMOTHY NAAB PT
21908159700	2/10/2019	BUFFALO WHEELCHAIR
21900848500	1/10/2019	ERIN JO MCCUE FNP
21828376000	11/9/2018	DARIN BRYDGES DC

View all claims

To get a temporary ID Card

- Find a Provider or Facility
- View or Print Your ID Card**
- Order Your ID Cards
- See Your Latest Claims
- View My Benefits and Coverage

Quick Access to Recent Claims

Quick Links

Quick Links

From your homepage, the left-hand column provides easy access to frequent used tools. You can search from benefit information, view claims, order an ID card, or find a provider.

Find a Provider

Click to access provider listings. If applicable, the network logos that appear offer access to providers associated with your plan.

View or Print Your ID Card

Click to view your ID Card online. You can also click to request a replacement if you've lost or misplaced the original.

Order ID Card

Click to order an ID card. To request an ID Card, you will need to verify your contact information. When you submit your request, you will receive a tracking number for your records.

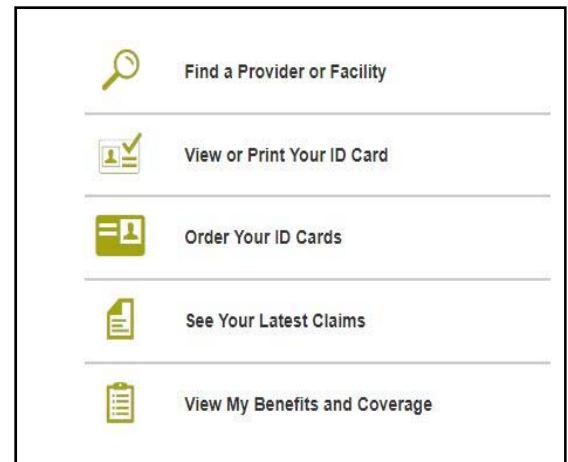
See Your Latest Claims

Click to view a comprehensive list of your claims and claim status. You can sort your claims by Claim Number, Patient Name, Provider, Service Date, Total Charges, Plan Paid Amount, My Responsibility, Claim Type or Claim Status by clicking on the title in the column heading. There is also an Advanced Search option, which allows you to quickly search for claims with a variety of search options.

To view your Explanation of Benefits (EOBs) for a particular claim, click on the claim number in the left-hand column. From the EOB screen you have the option to print or view your EOB. If one is not available, it may not have been issued yet.

View My Benefits & Coverage

Click to view your group number and the names and dates of birth of those covered on your plan.

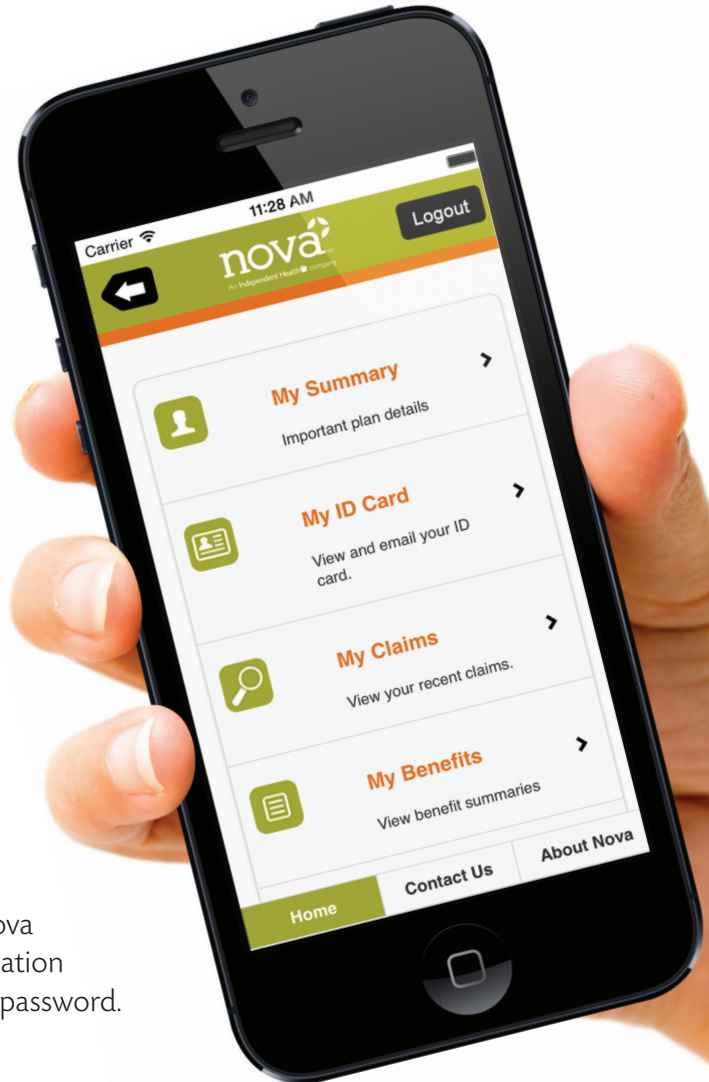


The All-New MyNova App

With MyNova, we're putting the information you need to better access and manage your health care right at your fingertips!

Here's What's Included:

- **My Summary** – Get important plan details including benefits and coverage information.
- **My ID Card** – View the front and back of your ID card whenever you need to, with the option to email your card information right to your provider.
- **My Claims** – See your most recent claims and get a detailed view of each one.
- **Find a Provider** – Search for an in-network provider.
- **My Benefits** – Reference a quick snapshot of your benefits.
- **LifeMart** – Access health and wellness discounts, and much more!



DOWNLOAD THE APP TODAY!

User Information

Only members with benefits administered by Nova can log in and use the app. Your personal information cannot be accessed without your username and password.

Requirements

The MyNova app is compatible with Android 2.3 or later, and iPhone, iPod Touch and iPad. Requires iOS 4.3 or later.

Questions?

Call the Customer Service phone number found on your ID card – we are here to help.