



How to Register on mymedica.com

Mymedica.com is your one-stop resource for the information you need to manage your health plan benefits and help improve your health. It takes just a few minutes to register for the site. Have your Medica ID card handy because it contains information you need to sign up, and grab a pen so you can write down your new login information.

To get started, go to mymedica.com and click on the “Register Now” button in the Site Login box on the left-hand side of the screen. You’ll be guided through a quick three-step process.

If you have questions about the mymedica.com registration process, call Technical Support at **1-877-844-4999**, Monday through Friday, 7 a.m. to 9 p.m. Central time.

CHANGE OF PLANS?

If your Medica coverage was renewed and your group or policy number changed, you will need to re-register for mymedica.com. You’ll know you need to re-register if you log in to the site and see **“My Coverage: Ended”** in the upper left corner. Re-register using the group or policy number found on your new Medica ID card.

Step 1

Identification

In the Identification step, you will need to provide information found on your Medica ID card, as well as your date of birth.

Identification

See your ID card* and enter the details exactly as shown.
Your information is kept safe at all times. Your information is kept confidential and secure at all times.
You must be [13 or older to register](#).

First Name
(as it appears on your ID Card*)

Last Name

Member ID [What is this?](#)

Group or Policy Number

Date of Birth

Month Date YYYY

*If you do not have an ID card, please refer to your employer for information.

MEDICA
Paper ID: 94265
ID: 999999999 Group/Policy: 999999
Name: JOHN DOE
Dependents: JANE R DOE, DAUGHTER R DOE, SON T DOE, BABY1 U DOE, BABY2 V DOE
Care Type: MEDICAL CHOICE PASSPORT
SVC Type: MEDICAL
OV/CONV/URGIER
\$XXX/\$XXX/\$XXX/\$XXX
My Impact
Rx BIN: 003585
Rx PCN: 99500

REGISTRATION TIPS

- Make sure that you enter the name that is printed on your Medica ID card (i.e., not a nickname or a name that has changed since your ID card was printed).
- Make sure that the date of birth you enter is the same date of birth that you provided when you enrolled with Medica. If your spouse or other dependent is registering for mymedica.com, please make sure that they enter the date of birth that you provided when enrolling them for coverage. If you have any questions or are unsure about this information, please check with your employer.

Step 2

E-mail Address

Enter your e-mail address, then retype your address to confirm that it's entered correctly. We suggest using an e-mail address that you check frequently because we will use this address to provide important updates from mymedica.com about your health plan benefits. If you'd also like to receive information about other Medica programs and offerings available to you, check the box at the bottom of this screen.

Welcome, Chrisdemo Demo!

E-mail Address

Why is your e-mail address important?

We require an e-mail address so we can communicate important information to you and confirm changes you make to your online account.

Enter your E-mail Address

ChrisDemo@domain.com

Retype your E-mail Address

ChrisDemo@domain.com

Sign Up for Free E-mail

If you don't have an e-mail address, you can sign up for a FREE e-mail account at:

[Google](#) [Yahoo](#) [AOL](#)

I would like to receive marketing or promotional information from this Web site by e-mail. (Messages will contain no private information. Your e-mail address will not be sold. See [Privacy & Security](#))

[Next step](#)

Step 3

Username & Password

Welcome, Chrisdemo Demo!

Username & Password

Choose Username

Username
Chrisdemo

- Begin it with a letter or a number
- Include at least one letter and one number
- If you use your e-mail address, you don't need to include a number
- 5 to 50 characters and no spaces

Choose Password

Password
●●●●●●

- At least one letter and one number
- 8 to 15 characters and no spaces

Retype Password
●●●●●●

Choose a Security Question

Select a question from the pulldown menu and enter an answer you can remember exactly as you type it.

Question
What is your mother's maiden name?

Answer
Smith

MIN 4, MAX 50 CHARACTERS

I certify that the information provided is my personal information or the information of a person for whom I am a legal guardian.

I have reviewed and understand the [Privacy Statement](#) and [Online Service Agreement](#)

CREATING A USERNAME

You can use an e-mail address as your username or create something new. Just be sure to pick a combination of letters and numbers that is uniquely yours.

- If you choose to use an e-mail address as your username, it does not have to contain numbers. Just be sure to use **your own valid e-mail address**.
- If you choose a username that is not an e-mail address, it must contain both letters and numbers—for example your first initial, last name and street address number.

Please note that if you have registered for mymedica.com before and need to re-register because of a group or policy number change, you will have to create a new unique username that is different from your previous username.

DECIDING ON A PASSWORD

Create a unique password between 8 and 15 characters that contains at least one letter and one number.

Your password cannot include your first or last name or your mymedica.com username.

YOUR USERNAME:

- Must be between 5 and 50 characters
- Must contain at least one letter and one number
- Can be an e-mail address, in which case a number is not needed
- Cannot contain spaces
- Cannot contain your group or policy number
- Can contain @ _ - , # . but no other special characters (question marks, exclamation points and other special characters will return an error message)

YOUR PASSWORD:

- Must be between 8 and 15 characters
- Must contain at least one letter and one number
- Cannot contain spaces
- Cannot contain your first or last name
- Cannot match or contain your username
- Can contain @ _ - , # . but no other special characters (question marks, exclamation points and other special characters will return an error message)
- Cannot contain 4 or more repeating characters (e.g., XXXX, 1111)
- Cannot contain 3 or more sequential characters (e.g., ABC, 123)

Step 3

Username & Password, continued...

Once you've successfully created your username and password, write them down. Please keep this information in a safe place, like a wallet or day planner that you keep with you. Remember, your username and password give access to your personal health information, so be sure to guard your login information carefully.

CHOOSE A SECURITY QUESTION

Just like at your bank's website, mymedica.com requires that you answer a security question, in case you lose or forget your username and password. Make sure that you choose an answer you will be able to remember *exactly*—including spaces, abbreviations and capital letters.

After completing the above steps, you'll see a "Registration Completed" screen. You're now registered and can begin using mymedica.com!

SECURITY TIP

If you record the answer to your security question, we do not recommend storing it in the same place as your username and password.

FORGOT YOUR USERNAME OR PASSWORD?

In the future, if you can't remember or are unsure of your username or password, it's best to reset your login information rather than try to guess what it is. After three failed attempts to log in, you will be unable to access mymedica.com until you call Technical Support at 1-877-844-4999 (available Monday through Friday, 7 a.m. to 9 p.m. Central time).

To reset your username and/or password, go to the mymedica.com homepage and click on "Forgot your username or password?" You will need information from your Medica ID card to reset your login information.

YOUR DEPENDENTS AND MYMEDICA.COM

Mymedica.com isn't just for you — it gives all of your covered family members access to information about their health plan benefits.

To balance state and federal regulations, Medica created a privacy policy that requires members age 13 and older to have their own mymedica.com account. Have your dependents follow the steps in this guide to register for their own account, and make sure they are able to remember their username and password.

For children 11 and under, their claims will display when you or your spouse are logged in to the website.

Medica members who are age 12 will receive claims information in the mail. Due to regulations, 12 year olds do not have access to mymedica.com.