

# Secure Member Portal

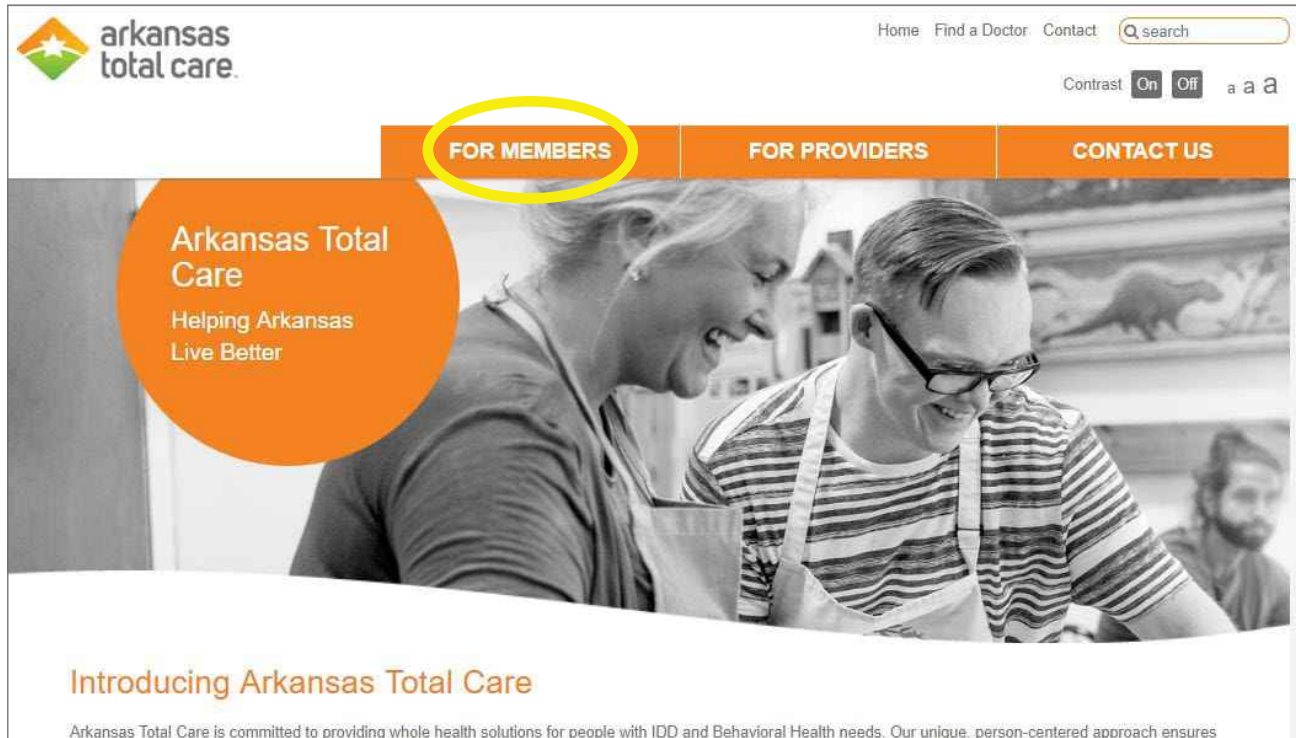
## HOW TO CREATE A MEMBER ACCOUNT



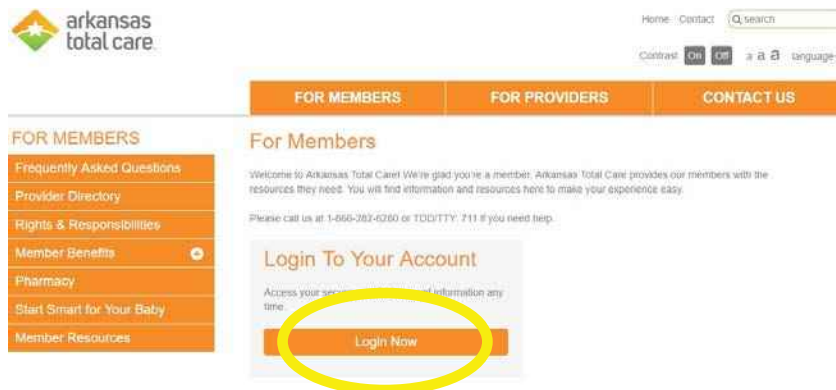
Follow the steps below to create your Member Portal Account.

### 1 STEP 1: Visit your Arkansas Total Care Home Page

Click on 'For Members' on the home page.



### 2 STEP 2: Click 'Login Now'



Customer Service:  
1-866-282-6280 (TDD/TTY: 711)

ArkansasTotalCare.com

### 3 STEP 3: Click on 'Sign Up Now' to create your account

The screenshot shows the Arkansas Total Care website. At the top left is the logo with a star in a green and orange diamond. Below it, the text reads "We simplify managing your health!". There are three columns of features: "Health Management" with a "Health Alert" card, "Simple & Mobile" with a smartphone and tablet, and "Secure Messaging" with an email interface. To the right is a "Login" section with fields for "User Name (Email)" and "Password", and a green "Login" button. At the bottom, a red "Sign Up Now" button is circled in yellow.

### 4 STEP 4: Enter your information

- Enter your birthday and your Arkansas Total Care ID Number.
- Format the Birth Date –MM/DD/YYYY.
- Click “Find Member”.

The screenshot shows the "Register Member" form. At the top left is the Arkansas Total Care logo. Below it, the text reads "Register Member". There is a "Your Details" section and a "Your Progress:" indicator with four arrows, the first of which is filled. A "Cancel" button is in the top right. Below the progress indicator are two input fields: "Birth Date (mm/dd/yyyy):" and "Member ID:". The "Birth Date" field contains the placeholder "mm/dd/yyyy". To the right of the "Member ID" field is a blue "Find Member" button, which is circled in yellow.

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## STEP 4: Continued...

- Create your user name by entering your email address.
- Create a password.
- Retype password (they must match).
- Click 'Next'.

The screenshot shows the 'Register Member' form for Arkansas Total Care. The form is titled 'Your Details' and includes a progress indicator with four arrows, the first of which is filled. A 'Cancel' button is located in the top right corner. The form contains several input fields: 'Birth Date (mm/dd/yyyy)' with the value '10/29/1991', 'Member ID' with the value '001122333', 'User Name (Email)' with the placeholder 'Name@emailaddress.com', 'Password' with the value 'J8u23jkk', and 'Retype Password' with the value 'J8u23jkk'. A 'Find Member' button is positioned to the right of the Member ID field. At the bottom of the form, there is a checkbox area with the text 'By clicking this button I am agreeing to the Terms and Conditions for this website.' and a blue 'Next' button, which is circled in yellow. The footer of the page includes links for 'Terms and Conditions', 'Privacy Policy', and a copyright notice for 'Centene Corporation 2019'.

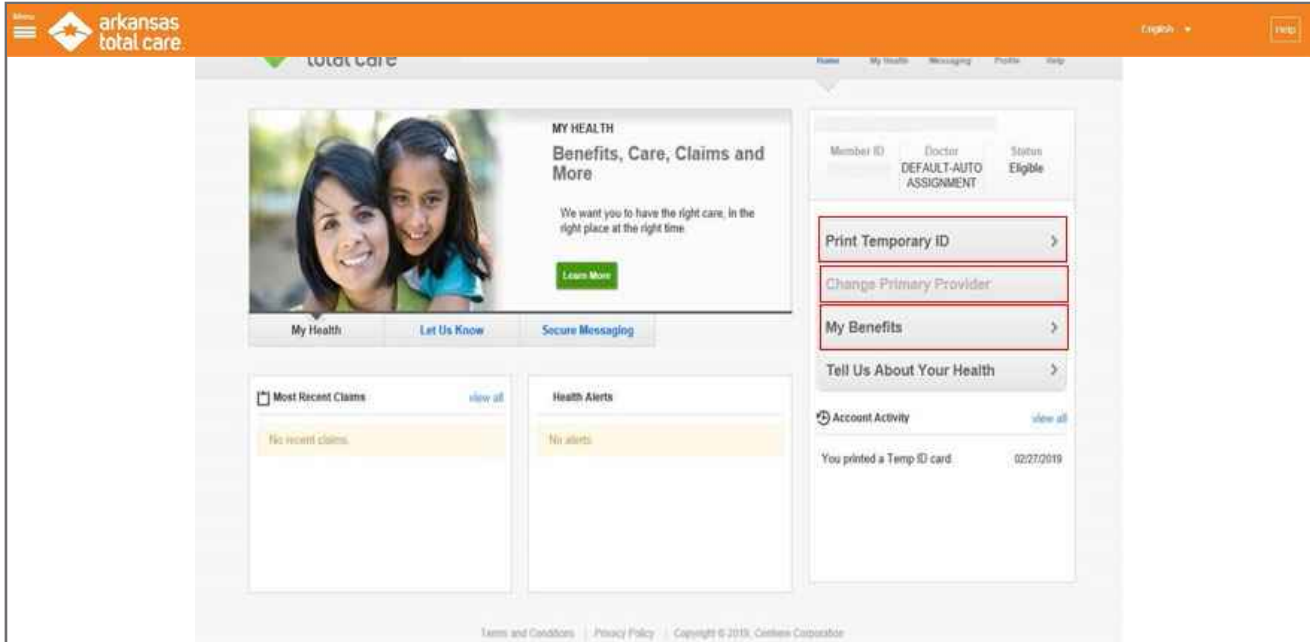
By clicking the 'Next' button you are agreeing to the Terms and Conditions for this website. You will receive a notification if you have successfully created your account.

## 5 STEP 5: Congrats! Your Secure Member Portal Account is created

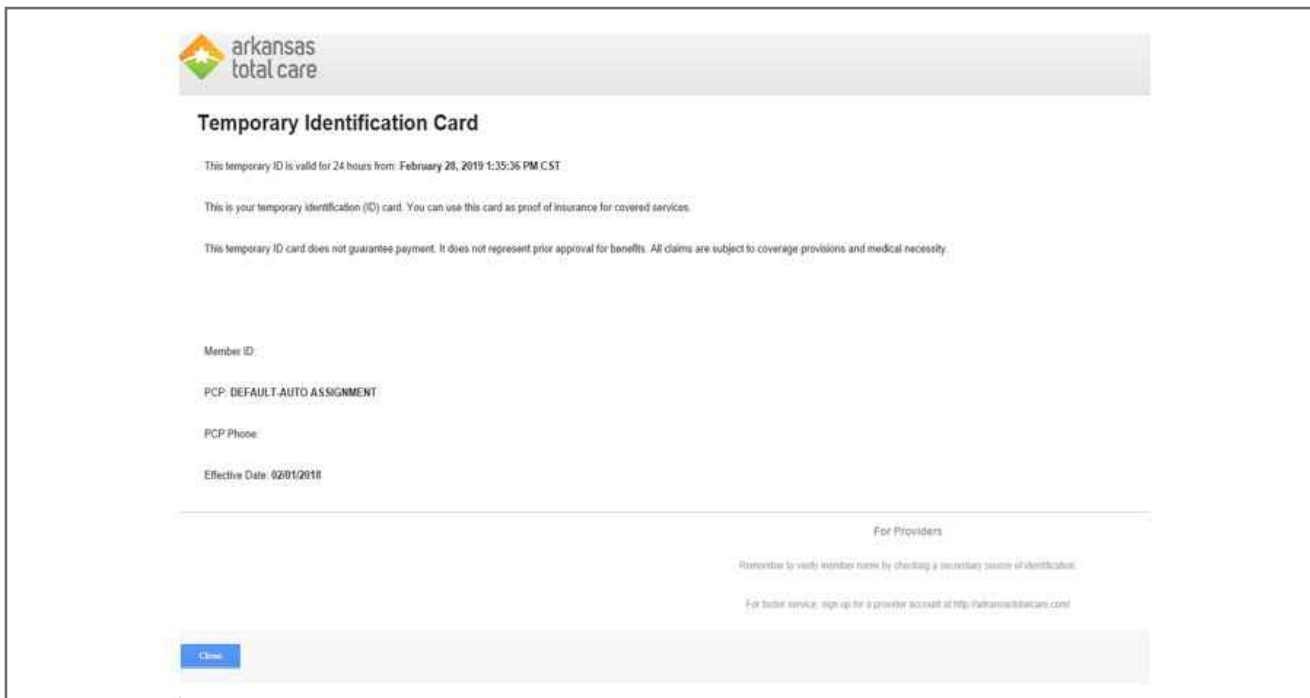
You are now inside your member account.

You can:

- You can print a Temporary ID Card.
- Change your Primary Care Physician.
- View your benefits.

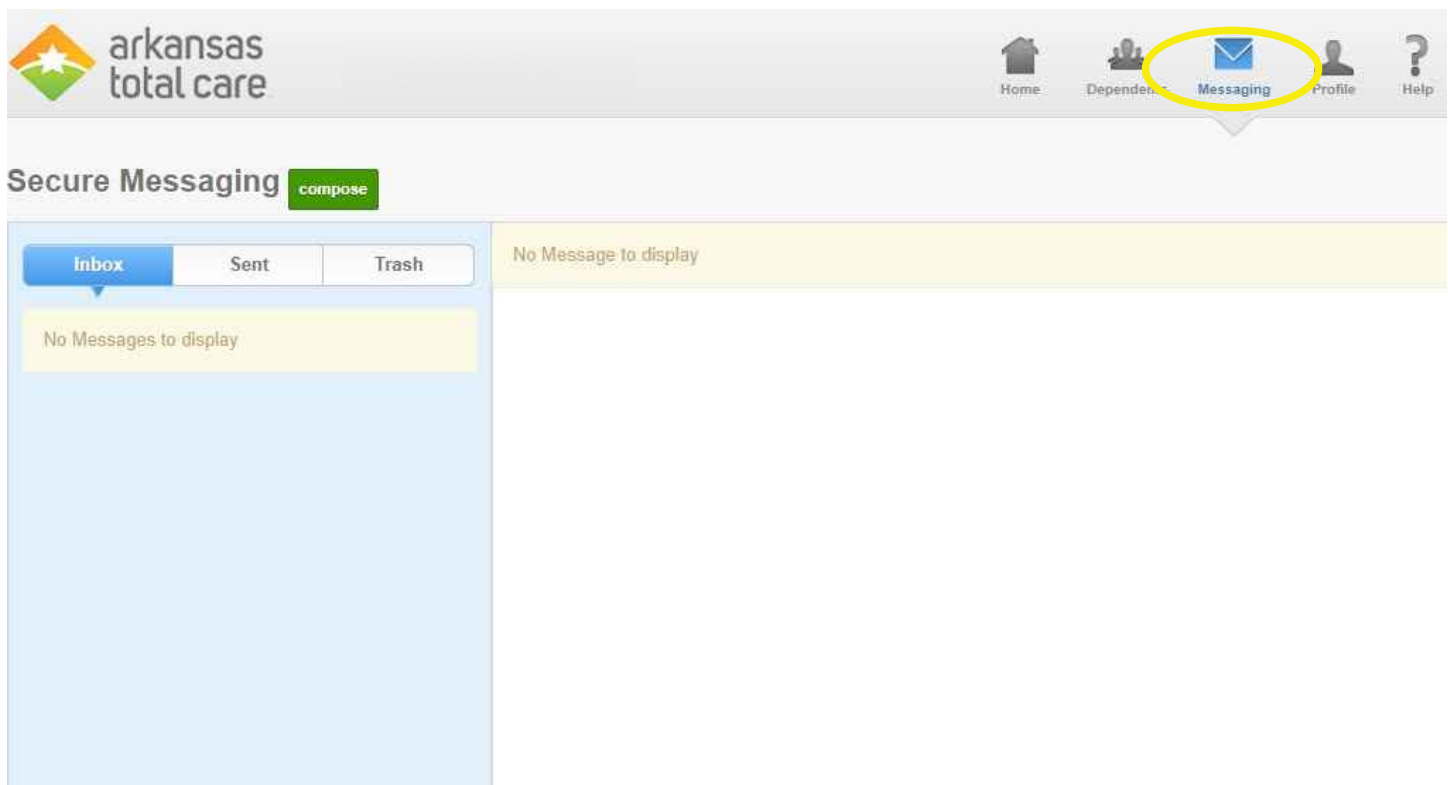


### Print a Temporary ID Card



## We're Here to Help!

Click on 'Message' to send a message to Arkansas Total Care. You'll receive a response to your message within 1-2 business days.



***Do you have  
more questions?***

Call us at:  
1-866-282-6280 (TDD/TTY: 711)

All materials are available for written or oral translation, in your language or alternative formats at no cost by calling 1-866-282-6280 or TDD/TTY: 711.

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Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Arkansas Total Care tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-866-282-6280 or TDD/TTY: 711.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Arkansas Total Care, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-866-282-6280 or TDD/TTY: 711.