

Member Portal Quick Start Guide



Member Portal Access Instructions

Registration

1. Visit **MyPAI Customer Login** at paisc.com.
2. Click on **Select your portal** and choose **Member Portal**.
3. Click on **Create account**, accept the license agreement, click **Next**, and follow the prompts. Enter your name exactly as shown on your member ID card. For security, a new account is required and a two-step authentication process has been added. Your Member ID Number is on your ID Card.
4. Once completed, an email is sent confirming success of the sign up process.

☐ Are you a dependent?

Member ID

.....

First Name

John F.

Date of Birth

07/04/1972

Format mm/dd/yyyy

Group Number

000

Last Name

Doe, Jr.

ABC SALES COMPANY

Member Name: JOHN F. DOE, JR. Group #: 000

Medical ID#: 12345678

Pharmacy ID#: 12345678

PAI Customer Service: 1-800-768-4375

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Logging In

Once you have registered for the Member Portal, you may use your username and password to sign in. The **Sign in** button is on the Member Portal home screen.

Sign in to your account


Username

Password

Sign inCreate account

[Forgot your username or password?](#)

Once logged in to the Home page, you can see dashboards containing your coverage summary, claim information and Quick Links.



Welcome Back, JOHN!

Member ID
12345678

Group Name
ABC Sales Company

Group Number
000

Deductible and Out-of-Pocket Balances
2021 Benefit Year Out of Pocket
\$86.34 \$3000.00
View all balances

Recent Claims

CLAIM NUMBER	DATE OF SERVICE	PROVIDER	CLAIMTYPE
1020345678	5/13/2021	ST FRANCIS PHYSICIAN SERVICES	ME

Claim Access Authorization

View/Print Your ID Cards

Find A Provider

Health Management Programs

PAI Pharmacy Benefits

Access to Adult Dependent Claims Data

Due to HIPAA privacy rules, you or your family members are not able to view online claims information for your spouse or dependent over age 16 without their consent. The **Claims Access Authorization** option on the home screen allows the member to grant (or deny) access to other family members to see their health care claims or eligibility. To use the **Claims Access Authorization**, the spouse and each dependent over the age of 16 on the plan, MUST FIRST create their own member account. Once this is completed, the member and the spouse can use the **Claims Access Authorization** feature to request access to your dependent's account(s) to view claims.

- By default, all members can see their own information and all dependents under 16.
- A member's spouse can see their own information and all dependents under 16.
- Dependents can only see their own information.

NOTE: You are only able to grant/deny access to family members that have an online account. As such, all dependents over the age of 16 must create their own account before the member or spouse is able to engage the Grant/Deny Access feature to see dependent claims.

Request Access: If you would like to request access to one of your family member's online claims information, you may click on **Request Access** next to their name and send an email to your family member requesting they authorize your access. **Again, they will need to sign up for an online account to grant your access to their information.**

Grant/Deny Access: Once you have created your account, if you would like to authorize your family members access to your online claims information, you may do so by clicking on the **Grant** button next to their name. You are also able to **Deny** access to your online claims information.