

# DELTA HEALTH SYSTEMS WEBSITE

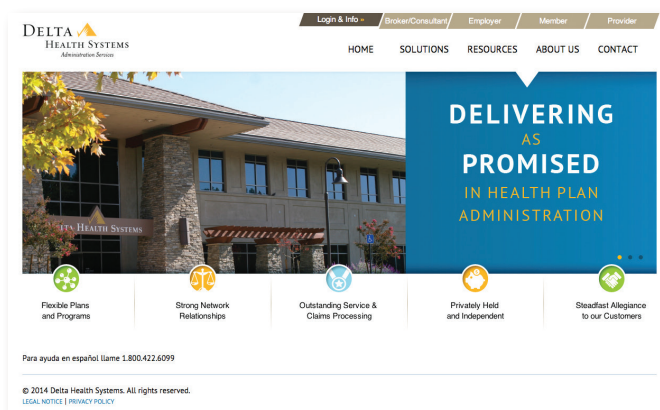
Access your healthcare information anytime from anywhere! Our **secure** website keeps your individual claims\*\* data strictly **confidential** - no diagnosis or procedure information is ever displayed.

When you go to [www.deltahealthsystems.com](http://www.deltahealthsystems.com) you can:

- **Check** the status of a claim\*\*
- **Verify** eligibility
- **View** plan benefits
- **Order** an ID Card
- **Find** a provider
- **Contact** customer service

You can also **print**:

- Claim Forms
- Explanation of Benefits (EOB)
- Third Party Liability (TPL) Questionnaires\*
- Workers' Compensation Questionnaires
- Coordination of Benefits (COB) Questionnaires\*



**\*E-SIGN AND SUBMIT ONLINE:** Delta Health Systems may ask you to submit additional forms necessary to complete the processing of your claim. When you use our e-Signature capability, you can review, complete and e-sign these required forms including a Third Party Liability (TPL) Questionnaire and/or a Coordination of Benefits (COB) Questionnaire quickly and securely **online**.

**\*\*Only claims administered by Delta Health Systems can be viewed on our website.**

## EASY ACCESS INSTRUCTIONS

1. Go to [www.deltahealthsystems.com](http://www.deltahealthsystems.com).
2. Select **Member** on the top tool bar, then select Click Here to Login or Register.  
Covered employees: register as a "Member."  
Covered dependents age 18 or older: register as a "Dependent."
3. On the next screen, either login or click Register Now.
4. To register, complete the required fields and click Submit.
5. When you return to [www.deltahealthsystems.com](http://www.deltahealthsystems.com), select Member and enter your **User Name** and **Password**.  
**Important:** Registration information is case sensitive.

## FORGOT YOUR USER ID OR PASSWORD?

Select **Member** on the home page, select **click here** to login or register and then click on **Forgot Your Password**. After answering a series of security questions, your password will be reset and sent to the email address you used when you originally registered.

### Access to Covered Dependent Information

Due to privacy laws, online access to your covered dependents' information varies based on their age:

- **Up to Age 18:** Dependents' healthcare information is available only to the covered employee.
- **Age 18 and Over:** To view their claims and eligibility, dependents must register. Once registered, your dependent has the option to e-sign an authorization release form allowing you as the covered employee to view their personal healthcare information.

*Note: The Health Insurance Portability and Accountability Act (HIPAA) regulates privacy for health insurance plans; access requirements may be modified from time to time based on legal requirements.*