



Member Portal Overview: Groups

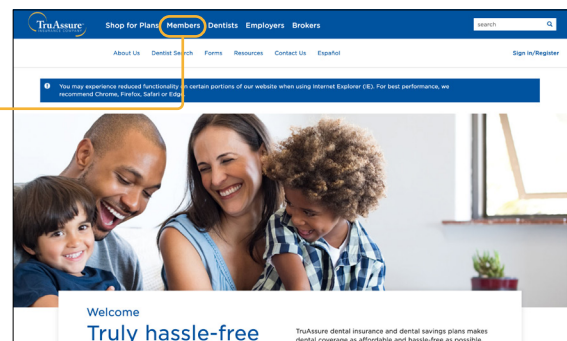
Connecting with TruAssure is easy!

Get real time benefit and claim information 24 hours a day, seven days a week online through the Member Portal at TruAssure.com. With the Member Portal, you can find everything you need to know about your benefits as well as your covered dependents' benefits including:

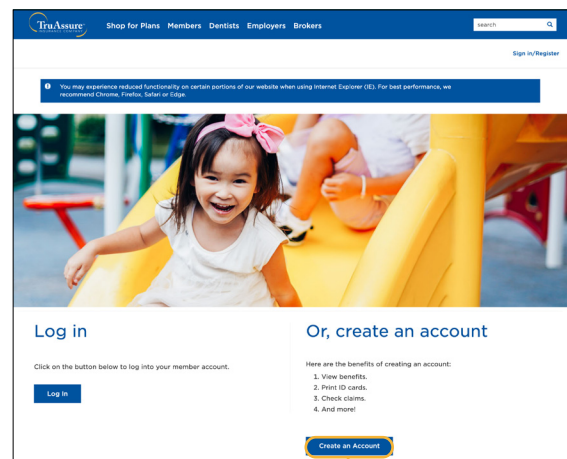
- Plan summaries
- Claim status
- Benefit levels
- Explanation of Benefits (EOBs)
- Printable ID cards
- Provider search
- Additional TruAssure resources

To register for the TruAssure Member Portal, you need to:

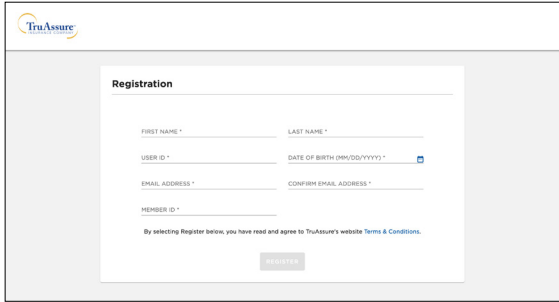
- 1 Go to TruAssure.com and select [Members](#).



- 2 Click [Create an Account](#).

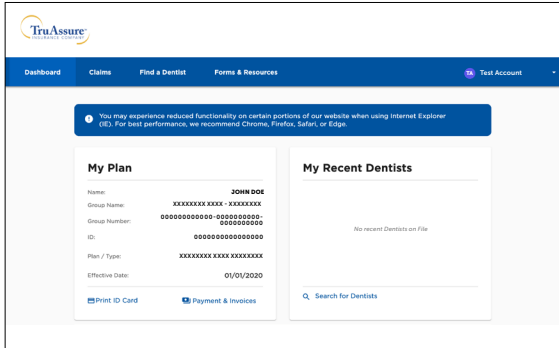


- 3 Complete the online registration. Enter the primary enrollee's first and last name (the name must appear exactly as you entered during enrollment; e.g., "Bob" may be "Robert"), the assigned user and member ID, date of birth and email address.

A screenshot of the TruAssure online registration form. The form is titled "Registration" and includes fields for "FIRST NAME *", "LAST NAME *", "USER ID *", "DATE OF BIRTH (MM/DD/YYYY) *", "EMAIL ADDRESS *", and "CONFIRM EMAIL ADDRESS *". There is a "MEMBER ID *" field at the bottom. A checkbox for "I agree to the Terms & Conditions" is next to the date of birth field. A "REGISTER" button is at the bottom right. A small disclaimer at the bottom states: "By selecting Register below, you have read and agree to TruAssure's website Terms & Conditions."

- 4 Upon registration, you will receive an email with your username and temporary password to log in. After sign in, you will be prompted to update your password.

- 5 Once signed in, your member dashboard gives you quick access to your benefits as well as your covered dependents' benefits information, in addition to other information including deductibles, maximums, claims activity and number of cleaning visits available. You will also be able to find a dentist, access additional forms and resources, sign up to receive electronic EOBs, and access EOB history.

A screenshot of the TruAssure member dashboard. The dashboard has a blue header with the TruAssure logo and navigation links: "Dashboard", "Claims", "Find a Dentist", "Forms & Resources", and "Test Account". A blue banner at the top states: "You may experience reduced functionality on certain portions of our website when using Internet Explorer (IE). For best performance, we recommend Chrome, Firefox, Safari, or Edge." The main content area is divided into two columns. The left column, titled "My Plan", displays member information: Name (JOHN DOE), Group Name (XXXXXXXXXX - XXXXXXXX), Group Number (0000000000-0000000000), ID (0000000000000000), Plan / Type (XXXXXXXXXX XXXXXXXX), and Effective Date (01/01/2020). Below this information are links for "Print ID Card" and "Payment & Invoices". The right column, titled "My Recent Dentists", shows "No recent Dentists on File" and a "Search for Dentists" button.

For more information, call us at **888-559-0779** to speak with a customer service representative during normal business hours Monday-Thursday, 7:00 a.m. to 5:30 p.m. central time and Friday, 7:00 a.m. to 5:00 p.m. central time.