

My CareSource Portal Registration - MP

The My CareSource Portal is a web-based portal for CareSource members that allows them to easily find program information, make premium payments, review their claims, and set their communication preferences.

Registration requirements:

- Must be eligible
- Must have the following available:
 - Member's first and last name
 - A valid email address (does not have to be the same email listed in Streamline)
 - Member ID #
 - Member DOB

1. Go to <https://my.caresource.com/>
2. Click **Sign Up**.
3. Complete the First Name and Last Name fields
 - a. The spelling of the first and last name must match the exact name of the member being added in steps 6-9. When applicable, any hyphens, punctuation, or suffixes (such as Jr or II) must be included to ensure the plan can be added.
4. Type an email address in the What is your email? field.
 - a. The email address registered will also be the member's username.
5. Enter a password in the Password field.
 - a. Must be at least eight characters long and contain letters and numbers. Must contain at least one special character (@, #, etc.). If registering an account on a member's behalf, use the password "Care1234!". Advise member to change this password immediately upon login.
6. If user speaks a language other than English, click the Language drop-down > select applicable language.
7. Click the **I would like to add a health insurance plan to this account** check box.
8. Type the 11-digit member ID in the Member ID field.
9. Click the Birth Date drop-down > select the appropriate day, month and year.
10. Click the applicable radio button for the Relationship field.
11. Click **Register**.
12. Member will receive an email within 5-10 minutes to the email address they entered in order to activate their account. Member should check all email folders to locate the email. Once the member clicks the link on the email, a page will display stating the account has been activated. Then member can log into their account.

How to request an ID card in MyCareSource portal:

Member wanting to view or print their card from MyCareSource account:

1. From the home page under My Help, click view ID card.
2. An image of the carrier text letter and ID card will appear. Hover over the mouse to display a toolbar at the bottom.
3. Click the printer icon to print.

Member wanting to order an ID card to be mailed to them:

1. If member is on the home tab: under My Help, click request ID card OR If member is on the benefits tab: click request ID card.
2. Click the radio button which corresponds with the reason the new ID card is needed:
 - a. Did not get initial card
 - b. Did not receive the replacement card
 - c. Replacement, duplicate, lost, stolen, other
3. Verify the address and phone number on file are correct and click the radio button stating they are showing correct. (Member can update their phone number or address using the Preferences tab.)
4. Click Submit.