Login Page

- From the login page, existing users can sign in to their registered account, access our self-service tools to reset a forgotten password and access public documents. New users can initiate the automated registration process.
Participant Registration

- Automated Participant registration allows new web-users near instant access. Automated registration is available for all active NY PHP Participants.

- Password requirements will be listed below the registration box.
Forgotten Password Service

- Once registered, a user can set their FPS questions and answers, which will allow them to unlock and reset their password should they ever forget it.
Forgotten Password Service

- To unlock and reset the password, the user must simply answer the questions with the answers they previously saved.
Participant Home Page

- The participant home page is the entry point to all features of the portal. These include claims searches, ID card downloads, benefits, reporting and other plan resources.
Quick Claim Search

- The main menu bar contains a claim number search box that can be used to quickly view a single claim’s detail from any area of the system. If you know the claim number, enter in this box and click Search.
Find Claims

- The portal will automatically display the last 12 months of claims for the selected member.
- Use the column filters to narrow the list down to matching claims. Each column can also be sorted by clicking the column label.
- Clicking a claim row will display the claim detail window, and clicking the EOB icon will show the explanation of benefits if available.
- Use the Export to Excel option to produce a spreadsheet of all listed claims.
ID Card Display

- Clicking ID Cards in the menu opens a PDF image of the Participant’s actual ID card. This image can be saved, emailed, or faxed from the site via the Select Action menu.
Benefits

- Participants can view plan information like the group number, coverage type, eligibility dates, and Primary Care Physicians and Care Managers on the Benefits page.
Resources and Documents

- The Resources tabs provide access to many commonly used documents, websites, and phone numbers related to the plan.

**Participant Ombudsman**
1-844-614-8600
A free interpreter: 1-844-614-8600
711
www.icanyny.org

**The Medicaid Helpline**
Monday through Friday from 8:00 am to 8:00 pm and Saturday from 5:00 am to 1:00 pm.
1-877-599-3649 (This call is free).
This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.

**Medicare**
1-800-MEDICARE (1-800-633-4227), 1-877-486-2048 (TTY)
www.medicare.gov
This is the official website for Medicare. It gives you up-to-date information about Medicare. It also has information about hospitals, nursing facilities, physicians, home health agencies, and dialysis facilities. It includes booklets you can print right from your computer. You can also find Medicare contacts in your state by selecting “Help & Resources” and then clicking on “Phone numbers & websites.”

**How to Contact PHP:**
1-855-747-5483 (This call is free).
Participant (member) are from 8-8pm EST, seven days a week.
We have free interpreter services for people who do not speak English.
711 New York Relay (This call is free).
1-800-652-1220 (if you are Out of State)
This number is for people who have hearing or speaking problems. You must have special telephone equipment to call it.
24 hours a day, seven days a week.

Partners Health Plan,
55 Broadway, Suite 510
New York, NY 10006-3008
www.phpcares.org
Mobile View

- The site is mobile friendly, and can be accessed using both iPhone and Android web browsers.
Thank you!