



TUFTS HEALTH MEMBER CONNECT NEW USER REGISTRATION GUIDE FOR RHODE ISLAND RESIDENTS

This guide provides step-by-step instructions on how Rhode Island residents can register for *Tufts Health Member Connect*.

1. Open an internet browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox).
2. In the browser's address bar, type tuftshealthplan.com/memberconnect.
3. Press **Enter**.
4. On the *Tufts Health Member Connect* login page, click the **RI residents** link under **How to Register**.

The screenshot shows the Tufts Health Plan Member Connect website. At the top left is the TUFTS Health Plan logo. A blue navigation bar contains the text "Welcome to Tufts Health Member Connect!", "About us", "Contact us", and a phone icon with the number "888.257.1985 (MA) 866.738.4116 (RI)".

The main content area is divided into several sections:

- Login:** A section with a "User ID" label and an input field, a "Password" label and an input field, and a blue "LOGIN" button. Below the button are links for "Forgot your username?" and "Forgot your password?".
- We have improved our look!** A white box with a blue header.
- Benefits of a Member Portal:** A section titled "Log in to your account 24/7 to:" followed by a bulleted list of benefits:
 - Choose or change your primary care provider (PCP)
 - Update your contact information
 - Order or print a new ID card
 - Check if your doctor needs prior authorization (permission) for you to get a service
 - Check the status of a claim, referral or authorization
 - And more!
- How to Register:** A section with a blue header and two sub-sections: "Registration Information" and "New User Registration". Under "New User Registration", there are two links: "MA Residents" and "RI Residents", with the latter highlighted by a red box.

5. On the **Enter User Information** web page, complete all required fields, which are indicated by a red asterisk.
6. You can find your *Tufts Health RI Together* member ID on your member ID card.
7. Click **Next**.

Welcome to *Tufts Health Member Connect!*

Important:
If you have a 9-digit member ID number, you need to add "01" at the end.

Enter User Information

Please enter the required information in the fields below.

Member ID *

Birth Date *
(MM/DD/YYYY)

Zip Code *

CANCEL

BACK

NEXT

8. On the **Enter Login Information** page, complete all required fields, which are indicated by a red asterisk. Click **Complete**.
- Your **User Name** and **Password** will be your login credentials for accessing *Tufts Health Member Connect*.
 - Your **Security Questions** and **Security Answers** will be used by the HealthTrio Connect Help Desk if you call to have your password reset.
- 9.

Welcome to *Tufts Health Member Connect!*

Enter Login Information

Please enter the required information in the fields below.

Member Information	
Name:	Doe, John
Member ID:	N0158134201
Birth Date:	02/11/1988

Choose User
Name *

Choose Password *

Confirm
Password *

Security
Question 1 *

Security Answer 1 *

Your answer may not contain your username.

Security
Question 2 *

Security
Answer 2 *

Your answer may not contain your username.

E-Mail *

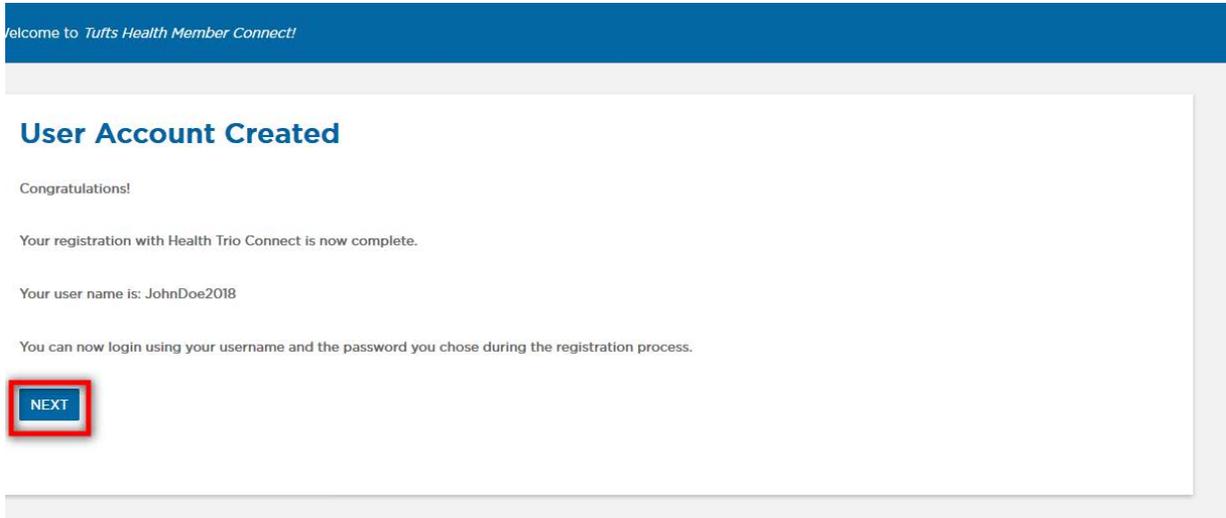
Confirm E-Mail *

CANCEL

BACK

COMPLETE

10. If you see the screen below, you have successfully created a *Tufts Health Member Connect* account. Click **Next**.



11. On the *Tufts Health Member Connect* login page, enter the **User ID** and **Password** you just created. Click **Login**.

