

**MDLIVE<sup>®</sup>**

**Always there.**

Teacher's Health Trust (Wellhealth) Transition Guide

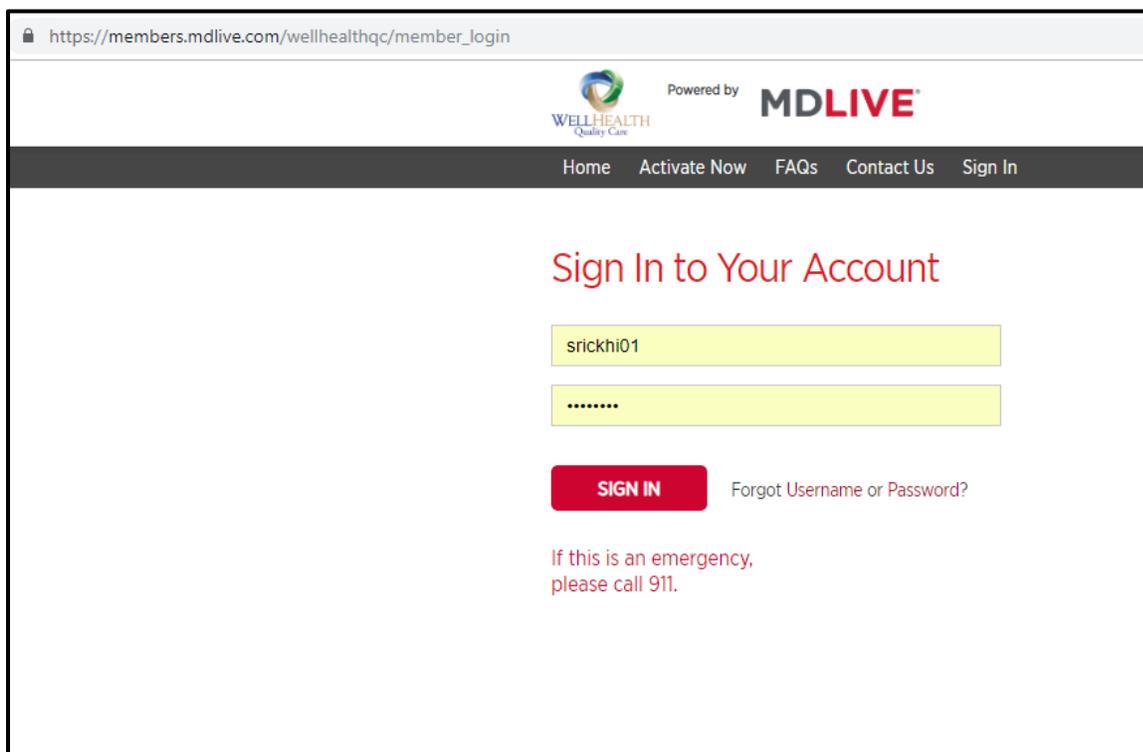
Member Experience

The following document outlines the change to the member experience when MDLIVE has a new connection to a new insurance carrier. This change only impacts members that have registered with MDLIVE prior to 1/1/19.

To ensure a great member experience, the current URL, [www.WellHealthOnline.com](http://www.WellHealthOnline.com) will remain as a single point of entry for all members.

A member can update his/her member id, the next time he/she signs in via web or calls into the call center for a **consultation**.

When returning members click on 'Sign In' on the website, they will be prompted to enter in their username and password, if not already stored.



https://members.mdlive.com/wellhealthqc/member\_login

Powered by **MDLIVE<sup>®</sup>**

WELLHEALTH  
Quality Care

Home Activate Now FAQs Contact Us Sign In

## Sign In to Your Account

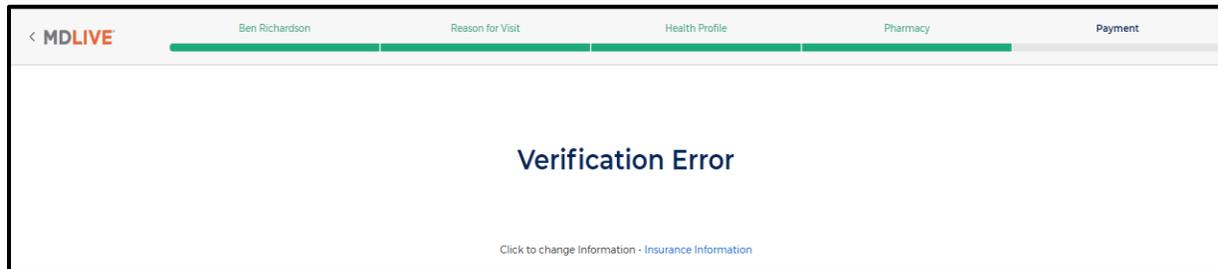
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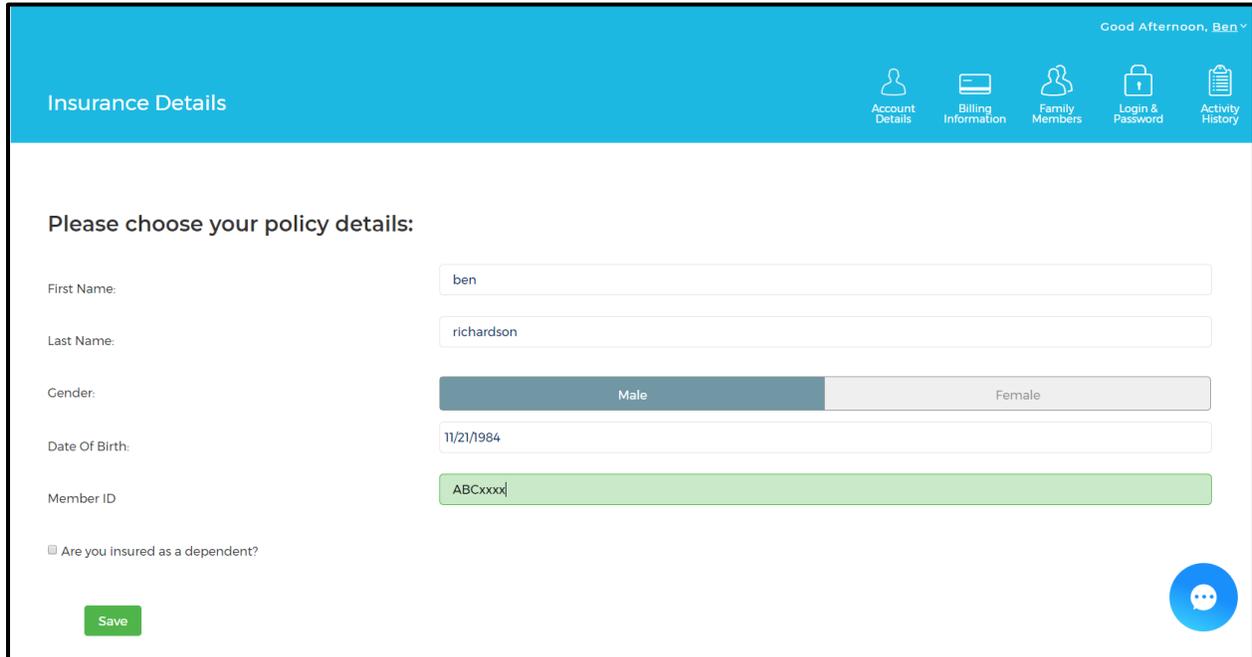
**SIGN IN** [Forgot Username or Password?](#)

If this is an emergency,  
please call 911.

Once the member clicks 'Sign In', he/she will be taken directly to their member account. From there, once the member follows the flow for setting up a consultation, an eligibility check will be performed at the last stage (after pharmacy location confirmation). The member will then receive a 'Verification Error' as the system is using the previous member id - as this is where the eligibility verification transaction is occurring. The member will then need to click on 'Insurance Information' link.



The Insurance Details window will open and the member will update his/her Member ID in the 'Member ID' field, then click 'Save' to continue with the consultation process.



This is a one-time process as the new member id is stored for future consultations.

For existing members who call into the call center, the agent will be able to locate the member's account and will 'Activate' the Pre-Registered Account. Once the agent 'Activates' the account, a new screen appears prompting the agent to ask for the new member id which will be retained on the member's account. The member's existing user name and password does not change when the agent 'Activates' the account. This is merely done so MDLIVE can capture the new member id. The member's status will be updated from Pre-Registered to Active.

TIMEZONE: EST

Pre-Registered Patient

Please enter your first name, last name, date of birth and Insurance Provider Member ID #.

First Name:\* ben

Last Name:\* richardson

Insurance Provider Member ID#:\* Member ID#

Gender:\* Male

Date of Birth:\* 11-21-1984

Are you insured as a dependent?

Verify Back to Profile

As a reminder, members who have not yet registered for MDLIVE will register on [www.WellHealthOnline.com](http://www.WellHealthOnline.com) and follow the current registration flow.