

National General Member Portal User Guide

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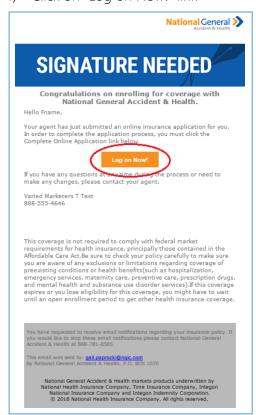
1 General Information

- In the Member Portal, customers can review policy status, print temporary ID cards, and view all coverages and documents.
- If the customer experiences problems while trying to access the Member Portal, they should try pressing the "Ctrl + F5" keys simultaneously to clear the cache. The process to clear the cache may also remove the "Remember Me" Sign in so this will need to be reselected if it has been cleared.
- Policy data is updated every hour on the hour (regardless of new or existing business).
 - o Member Portal registration is immediately available for new policies.
- If a customer is already registered with a MyNatGen.com account and applied for additional policies after the initial registration or has other existing policies, they will automatically show up.
- To go back to the previous page, click on the "back button" in the browser.

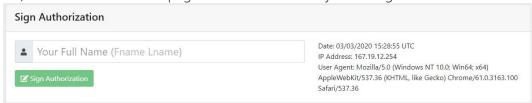
2 Required Attestation

If the member does not attest their policy at the time of application, they will be required to attest on the Member Portal. This should be done via the link in the "Signature Needed" email that is sent to the member.

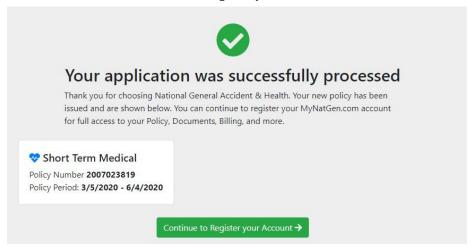
1) Click on "Log on Now!" link



- 2) You will be taken to a page that displays various information for your review including a copy of your completed application.
- 3) At the bottom of the page will be a section for you to eSign.



- 4) Enter your full name as it appears in the signature box.
- 5) Click on "Sign Authorization."
- 6) The "Success" page will display.
- 7) Click on "Continue to Register your Account."



3 Sign In

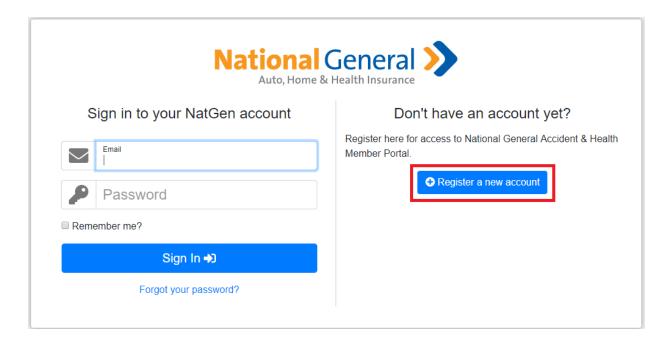
The URL to the Member Portal is https://MyNatGen.com There are two ways to get to this site:

- 1) URL directly entered into a browser
- 2) Welcome Email

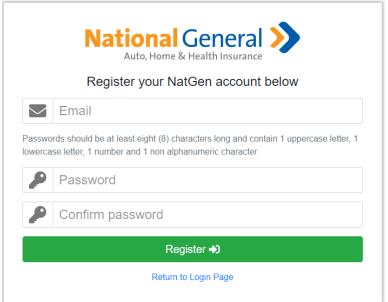
3.1 Registration

The customer will need to register a new MyNatGen.com account if they do not currently have one.

1) Click on the "Register a new account" button.



2) The Account Registration screen will be displayed.



- 3) Enter a valid, active email address. This does not have to match the email that was used at the time the application was submitted. Once the email is registered, it cannot be changed.
 - a) The email address must be unique to a member and cannot be reused for another MyNatGen.com account.
 - b) If a customer creates a new email and wants to use it for the Member Portal, the new email must be registered.
- 4) Create a password, which must have at least 1 non-alphanumeric character.
- 5) Confirm password.
- 6) Click on "Register."
- 7) The Policy Registration page will be displayed.

Please enter the Policy Number. This can be found in your Welcome Email, Policy Packet, or ID Card.
Policy Number
Please enter your Date of Birth.
mm/dd/yyyy
Please enter the ZIP Code of your mailing address.
▼ ZIP Code
Register 🔗
If we find the Policy, we'll link it to your NatGen Account and take you to your Dashboard.

- 8) Enter the Policy Number.
 - a) The Policy Number that should be entered will begin with the numeral 2 not to be confused with the PHID which will begin with a 7.
 - b) If the customer clicked on the link from the Welcome Email, the Policy Number will auto populate and cannot be edited.
 - c) If the customer goes directly to MyNatGen.com in a browser, they will need to know the Policy Number and enter it in.
- 9) Enter the Primary Member's Date of Birth in place of the default Date of Birth that displays. The Date of Birth field will open with your browser's default date picker. NOTE: If you're using an iPhone to register a policy, you will need to use the scrolling options to choose the Date of Birth.
- 10) Enter the ZIP code of the mailing address. The ZIP code must match the ZIP code that is currently listed in the policy admin system (E123/NPS) for the member.
- 11) Click on "Register". The Member Portal Home Page will display.

3.2 Welcome Email

If you choose to register using the Welcome Email, just click on the "Log on now" button in the body of the email. You will be taken directly to the Registration page and your Policy Number will be pre-filled.





Congratulations on enrolling for coverage with National General Accident & Health.

Hello FirstName,

You can access your new plan documents by registering an account on the Member Portal. Registering is easy.

- 1. Enter your email address.
- 2. Select a password of your choice.
- 3. Select Register.
- 4. You will be redirected to a one-time registration page where you will need to enter:
 - Your date of birth
 - Your zip code

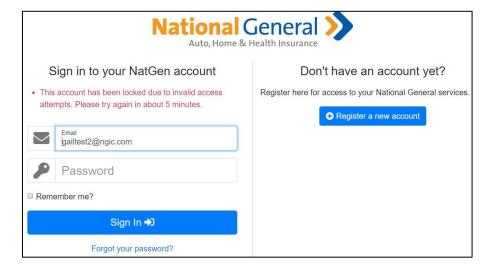
If you already have an existing account, you can log in using the email and password you used to register. If you forgot your user name or password, please follow the prompts on the log in page.

Log on Now!

3.3 Account Lock Out

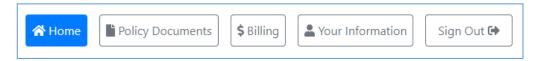
The account will be subject to a lockout policy wherein their account may be locked for a 5-minute period after five invalid login attempts. The error message displayed will provide an approximation of the number of minutes remaining in their lockout.

- 1) Initial lockout message will indicate that you can try again in 5 minutes.
- 2) If you try again before the 5 minutes has passed, the message will update the amount of remaining minutes.



4 Home Page Navigation Buttons

There are buttons in the top right portion of the page to help you find and navigate to useful information. The page you are currently on will be blue.



4.1 Home

Click on "Home" to return to the Home page from the current page.

4.2 Policy Documents

Click on "Policy Documents" to view documents that are available for each policy. All signed attestations are shown. Policy Packets and ID Cards are filtered to the latest version. The policies are sorted by status, effective date, and product. For some products, a product brochure will also be available. If applicable, previous versions of Policy Packets and ID Cards can be viewed in OpenText or iCAST > CPS > View Policy (Search Policy number) > Documents tab.

- 1) Documents will be available 2-4 days from submission.
- 2) Click on the product name for the policy to display documents.
- 3) Click on document name to view, print, or download.

4.3 Document not available

A given document may not be in Member Portal for a number of reasons. Following is a breakdown of where the more popular types of documents can be found.

4.3.1 Customer Attestations

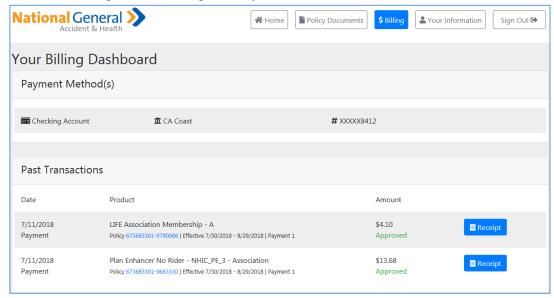
All Customer Attestations are available in Member Portal. They can be retrieved manually from OpenText.

4.3.2 Permanent ID Cards

Permanent ID Cards will be available in Member Portal 1-2 days after the Policy's initial payment.

4.4 Billing

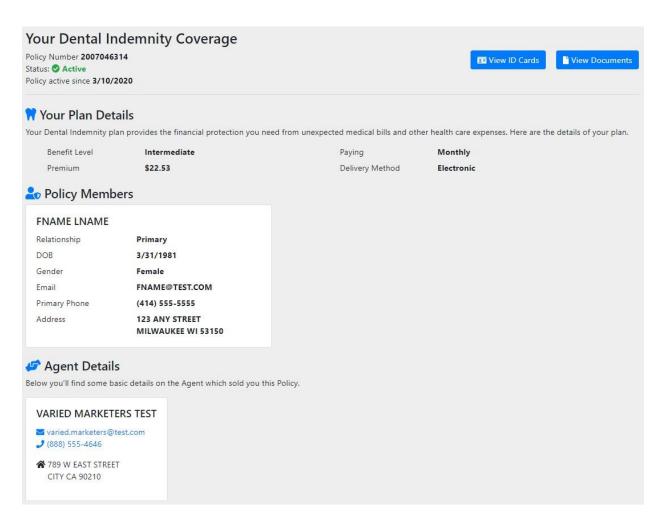
1) Click on "\$ Billing" to view Billing and Payment information.



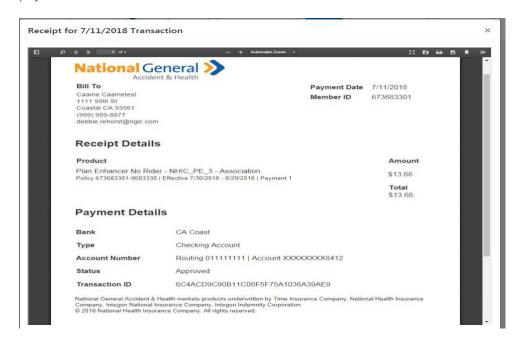
2) The active payment method is displayed.



- a) Click "Inactive Payment Methods" to view previous payment method(s), if applicable.
- b) Current and past payment transactions are displayed.
- 3) Click on the Policy # link to display the specifics of that policy.

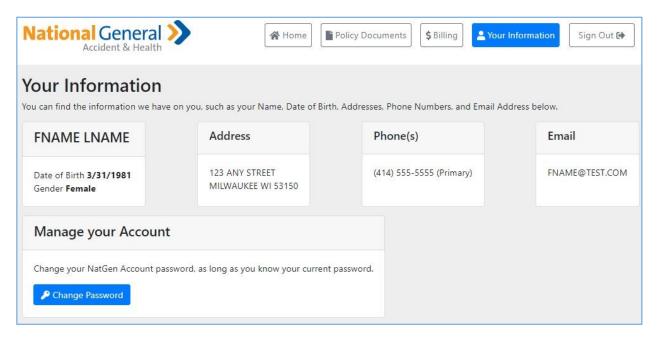


4) Click on the "Receipt" button to view, print, or download the receipt for the selected payment transaction.



4.5 Your Information

Click on "Your Information" to view the Primary Insured's profile information. The customer can also change their password on this page.



4.6 Sign Out

Click on "Sign Out" to close the current session of Member Portal.

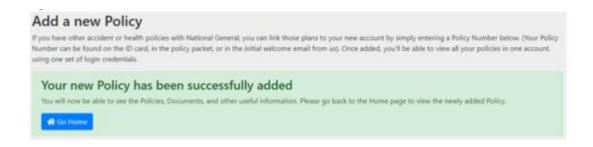
5 Add Another Policy

If the insured applies for another policy, it should show up automatically. If it doesn't, they can add it using this process.

1) To add additional policies where the customer is the primary to an existing account, click on



- 2) The "Add a new Policy" page will be displayed.
- 3) Enter the Policy Number.
- 4) The Policy Number that is entered will be matched against data in the Policy Admin System for the primary member. The data that must match across the Policy Numbers are: Last Name, First 3 letters of First Name, Date of Birth, and current address zip code.
- 5) The Policy Number can be found on the Welcome email, Policy Packet, or ID Card.
- 6) Click on "Next" and the policy information for that policy number will display. Click on "Add Policy" at the bottom of the list to add the listed policies to the account.
- 7) If policies are added successfully, the following message will display.



6 Click "Go Home" in the message or the Home button at the top of the page to view the added policies. Additional Links

There are additional links found at the bottom of every page.

6.1 PRIVACY POLICY

Displays the NGAH Privacy Policy

6.2 COMPLIANCE

Includes Fraud and State Notices

6.3 FAOs

Frequently Asked Questions

6.4 CONTACT

Displays Member Services hours of operation

7 Policy Information

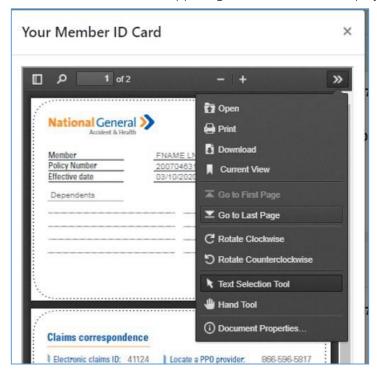
Each policy is listed in its own section.

7.1 Function buttons:

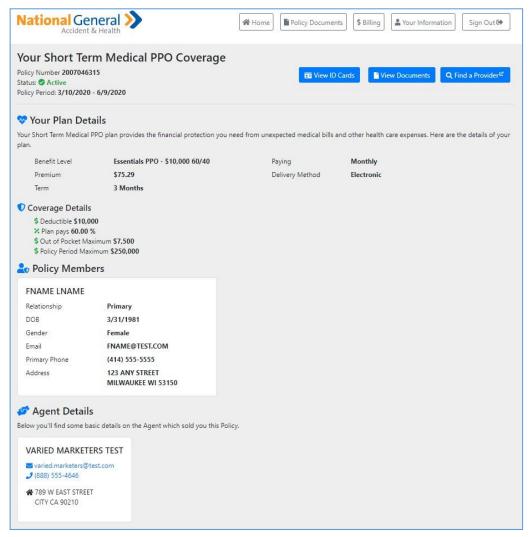
- 1) Policy Member(s) Click this button to view all members on the policy, including dependents.
- 2) View ID Cards Click this button to view, print, or download Temporary ID Cards (if applicable for the Product).
 - (a) STM
 - (b) National General Foundation Health
 - (c) National General Access
 - (d) Dental PPO
 - (e) Dental Indemnity
- 3) Member ID Card Print
 - (a) Click on double arrows in upper right-hand corner to display menu.



(b) Click on double arrows in upper right-hand corner to display menu.



- 4) View Documents Click this button to view documents for the selected policy, including:
 - (a) Application and Billing Authorizations (Attestations)
 - (b) Policy Fulfillment Docs
- 5) Find a Provider or Dentist (if applicable for the Product).
- 6) Click on the name of the policy to review additional Policy Information.



(a) Agent Detail Links

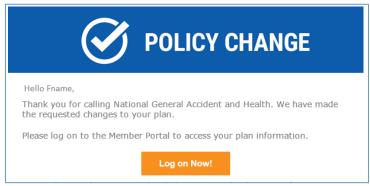
- Clicking on the agent phone number while on a mobile device will dial the number.
- Clicking on the agent email will open up a new email with the agent's email populated

8 Policy Changes

8.1 Your Information Changes

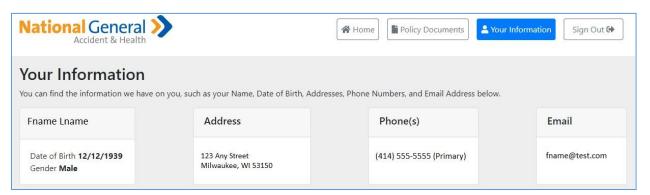
Changes made in our Policy Administration systems can take up to an hour before being reflected on Member Portal. These changes will display on various pages depending upon the specific information that you change.

8.1.1 Email Notification of Change



8.1.2 Member Portal Your Information Page

Name, Date of Birth, Gender, Address, Phone(s), and Email changes will all be reflected on the Your Information Page.



8.1.3 Member Portal Home Page

If you make a change to your First Name, we will address you by your new First Name on the Home Page



8.1.4 Member Portal Policy Member Information

If you make a change to the name or Date of Birth for any member, the change will be reflected by clicking on Policy Member(s) from the Home Page.

Short Term Medical PPO Active

Policy Number2007046315Member ID724429876Benefit LevelEssentials PPO - \$10,000 60/40PayingMonthlyEffective Date3/10/2020Terminates On6/9/2020Term3 Months



Policy Member

It may take up to 24 hours to display Spouse and/or Dependent Children information, if applicable.

