



Online User Guide

Interactive Medical Systems (IMS) is pleased to offer online account services for your medical and/or dental plan at www.myhealthplanonline.com.

Logging in for the First Time - Register

You can self-register from the portal login screen by selecting *Create a New Login Account*. Then select the “Members” account option and enter your information as it appears on their ID card. Next set the security questions and confirm the time and language settings. Lastly, read and agree to the confidentiality agreement. You will receive an email with a onetime URL to finish registration. After clicking that URL, you will be prompted to set a password. Once complete, you will be logged into the web portal.

ID Card Access

Choose Print a Temporary ID Card.
The ID Card will open in a pop-up window which can be saved as a PDF or printed.
To order a new card to be mailed, choose Request Replacement ID Card.

View Processed Claims and Explanation of Benefits

Choose Claims
Your processed claims will be listed
Click Download to see a PDF of your Explanation of Benefits (EOB)

Find a PPO Network Provider

If your plan uses a network provider, that information will be listed on your ID card.
Choose the Provider Network tab.
Click the network logo and you will be directed to that website for searching network providers.

Note: Not all plans use network providers. Please see your ID card.

View Plan Documents

Choose the Documents tab.
Click Download on the document you would like to view.



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Primary Plan Holder Rules

Due to HIPAA privacy and security laws, the primary plan holder only has access to their own PHI and the PHI of their underage dependents on the portal. They do not have access to a spouse's PHI or the PHI of adult dependents on the portal.

For the primary plan holder to see their spouse's PHI on the portal, the spouse and adult dependent must each create a portal account, log in, and use the "Family Settings" tool to grant the primary access to personal PHI on the portal.

Spouse Granting Access

Due to HIPAA privacy and security laws, the spouse only has access to their own PHI on the portal. They do not have access to a spouse's PHI or to the PHI of dependents on the portal.

For the spouse to see their primary's PHI on the portal, the primary plan holder and adult dependents must each create a portal account, log in, and use the "Family Settings" tool to grant the spouse access to personal PHI on the portal.

Adult Dependents Granting Access

Due to HIPAA privacy and security laws, the dependent over 18 only has access to their own PHI. They do not have access to the parents' PHI or to the PHI of other dependents.

For the adult dependent to see their parents' PHI on the portal, the parents (primary plan holder and spouse) must each create a portal account, log in, and use the "Family Settings" tool to grant the adult dependent access to personal PHI on the portal.

IMS customer service provided by phone requires a different process for release of verbal or written information (HIPAA Authorization For Release of Information Form).

If you have questions, please contact our customer service department at **800-426-8739** option 2 for member.