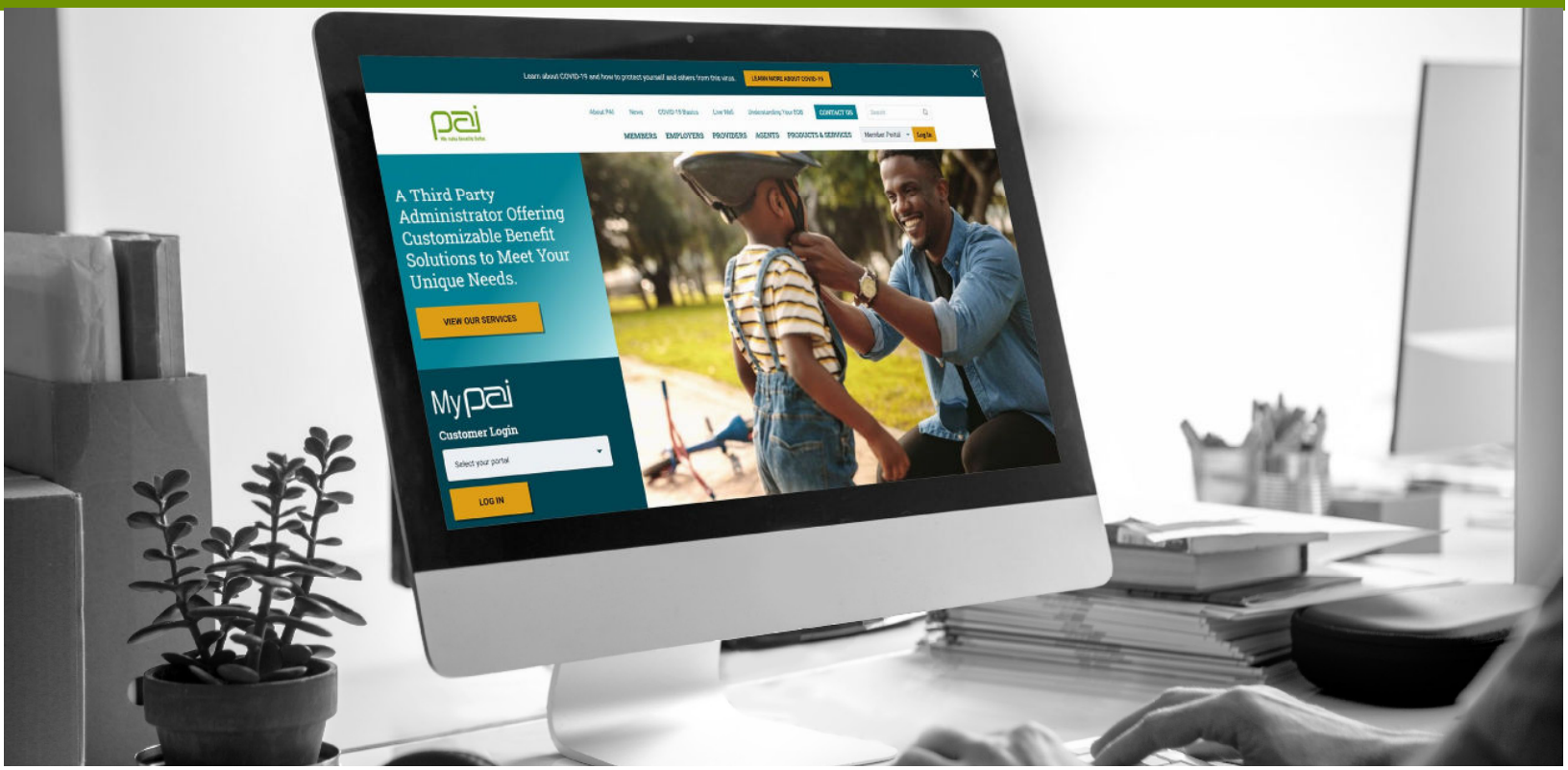
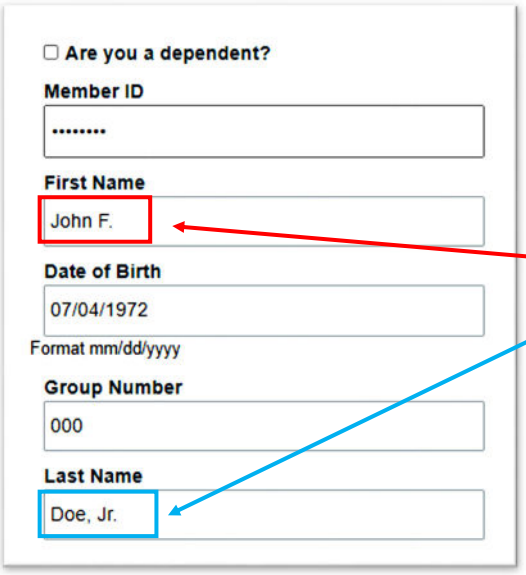
Member Portal Quick Start Guide

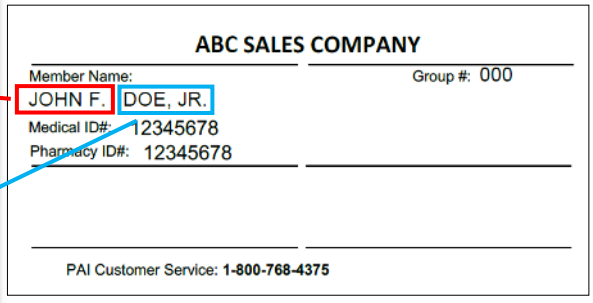


Member Portal Access Instructions

Registration

1. Visit **MyPAI Customer Login** at paisc.com.
2. Click on **Select your portal** and choose **Member Portal.**
3. Click on **Create account**, accept the license agreement, click **Next**, and follow the prompts**.** Enter your name exactly as shown on your member ID card. For security, a new account is required and a two-step authentication process has been added. Your Member ID Number is on your ID Card.
4. Once completed, an email is sent confirming success of the sign up process.





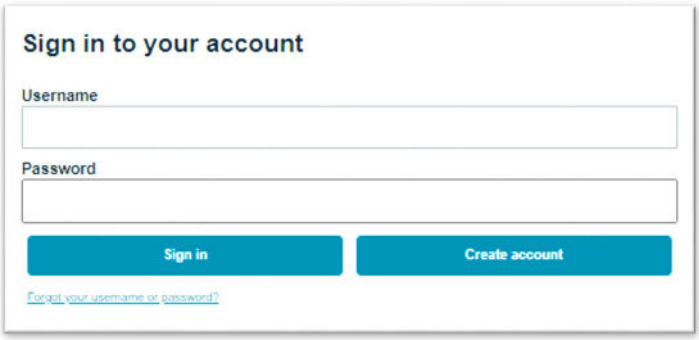
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We make Benefits Better.

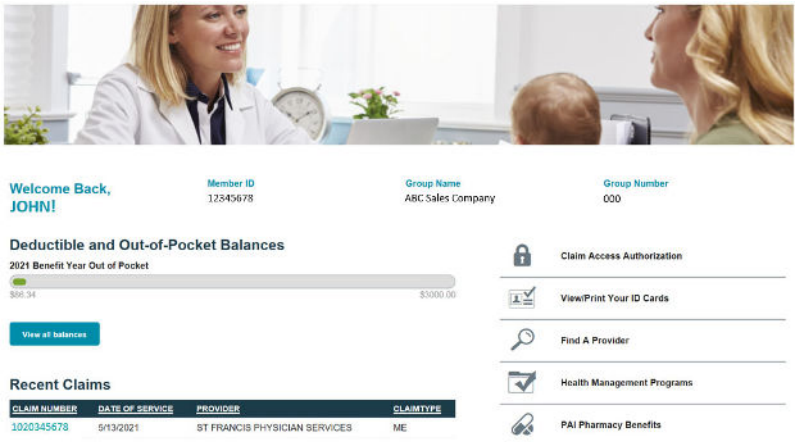
Access your member portal at paisc.com/members.
For plan questions, contact Customer Service at the phone number listed on your ID card.

Logging In

Once you have registered for the Member Portal, you may use your username and password to sign in. The **Sign in** button is on the Member Portal home screen.



Once logged in to the Home page, you can see dashboards containing your coverage summary, claim information and Quick Links.



Access to Adult Dependent Claims Data

Due to HIPAA privacy rules, you or your family members are not able to view online claims information for your spouse or dependent over age 18 without their consent. The **Claims Access Authorization** option on the home screen allows the member to grant (or deny) access to other family members to see their health care claims or eligibility. To use the **Claims Access Authorization**, the spouse and each dependent over the age of 18 on the plan, MUST FIRST create their own member account. Once this is completed, the member and the spouse can use the **Claims Access Authorization** feature to request access to your dependent's account(s) to view claims.

- By default, all members can see their own information and all dependents under 18.
- A member's spouse can see their own information and all dependents under 18.
- Dependents can only see their own information.

NOTE: You are only able to grant/deny access to family members that have an online account. As such, all dependents over the age of 18 must create their own account before the member or spouse is able to engage the Grant/Deny Access feature to see dependent claims.

Request Access: If you would like to request access to one of your family member's online claims information, you may click on **Request Access** next to their name and send an email to your family member requesting they authorize your access. **Again, they will need to sign up for an online account to grant your access to their information.**

Grant/Deny Access: Once you have created your account, if you would like to authorize your family members access to your online claims information, you may do so by clicking on the **Grant** button next to their name. You are also able to **Deny** access to your online claims information.