

## Welcome to the New Community Care Health Member Portal!

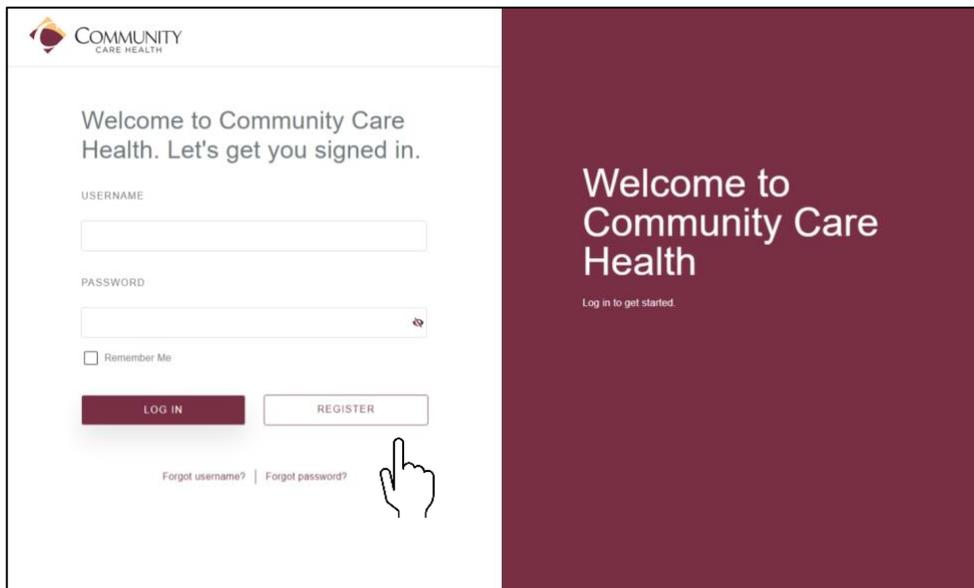
We are thrilled to introduce an all-new member portal experience designed to help members seamlessly manage their healthcare journeys.

Since this is a new portal, members will need to register using their new Member ID number. New Member Cards are being mailed in late December and setting up their new accounts is quick and easy.

Here's how!

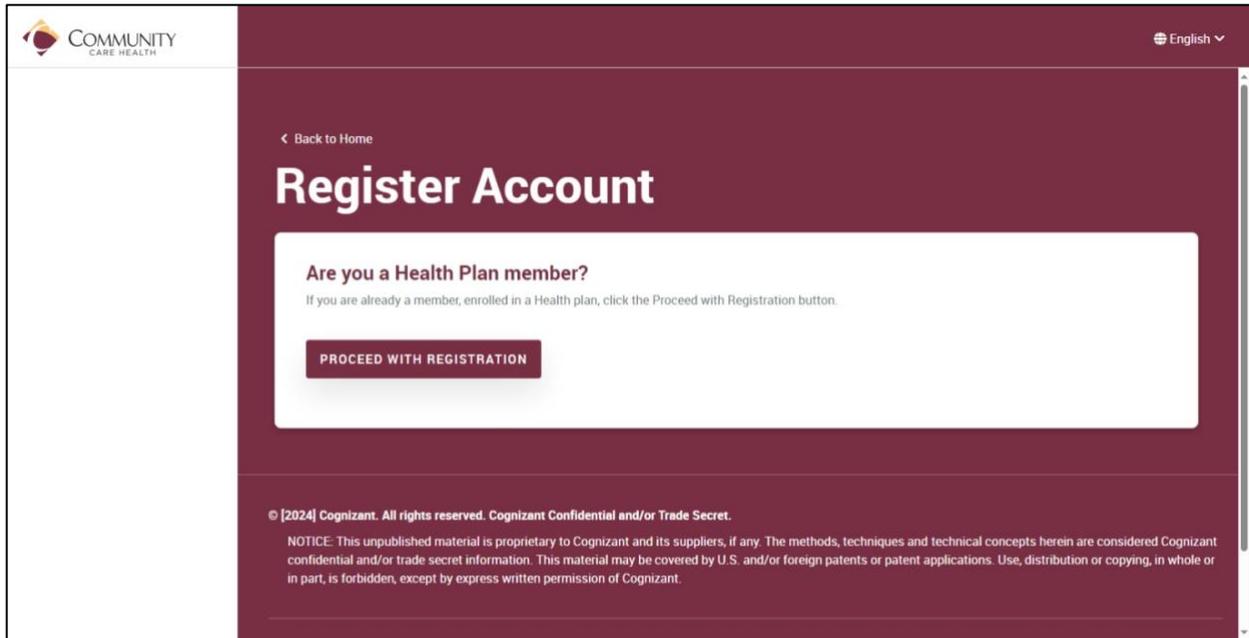
### Step 1:

- Visit: <https://cch.trizettoconnect.com/tzf/member/uimember/>
- Click on Register to set up a new account



## Step 2:

- Click “Proceed with Registration” to confirm you are a health plan member



### Step 3:

- Enter Member ID number from new Member Cards

**communitycarehealth.org**

**Member**  
 Member: JOHN SMITH  
 Member ID: T508xxxxx  
 Group: X67

**Medical Plan**  
 Plan: Silver 70 EPO 1500/50  
 Deductible IND/FAM: \$1,500 /\$3,000  
 Out-of-Pocket IND/FAM: \$3,500 /\$7,000  
 Primary Care Visit: \$50  
 Specialist Visit: \$85  
 ER: \$400

**Pharmacy Plan**  
 RxBIN: 003585  
 RxPCN: ASPROD1  
 RxGRP: CCP  
 Tier 1: \$17  
 Tier 2: \$65  
 Tier 3: \$90

**Medical Claims Submission**  
 This card does not guarantee coverage. To receive maximum plan benefits, use in-network hospitals and providers.  
 To find in-network providers, please visit communitycarehealth.org or call customer service.  
 Payor ID: CCH25  
 Submit Medical Claims, Inquiries, & Appeals:  
 PO Box 45016  
 Fresno, CA 93718  
 SimpleBehavioral - Payor ID: HALCY  
 Submit Behavioral Health and Substance Use Disorders Claims:  
 PO Box 25159  
 Fresno, CA 93729-5159  
 SimpleMSK - Payor ID: PM001  
 Submit Physical Medicine Claims:  
 PO Box 25220  
 Fresno, CA 93729-5220

**Contact Information**  
 CCH Customer Service, Benefit Eligibility, & Prior Authorization: 559-724-4995  
 Pharmacy Customer Service: 844-348-8510  
 Teladoc 24/7 teladoc.com: 800-TELADOC  
 SimpleBehavioral (Mental Health and Substance Use Disorders) Prior Authorization: 888-425-4800  
 SimpleBehavioral Customer Service: 855-424-4457  
 SimpleMSK (PT, OT, ST, Chiropractic and Acupuncture): 877-519-8839

**blue**  
 Providers located in Fresno, Kings or Madera counties not contracted with CCH, and providers located outside of Fresno, Kings or Madera counties, contact 559-724-4995 or visit blueshieldca.com/networkPPO for a BSCA PPO Provider.

- Some members may have the following Member Cards

**blue california**

**Member:**  
 JANE SMITH  
 Member ID:  
 XEL T50845678

**Group:** X67  
**RxBIN:** 003585  
**RxPCN:** ASPROD1  
**RxGRP:** CCP

**Plan:** Silver 70 EPO 1500/50  
**Deductible IND/FAM:** \$1,500 /\$3,000  
**Out-of-Pocket IND/FAM:** \$3,500 /\$7,000  
**Primary Care Visit:** \$50  
**Specialist Visit:** \$85  
**ER:** \$400

- Do not enter "XEL" before the Member ID number

- Enter additional information, including email address and the last four digits of member social security number

**COMMUNITY CARE HEALTH** English

**Member Information**

1 2 3 4

**Member Information**

To help you register, we are going to look up your account. Please provide the contact information that you provided at the time of enrollment.

**MEMBER ID** (Required)

**FIRST NAME** (Required)

**DATE OF BIRTH** (Required)

**EMAIL ADDRESS**

**BACK** **NEXT**

## Become a Community Care Health Member

Healthcare doesn't have to be complicated. We make managing your coverage simple with tools to help you track payments, find the best providers and easily access ID cards. Feel connected to your care and experience the ease of having all your information in one place.

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**LANGUAGE ASSISTANCE:**

Thank you for using Community Care Health.

- If members fail to enter their email address, they will be prompted to do so

COMMUNITY CARE HEALTH

English

Verification

1 2 3 4

**Verification**

Please enter your email ID in the fields below. The file will be updated with this information, and the verification code will be sent to you using these communication channels.

EMAIL ADDRESS

abc@abc.com

BACK NEXT

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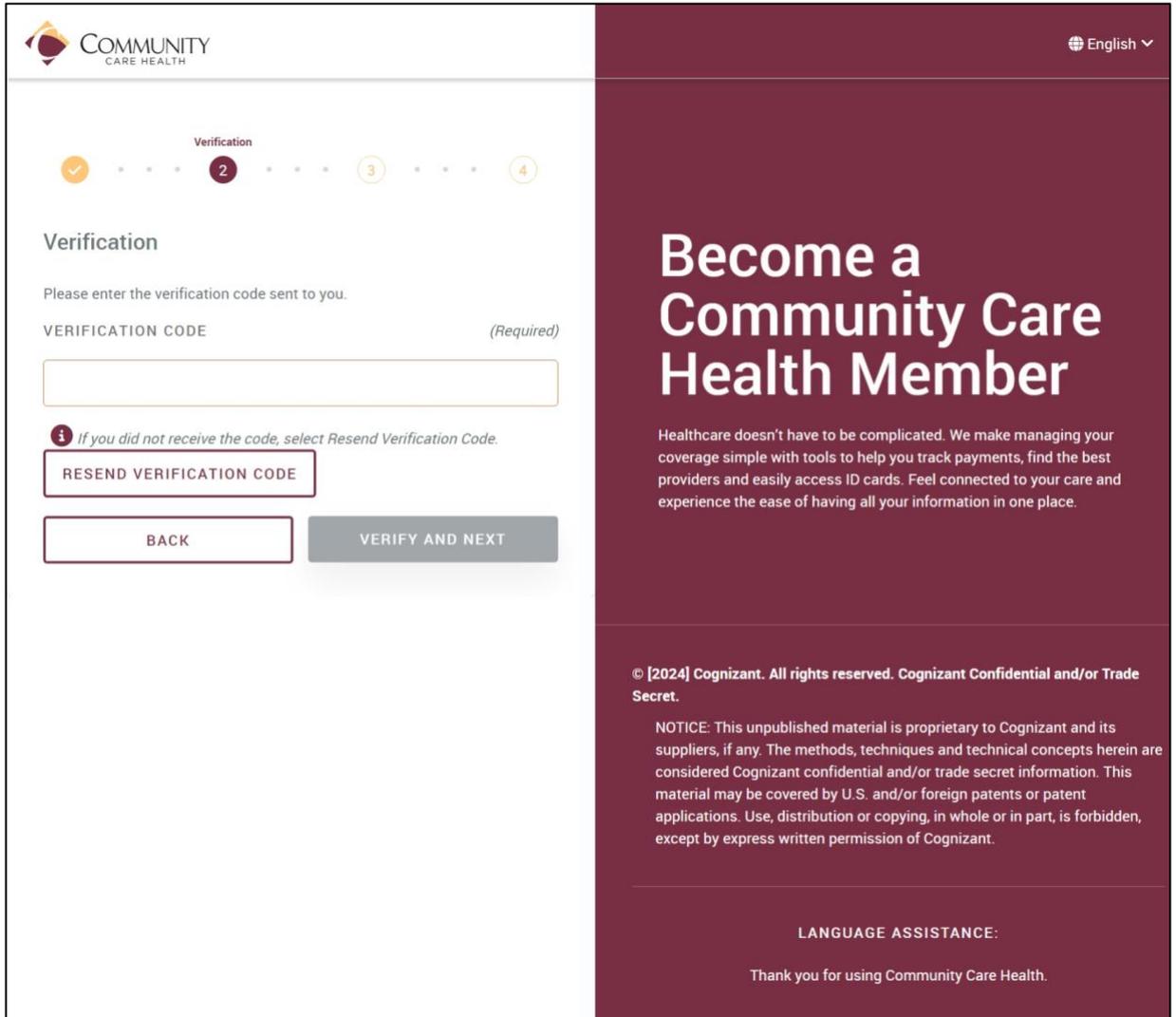
LANGUAGE ASSISTANCE:

Thank you for using Community Care Health.

- If members already entered their email address on the previous page, this screen will be skipped

## Step 4:

- Enter one-time PIN sent by email to verify member identity
- If an email is not received, please check your Spam/Junk folder



COMMUNITY CARE HEALTH

English

Verification

1 2 3 4

Verification

Please enter the verification code sent to you.

VERIFICATION CODE (Required)

If you did not receive the code, select Resend Verification Code.

RESEND VERIFICATION CODE

BACK VERIFY AND NEXT

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LANGUAGE ASSISTANCE:

Thank you for using Community Care Health.

## Step 5:

- Set and answer security questions for account recovery

English ▾

Set Security Questions

Progress indicator: 1 ✓, 2 ✓, 3 (3), 4 (4)

### Set Security Questions

Fill in these security questions and answers so we can recover your account later.

QUESTION 1 (Required)

Select a question ▾

QUESTION 1 ANSWER (Required)

QUESTION 2 (Required)

Select a question ▾

QUESTION 2 ANSWER (Required)

QUESTION 3 (Required)

Select a question ▾

QUESTION 3 ANSWER (Required)

BACK

NEXT

# Become a Community Care Health Member

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LANGUAGE ASSISTANCE:

Thank you for using Community Care Health.

## Step 6:

- Create a username and password

**COMMUNITY CARE HEALTH** English

Create Username

✓ . . . ✓ . . . ✓ . . . 4

### Create Username

Create the username and password you will use to log in to Engage Member.

USERNAME *[Required]*

CREATE PASSWORD *[Required]*

PASSWORD STRENGTH:

CONFIRM PASSWORD *[Required]*

**BACK** **REGISTER**

## Become a Community Care Health Member

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LANGUAGE ASSISTANCE:

Thank you for using Community Care Health.

## Step 7:

- Upon successful registration, members will be asked to login with their username and password to get started

The screenshot shows a two-column layout. The left column is white and contains the Community Care Health logo at the top left. Below the logo, the heading "Registration Successful" is displayed in green. Underneath, a message reads: "Congratulations! Your account was created successfully. Now you can view your recent claims, check your benefits, and more." Below this, it says "Please log in to start." The right column has a dark red background. At the top right, there is a language selection menu showing "English" with a dropdown arrow. The main heading "Become a Community Care Health Member" is written in large white text. Below this, a paragraph states: "Healthcare doesn't have to be complicated. We make managing your coverage simple with tools to help you track payments, find the best providers and easily access ID cards. Feel connected to your care and experience the ease of having all your information in one place." Further down, there is a copyright notice: "© [2024] Cognizant. All rights reserved. Cognizant Confidential and/or Trade Secret." Below that is a "NOTICE" section: "NOTICE: This unpublished material is proprietary to Cognizant and its suppliers, if any. The methods, techniques and technical concepts herein are considered Cognizant confidential and/or trade secret information. This material may be covered by U.S. and/or foreign patents or patent applications. Use, distribution or copying, in whole or in part, is forbidden, except by express written permission of Cognizant." At the bottom of the right column, there is a "LANGUAGE ASSISTANCE:" section with the text "Thank you for using Community Care Health."