



MEMBER PORTAL

User Guide

Updated 8.23.2024

Thank you for choosing our Member Portal as your go-to resource for managing your account and accessing valuable information. This user guide is designed to assist you in navigating the portal effortlessly and making the most of its features.

Logging Into the Portal

Visit www.mediconnx.com/MediClm/Login.aspx?clientid=2489

Registering a New User

STEP 1.

If this is your first time visiting the WLT member portal, you will need to create a new account. On the landing page, find 'First Time User?' and select the blue 'Register' button.

STEP 2.

On the next screen, you will select how you would like to register. In most cases you will select 'Employee/Insured' or 'Dependent' from the dropdown. Then, select 'Next.' When you click 'Next' it will ask you to read through the Statement of Understanding. Click 'I Accept' and click 'Next.'

STEP 3.

Then, follow the prompts on the next few screens (i.e., enter your first name, last name, date of birth, social security number associated with the plan, etc.).

Returning Users

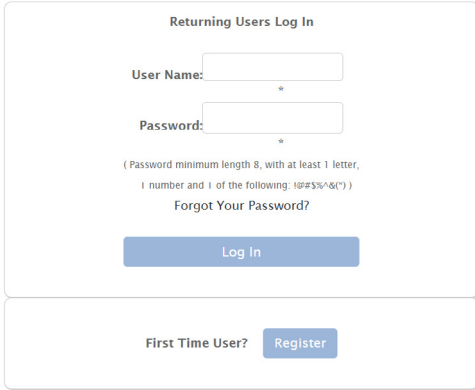
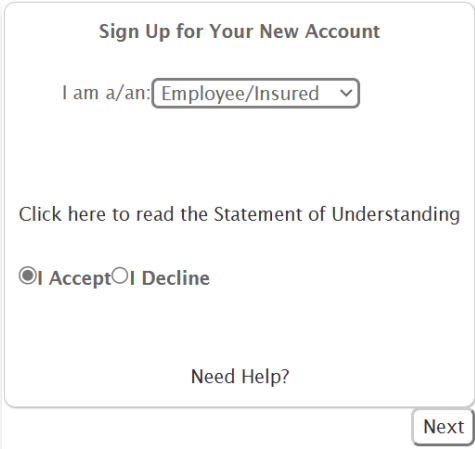
Should you already have a username and password, please enter your credentials using the fields provided. If you do not remember your password, please select 'Forgot Your Password?' and follow the necessary prompts.

Need Support?

If you have any issues creating an account or logging in, please don't hesitate to contact Vault Admin Services for support at 866.202.0029 or support@allthingsvault.com.

Portal Capabilities

Once you are logged into the portal, you will be brought to the home screen, where you will have full transparency into your health plan. You should have access to the following tabs and capabilities.

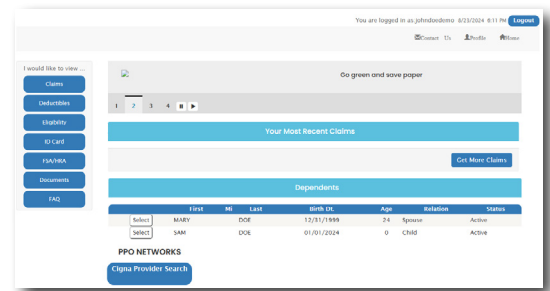

Questions or Need Help?

866.202.0029 | support@allthingsvault.com

www.allthingsvault.com

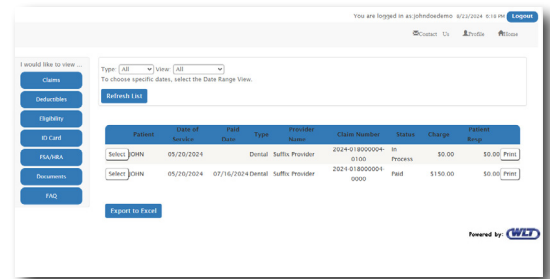
Home

Welcome to the Vault Admin Services Member Portal! The ‘Home’ screen provides an overview of key components of your health plan. From this screen, you can view important messages, recent claims, dependents, search for a provider, and even view all of the buttons and capabilities that we will outline below.



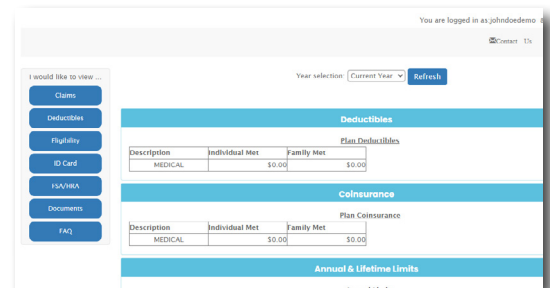
Claims

The ‘Claims’ tab contains all open and paid claims. You can search by member name, dates, or claim number to find specific claims. The claims history displays the status of each claim for every plan member, with direct access to the Explanation of Benefits (EOB) showing patient responsibility and plan coverage.



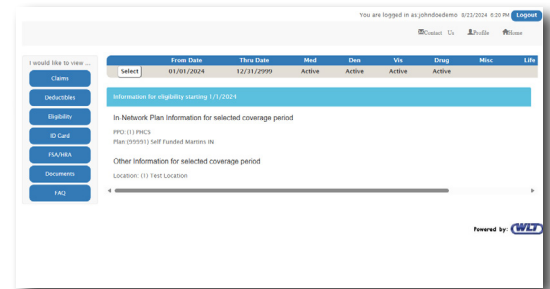
Deductibles

The great thing about this portal is that you have access to everything at your fingertips! Click to view your individual and family deductibles, copays, coinsurance, and annual maximums and limits across all aspects of your health plan. You can even narrow your search by plan year, so you can compare costs and savings.



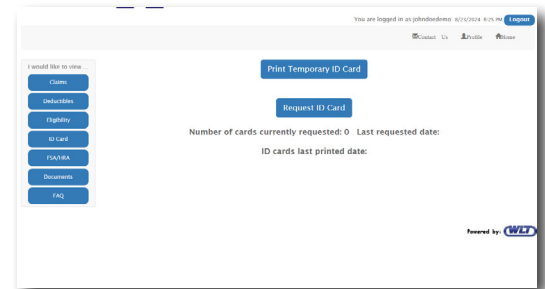
Eligibility

This tab provides a comprehensive chart displaying the member’s coverage history. At the top, you’ll find the current plan and network, followed by details on dental, vision, prescription/Rx plans, and more. If you’ve opted for additional ancillary insurance, such as life, AD&D, STD, or LTD, these will also be visible on this tab (if the benefit is administered by Vault).



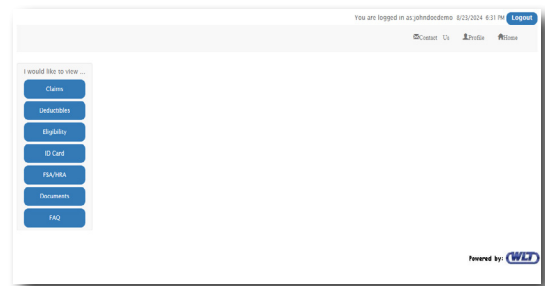
ID Card

From this tab, you can easily print your temporary ID card, should your physical card not be available yet. You can also request a new ID card. It lists the number of cards you have currently requested and the date, so you can accurately gauge how long it has been for your records.



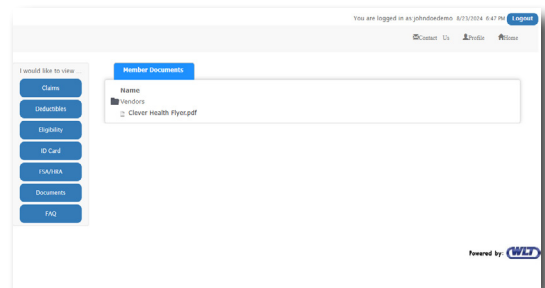
FSA/HRA

Should you have chosen to participate in a Flexible Spending Account (FSA) or Health Savings Account (HRA) through your health plan, the information will appear within this tab. As we build out this portal, you will see a number of features added that will help you become a more active participant in your health plan.



Documents

The 'Documents' tab will house all the plan information you will need such as your Summary of Benefits, any prescription formularies, guides on how to find an in-network provider, telemedicine information, and more! If there is a document you need that is not housed here, simply reach out to our support team for assistance.



FAQ

By clicking on 'FAQ,' a new page will not open, but a pop-up document containing frequently asked question from our members will appear. Make sure you allow pop-ups from this site in order to view.

Your experience with the Member Portal is important to us. If you have suggestions for improvement, encounter any difficulties, or have questions along the way, our support team is ready to assist you. Please contact Vault Admin Services at 866.202.0029 or support@allthingsvault.com.

Thank you for being a valued member!

Questions or Need Help?

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