



**PARTNERS**  
Improving Lives. Strengthening Communities.®

# **MemberCONNECT User Navigation Guide**

# Welcome

This MemberCONNECT User Navigation Guide is designed as a brief orientation to portal features following a successful login.

*Note: MemberCONNECT features may change as we continue to build.*



# MemberCONNECT (Top Section)

The screenshot shows the top section of the MemberCONNECT website. At the top, there is a light blue header bar containing the text "ENGLISH | ESPAÑOL", a phone icon with the number "1-877-864-1454", and social media icons for Twitter, Facebook, Instagram, and LinkedIn. Below this is a dark blue navigation bar with the "PARTNERS MemberCONNECT" logo on the left and a "Welcome, YOU" dropdown menu on the right. The main navigation menu includes "Messages", "Home", "Tailored Plan", and "Medicaid Direct". Three red boxes with arrows point to these items: "Send/receive private messages to Partners" points to "Messages", "Read about Tailored Plan Features" points to "Tailored Plan", and "Read about Medicaid Direct Plan" points to "Medicaid Direct". Below the navigation bar is a dark blue bar with menu items: "Health & Wellness", "My Health", "My Health Plan", "My Resources", "My Preferences", and "My Pharmacy". At the bottom, a white bar contains six red-bordered boxes with the following text: "Self Help and Assessments for Wellness", "Member and health plan information", "Documents File and other educational materials", "Resources to Partners", "Password change and Communications Preferences", and "Pharmacy Benefits and Coverage".

Send/receive private messages to Partners

Read about Tailored Plan Features

Read about Medicaid Direct Plan

ENGLISH | ESPAÑOL 1-877-864-1454

PARTNERS MemberCONNECT

Messages Home Tailored Plan Medicaid Direct Welcome, YOU

Health & Wellness My Health My Health Plan My Resources My Preferences My Pharmacy

Self Help and Assessments for Wellness

Member and health plan information

Documents File and other educational materials

Resources to Partners

Password change and Communications Preferences

Pharmacy Benefits and Coverage

# MemberCONNECT (Middle Section)

Dial direct from your mobile phone!

Experiencing a Behavioral Health Crisis?

We're Here to **SUPPORT YOU** Call Partners' NEW Behavioral Health Crisis Line 24/7/365 at **1-833-353-2093**

CALL NOW

Update contact info with Department of Social Services (DSS)

About Medicaid ID Card

Event Schedule

Interchangeable links as they become appropriate

## QUICK LINKS



Need to update your contact information? Here's how! (DSS)



Request Medicaid ID Card Replacement



Partners Events



Pxy Health Mobile App Toolkit



Partners Health Library



Advance Health Care Directives

Learn About

## Pyx Health Mobile App

Enroll today and earn a free gift card! Use your smart phone and go to [www.HiPyx.com](http://www.HiPyx.com); no need to go to the app store. Once you enroll, request your gift card **here!** For assistance, call 1-855-499-4777

ENROLL HERE!



Access to Pyx Health app info and sign up



**PARTNERS**  
Improving Lives. Strengthening Communities.

# MemberCONNECT (Lower Section)

Subscribe to important updates and Social Media



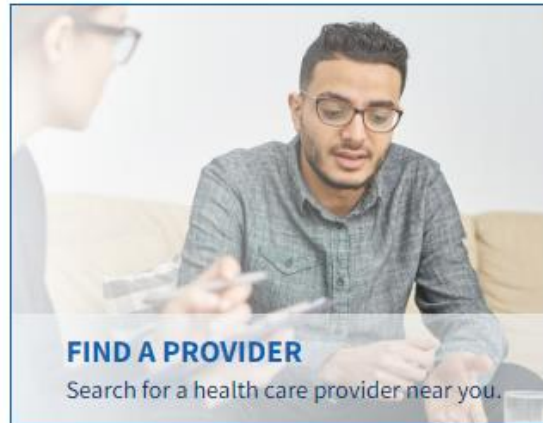
**STAY CONNECTED**  
Subscribe to Partners' Community Newsletter

**SUBSCRIBE NOW!**

OR connect with us on social media

f in t i

Access Member and Recipient Handbooks, orientation, and educational information!



**FIND A PROVIDER**  
Search for a health care provider near you.

Link to Provider Search

## MEMBER/RECIPIENT TOOLBOX

How to get Services - Recipients

Member Handbook-Tailored Plan

Recipient Handbook-Tailored Plan

Self-Help Assessments



# Contact Details

For member login issues, please contact HealthTrio Service Desk at 1-877-814-9909.

For guardian/authorized representative login issues, please contact Partners Service Desk at 704-842-6431.

For questions or comments about the portal or other member concerns, please feel free to use the Secure Messages app.



# Additional Information

*The information contained in MemberCONNECT is privileged and confidential and intended solely for the use of the individual to whom it is addressed and others authorized to receive it. If you are not the intended recipient, any disclosure, copying, distribution or taking of any action in reliance on the contents of this information is prohibited. If you have received any information in error, please immediately notify the Partners sender by phone or e-mail.*

