



myHealthPortal

Michigan Department of Health and Human Services

Registration User Guide



Note: This guide contains information on how to complete registration from a computer using the myHealthPortal application. While the myHealthButton application is mentioned in this guide, please see the myHealthButton Registration User Guide for assistance with registering from a smartphone using the myHealthButton app. For more information, please visit www.michigan.gov/myHealthPortal.

General Information

- **Who can register?**

The myHealthPortal and the myHealthButton applications are available to Medicaid, Healthy Michigan Plan, and Children's Special Health Care Services (CSHCS) members and the persons responsible for the care of these members.

- **What information will I need to register in the myHealthPortal or the myHealthButton applications?**

The following information is required for registration.

1. *Relationship to Member?*

- If a relationship other than "Self" is selected, the first and last name of the person responsible for the care of the member will also be required.

2. *Member First Name*

3. *Member Last Name*

4. *Member Date of Birth*

5. *Member Zip Code*

6. *Member mihealth Card ID*

- **Who can I contact if I have questions or need assistance?**

For help in the MILogin system, please contact the Client Service Center at 800-968-2644.

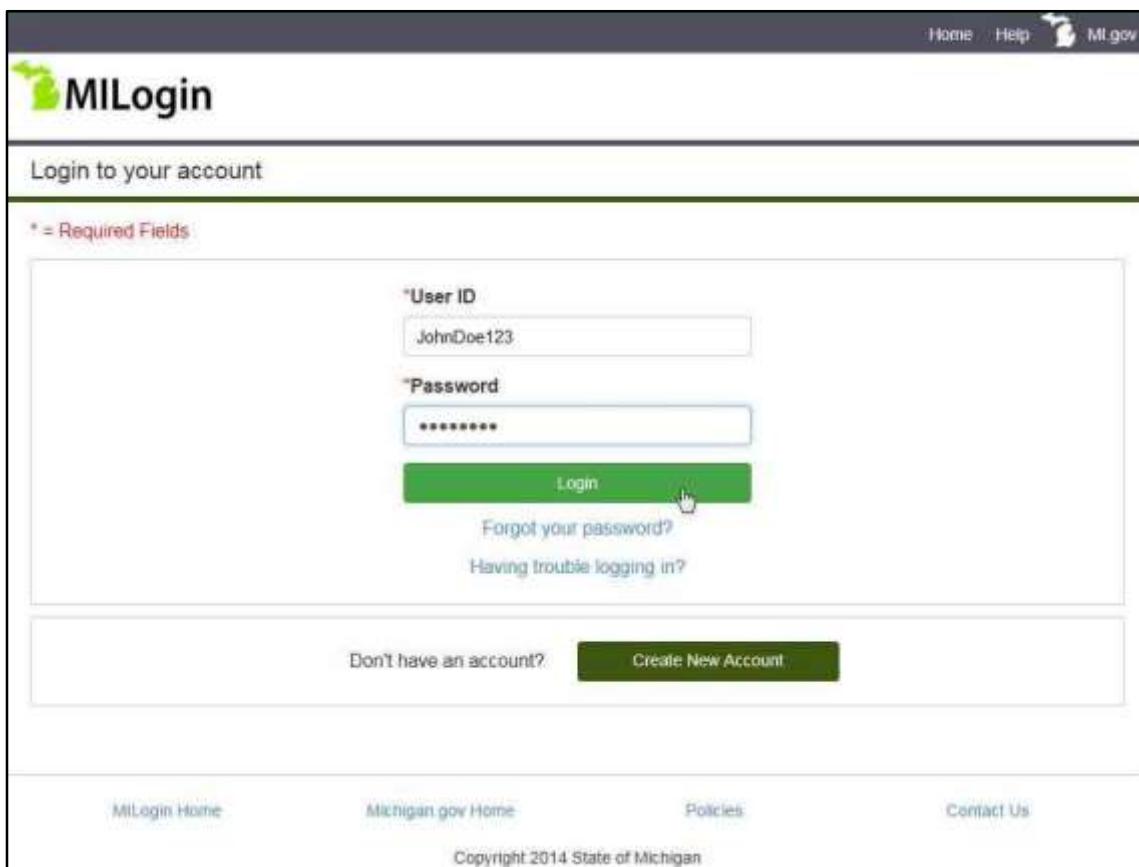
For help in the myHealthPortal or the myHealthButton applications, please contact the Beneficiary Help Line at 800-642-3195, TTY 866-501-5656.

Getting Started

In order to gain access to the myHealthPortal or the myHealthButton, you must first create an account with MILogin at <https://milogin.michigan.gov>. Once you register in MILogin, the steps below will help you request access to the myHealthPortal application and complete the registration process in the myHealthPortal.

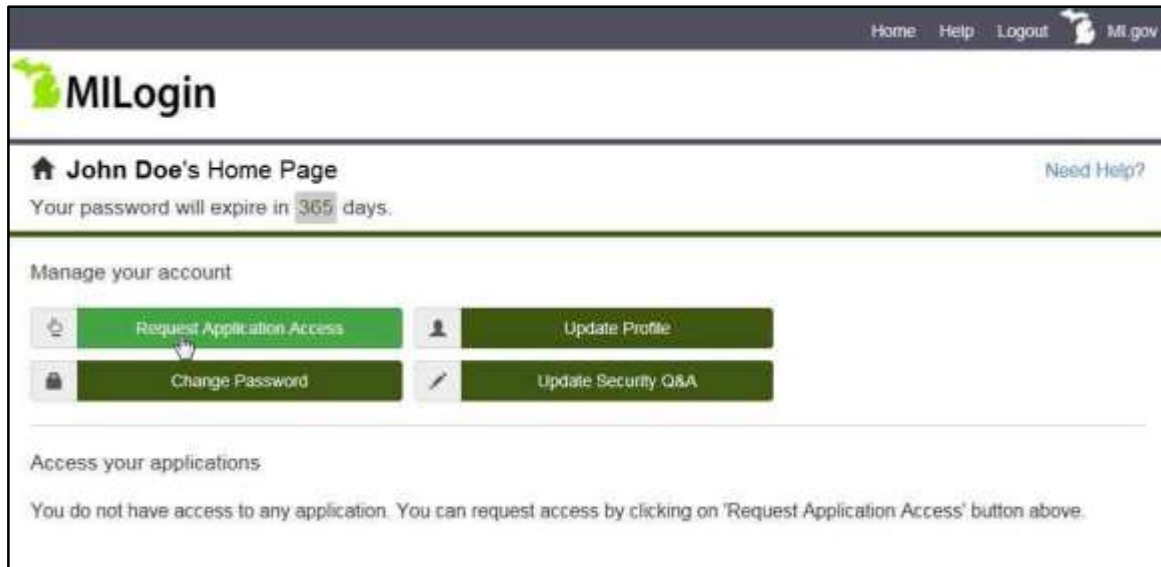
Request Access to the myHealthPortal Application

1. Enter your MILogin user ID and password at <https://milogin.michigan.gov>, and click “Login.”

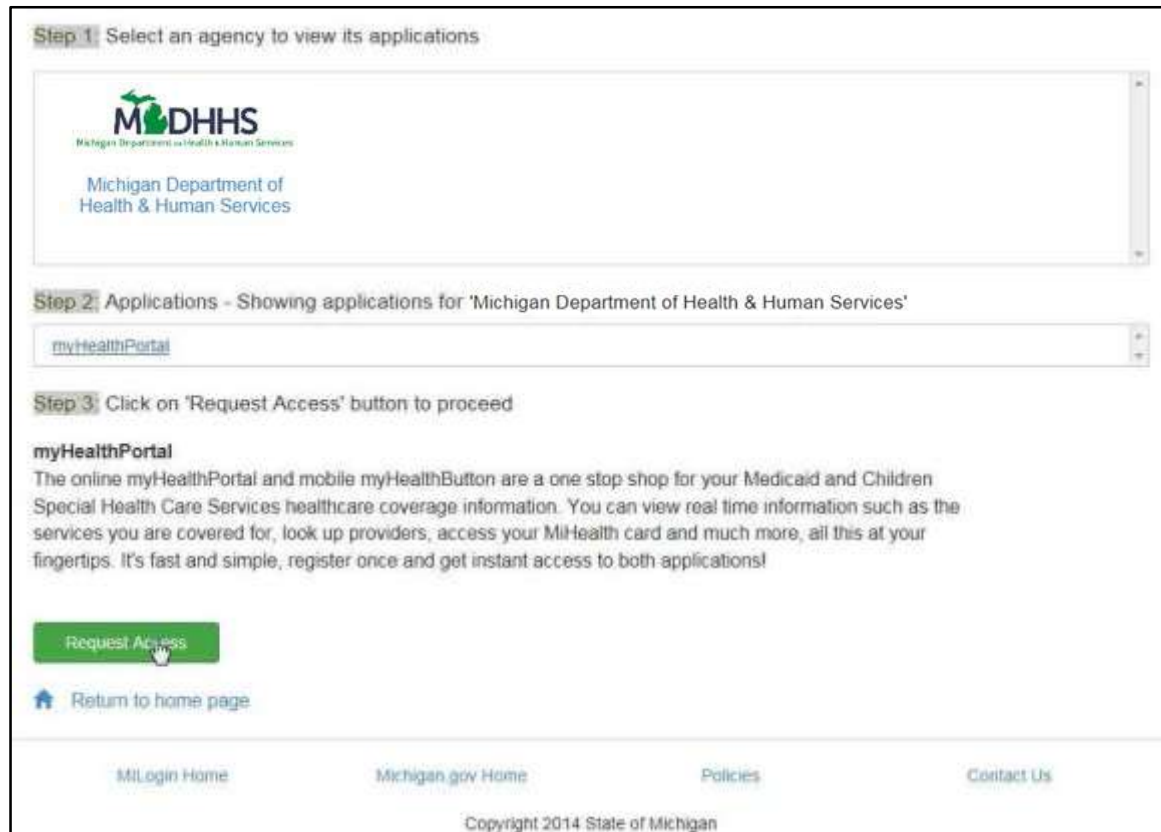


The screenshot shows the MILogin login page. At the top, there is a navigation bar with links for Home, Help, and MILogin. Below this is the MILogin logo. The main heading is "Login to your account". A red asterisk indicates required fields. The login form contains two input fields: "User ID" with the text "JohnDoe123" and "Password" with masked characters. Below the password field is a green "Login" button. Under the button are links for "Forgot your password?" and "Having trouble logging in?". At the bottom of the form is a section with the text "Don't have an account?" and a green "Create New Account" button. The footer contains links for "MILogin Home", "Michigan.gov Home", "Policies", and "Contact Us", along with the copyright notice "Copyright 2014 State of Michigan".

2. Click “Request Application Access.”



3. In Step 1, click on the Michigan Department of Health & Human Services logo, then click the “myHealthPortal” option shown in Step 2. Read the description shown under Step 3, and click “Request Access.”



4. Read the myHealthPortal Terms and Conditions, and click “I Accept.”

The screenshot shows the 'Request Application Access' page on the myHealthPortal. At the top, there is a navigation bar with 'Home', 'Help', 'Logout', and the 'MI.gov' logo. Below the navigation bar is the 'MILogin' logo. The main heading is 'Request Application Access'. A red asterisk indicates required fields. The text states: 'Please confirm the name of the application to be requested before proceeding. By clicking on 'I Accept' you agree to the Terms & conditions of this application.' The 'App Name' is 'myHealthPortal'. A scrollable box titled 'Terms & Conditions' contains the following text: 'myHealthPortal Consent Agreement', 'Account, Password, and Security', 'To open an account, you must complete the registration process by providing us with current, complete, and accurate information as prompted by the Registration form. You will then choose a password. You are entirely responsible for maintaining the confidentiality of your password and account. Furthermore, you are entirely responsible for any and all activities that occur under your account. You agree to notify State of Michigan (SOM) immediately of any unauthorized use of your account or any other breach of security. Do not give out your password or allow it to be seen, or used, by anyone else. If someone else learns your password, they might use this application to get private information about you without your knowledge that we cannot stop until you change your password.', 'Use of the Application', 'To use the application, you must accept the terms of the agreement. By clicking on the on the "I ACCEPT" button, you are agreeing to the terms of this agreement.' Below the scrollable box are two buttons: 'I Accept' and 'Cancel'. A note states: 'Note: Click "Cancel" to go back to your homepage.' At the bottom, there is a link: 'Return to home page'.

5. Read the statement shown on the screen, and click the “I AGREE” checkbox. Enter information in the required fields (Date of Birth, Street Address 1, City, State, and Zip Code), and click “Submit.”

The screenshot shows the 'Request Application Access' page on the myHealthPortal. At the top, there is a navigation bar with 'Home', 'Help', 'Logout', and the 'MI.gov' logo. Below the navigation bar is the 'MILogin' logo. The main heading is 'Request Application Access'. A red asterisk indicates required fields. The text states: 'This application requires following attributes:'. Below this, there is a text input field for 'Email Address' with the value 'johndoe@example.com'. Below the input field, there is a section titled 'In order to proceed with this request, you also need to provide the following additional information.' followed by a paragraph: 'You understand that by clicking on the I AGREE button immediately following this notice, you are providing 'written instructions' to the State of Michigan under the Fair Credit Reporting Act authorizing the State of Michigan to obtain information from your personal credit profile or other information from Experian. You authorize the State of Michigan to obtain such information solely to confirm your identity to avoid fraudulent transactions in your name prior to granting you online access to and use of the State of Michigan web site.' At the bottom, there is a checkbox labeled 'I AGREE' which is checked.

Basic Information

***First Name**

***Last Name**

***Date of Birth**

Residential Address

***Street Address 1**

Street Address 2

***City** ***State** ***Zip Code**

Other Information

Last 4 Digits of SSN

Note: Date of Birth, Address and Last 4 digits of SSN will not be saved.

[Return to home page](#)

[MILogin Home](#)
[Michigan.gov Home](#)
[Policies](#)
[Contact Us](#)

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- Answer the identity questions, and click "Submit." If successful, a confirmation email will be sent to the email address used to create your MILogin account. Using the link on the screen, log out of your account.

[Home](#)
[Help](#)
[Logout](#)

Request Application Access

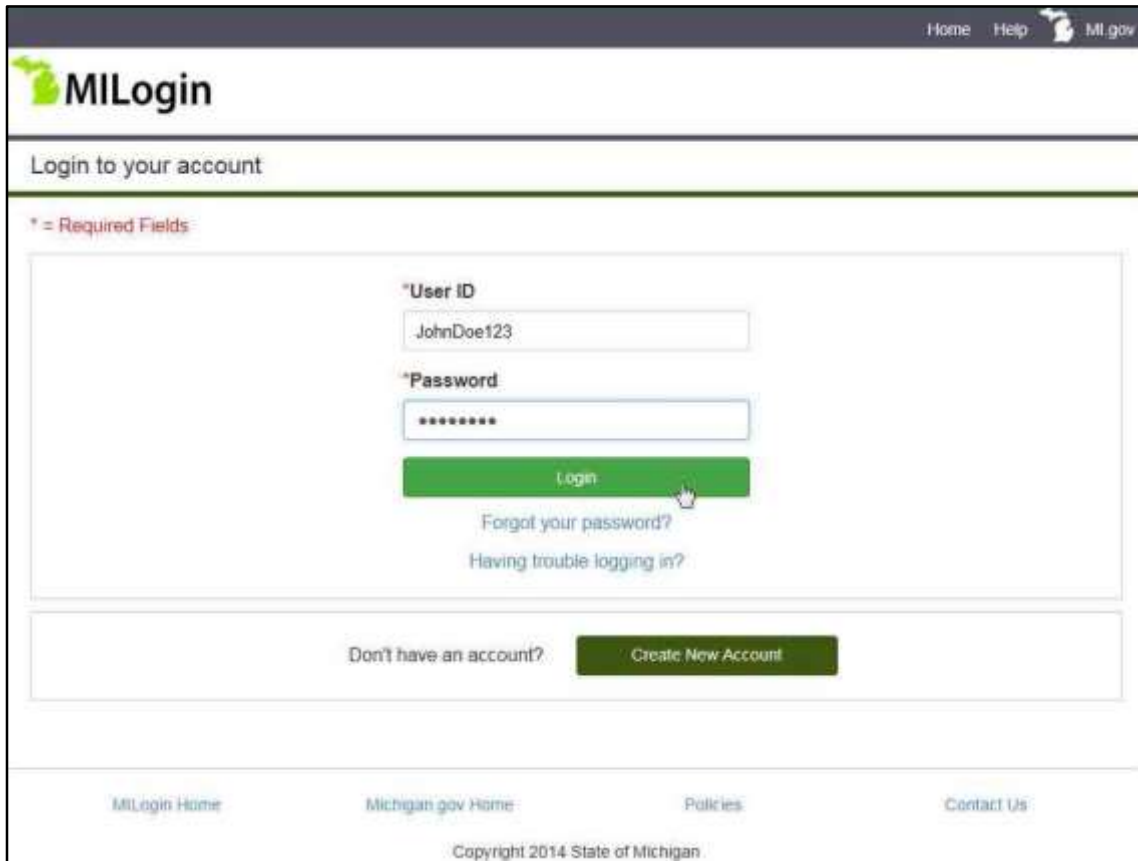
☒ The request for your access has been successfully submitted.

Please logout and login to view the updates list of application(s) on your home page.

[Logout](#)

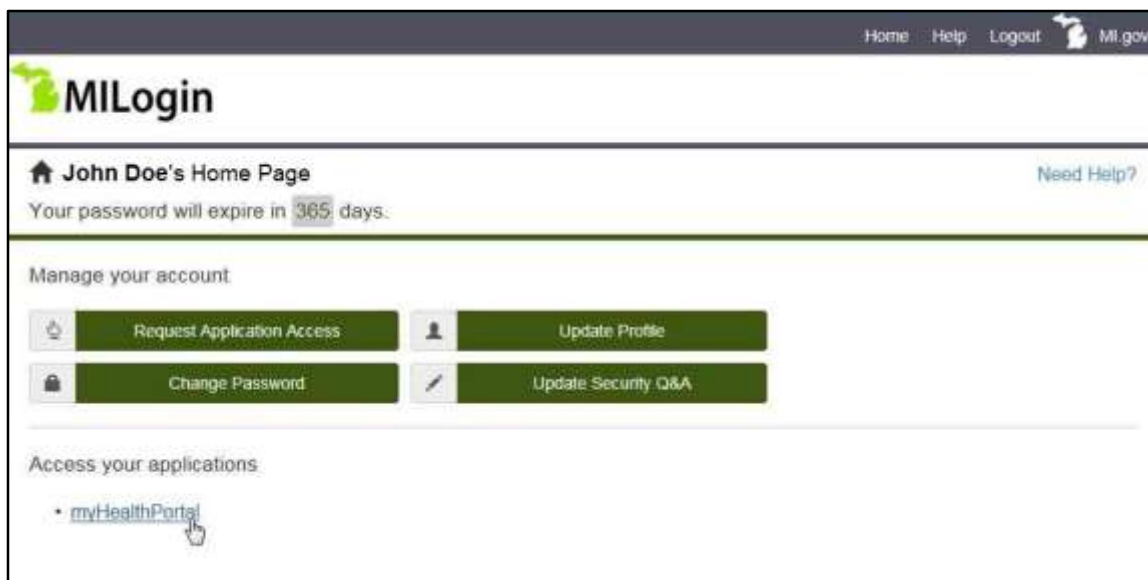
Register in the myHealthPortal

1. Enter your MILogin user ID and password at <https://milogin.michigan.gov>, and click "Login." (Note: You will always use this web address to access the myHealthPortal.)



The screenshot shows the MILogin login page. At the top right, there are links for "Home", "Help", and "MI.gov" with a Michigan state icon. The MILogin logo is on the left. Below the logo, it says "Login to your account". A red asterisk indicates required fields. There are two input fields: "*User ID" with the text "JohnDoe123" and "*Password" with masked characters "*****". Below these is a green "Login" button. Under the button are links for "Forgot your password?" and "Having trouble logging in?". At the bottom, there is a link "Don't have an account?" and a green "Create New Account" button. The footer contains links for "MILogin Home", "Michigan.gov Home", "Policies", and "Contact Us", along with the copyright notice "Copyright 2014 State of Michigan".

2. Click on the myHealthPortal link.



The screenshot shows the MILogin user home page for "John Doe". At the top right, there are links for "Home", "Help", "Logout", and "MI.gov" with a Michigan state icon. The MILogin logo is on the left. Below the logo, it says "John Doe's Home Page" and "Your password will expire in 365 days." with a "Need Help?" link. The "Manage your account" section contains four buttons: "Request Application Access", "Update Profile", "Change Password", and "Update Security Q&A". The "Access your applications" section contains a link for "myHealthPortal" which is being clicked by a mouse cursor. The footer is not visible in this screenshot.

3. The myHealthPortal application will open in a new window. Complete the required registration fields, and click “Next.”

Please note, if you are enrolled in Medicaid or Healthy Michigan Plan and are enrolling yourself, you should select the Relationship to Member as Self as shown in the screen shot below. If you are not enrolled in Medicaid or Healthy Michigan Plan, but are a Responsible Party, Case Head, Guardian or Guardian Agency representative to an individual, please select the appropriate Relationship to Member status (other than Self) when completing your registration. Upon successfully registering yourself, you will then be able to add the appropriate member(s) to your account.

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Registration

* = Required Fields

* Relationship to Member ?
Self *

* Member First Name

* Member Last Name

* Member Date of Birth (MM/DD/YYYY)

* Member Zip

* Member miHealth Card ID

Next Clear

Hello John Doe
Welcome to myHealthPortal!

The myHealthPortal is a one stop shop for your Medicaid and Children Special Health Care Services healthcare coverage information. You can view real time information such as the services you are covered for, look up doctors, access your miHealth card and much more, all this at your fingertips. It's fast and simple, register once and get instant access to both applications!

You are 3 easy steps away from accessing your healthcare coverage information:

1. Provide Registration Details - Please refer to your miHealth card for exact information.
2. Accept User Agreement
3. Set your personal PIN

Once registered you can access both applications myHealthPortal and myHealthButton at any time.


Let's get started!

Disclaimer For any questions, please contact the Beneficiary help line 800-643-3195 (TTY: 866-501-5656) Monday through Friday 8 am to 7 pm or email the myHealthPortal team at: myhealthbutton@michigan.gov

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myhealthbutton@michigan.gov
Beneficiary Help Line : 800-643-3195
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If the Relationship to Member is Responsible Party, Case Head, Guardian or Guardian Agency, additional fields for the first and last name of the person responsible for the care of the member must also be completed.



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Registration

* * Required Fields

* Relationship to Member ?

Responsible Party

* Responsible Party First Name

John

* Responsible Party Last Name

Doe

* Member First Name

Jane

* Member Last Name

Doe

* Member Date of Birth (MM/DD/YYYY)

06/30/2005

* Member Zip

12345

* Member mihealth Card ID

0123456789

Next

Clear

Hello John Doe.

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myhealthportal@michigan.gov
 Beneficiary Help Line : 800-642-3195
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4. Review the member information shown. If all information is correct, click “Confirm.”

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Confirm Details

Relationship to Member ?
Responsible Party

Responsible Party First Name: john
Responsible Party Last Name: Doe

Member First Name: Jane
Member Last Name: Doe

Member Date of Birth (MM/DD/YYYY): 06/30/2005
Member Zip: 48162

Member mihealth Card ID: 0123456789

Hello John Doe,
Welcome to myHealthPortal!

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You are 3 easy steps away from accessing your healthcare coverage information.

1. Provide Registration Details - Please refer to your mihealth card for exact information.
2. Accept User Agreement.
3. Set your personal PIN.

Once registered you can access both applications myHealthPortal and myHealthButton at any time. Let's get started!

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5. Read the agreement, and click the “I ACCEPT” checkbox. Then, click “Submit.”



Agreement

Account, Password, and Security

To open an account, you must complete the registration process by providing us with current, complete, and accurate information as prompted by the Registration Form. You will then choose a password. You are entirely responsible for maintaining the confidentiality of your password and account. Furthermore, you are entirely responsible for any and all activities that occur under your account. You agree to notify State of Michigan (SOM) immediately of any unauthorized use of your account or any other breach of security. Do not give out your password or allow it to be seen, or used, by anyone else. If someone else learns your password, they might use this Application to get private information about you without your knowledge that we cannot stop until you choose your



I ACCEPT

< Back

✓ Submit

✕ Cancel

Hello John Doe,

Welcome to myHealthPortal!

The myHealthPortal is a one stop shop for your Medicaid and Children Special Health Care Services healthcare coverage information. You can view real time information such as the services you are covered for, look up doctors, access your miHealth card and much more, all this at your fingertips. It's fast and simple, register once and get instant access to both applications!

You are 3 easy steps away from accessing your healthcare coverage information:

1. Provide Registration Details - Please refer to your miHealth card for exact information.
2. Accept User Agreement
3. Set your personal PIN

Once registered you can access both applications: myHealthPortal and myHealthButton at any time.

Let's get started!

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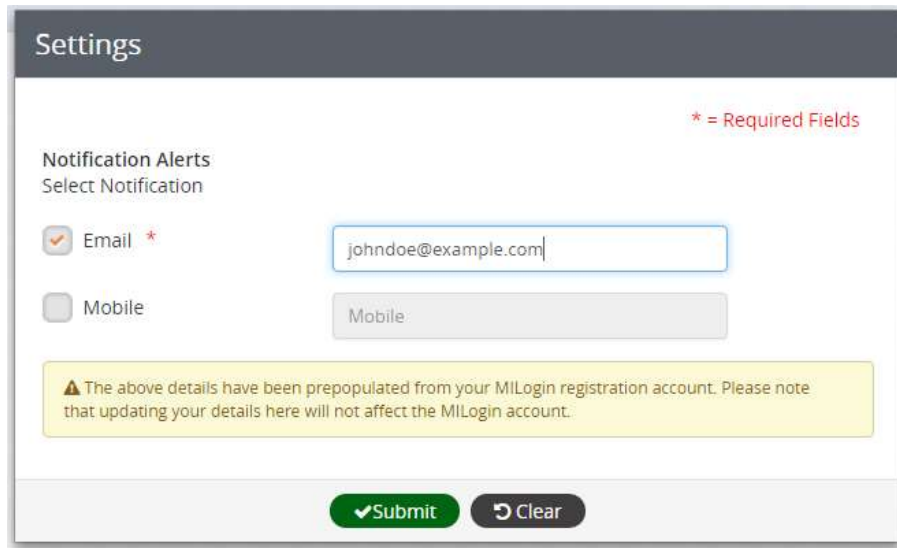
6. A temporary PIN has now been sent to the email address used to create your MILogin account. On the page shown below, enter the temporary PIN, and click “Submit.”

The screenshot shows the myHealthPortal login page. At the top is a blue header with the myHealthPortal logo and the text "Michigan Department of Health and Human Services". On the right side of the header are four circular icons: a question mark, a telephone, a mail envelope, and a person. Below the header is a light blue background. In the center-left is a white box titled "PIN" with a lock icon. Inside this box, there is a red asterisk followed by the text "* = Required Fields". Below this is a red asterisk followed by "Enter PIN". There is a yellow input field with four asterisks. Below the input field are three buttons: a green "Submit" button with a checkmark, a green "Request a new PIN?" button with a question mark, and a grey "Clear" button with an eraser icon. To the right of the PIN box is a yellow box containing text explaining the PIN: "The PIN is an added security measure used for logging in to the application. It authorizes the machine you are using, so that someone else cannot try to log in from another machine without your knowledge. You should have received a PIN email after you successfully registered. (The PIN email would arrive after your initial welcome email.) If you have forgotten your PIN, simply click the 'Forgot PIN?' hyper link and a new one will be sent to you. PINs are only valid for a short time. If you request a PIN, but then don't log in within a few hours, the PIN will become invalid. Just request a new one by clicking 'Forgot PIN?'." Below this text is a bullet point: "• The PIN is 4 digit numeric only". At the bottom of the yellow box is text: "If you receive an email with a PIN without requesting one, or just have further questions, please contact the Beneficiary Helpline at: 800-642-3195 or email the myHealthPortal team at: myhealthbution@michigan.gov". At the bottom of the page, there is a footer with "Copyright 2016 myHealthPortal" on the left, and "myHealthBution@michigan.gov", "Beneficiary Help Line : 800-642-3195", and "TTY : 866-501-5656" on the right.

7. You will now be asked to change your PIN. Create and enter a new PIN in the New PIN and Confirm PIN fields, and click “Submit.”

The screenshot shows the myHealthPortal "Change PIN" page. At the top is a blue header with the myHealthPortal logo and the text "Michigan Department of Health and Human Services". On the right side of the header are four circular icons: a question mark, a telephone, a mail envelope, and a person. Below the header is a light blue background. In the center-left is a white box titled "Change PIN" with a lock icon. Inside this box, there is a red asterisk followed by the text "* = Required Fields". Below this is a red asterisk followed by "New PIN". There is a yellow input field with four asterisks. Below this is a red asterisk followed by "Confirm New PIN". There is a white input field. Below the input fields are two buttons: a green "Submit" button with a checkmark and a grey "Clear" button with an eraser icon. To the right of the Change PIN box is a yellow box containing text explaining the PIN: "The PIN is an added security measure used for logging in to the application. It authorizes the machine you are using, so that someone else cannot try to log in from another machine without your knowledge. You should have received a PIN email after you successfully registered. (The PIN email would arrive after your initial welcome email.) If you have forgotten your PIN, simply click the 'Forgot PIN?' hyper link and a new one will be sent to you. PINs are only valid for a short time. If you request a PIN, but then don't log in within a few hours, the PIN will become invalid. Just request a new one by clicking 'Forgot PIN?'." Below this text is a bullet point: "• The PIN is 4 digit numeric only". At the bottom of the yellow box is text: "If you receive an email with a PIN without requesting one, or just have further questions, please contact the Beneficiary Helpline at: 800-642-3195 or email the myHealthPortal team at: myhealthbution@michigan.gov". At the bottom of the page, there is a footer with "Copyright 2016 myHealthPortal" on the left, and "myHealthBution@michigan.gov", "Beneficiary Help Line : 800-642-3195", and "TTY : 866-501-5656" on the right.

8. If desired, make changes to your notification preferences, and click "Submit."



The screenshot shows a web form titled "Settings" with a sub-section "Notification Alerts". Under "Select Notification", there are two options: "Email" (selected with a checked checkbox and marked as required with a red asterisk) and "Mobile" (unchecked). The "Email" field contains the text "johndoe@example.com". The "Mobile" field is empty. A red asterisk legend indicates "* = Required Fields". A yellow warning box states: "⚠ The above details have been prepopulated from your MILogin registration account. Please note that updating your details here will not affect the MILogin account." At the bottom, there are two buttons: a green "Submit" button with a checkmark icon and a grey "Clear" button with a circular arrow icon.

Congratulations! You have now completed registration in the myHealthPortal! From now on, you will only be asked to enter your MILogin user ID and password and new PIN to access your information in the myHealthPortal or the myHealthButton.