

Member Portal User Guide

11/21/2024



Member Portal User Guide

The member portal is quick, easy to use, and available at no cost to you. This secure website allows you to stay connected with Sendero Health Plans. Accessible from any computer or mobile phone. As a member, you can do all of this and more.

- View your ID card online
- Request a replacement ID card
- Track your claims
- View your explanation of benefits
- Monitor your deductibles and out-of-pocket expenses
- Change your Primary Care Provider
- View your authorizations

Powered By



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www.eixsys.com

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Not yet registered?

Visit [Sendero Health Plans](https://senderohealth.com/) and complete the online registration today, at no cost!

GETTING STARTED

OR

<ul style="list-style-type: none">➤ Go to https://senderohealth.com/➤ Click on "Members" tab then click on Member Benefits Portal	You can directly go to https://senmember.eixsys.com/
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On this page you have three options:

1. Register (New User):

Note: If you are not the subscriber or a dependent over the age of 18, please contact the subscriber to create an account for you.

If you are the subscriber or a dependent over the age of 18, you must first register using your current email address, member ID as it appears on your ID card, and your personal details. Once the information is verified, you will receive an email to confirm and verify your identity.

2. Login:

Note: Only registered members and dependent(s) can access the Member Portal.

3. Password Reset:

Forgot Password

Email*

A verification code will be sent to the email provided.

RESET PASSWORD

FEATURES:

Home

On the **HOME** page, you can view the following:

- Member Demographics
- Plan Details
- Current PCP
- Copayments
- Individual/Family year to date deductibles
- Individual/Family year to date out-of-pocket
- Rx Benefits

<p>Member Details</p> <p>52 Years, (Active) (Eligibility Begin : 01-01-2024 End 12-31-2024)</p>	<p>Address Details</p> <p>Address : ██████████ ██████████ ██████████</p> <p>Date of Birth : ██████████ ██████████</p> <p>Coverage : Active</p> <p>Member ID : ██████████</p>	<p>Plan Details</p> <p>Plan Type : SENDERO PREFERRED BRONZE /\$25 PCP/\$75 SPEC/\$22 GEN</p> <p>Group : Sendero Health Plans</p> <p>Plan ID : PLAN801-24</p> <p>Plan Start : 01-01-2024</p> <p>Plan End : 12-31-2024</p>	<p>Current PCP</p> <p>Current PCP : ██████████ ██████████</p> <p>NPI : N/A</p> <p>Phone# : N/A</p> <p>Provider ID : 64215██████</p>
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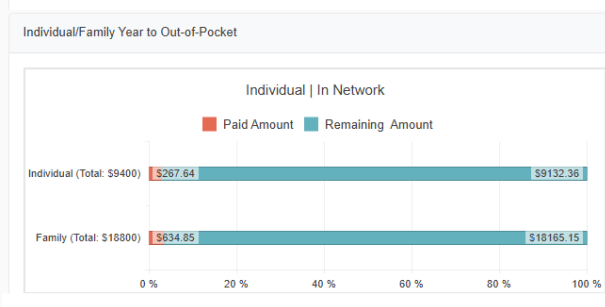
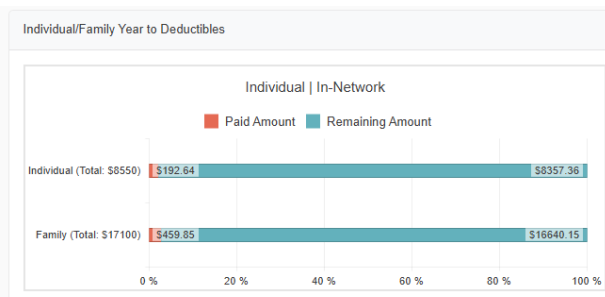
Copayments

Copayments

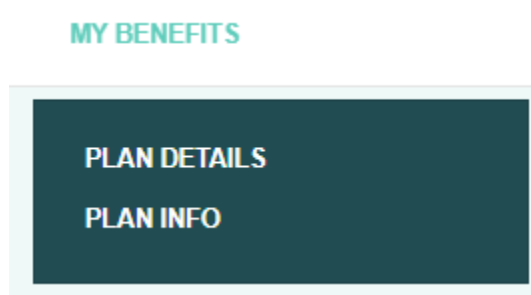
Primary Care Physician Copay \$25 copay/office visit Deductible does not apply.
Specialist Copay \$75 copay/office visit Deductible does not apply.
Lab Copay No charge/test after deductible
Radiology Copayment No charge/test after deductible
Urgent Care Copay No charge/visit after deductible
Emergency Copay No charge/visit after deductible

RX Benefits

No RX Benefits Data Available



My Benefits:

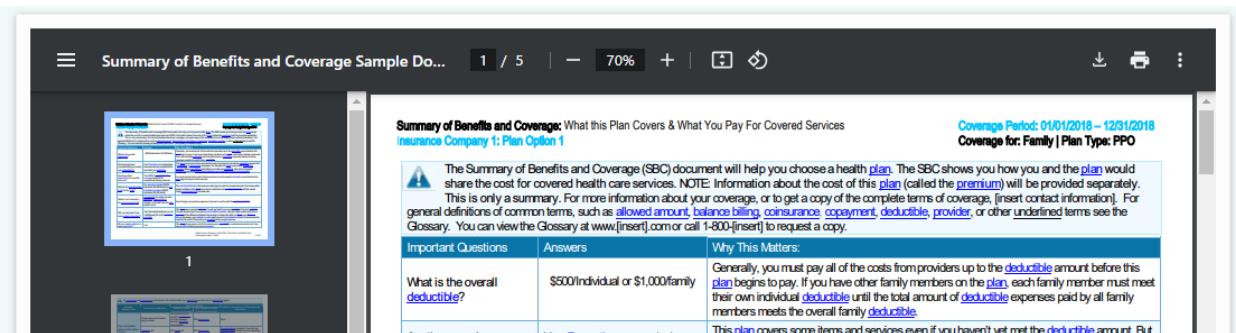


Plan Detail

Individual	Individual	Family	Family
Deductible	Out-of-Pocket Maximum	Deductible	Out-of-Pocket Maximum
\$ 8550	\$ 9400	\$ 17100	\$ 18800

Primary Care Physician Copay	\$25 copay/office visit Deductible does not apply.
Specialist Copay	\$75 copay/office visit Deductible does not apply.
Lab Copay	No charge/test after deductible
Radiology Copayment	No charge/test after deductible
Urgent Care Copay	No charge/visit after deductible
Emergency Copay	No charge/visit after deductible

Plan Information:



Authorizations:

Here, you can view all current and past authorizations.

Auth Inquiry

Export to Excel

Drag a column header and drop it here to group by that column

SERVICE DATE	CLAIM NUMBER	YOUR REP	STATUS DESCRIPTION
02/14/2023	[REDACTED]	\$35.14	Processed
02/21/2023	[REDACTED]	\$0.00	Processed
03/04/2023	[REDACTED]	\$0.00	Processed

Show items with value that:

Is equal to

And

Is equal to

Filter Clear

You can apply additional filters to each column

My Claims:

Under My Claims, you can view the status of medical and pharmacy claims, date of service, servicing provider, and payment responsibilities for all family members.

Medical Claims

Export to Excel

Search...

Drag a column header and drop it here to group by that column

SERVICE DATE	CLAIM NUMBER	PROVIDER NAME	MEMBER NAME	YOUR REP	STATUS DESCRIPTION
02/13/2023	[REDACTED]	[REDACTED]	[REDACTED]	\$25.00	Processed
02/14/2023	[REDACTED]	[REDACTED]	[REDACTED]	\$35.14	Processed
02/21/2023	[REDACTED]	[REDACTED]	[REDACTED]	\$0.00	Processed
03/04/2023	[REDACTED]	[REDACTED]	[REDACTED]	\$0.00	Processed

Pharmacy details

Export to Excel Export to PDF

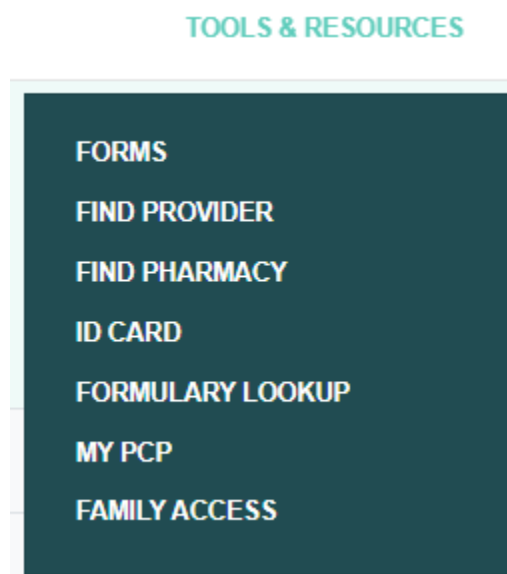
Search...

Drag a column header and drop it here to group by that column

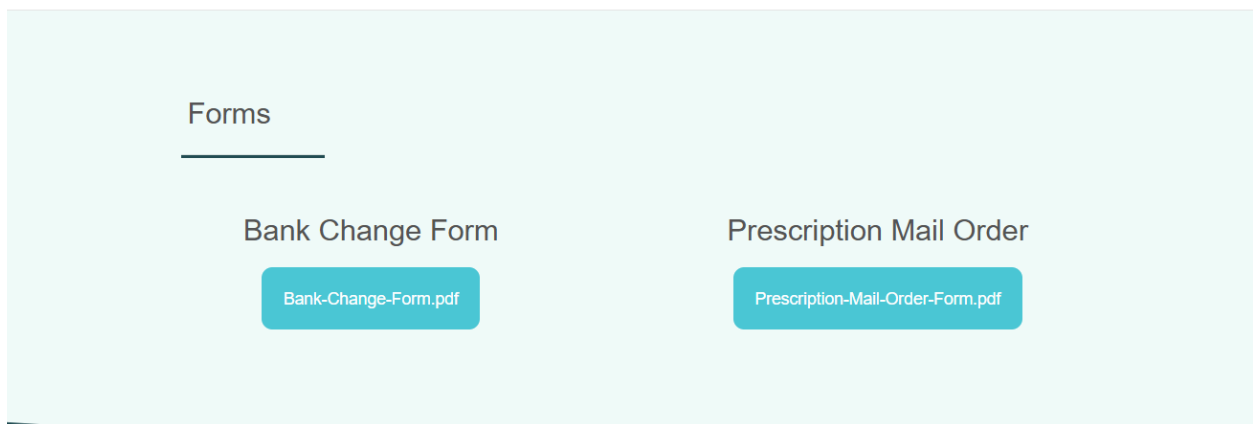
SERVICE_DATE	CLAIM_NUMBER	PROVIDER_NAME	MEMBER_NAME	YOUR_REP	STATUS_DESCRIPTION
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TOOLS AND RESOURCES:

This option offers self-service features that help our members save time. You can find a network provider or search for a pharmacy, request an ID card for yourself or your dependents, explore the Rx Formulary to determine the prescription tier, update your PCP, and grant another family member access to your medical claims.



Forms



Find A Provider

Provider Search

Refined Result

Doctor, Facility or Clinic Name

Austin, TX 78704, USA

Provider Type

Provider Specialty

Language

Gender

New Patient Status

REFINED RESULT **GO BACK**

You can narrow down your provider search further.

Name	Specialty
Enas Pruitt, MD Austin Regional Clinic, PA 894 Summit Street Suite 108 Round Rock, Texas 78664 (512) 244-5100 (0.9 Miles away)	Family Medicine
Reavis Rehab & Wellnes Center, Reavis Rehab & Wellness Center, Inc. 1201 S IH 35 Suite 105 Round Rock, Texas 78664 (512) 310-7665	Physical Therapy

Find A Pharmacy

Pharmacy Search

Refined Result

Location

REFINED RESULT **GO BACK**

Name

ID Card


ID Card

Export to Excel Export to PDF Search...

Drag a column header and drop it here to group by that column

FULL NAME	PLAN DESCRIPTION	ACTIONS
[REDACTED]	SENDERO PREFERRED BRONZE /\$25 PCP/\$75 SPEC/\$22 GEN	Print ID Card
[REDACTED]	SENDERO PREFERRED BRONZE /\$25 PCP/\$75 SPEC/\$22 GEN	Print ID Card

You can print your ID Card.

 **SENDERO**
HEALTH PLANS


TDI

Sendero Health Original Silver
Effective Date: 01/01/2023

Name: [REDACTED] Member ID#: [REDACTED] PCP: [REDACTED] PCP Phone#: [REDACTED]

Office Visit: \$20 Specialist: \$80*
In-Patient Stay: \$500* Emergency Room: \$350*
Deductible: \$4,250 individual / \$8,500 family
Maximum-Out-of-Pocket: \$8,050 individual / \$16,100 family

*Indicates copayment applies after deductible
**Indicates copayment applies with deductible
***Indicates coinsurance deductible does not apply.
Coinsurance % applies after deductible
<http://www.senderohealth.com/>

 **NAVITUS**

RX Generic / Brand: \$10 / \$40
RX GROUP #: SNXA,
PCN: NVT and BIN #: 610802

Important Information

CUSTOMER SERVICE/SERVICIO AL CLIENTE 1-844-800-4693
 TTY/LÍNEA DE AYUDA TTY 7-1-1
 VISION SERVICE/SERVICIOS PARA LA VISTA 1-855-279-9680
 PHARMACY/FARMACIA 1-866-333-2757
 PROVIDER UM FAX 512-901-9724
 UM QUESTINOS 1-855-297-9191
 HELP YOURSELF SUICIDE & CRISIS LINE (988Lifeline.org)/
 AYUDATE LÍNEA DE SUICIDIO Y CRISIS 9-8-8



24/7 ON-DEMAND VIRTUAL URGENT CARE - CONNECT TO A DOCTOR WITHIN MINUTES ANYWHERE IN TEXAS: <https://care.normanmd.com/en/#/security/login>

24/7 ATENCIÓN DE URGENCIA VIRTUAL - CONECTESE CON UN DOCTOR EN MINUTOS EN CUALQUIER LUGAR DE TEXAS: <https://care.normanmd.com/es/#/security/login>

Submit Professional Claims to: Sendero Health Plans, P.O. Box 17307, Austin, TX 78760
Payor ID: Trizetto/Cognizant: MV440

REV09/24

Formulary Lookup

Drag a column header and drop it here to group by that column

DRUG NAME	PUB NOTE	CATEGORY	TIER
DOXEPIN HCL CAP 10MG		def	1
DOXEPIN HCL CON 10MG/ML		def	1
DOXEPIN HCL CAP 100MG		def	1

My PCP

My PCP

Export to Excel Export to PDF Search...

Drag a column header and drop it here to group by that column

FULL NAME	PROVIDER NAME & DETAILS	ACTIONS
[REDACTED]	[REDACTED]	Change PCP
[REDACTED]	[REDACTED]	Change PCP
[REDACTED]	[REDACTED]	Change PCP

You can update your PCP by selecting "Change PCP."

Change PCP

Export to Excel Export to PDF Search...

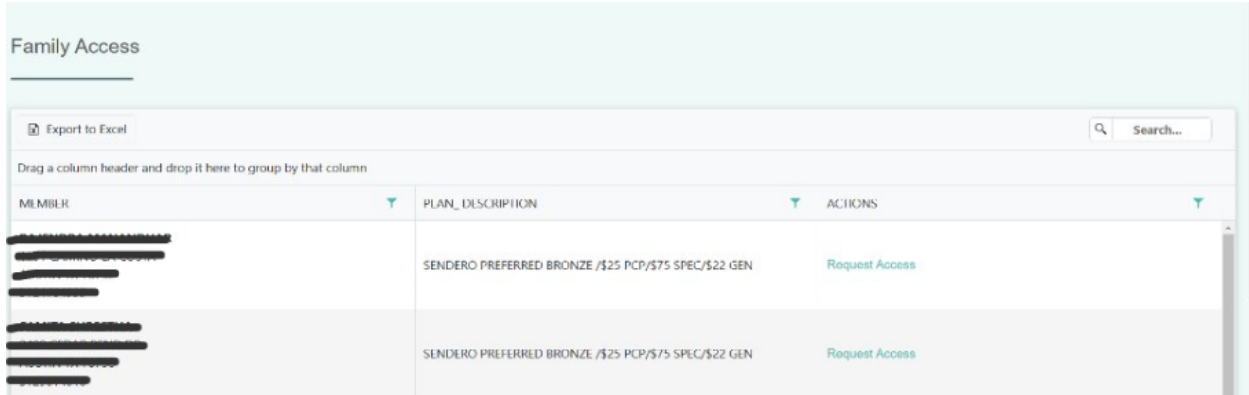
Drag a column header and drop it here to group by that column

PROVIDER_ID	FULL NAME	ACTIONS
[REDACTED]	[REDACTED]	Change PCP Provider
[REDACTED]	[REDACTED]	Change PCP Provider
[REDACTED]	[REDACTED]	Change PCP Provider
[REDACTED]	[REDACTED]	Change PCP Provider
[REDACTED]	[REDACTED]	Change PCP Provider

SUBMIT CLOSE

Family Access

The Family Access option allows you to request access to view claims for plan members over the age of 18. As a subscriber, who is over the age of 18 can automatically view claims for all dependents under the age of 18 on the same plan.



The screenshot displays a web interface titled "Family Access". At the top left, there is a button labeled "Export to Excel". To the right is a search bar with the placeholder text "Search...". Below these elements is a header row for a table with the instruction "Drag a column header and drop it here to group by that column". The table has three columns: "MEMBER", "PLAN_DESCRIPTION", and "ACTIONS". The "MEMBER" column contains redacted names. The "PLAN_DESCRIPTION" column contains the text "SENDERO PREFERRED BRONZE /\$25 PCP/\$75 SPEC/\$22 GEN". The "ACTIONS" column contains a green link labeled "Request Access".

MEMBER	PLAN_DESCRIPTION	ACTIONS
[REDACTED]	SENDERO PREFERRED BRONZE /\$25 PCP/\$75 SPEC/\$22 GEN	Request Access
[REDACTED]	SENDERO PREFERRED BRONZE /\$25 PCP/\$75 SPEC/\$22 GEN	Request Access