

# Member Portal Quick Start Guide

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Navigation Tips & Tricks for  
Carewell Providers

# Create Member Homepage

To navigate to the Member Portal, either select the hyperlink in the email sent to you or by typing [www.mycreatehealth.com/employee](http://www.mycreatehealth.com/employee) in your browser.

Enter your email address and temporary password (you will be able to change the password after login), provided by *Create*. Select **SIGN IN**.

The screenshot shows a web browser window displaying the 'create technology' member homepage. At the top, a purple banner reads 'Take control of your health care. You've got the power.' Below this, the 'create technology' logo is on the left. The main content area has two input fields: 'Username / Email Address' and 'Password'. Below these fields are two buttons: 'SIGN IN' (orange) and 'REGISTER AS A NEW USER' (orange outline). To the right of the input fields, text reads 'Access your account anytime, anywhere with the MyCreateHealth Mobile App.' Below this text is the heading 'AVAILABLE NOW' followed by two app store badges: 'Download on the App Store' and 'GET IT ON Google Play'. At the bottom left, there are links for 'FORGOT USERNAME?' and 'FORGOT PASSWORD?' in orange text.

# Haven't Registered Yet?

Follow These Quick Steps to Get Started!

Steps 1-4 of 7

1. Simply click on **Member Login** and select **Register as a New User**.

Take control of your health care. You've got the power.

create<sup>technology</sup>

Username / Email Address

Password

**SIGN IN** **REGISTER AS A NEW USER**

Access your account anytime, anywhere with the MyCreateHealth Mobile App.

**AVAILABLE NOW**

Download on the App Store GET IT ON Google Play

[FORGOT USERNAME?](#) [FORGOT PASSWORD?](#)

2. Follow the prompts to set up your account. Enter your SSN and press **Next**.

Take control of your health care. You've got the power.

create<sup>technology</sup>

Member ID on your health card or SSN

**NEXT** **CANCEL**

3. Ensure your SSN is correct. You will also see your name. Enter your Zip Code and Date of Birth then press **Next**.

Take control of your health care. You've got the power.

create<sup>technology</sup>

Member ID

Name

Zip Code

Date of Birth

**NEXT** **CANCEL**

4. Read the **Terms and Condition**. Scroll to the bottom and if you agree, select "I Accept Terms & Conditions" and press **Next**.

**TERMS AND CONDITIONS OF USE AND CREATE PRIVACY POLICY**

The following Terms and Conditions of Use and Privacy Policy must be agreed to before the CREATE Web Portal or the CREATE Mobile App may be fully accessed and utilized.

**ACCEPTANCE OF THE TERMS AND CONDITIONS OF USE**

These Terms and Conditions of Use are entered into by and between you and CREATE ("Company," "we" or "us"). The following terms and conditions, together with any documents they expressly incorporate by reference (collectively, these "Terms and Conditions of Use"), govern your access to and use of CREATE mycreatehealth.com, and the CREATE Mobile App including any content, functionality and services offered on or through mycreatehealth.com (the "web portal"), or the CREATE Mobile App whether as a guest or a registered user.

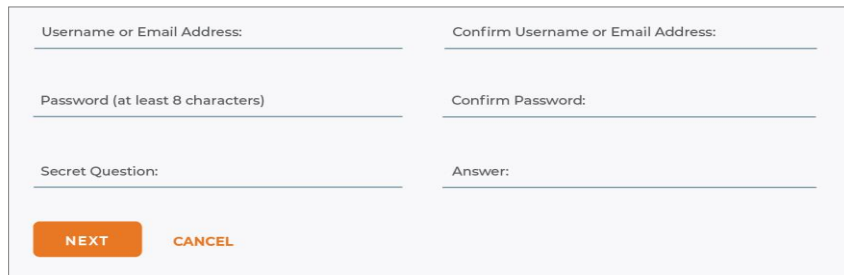
Please read the Terms and Conditions of Use carefully before you start to use the web portal or mobile app. By clicking to accept or agree to the Terms and Conditions of Use and Privacy Policy, you accept and agree to be bound and abide by these Terms and Conditions of Use and our Privacy Policy which are available at the Forms & Documents section of the member service portal and

**NEXT** **CANCEL**

# Haven't Registered Yet? Cont.)

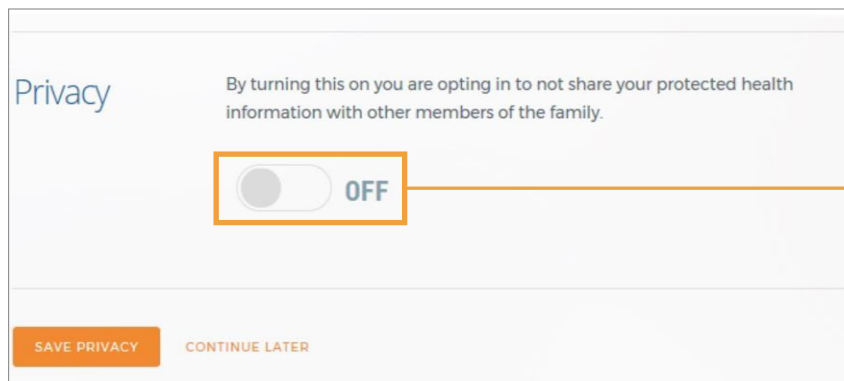
Steps 5-7 of 7

5. Create and confirm a password, then enter your email address. Choose a secret questions & answer. Then press **Next**.



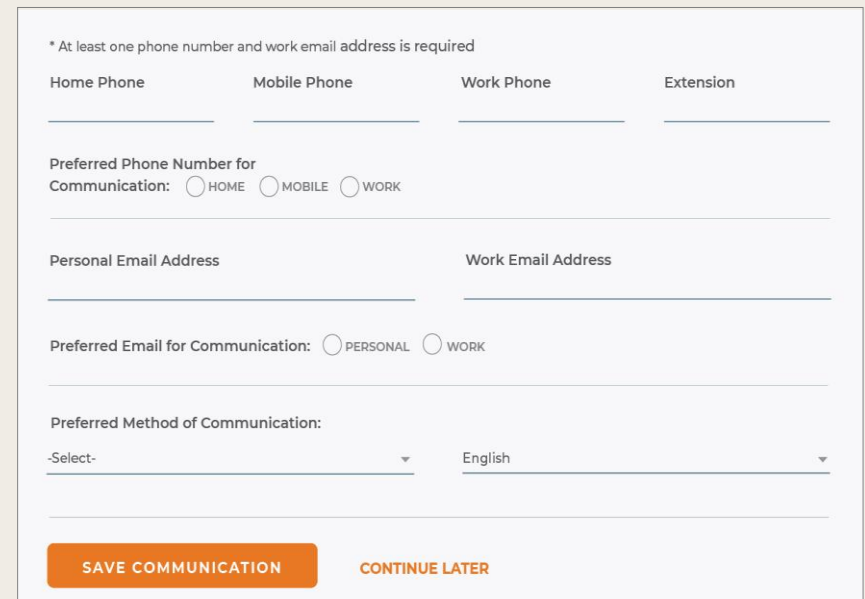
A registration form with four input fields arranged in a 2x2 grid. The top row contains 'Username or Email Address:' and 'Confirm Username or Email Address:'. The second row contains 'Password (at least 8 characters)' and 'Confirm Password:'. The third row contains 'Secret Question:' and 'Answer:'. At the bottom left are two orange buttons: 'NEXT' and 'CANCEL'.

7. The privacy feature allows the user to choose whether or not they want to share their information with others on their plan.



A privacy settings form titled 'Privacy'. It contains a text line: 'By turning this on you are opting in to not share your protected health information with other members of the family.' Below this is a toggle switch labeled 'OFF', which is highlighted with an orange box. At the bottom are two orange buttons: 'SAVE PRIVACY' and 'CONTINUE LATER'.

6. You will then be prompted to input your phone number, email address and preferred method of communication. Once completed, press **Save Communication** or **Continue Later**.



A form for communication preferences. It starts with a note: '\* At least one phone number and work email address is required'. Below are four input fields: 'Home Phone', 'Mobile Phone', 'Work Phone', and 'Extension'. Then is a section for 'Preferred Phone Number for Communication:' with radio buttons for 'HOME', 'MOBILE', and 'WORK'. Next are 'Personal Email Address' and 'Work Email Address' fields. Then 'Preferred Email for Communication:' with radio buttons for 'PERSONAL' and 'WORK'. Finally, 'Preferred Method of Communication:' with two dropdown menus, one showing '-Select-' and the other showing 'English'. At the bottom are two orange buttons: 'SAVE COMMUNICATION' and 'CONTINUE LATER'.

- Turning this setting on indicates that you do not want to share your information with other members on your plan. Press **Save Privacy** or **Continue Later**.

Selecting **Save Privacy** will complete the registration process.

# Dashboard & Links

**Dashboard:** A snapshot view of your Paid Time Off Balance, Medical Insurance Information, outstanding action items on your To-Do list, recent reimbursements and quick links.

**Work Hours:** View your last 24 months of hours worked and request PTO reimbursement.

**Coverage Summary:** Provides an overview of your DVE coverage and healthcare Cost Assistance for any given month.

**Reimbursements:** View reimbursements. Filter by time period, type of reimbursement and status of reimbursement requests.

**Member Profile:** View demographic information such as your address, phone number, and preferred communication method.

**Other Preferences and Forms:** View and download important forms such as W-9's, preferred payment method, Annual Enrollment Paperwork and DVE Benefit waivers.

**Message Center:** Read messages from your administrator from the last 12 months. The read messages/notifications are sorted by date.

**Account Settings:** View login details, acknowledgements, and communication preferences.

The screenshot displays the Carewell member dashboard. At the top, there's a navigation menu with links like HOME, MY ACCOUNT, and CAREWELL. The main content area is divided into several sections:

- PTO Balance:** Shows a balance of 4 hours with a 'REQUEST PTO' button. Below this, it indicates 'PTO Hours Accrued: March 2023' and 'No PTO accrued', with a link to 'VIEW PTO REQUESTS'.
- Medical Insurance Information:** A section with a prompt: 'Please provide your current medical coverage insurance policy for reimbursements.'
- Your Inbox:** A section showing a message from Wilcox Etienne: 'has approved W-9 Received Date: 03/10/2023'.
- Reimbursements:** A table listing recent reimbursements.
- Action Items:** A sidebar on the right with links to 'Verify your address', 'Annual Enrollment Paperwork', and 'Policy Info'.

ID	Ref #	Date	Trust	Type	Description
200624	Missing W9	1/31/2023	BT	PTO payment Previous Model	PTO Hours: 20 Rate: 16.67
200625	Missing W9	1/31/2023	BT	PTO payment Previous Model	PTO Hours: 20 Rate: 15.77
200626	Missing W9	1/31/2023	BT	PTO payment Previous Model	PTO Hours: 20 Rate: 16.67

A 'VIEW ALL REIMBURSEMENTS' button is located at the bottom right of the reimbursements table.

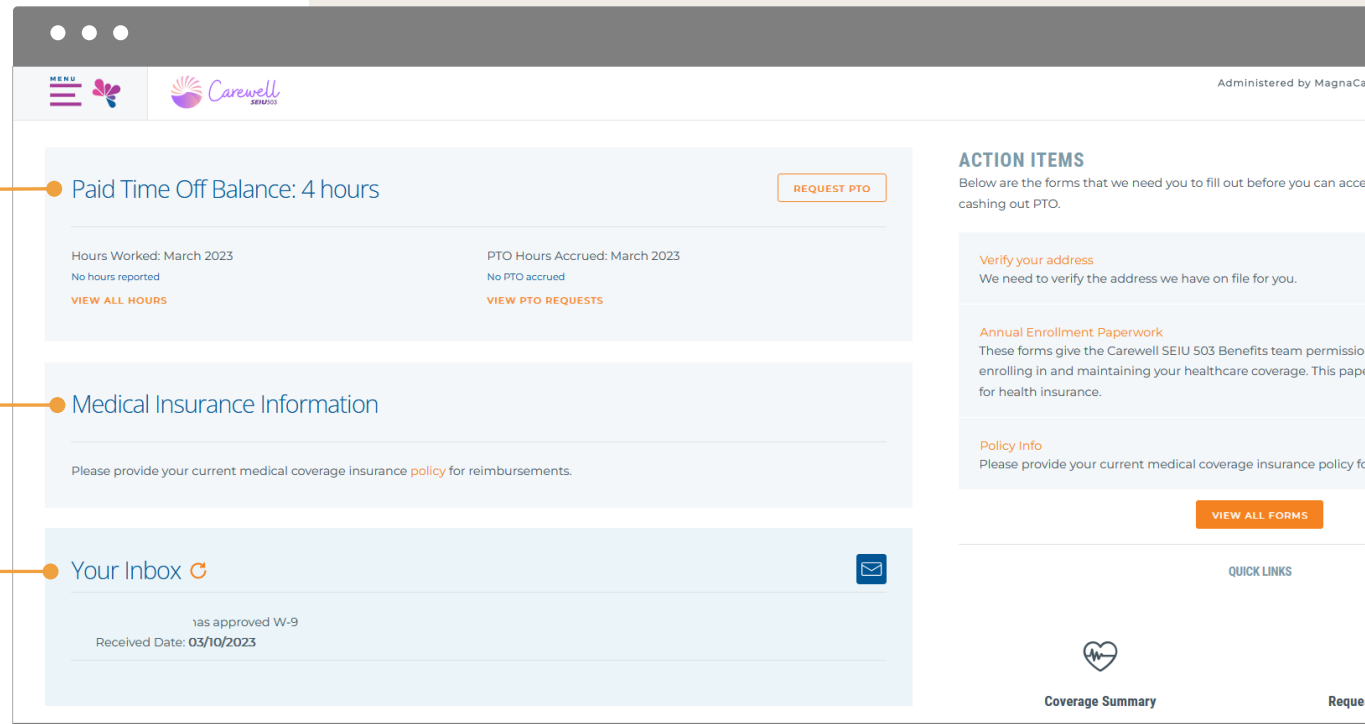
# Create Dashboard & Links

The Dashboard gives you a snapshot view of Your Paid Time Off Balance, Medical Insurance Information, Your Inbox and Action Items that require your attention.

Displays Paid Time Off Balance, and option to **Request PTO** reimbursement.

View Medical Insurance Information

View plan messages, recent requests and outstanding items



# Work Hours

Use the **Work Hours** menu to view a 24-month lookback of hours worked. You can also request PTO reimbursement from the page by selecting **Request PTO Now** on the right-hand side.

The screenshot displays the 'Work Hours' section of the Carewell Services portal. The interface includes a header with the Carewell logo and a navigation bar with 'WORK HOURS' and 'COVERAGE SUMMARY' tabs. The main content area shows a 24-month lookback from July 2021 to June 2023. A 'Paid Time Off balance: 4 hours' is displayed in the top right, with a 'REQUEST PTO NOW' button. A disclaimer states: 'Hours shown reflect what your payroll vendor has reported to us. If you see any discrepancies, you need to contact your local field office to resolve any issues with your reported hours. If you were paid the correct amount of hours and you see discrepancies with the hours displayed, please contact the MAC at 1-844-503-7348.' The work hours are presented in a grid of 12 monthly tiles. Each tile shows the month and year, the number of hours worked, and a 'COVERAGE' button. A tooltip for September 2022 explains the PTO cap: 'You'll receive 1 PTO hour after 20 hours logged. PTO hours are capped at 4 hours per month. You may Request your PTO hours when you have 8 hours accrued.'

Month	Hours	PTO Balance
June 2023	Coverage	4 hours
May 2023	Coverage	4 hours
April 2023	Coverage	4 hours
March 2023	No hours reported	4 hours
February 2023	No hours reported	4 hours
January 2023	100.00 hours	4 hours
December 2022	133.52 hours	4 hours
November 2022	128.95 hours	4 hours
October 2022	146.18 hours	4 hours
September 2022	121.57 hours	4 hours
August 2022	140.63 hours	4 hours
July 2022	138.67 hours	4 hours

# Coverage Summary

View your enrollment in DVE programs; Dental, Vision + Hearing and Employee Assistance Program.

Clicking on any of the **orange** links display your coverage details and respective vendor webpages.

The screenshot shows a web application interface for 'Carewell SERVICES'. At the top, there is a navigation bar with a 'MENU' icon, the Carewell logo, and a user greeting 'Hello Carewell!' with a 'Logout' link. Below the navigation bar, the 'COVERAGE SUMMARY' tab is selected. A dropdown menu shows 'Benefits for month of March 2023'. The main content area lists four coverage items: 'Healthcare Cost Assistance' (marked 'ELIGIBLE'), 'Dental HMO' (marked 'ENROLLED' with dates 3/1/2023 - 3/31/2023), 'Vision + Hearing' (marked 'ENROLLED' with dates 3/1/2023 - 3/31/2023), and 'Employee Assistance Program' (marked 'ENROLLED' with dates 3/1/2023 - 3/31/2023). Each item has an orange link for 'Website / Benefit details'.

Benefit Category	Enrollment Status	Effective Dates
Healthcare Cost Assistance	ELIGIBLE	
Dental HMO Kaiser Permanente Northwest	ENROLLED	3/1/2023 - 3/31/2023
Vision + Hearing	ENROLLED	3/1/2023 - 3/31/2023
Employee Assistance Program	ENROLLED	3/1/2023 - 3/31/2023



# Reimbursements

Below is an example PTO reimbursement data.

You can also request PTO reimbursement from this page.

Filter by time period, type of reimbursement and the status of the reimbursement request

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## Reimbursements

**FILTER BY**

TIME PERIOD  TYPE  STATUS

Filtering by: Last 12 Months

ID	Ref #	Date	Trust	Type	Description	Method	Amount	Status
200624	Missing W9	1/31/2023	BT	PTO payment Previous Model	PTO Hours: 20 Rate: 16.67		\$333.40	Denied
200625	Missing W9	1/31/2023	BT	PTO payment Previous Model	PTO Hours: 20 Rate: 15.77		\$315.40	Denied
200626	Missing W9	1/31/2023	BT	PTO payment Previous Model	PTO Hours: 20 Rate: 16.67		\$333.40	Denied

**Payment# 200624**

Payment Denied By Converted Data on Monday, March 06, 2023  
Monday, March 06, 2023

Click on any of the requests to view additional details.

# Reimbursements – Request Reimbursement

From the Reimbursements tab, click on **Request Reimbursement** to choose how you would like to be reimbursed for PTO hours.

## Premium Reimbursement

- Choose the month the employee is requesting reimbursement
- The **Medical Premium Reimbursement Amount** will be pre-populated
- Select **Choose File** to upload an EOB or proof of premium payment
- Check off the attestation
- Insert today's date in the **Received Date** field
- Press **Submit**

The screenshot shows a web application interface for requesting a premium reimbursement. A callout box with an orange border and arrow points to the 'PREMIUM REIMBURSEMENT' tab in the left sidebar. The main content area displays the 'Premium Reimbursement' form for John Smith. The form includes fields for the month (March 2023), the medical premium reimbursement amount (\$170.00), and the payment method (Check). It also has a section for uploading an EOB or proof of premium payment, a checkbox for attestation, and a 'Received Date' field. The form is titled 'Premium Reimbursement' and includes a 'SUBMIT' button at the bottom.

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— BACK TO EMPLOYEE LIST

DEMOGRAPHIC INFO COVERAGE SUMMARY WORK HOURS OTHER PREFERENCES AND FORMS HEALTH INSURANCE INFO SETTINGS MESSAGES REIMBURSEMENTS

PREMIUM REIMBURSEMENT

PREMIUM ADJUSTMENT REIMBURSEMENT

PTO REIMBURSEMENT

Premium Reimbursement

JOHN SMITH  
123 Main Street  
Portland, OR 97236-7236

Select a Month for which Premium is requested  
March 2023

Medical Premium Reimbursement Amount  
\$170.00

Payment method  
Check

Here's the address we have on file to mail your check. Please update it here first if it is out of date.

Address  
John Smith  
123 Main Street  
Portland, OR 97236-7236

Please upload EOB or Proof of Premium payment  
CHOOSE A FILE

I certify that the information provided on this form is true and that I have incurred the expenses described on this form solely relating to my own medical coverage and expenses. I also certify that I have not already received reimbursement from Carewell SEIU 503 or any other source for any of the above-listed amounts.

☐ CHECK HERE TO ATTEST THE DETAILS ABOVE ARE CORRECT.

\*Received Date

SUBMIT CANCEL

# Reimbursements

From the Reimbursements tab,  
select **Premium Adjustment Reimbursement**.

## Premium Adjustment Reimbursement

- Enter the **Advanced Premium Tax Credit (APTC) on File**
- Enter the reimbursement amount in the **Requested Reimbursement Amount** field
- Upload an IRS Form by selecting **Choose File**
- Check off the attestation
- The date will be auto-populated. Change if needed
- Press **Submit**

**PREMIUM ADJUSTMENT REIMBURSEMENT**

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[← BACK TO EMPLOYEE LIST](#)

DEMOGRAPHIC INFO | COVERAGE SUMMARY | WORK HOURS | OTHER PREFERENCES AND FORMS | HEALTH INSURANCE INFO | SETTINGS | MESSAGES | **REIMBURSEMENTS**

PREMIUM REIMBURSEMENT  
**PREMIUM ADJUSTMENT REIMBURSEMENT**  
PTO REIMBURSEMENT

### Premium Adjustment Reimbursement

**JOHN SMITH**  
123 Main Street  
Portland, OR 97236-7236

Advanced Premium Tax Credit (APTC) on File  
\$0.00

\*Requested Reimbursement Amount

Payment method  
Check

Here's the address we have on file to mail your check. Please [update it here](#) if it is out of date.

**Address**  
John Smith  
123 Main Street  
Portland, OR 97236-7236

Please upload Enclosed IRS Form for APTC (Form 1095-A / Form 8962 / Form 1040 / 1040-SR)

[CHOOSE A FILE](#)

I certify that the information provided on this Premium Adjustment Reimbursement Form and on my enclosed IRS Forms is true, to the best of my knowledge and belief. I also certify that I have not already received any reimbursement or payment from any other source relating to the premium tax credit overpayment reflected on my enclosed IRS Forms.

☐ CHECK HERE TO ATTEST THE DETAILS ABOVE ARE CORRECT.

\*Received Date  
03/16/2023

# Reimbursements

From the Reimbursements tab,  
select **PTO Reimbursement**

## PTO Reimbursement

- If an employee has a Paid Time Off balance of 8 hours, PTO reimbursement can be requested
- A W-9 form must be on file before completing the PTO request

The screenshot displays the MagnaCare administrative interface. At the top, a navigation bar includes a link to the "BACK TO EMPLOYEE LIST" and a user profile section showing "Administered by MagnaCare Administrative Services", "Hello Carewell!", and a "Logout" button. Below the navigation bar, a horizontal menu contains several tabs: "DEMOGRAPHIC INFO", "COVERAGE SUMMARY", "WORK HOURS", "OTHER PREFERENCES AND FORMS", "HEALTH INSURANCE INFO", "SETTINGS", "MESSAGES", and "REIMBURSEMENTS". The "REIMBURSEMENTS" tab is currently selected and highlighted with a green underline. On the left side of the interface, there is a vertical list of options: "PREMIUM REIMBURSEMENT", "PREMIUM ADJUSTMENT REIMBURSEMENT", and "PTO REIMBURSEMENT". The "PTO REIMBURSEMENT" option is highlighted with a green vertical bar and a red box, with a red arrow pointing from this box to a larger red box labeled "PTO REIMBURSEMENT" above the main content area. The main content area is titled "Request PTO Hours" and displays the employee's name "JOHN SMITH" and address "123 Main Street, Portland, OR 97236-7236". To the right of the employee information, it shows the "Paid Time Off balance: 4 hours". Below this information, there is a warning icon (exclamation mark inside a circle) and the text "W-9 FORM NEEDED! Before you can request your PTO, you need to complete your W-9 Form." At the bottom of the main content area, there is a "CANCEL" button.

# Member Profile

You can view Demographic Information, Communication Preferences, Other Preferences and Forms and Health Insurance Info.

## Demographic Info:

Used to view your phone number and email address.

## Communication Preferences:

Use this tab to view your phone number and email.

## Other Preferences and Forms:

Will display W-9's on file, preferred payment methods, annual enrollment paperwork and DVE Benefit waivers

The screenshot shows a web application interface for a member profile. At the top, there is a navigation bar with a menu icon, the Carewell SEIU503 logo, and the text "Administered by MagnaCare Administrative Services". Below the navigation bar, there are four tabs: "DEMOGRAPHIC INFO", "COMMUNICATION PREFERENCES", "OTHER PREFERENCES AND FORMS", and "HEALTH INSURANCE INFO". The "DEMOGRAPHIC INFO" tab is selected. On the left side of the profile, there is a summary card for "JOHN SMITH" with the role "SUBSCRIBER". The main content area displays the member's information in a table-like format. The table has two columns: the first column lists the fields, and the second column displays the values. The fields include Provider #, Worker Type, Home Address, Mailing Address, Social Security #, Gender, Date of Birth, Language Preference, Demographics Status, Member Status, and Employment Status. The values for these fields are: 123456, Home Care Worker, 123 Main Street, Portland, OR 97236 -7236 (with a "NOT VERIFIED" status and a "VERIFY ADDRESS" link), Portland, OR 97236 -7236 (with a "NOT VERIFIED" status and a "VERIFY ADDRESS" link), \*\*\*-\*\*-0123, Male, 01/15/1984, English, Not Confirmed, Active, and Full-Time. In the top right corner of the profile area, there is a greeting "Hello Carewell!!" with a "Logout" link, and the text "CAREWELL SEIU503 ID: 123456789" and "Other ID: Employer: State of Oregon".

Field	Value
Provider #	123456
Worker Type	Home Care Worker
Home Address	123 Main Street Portland, OR 97236 -7236 <span>NOT VERIFIED</span> <a href="#">VERIFY ADDRESS</a>
Mailing Address	Portland, OR 97236 -7236 <span>NOT VERIFIED</span> <a href="#">VERIFY ADDRESS</a>
Social Security #	***-**-0123
Gender	Male
Date of Birth	01/15/1984
Language Preference	English
Demographics Status	Not Confirmed
Member Status	Active
Employment Status	Full-Time

# Communication Preferences

View requests, changes and updates to your portal account in the message center. For example, appointment change requests, ID card requests and any changes to your portal preferences.

The screenshot displays the Carewell SEIU503 portal interface. At the top, there is a navigation bar with a 'MENU' icon, the Carewell SEIU503 logo, and a user greeting 'Hello Carewell!' with a 'Logout' link. Below the navigation bar, a horizontal menu contains four tabs: 'DEMOGRAPHIC INFO', 'COMMUNICATION PREFERENCES' (which is highlighted with a green underline), 'OTHER PREFERENCES AND FORMS', and 'HEALTH INSURANCE INFO'.


The main content area is divided into two columns. The left column features a profile card for 'JOHN SMITH' with the title 'SUBSCRIBER'. The right column displays the user's name 'John Smith' and title 'SUBSCRIBER' at the top. To the right of this, it shows the 'CAREWELL SEIU503 ID: 123456789', 'Other ID:', and 'Employer: State of Oregon'.

Below the user information, there are sections for contact details. The 'Home Phone', 'Mobile Phone', and 'Work Phone' fields are currently empty. The 'Work Email' and 'Personal Email' fields are also empty. To the right of these fields, there is a status indicator for 'sample@sample.com' showing a green checkmark and the word 'PREFERRED', and a blue 'X' and the words 'NOT VERIFIED'.

At the bottom, the 'Preferred Communication Method' is set to 'English'.

# Other Preferences and Forms

Go to **Other Preferences and Forms** to view W-9 details, preferred payment methods you've added, annual enrollment paperwork and DVE Benefit waivers submitted.

MENU  Administered by MagnaCare Administrative Services  
Hello Carewell! [Logout](#)

DEMOGRAPHIC INFO COMMUNICATION PREFERENCES **OTHER PREFERENCES AND FORMS** HEALTH INSURANCE INFO

**W-9**

**PREFERRED PAYMENT**

**ANNUAL ENROLLMENT PAPERWORK**

**DVE BENEFIT - ADD WAIVER**

**W-9**

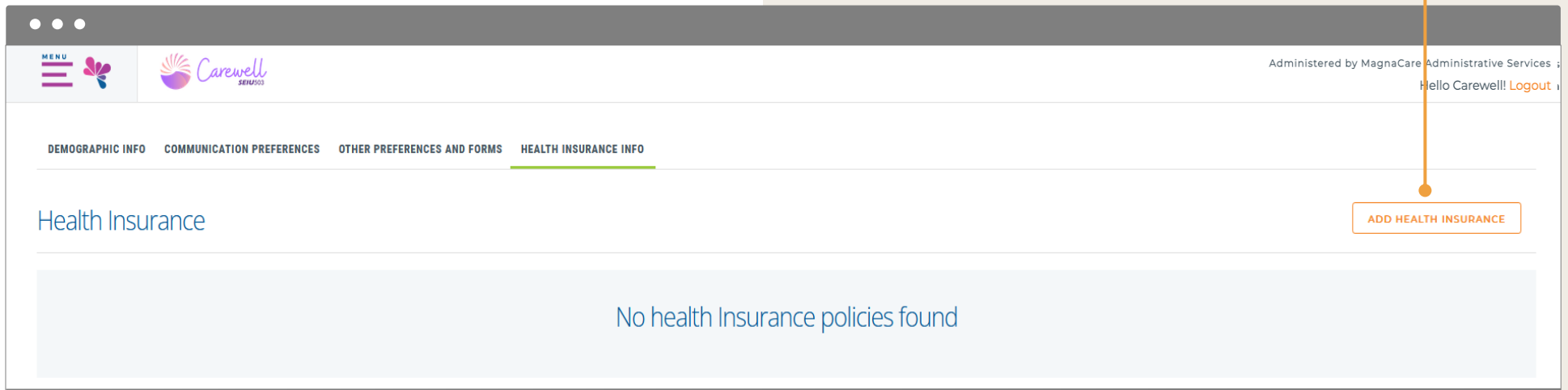
Received Date 03/10/2023  
Full Legal Name John Smith  
Attestation Date 03/10/2023

Allows you to edit the W-9 form on file.

# Health Insurance

To view enrollment in any health insurance such as Medicare or Medicaid, select the **Health Insurance Info** tab.

To report enrollment in a health insurance program such as Medicaid or Medicare, select **Add Health Insurance**.






# Message Center

To view activity and notifications on your account use the **Messages Center** option on the Menu bar.

MENU



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Message Center Options

SEARCH BY  
Request / Ref # GO

FILTER BY (LAST 12 MONTHS)  

CATEGORY

STATUS

REQUEST   REF #	NOTIFICATION	LAST ACTION	CATEGORY
123456	John Smith has approved W-9 Received Date: <b>03/10/2023</b> John Smith (Subscriber) 	03/10/2023 06:15 PM	Form <span>COMPLETED</span>

1 Message(s)

# Account Settings

View your registration details and acknowledgements.

MENU

Carewell

SERVICES

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Login Details

User Not Registered

Acknowledgments

☐ CREATE MAY CONTACT ME BY ELECTRONIC MEANS WHICH INCLUDE BUT ARE NOT LIMITED TO PHONE, EMAIL, AND TEXT MESSAGE.

Communication Preferences

Home Phone

Mobile Phone

Work Phone

Work Email

Personal Email ✓ PREFERRED sample@sample.com ✗ NOT VERIFIED

Preferred Communication Method

Language Preference English

# Download the MyCreateHealth Mobile App!

Through our partner, MagnaCare, you have access to an advanced technology platform. Compatible with Android and iOS operating systems, you can download using the **Google Play Store or the App Store**.

If you've already registered on MyCreateHealth.com, you can use the same login for the mobile app. If you have not yet registered and have downloaded the mobile app, follow the prompts to get started!

The mobile app gives you immediate access to:

- View your accrued PTO Hours
- View reimbursement details
- Track your hours worked

