

## Member Quick Tips

### How do I log into e3?

Visit [optimahealth.com/members](https://optimahealth.com/members) to sign in or to register as an Optima Health member. If you are not yet a member, please complete the guest registration process at [optimahealth.com/guest](https://optimahealth.com/guest) to gain access to the enrollment tool.

### What should I do if I've forgotten my password?

If you are unable to reset your password through the *Forgot password* feature on [optimahealth.com/members](https://optimahealth.com/members), please contact Member Services at 1-800-741-9910 to reset your password.

### Can I access e3 from home?

Yes. You can use any computer or mobile device to access e3 24 hours a day, 7 days a week.

### What internet browsers should I use?

e3 supports Internet Explorer 11; Google Chrome 50, 51, 52; Firefox 46, 47, 48; Safari 7, 8, 9.

### How do I enroll in benefits?

You can choose your benefits by logging in through [optimahealth.com/members](https://optimahealth.com/members). Select *Enroll in Benefits* and click the *Get Started* button on the enrollment page.

Access detailed information on how to navigate the tool in our Member User Guide or by watching the instructional videos in the *Learning Center*.

### What information will I need to enroll in my benefits?

- Dependent names, Dates of Birth, and Social Security Numbers
- Information on any additional medical coverage you have: carrier, policyholder, policy number, carrier address, and phone number, and effective dates
- Medicare plan information: policyholder, Medicare number, eligibility reason, and date

### If I want to renew my benefits without making any changes, do I have to go through the Open Enrollment process?

Please contact your employer for more information about renewing your benefits.

### Can I see how much my benefits will cost?

The *Plan Shopping* and *Cost Estimator* tools will allow you to compare each plan offered. You can also customize your results according to how frequently you visit the doctor, how many prescriptions you have, etc.

As you select benefits, your *Cart Summary* will keep track of how much you and your employer will pay for each benefit.

### How do I change my benefits after Open Enrollment ends?

Outside of Open Enrollment, please contact your employer about making changes to your benefits.

## **Do you have user guides or instructional videos?**

Yes. Check out the *Learning Center* to see the resources available to assist you in choosing the right plan for you and your family.

## **I entered information incorrectly for one of my dependents. How do I correct that?**

From the e3 homepage, select the *Benefits* link, and then select the applicable benefit. On the *Summary* page for that benefit, select the dependent's name. Make the necessary changes and then click the *Next* button until you are able to save your changes.

## **My Social Security Number is wrong in the tool. How do I change it?**

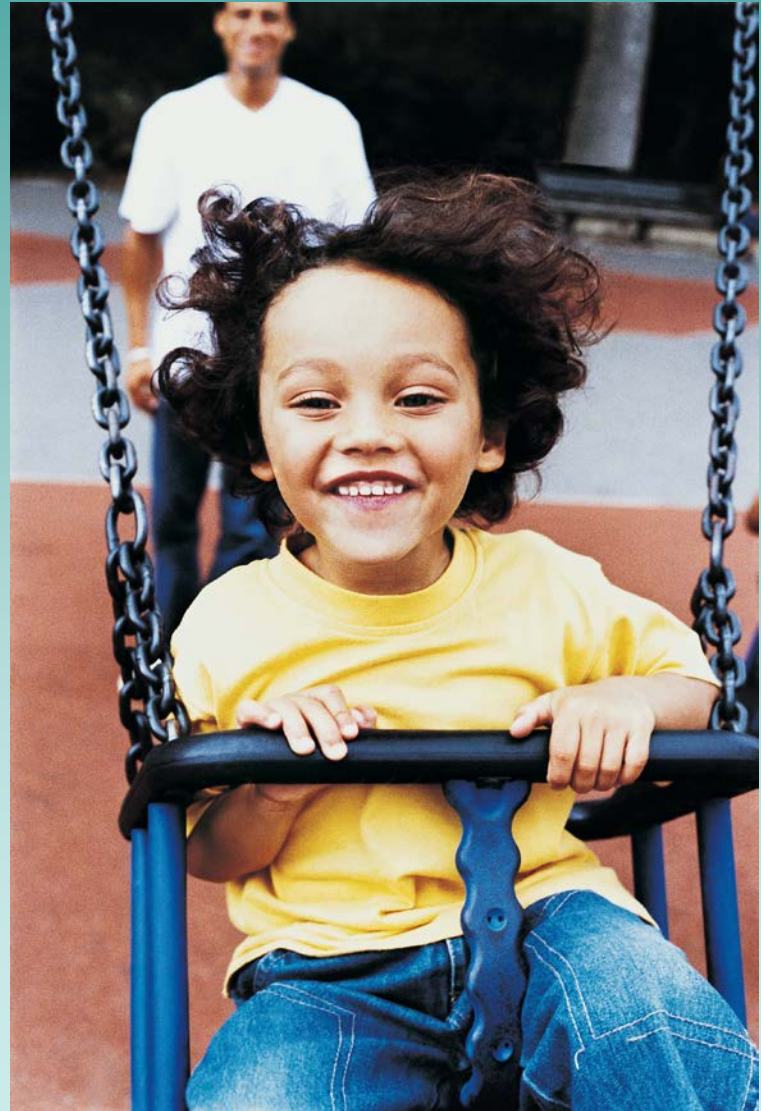
Please contact your employer to change this information.

## **How do I specify my language preference?**

You can specify whether you would like to view your benefit pages in English or Spanish in the *Language Preference* link in the left-hand navigation pane of the tool.

## **When do my benefits become effective?**

As you select benefits, you will see the effective date in your *Cart Summary*. After enrollment, your effective dates show on the enrollment home page.



If you have any additional questions,  
please contact your employer.