User Guide

New Enrollee
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Creating a MyMESSA Member Account on messa.org

- Go to www.messa.org.
- Click on “Register Now”.

Log in to your account

Username

I'm not a robot

Remember me

Forgot username or password? | Don't have an account? Register now

MESSA home
Step 1 - User Information

- Enter the following information to create a messa.org account:
  - Last four digits of your Social Security Number
  - Date of birth
  - Employer
  - Home zip code
- Click “Next”.

Step 2 – Security Questions

- Select your security questions and enter your answers.
- Click “Next”.

Why register?
- You can
  - View deductibles, claims and explanation of benefits statements
  - Find doctors, hospitals and other providers
  - Show your virtual ID card
  - Securely contact MESSA’s award-winning customer support
  - Access your account anytime and anywhere
• A confirmation code will be sent to the email address you used when creating your account.
• Enter the Confirmation code.
• Click “Confirm”.

Step 3 – Username and Password
1. Create a username.
2. Create a password.
3. Confirm your password.
4. Click the “I’m not a robot” box.
5. Enter your email address.
6. Confirm your email address
7. Check the “I agree to the MESSA Web Terms of Use” box and check the “Yes, send my EOB statements electronically” box if you’d like your Explanation of Benefits emailed to you.
• Click “Register now”.

• You are now registered and can log in to your account.
Accessing MESSA’s Online Benefits Website

- Once logged in to your account, click on the “Online benefits website” link in the box on the left side of the screen. (If you do not see this link, logout and log back in and it will appear.)

![Image of My MESSA dashboard]

You will receive a pop-up letting you know that you are going to another website.

- Click “Continue”.
- This will take you directly to MESSA’s Online Benefits Website.

![Image of You Are Going to Another Website pop-up]

You are going to a website that is not affiliated with MESSA and may offer a different privacy policy and level of security. MESSA is not responsible for and does not endorse, guarantee or monitor content, availability, viewpoints, products or services that are offered or expressed on other websites.

If you are logged in to our secure areas, your secure session may time out while you are visiting another website.
Electing Your MESSA Benefits

Step 1 - Click “Make Benefit Elections”

Step 2 – Demographics

- Review your Demographic Information and make any necessary updates.
- When finished, click the “I agree” box and click “Continue”.

If you are using Google Chrome, please do not use the auto-fill feature.
Step 3 – Family Information

- Review/add/edit your Family Information.
- When finished, click the “I agree” box and click “Continue”.

**Note:** If you or any of your family members have a foreign (non-USA issued) SSN, please contact your Benefits Administrator or MESSA Group Services at 888-888-4167.

If you are using Google Chrome, please do not use the auto-fill feature.
Step 4 – Electing Benefits

- To elect benefits, click on “View Plan Options” to the right of each plan name.

- To cover a dependent, check the box next to their name and click continue.
- To remove a dependent, uncheck the box next to their name.
- Click “Continue”.

- Select the benefit plan by clicking “Select”. When finished electing all benefits, click “Continue” on the right-hand side.
Step 5 - Beneficiaries

- It’s recommended that you designate at least one primary beneficiary.
  - Dependents will automatically appear, however, you may “Add New Beneficiary” if you’d like to designate someone other than a dependent.
  - Percentage total must equal 100%.
  - When finished click “Continue”.

Step 6 – Other Medical Insurance

- If you and/or a dependent are enrolled in MESSA medical coverage and have other medical coverage, you will be required to enter information about the other coverage.
- Click “Yes” next to “Current or Prior Coverages” and enter the following information.
- Once you have entered the information, click “Save”.
- If you do not have other medical coverage, keep “Current or Prior Coverages” as “No” and click “Continue”.
Step 7 – Review and Confirm

- Now that you have elected all of your benefits, review your selections and scroll to the bottom of the page to view the “Participation” statement. Check the “I agree, and I’m finished with my enrollment” box.

- On the right side of the screen click “Complete Enrollment”.

Step 8 – Confirmation Statement

- You may view, email, or print your confirmation statement.

REMINDER: All benefit elections must be accepted by your Benefits Administrator.