

ACCESSING THE WEB ENROLLMENT SYSTEM

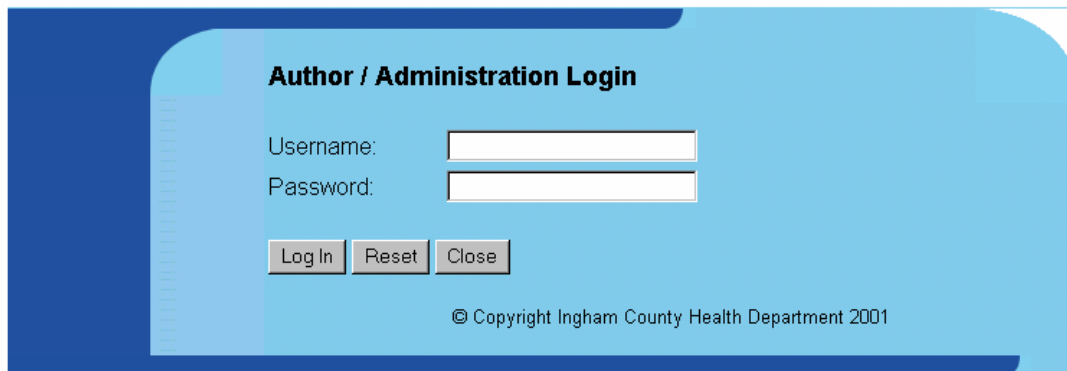
The administrative login page can be reached by typing www.communityhealthplans.org in the browser window. From the Community Health Plans home page, select “Eligibility Search” from the menu and chose “system login.”

An individual wishing to access the system must request and receive authorization by calling 1-866-291-8691. Each authorized user will have two unique identifiers, referred to as a username and password, to permit access to the system. Different classifications of users have access to different types of functions based on their access rights. Access rights are discussed in Chapter 3.

If you believe your access rights are not correct, or you have duplicate functions listed once you log in, please call 1-866-291-8691 immediately.

Exhibit 1 shows the login screen which requires the user to enter a valid user name and password to access the system.

Exhibit 1



Author / Administration Login

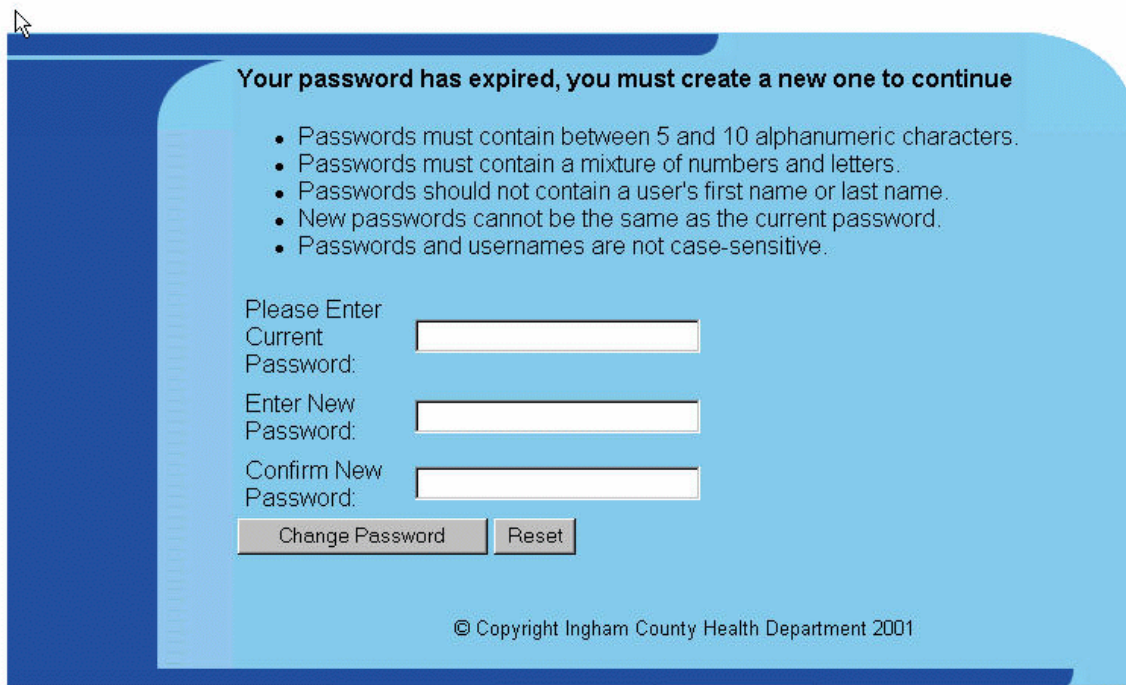
Username:

Password:

© Copyright Ingham County Health Department 2001

Upon logging into the system the first time, and every 90 days thereafter, the system will prompt you to update your password. Please follow the directions, as seen in **Exhibit 2**, to update your password

Exhibit 2



Your password has expired, you must create a new one to continue

- Passwords must contain between 5 and 10 alphanumeric characters.
- Passwords must contain a mixture of numbers and letters.
- Passwords should not contain a user's first name or last name.
- New passwords cannot be the same as the current password.
- Passwords and usernames are not case-sensitive.

Please Enter
Current Password:

Enter New
Password:

Confirm New
Password:

© Copyright Ingham County Health Department 2001

To obtain additional passwords and logins, please contact Member Services at 1-866-291-8691 and request a login and password request form.