

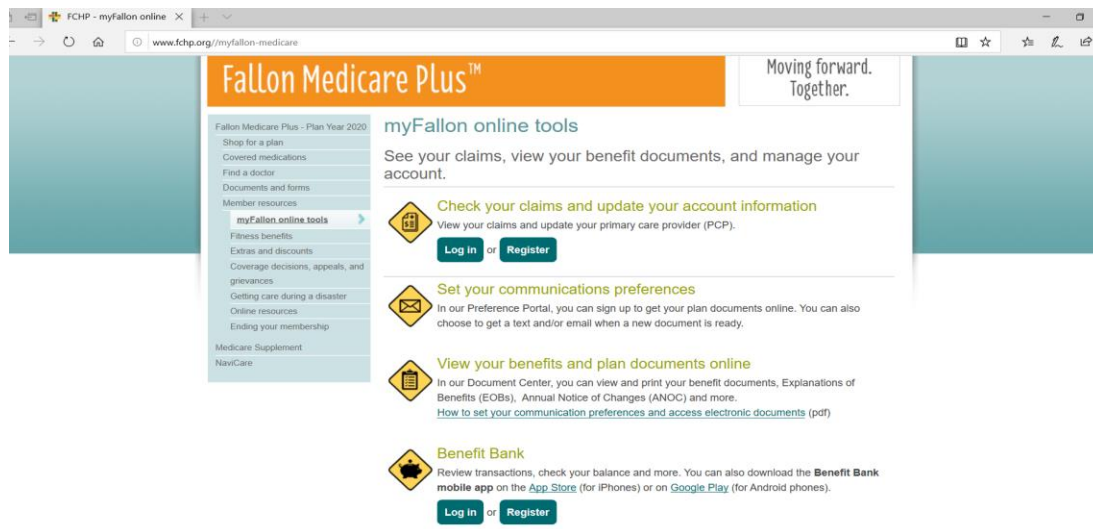


Log into our Member Portal as a convenient way to access your Benefit Bank account details and other helpful tools.

Follow the steps below to register and log into the Benefit Bank portal.

(Please note that if you have already registered for our Preference Portal and Document Center, you can skip the following steps. Simply select the “Log-in” tab under Benefit Bank to enter the portal.)

Visit fallonhealth.org/myfallon-medicare and click “Register” under Benefit Bank.



Complete all fields on the following screen. You will need your Fallon Health member ID number, found on your member ID card.

After all fields have been completed, select the green Register box at the bottom of screen.

Register for our Preference Portal and Document Center

First name: Please enter your name exactly as it appears on your health plan ID card or letter we sent you.

Middle initial:

Last name:

Email address: Please enter your email address. Only one account per email address is allowed, so each member must use a separate email address. We won't sell your email address or give it to a third party for their own marketing purposes or business purposes. [Privacy Policy](#)

Confirm email address: If you need to change your email address after you've registered, please call Customer Service using the phone number on the back of your health plan ID card.

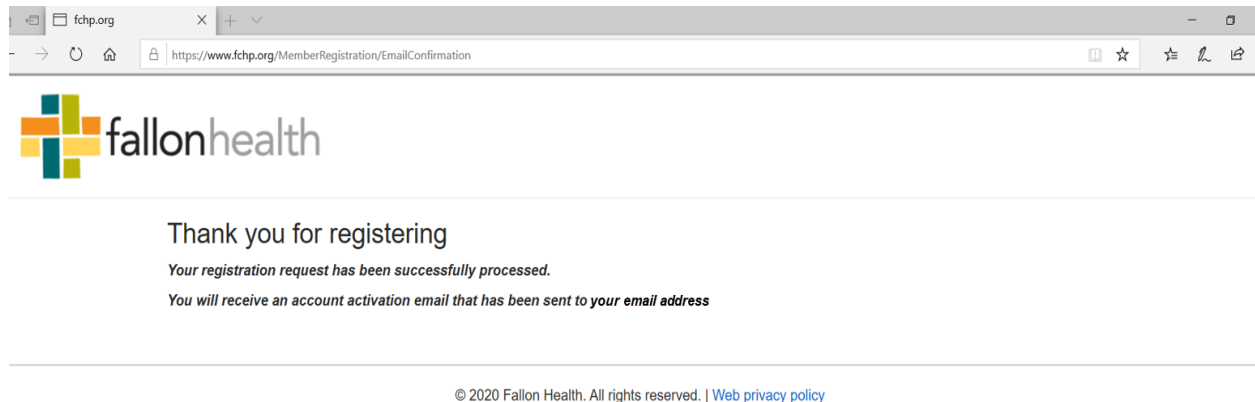
Member ID: Your member ID is a 13-digit number that is on your health plan ID card or letter we sent you.

Date of birth: mm/dd/yyyy, example: 03/12/1971

You must read and accept our [Terms and Conditions](#) to register for and use this website.

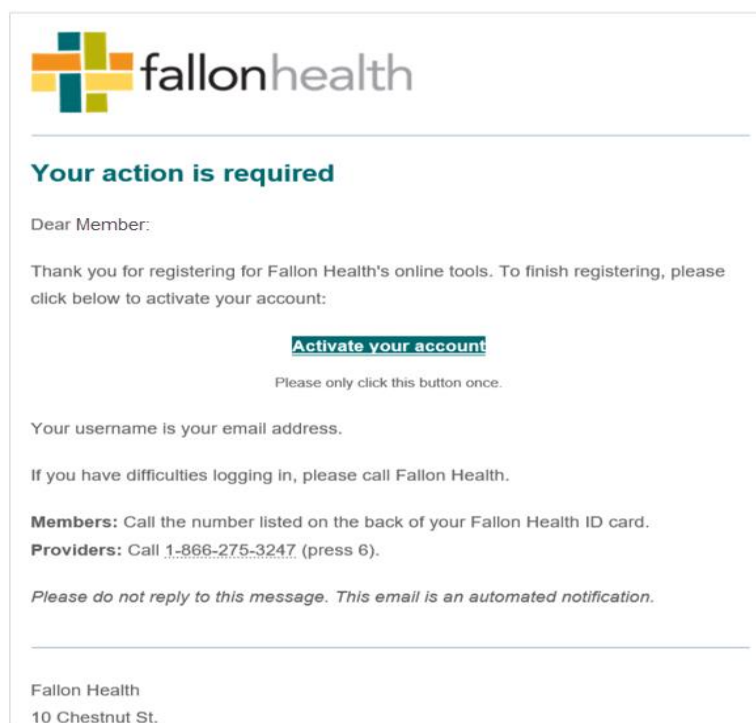
I accept the [Terms and Conditions](#): ☐

Upon successful login you will receive registration confirmation stating that an account activation email has been sent to your designated email address.



Retrieve the email that was sent and click on the “Activate your account” link.

Subject: Complete your registration for Fallon Health’s tools



On the next screen you will be asked to create a password and a “forgot password” question. This question will be used to verify you as the account user if you forget your password.

Welcome to Fallon Health
Create your Fallon Health account

Enter new password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol. Your password cannot be any of your last 2 passwords.

Repeat new password

Choose a forgot password question

What is the food you least liked as a child?

Answer

You will then be asked to enter a phone number for resetting your password or unlocking your account via text if needed. This step is optional. You must select a security image. Then select “Create My Account”.

Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

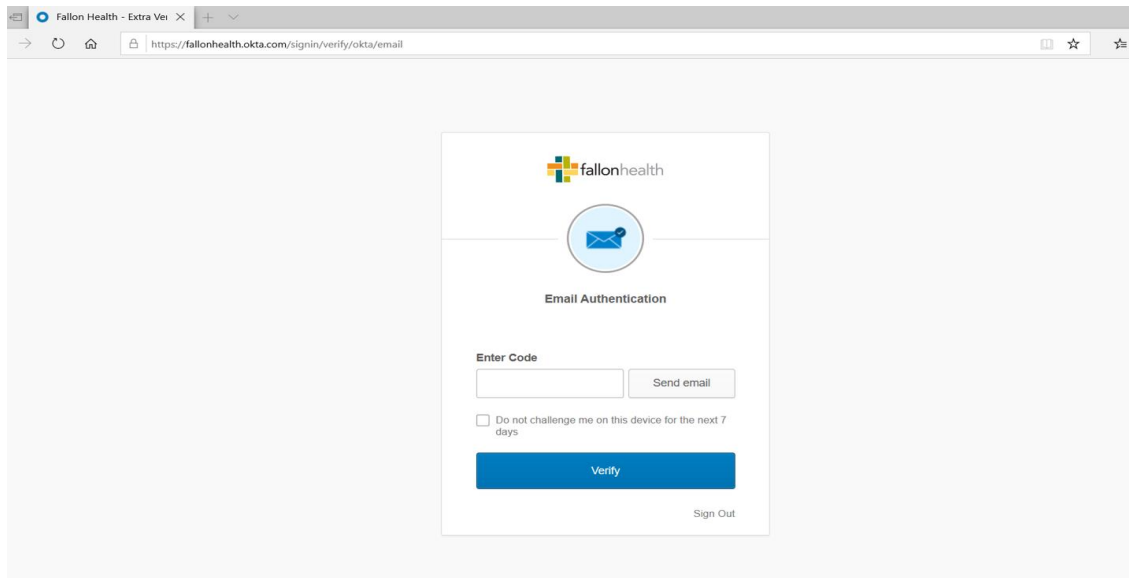
Add Phone Number

Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Create My Account

After creating your account, you will see the Email Authentication screen. Click on the Send email tab. Please do not log out of this screen after sending. You will be required to enter a code after the next step.

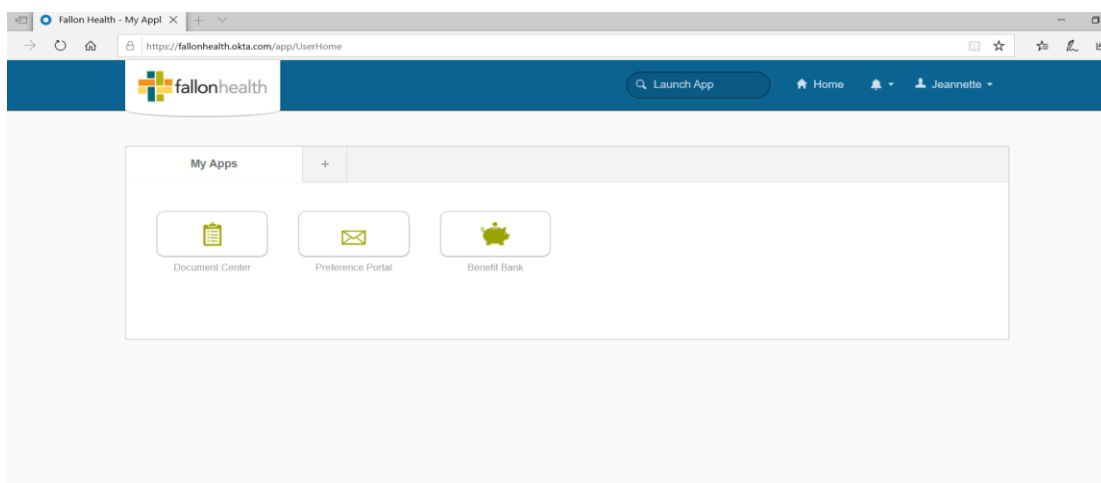


The screenshot shows a web browser window with the address bar displaying "https://fallonhealth.okta.com/signin/verify/okta/email". The page features the Fallon Health logo at the top, followed by a circular icon containing an envelope. Below this, the text "Email Authentication" is centered. A form section titled "Enter Code" includes a text input field and a "Send email" button. A checkbox labeled "Do not challenge me on this device for the next 7 days" is positioned below the input field. A large blue "Verify" button is at the bottom of the form, and a "Sign Out" link is located in the bottom right corner.

Once you select the Send email tab, you will be sent an email that includes a six-digit verification code. Retrieve the email and enter that code in the Enter Code section of the Email Authentication screen. Click on the blue Verify tab.

Your registration is complete! You will be brought to the My Apps screen. From here you can access the Document Center, Preference Portal and the Benefit Bank. Just click on the appropriate icon. If you select the Benefit Bank icon, you will be able to:

- Check your Benefit Bank account balance
- Request a reimbursement
- And more!



Accessing your account in the future

Once you have registered, visit fallonhealth.org/myfallon-medicare and click “Log in” under Benefit Bank. Use the username and password you have set up and you will be brought to the My Apps screen.

If you have any questions, please contact us at 1-800-325-5669 (TRS 711), 8 a.m.–8 p.m., Monday–Friday (Oct. 1–March 31, seven days a week).

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