

How to set your communication preferences and access electronic documents

Step one: Register

- Visit fallonhealth.org/myfallon-medicare and click on “Register” under “Set your communication preferences.” Enter the requested information.
- **We will send you an activation email with a link you must click on to activate your registration.**
- A password entry screen will display. Enter your desired password and click “Save”.
- Enter your username (your email address) and password to log in. Then answer your security question.

Step two: Set your communication preferences

Once you have registered, you can log in and you will see two icons, “Document Center” and “Preference Portal”. Click on “Preference Portal” to bring you to “Your Communication Choices” screen.

- Select whether you want your materials electronically, when available, or by mail. If you select electronically, you can choose to be notified by text, email or both when new materials are available.
- **Please make sure to provide us with your mobile phone number and/or email address, depending on which type of notification you choose.**

Step three: View your electronic documents

Click on the “Document Center” icon once you have logged in to view all of your electronic documents.

- You can view your ID cards, plan documents and any other documents that are available electronically.
- When new documents are available, you’ll get a text, an email or both, depending on what you chose in the Preference Portal.

Need help?

If you need any help or have any questions about setting your communication preferences or accessing your electronic documents, please call Customer Service at 1-800-325-5669 (TRS 711), 8 a.m.–8 p.m., Monday–Friday. (Oct. 1–March 31, seven days a week.)



Documents available:

- Medical service Explanation of Benefits (EOB)
- Plan documents (such as your *Evidence of Coverage*)
- ID card
- Letters (when available)
- Annual Notice of Changes

