



# How to set up Membership Account on Loomisco.com

## Steps to Follow:

1. From the email you received in response to having signed up, make note of: Membership ID and Group Number.
2. Open in browser window: <https://www.loomisco.com/>
3. Click on tab: MyLoomis Login
4. Click on tab: Member. This opens <https://www.loomisco.com/healthxgateway/member/>
5. Under **To Get Started**, click on button: 
6. Since you have not yet created an account in Membership Portal, create your account.
7. Do not use an older User ID when you are signing up for Short Term Medical plan since STM plans are not renewable or extendable after the expiry date of the policy.
8. Click on link: [Proceed To Our Sign Up Process](#) . [Below .. Login] => Scroll down => Check box 'Accept' => click on Agree (green)
9. From the Membership Number and Group Number, enter following data in the fields:
  - Member ID:
  - Member's First Name:
  - Member's Last Name:
  - Member's Date of Birth:
  - Group Number:
10. Click ... Next
11. Create Login Information here by filling data in pink background fields. Make sure to use conventions for the password, and note down Login information in your file. Logout.
12. **Login** to your account at membership portal: 
13. Check the plan or plans you signed up for, and make note of their date(s) of expiry.
14. Now you are ready to make use of information that is will be posted from time to time in your account.

## Highlights of Membership Portal

### Home Page has Quick Links.

- **ID Card:** Download this ID Card in PDF format, and click on link 'Request ID Card' which will arrive in your mail. Familiarize yourself with the important information on this ID Card. Keep printed copy handy with you in your car papers that you can give to your physician or other healthcare providers you visit.
- **Ask a Question:** If you have a question for Loomisco, do ask here.
- **Frequently Asked Questions:** It is good idea to browse over some commonly asked questions, and read answers.

- **Learn About Paperless EOBs:** Click on this link in right bottom corner of home page, scroll down to bottom and click on link [HERE](#) to go to paperless election area. Ask for an Electronic EOB copy to view it online.
- **Coverage & Benefits:** Check on coverages, their effective date, and Term Date (of expiry). Make sure the expiry date is not in the past. It is quite possible that the status on Home Page **may show Active, but** when you click on link View all Coverage & Benefits, the Term Date is in the past. Call customer service or send message in Quick Links 'Ask a Question'.

### Provider Networks

- [First Health is the PPO.](#) It is available nationwide. However, if you find difficulty in locating doctors when you are away from your home, look at your ID Card
- [Rx Pay Card or Rx Discount Card:](#) You can search for pharmacy here. Show your Rx Card to the pharmacy where you want to shop for prescription medicines, and be sure you are aware of what discount you get. Remember, that pharmacies set their own retail prices like any other retail store.

### Pre-Notification MedWatch or Precertification Service

You need pre-treatment authorization or precertification of treatment for services from a hospital. Call customer service at the phone number on your ID Card for precertification. Take help of a hospital staff member to talk to customer service to explain what treatment is needed.

### Forms & Resources

Your policy documents are placed under this tab. The documents available for a typical Short Term Medical insurance policy under tab 'Forms & Resources' are:

#### Plan Documents

- Short Term Application
- Short Term Certificate
- Short Term Schedule

#### Forms & Service Requests

- [Accident Form:](#) This is an online filing of medical claim pertaining to an accident. Upload PDF copy of all supporting documents. Notify by email to [benefits@loomisco.com](mailto:benefits@loomisco.com) that you will be filing medical claim covered under your specific policy, and ask for form, if required, other than online submission of claim. Keep copy of all documents you obtain and submit.
- [Medical Claim Form:](#) This form is for you to file medical insurance claim based on the policy coverage the claims falls under. If you need specific form for specific plan coverage, send a message in this portal or send an email to [benefits@loomisco.com](mailto:benefits@loomisco.com) and ask for correct form to file claim.
- [PHI Release Form](#) : Your written permission is required to release your personal health information (PHI) to the party you want to through The Loomis Company. Your authorization is specific to the purpose and has expiry date on it.

You may like to download Plan Documents and browse over to understand the scope of coverage for each of the policy that you purchased.

## Ask a Question

If you have specific question, do send a message under **Quick Links => Ask a Question** and get answer. Messages from Loomisco to you are in top right hand corner.

## Cancel the Policy That You No Longer Need

1. If you had added supplemental or ancillary medical plan(s) bundled with Short Term Medical plan when you signed up, note that each of these plans are standalone policies that you purchased along with Short Term Medical plan, and each policy is to be regarded distinct and separate from STM policy.
2. Short Term Medical policy has expiry or termination date on it. All supplemental medical and ancillary policies are month-to-month are do not have any expiry date. You will be billed unless and until you cancel.
3. If you need to cancel any current Supplemental Medical or Ancillary plan like Rx Pay Card, Telemedicine, Dental, Hospital Insurance, Hospital Indemnity, or Gap Insurance, send email to: [cancel@loomisco.com](mailto:cancel@loomisco.com).
4. In addition to sending email for cancellation of a policy, send internal message within Membership portal.
5. If your policy is serviced by EBIX Servicing company and you had been notified, send email to cancel to [newpolicyservices@ebix-hae.com](mailto:newpolicyservices@ebix-hae.com) and confirm action by a follow up call to Phone: 1-800-397-5800

## Contacts for The Loomis Servicing Company

- Phone: 866-473-6615 /Option 3 for members
- Fax: 610-374-6986
- Email Customer Service: [benefits@loomisco.com](mailto:benefits@loomisco.com)
- Bill Inquiries: 1-866-892-4301
- Policy Documents Requests: [IHCDocuments@loomisco.com](mailto:IHCDocuments@loomisco.com)
- Policy Services: Phone 866-473-6615 / Option 3. Email: [policyinformation@loomisco.com](mailto:policyinformation@loomisco.com)
- Cancellation: [cancel@loomis.com](mailto:cancel@loomis.com)
- Claims: Fax:610-374-6986 <https://secure.healthx.com/loomiscompany>
- For Hospital & Surgical Pre-certification, call Medwatch: 1-800-432-8421
- For Premium billing inquiries: contact 1-866-473-6615 / Option 3.
- Coverage verification and claims questions, contact Claims Customer Service at 866-473-6615 / Option 3.
- Online Member Portal: <http://www.loomisco.com/healthxgateway/member>
- Physical ID cards delivered mailed 3 days after policy issue.

- Welcome letters & policies are delivered via email.
- Temporary membership card is delivered through email on sign up for policy. Create account in membership portal based on information on this temporary card.