

Member Internet Services

Secure access to your benefits and online resources

As a feature of your health care benefits, SIHO provides **secure** internet access to give you the information you need anytime you need it. Some of these services are:

- ▶ Claims Status
- ▶ Coverage Information
- ▶ Forms
- ▶ Frequently Asked Questions
- ▶ Resource Materials

Getting access to the on-line resources is a simple process. . .

SIHO INSURANCE SERVICES Your Community Partner

[About Us](#) | [Careers](#) | [Contact Us](#) | [En Español](#)

Members  Interactive information about your health plan coverages	Employers  Versatile Benefit Solutions for your employees	Providers  Access to SIHO's online resources and information	Agents  Offering SIHO's products and services to your customers
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Provider Directory
[Find your Doctor or Hospital in the SIHO Provider Directory](#)

Welcome to SIHO Insurance Services
SIHO Insurance Services was formed with the vision to provide affordable health care benefits for local communities. Partnering with the local medical community and employers, SIHO endeavors to raise the standard of health care and the quality of life of the community. Today, SIHO is a dominant insurance company, providing a wide array of health insurance packages.

Latest News
[Consumer Directed Health Plans](#)

Community Partners


- Need a question answered fast? Check out our [Frequently Asked Questions](#).
- Have a question about your insurance? [Contact Us](#)
- Is your prescription included in the [SIHO Formulary](#)?

MyHealthZONE ONLINE HEALTH INFORMATION CENTER

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Step 1

If you are new to the on-line capabilities, go to www.siho.org and click on the **Members** Section.

SIHO INSURANCE SERVICES
www.siho.org

“SIHO’s website access is a useful tool and is convenient to use anytime of the day or night.”

— SIHO Member

Step 2



Your Community Partner

[About Us](#) | [Careers](#) | [Contact Us](#) | [En Español](#)

[Members](#) | [Employers](#) | [Providers](#) | [Agents](#)



Members

[Home](#) > [Members](#)

Provider Directory

[Find your Doctor or Hospital in the SIHO Provider Directory](#)

Menu

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Welcome

Managing your health benefits is easy through SIHO Insurance Services. We strive to keep you informed about what matters to you most, your family and your health. SIHO has the most comprehensive proprietary provider network in Indiana, spanning more than 9,000 providers and 65 hospitals. With the SIHO network we are able to provide you with excellent provider network discounts and easy access to your physicians. SIHO can also access national provider networks to meet your coverage needs. Another benefit SIHO offers to our members is a wellness program. Check with your employer to find out if you are eligible for Preventive Health Benefits.



SIHO Insurance Services has local offices available for walk-in service in Bloomington, Columbus, Evansville, Indianapolis and Seymour, Indiana and Owensboro, Kentucky. For questions about your health benefits refer to the [Frequently Asked Questions](#) or [contact SIHO](#).

[Bloomington Hospital - Member Survey](#)

[Flexible Spending Account Customer Satisfaction Survey](#)

To learn how to log on to SIHO's Member web portal and for an overview of its features, [click here](#).



Next, click on **Member Log-In from the Members Section.**

[Members](#) | [Employers](#) | [Providers](#) | [Agents](#) | [About Us](#) | [Careers](#) | [Contact Us](#)

Step 3



Click on **Sign Up** at the bottom of the screen.

— Login —
username:
password:

Login Forgot **Signup**

— Step 1 of 3: License Agreement —

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

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Content of the Website. The insurance products, data, and other information referenced in the website are provided by parties other than the producer of the website. We make no representations regarding the products, data, or any information about the products. We are not liable for errors in data or transmission or for lost data.

? License Agreement.
Please read the license agreement.
Click 'Agree' to continue or
'Disagree' to go back to the login
page.

This will take you to a series of screens that will allow you to set up your **totally secure** username and password.

First, you will need to read the License Agreement and click "Agree" if you want to continue.

Then you will be asked to validate your SIHO account information. You will need the Employee Member ID number which can be found on your SIHO ID Card. This number is needed for both Employee Member sign up and Dependent sign up.

— Step 2 of 3: Validation —

Are you a Dependent?

* Employee Date of Birth:

* Employee First Name:

* Employee Last Name:

* Employee Member ID (11 digits):

— Step 2 of 3: Validation —

Are you a Dependent?

* Dependent DOB:

* Dependent First Name:

* Employee Date of Birth:

* Employee First Name:

* Employee Last Name:

* Employee Member ID (11 digits):

— Step 3 of 3: Create User ID (Username) and Password —

* Username:

* E-mail Address:

* Confirm E-mail Address:

* Password:

* Confirm Password:

Select a Secret Question:

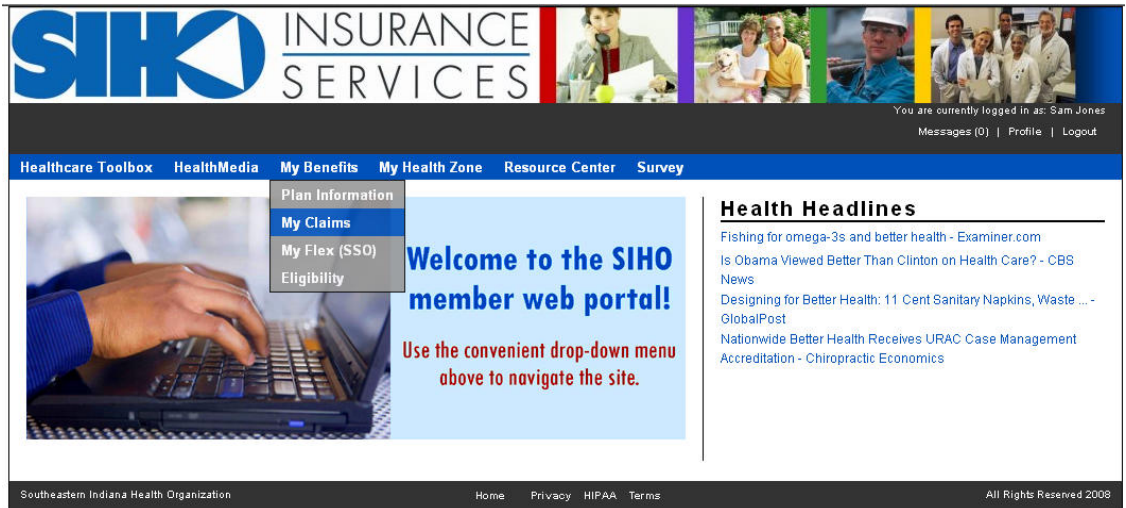
or Enter your own:

* Secret Answer:

Finally, you will create your user ID and Password and Select a Security Question and Answer.

For privacy reasons, each member of your family will need an individual account.

Drop-down menus make navigating the site easy. Here you can access the SIHO health care Provider Network, find information about health living, access a medical information library, find a top-rated hospital, order a new ID card, read and print the details of your health plan coverage, and any number of other useful tools.



Most importantly, you can access information about your benefits, including tracking claims and bill payments.

Claims

SIHO provides quick access to your claims status and eligibility information. You can track your medical claims as they move through the SIHO claims processing system.

Forms

Finding a claim form is just two clicks away. By clicking on Members and then Forms you have instant access to important SIHO forms.

Resources

Up-to-date information and references include:

- **Frequently Asked Questions**
Useful information at your fingertips about SIHO, how to contact us, and answers to questions about our products and services
- **Helpful Links**
Commonly used website resources

[I have a question about this claim](#)

Online View | [Original EOB View](#) | [Print View](#)

Member ID/Name:	6666666600 / SAM J JONES
Group ID/Name:	300 / Demo Group
Claim Number:	083580E01050
Current as of:	03/15/2009

Mailing Address:
207 NEITZEL DR
HOLMEN, WI 54636

Provider of Service: PAUL T KLAS MD

Payment Summary

Paid To:	
Payment Date:	12/29/2008
Payment Amount:	\$74.73

For This Episode You Owe Provider \$0.00

Details For 11/24/2008 through 11/24/2008

Type of Service	Submitted Amount	*Plan Savings	Other Insurance Paid	Plan Pays	Not Covered By Plan	Reason Code	Line Status	Copay	Deductible	Co-Insurance	Member Responsibility	Check No	Check Date
Column Totals	\$109.90	\$21.98	\$0.00	\$74.73	\$0.00			\$0.00	\$0.00	\$13.19	\$0.00		

(* Plan Savings - You have no obligation to pay this amount since the provider has contractually agreed to accept the reduction.)

Notes

Reason Code Descriptions

Line Status Descriptions

Stage 1 Processing = Claim is currently in process
Stage 2 Processing = Claim is approved for payment

THIS IS NOT A BILL