

Member Mobile App User Guide

Steps to Download the Superior HealthPlan Medicaid and CHIP <u>Health Insurance Portal</u> App and Register a New Account

Steps to using the Health Insurance Portal app are located on page 7.

- Step 1: Go to the Apple or Google app store and search for "Health Insurance Portal."
- Step 2: Download/Install the "Health Insurance Portal" app.

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Step 3: Once you have the app downloaded on your device, click on the "Health Insurance Portal" app icon. After clicking on the app, it will open with the first step to select your "State."





Step 4: Select "Texas," then click "Log in with User ID."

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Select State			
Alabama			
Alaska			
Arizona		-m	-O-M-
Arkansas		health in:	surance portal
California		State •	
Colorado		Texas	•
Connecticut		Log Ir	n with User ID
Delaware			
Florida			
Georgia			
Hawaii			
Idaho			

Step 5: If you are a first-time user, you will need to create a new account by following "Steps 6-8." If you have an existing User ID from your Superior Member Portal Account, you can log in using your Username and Password and skip to "Step 9."



Step 6: If you need to create a new account, click on the "Create New Account" link. A new screen will then ask you to enter your Email Address, First Name, Last Name and Language Preference. Once all required fields are entered, click "Continue" to set up a password. A new screen will pop-up to set up your password. Once you enter your password, click "Set Password" to create your account.

⊕ English ▼ superior healthplan. Log In	⊕ English ▼ superior healthplan. Create Your Account	superior healthplan. Create Your Account Set Password Enter a password and confirm it.
Email Address *	Tallilla Abarra Vari	
	Enter your name and language preference.	Password must meet criteria below. Confirm Password *
CONTINUE		0
Create New Account	First Name *	Confirming your password is required.
		O Have a minimum of 12 characters
single password 💽 reliable security	Last Name *	O Include all of the following:
EntryKeyID		O One uppercase letter
Help Privacy Policy Terms of Use © 2023 Centene		O One lowercase letter
	Select a Language	O One special character (Example: &, \$, !, *)
	CONTINUE	SET PASSWORD
	CANCEL	CANCEL

Step 7: The app will send an email message to the email address you entered to confirm your email address. Check your email to confirm.



Step 8: The email message you received will contain an eight-digit code. Enter that code on the screen in the app where it says, "Verification Code," then click "Continue." You have completed the registration process. Now you can log in to the "Health Insurance Portal" app for the first time.

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superior healthplan.	superior healthplan.		
Create your Account	Success!		
Verify Email Address Please do not close this window.	Your EntryKeyID login account has been created. Click Continue to finish logging in to Enterprise Mobile Medicaid		
We sent a code to your email. Don't see it? Check your spam or junk email.	CONTINUE		
Enter the code below. This code will stop working after 5 minutes.	Need Help? Contact us		
Verification Code *	single password reliable security EntryKeyID		
CONTINUE	Help Privacy Policy Terms of Use © 2023 Centene		
RESEND CODE			
single password reliable security EntryKeyID			



- Step 9: After logging in, you will select the option to "Add a Health Plan" for yourself or someone you are responsible for and click "Continue."
- Step 10: Enter Member Last Name, Member ID and Date of Birth, then click "Add Account." At this point, you have successfully created your Member Portal account.

<pre> English English</pre>	English English
CONTINUE	Member Date of Birth *
single password reliable security EntryKeyID Help Privacy Policy Terms of Use © 2023 Centene	MM/DD/YYYY ADD ACCOUNT BACK
	single password reliable security EntryKeyID Help Privacy Policy Terms of Use © 2023 Centene



Member Mobile App User Guide

Steps to Using the Superior HealthPlan Medicaid and CHIP <u>Health Insurance Portal</u> App

Step 1: **OPEN.** Open the mobile app by clicking on the "Health Insurance Portal" icon.





Step 2: LOG IN. Click on the dropdown arrow to search for your "State" (Texas). Once you have selected "Texas" as your State, click on "Log In with User ID."

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health insurance portal		Arizona Arkansas		health	n insurance portal
State *	_	California		State *	
Select State	•	Colorado		Texas	•
Log In with User ID		Connecticut			.og In with User ID
		Delaware			
		Florida			
		Georgia			
		Hawaii			
		Idaho			



Step 2a: LOG IN. Enter your email address in the "User ID" box and click "Continue." Enter your "Password" and click "Log In." Next, you will have the option to use "Biometrics" as a log in option. Here, you can select "Enable Face ID" or "Skip for Now."

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Buperior healthplan.	superior healthplan.			
Log In	Log In	5,2	<u> </u>	
Uper ID * What's rew?	User ID * What's new*	رخي	Do you want to allow	U.
Continue	Password *	Enable Face ID for quick and easy login. You can enable or disable Face ID at any time in Settings.	"Centene" to use Face ID? Don't Allow Allow	Face ID at
Create New Account	Log In			and some a secondar
anga pasaword 🕐 solable accurity	Cancel			
EntryKeydD	Change Password	Enable Face ID	Enable Face ID	Enable Face ID
<-> <	3 E 8	Skip for Now	Ship for Now	Ship for Now



Step 3:	HOMEPAGE/ACCOUNT. The homepage screen will appear with the following options: Member ID
	Card, Primary Care Provider, and Contact Service Coordinator.

line superior bealthplan.	Eligible	Account	Plan
Account	Plan		
		Primary Care Provider	
Member ID Card		Your PCP Ferris Christina, PNP	2 Coll
Primary Care Provider	View ID	Contact Service Coordin Get the specialized care service coordinator. We a name Service Coordination Out	ator you need by calling a are here for you. treach
Your PCP Ferris Christina, PNP	€ Call	phone-number (877) 277-9772	
		Settings	>
		Secure Messaging	
		Home Provide	rs Help



Step 4: MEMBER ID CARD. If you click on the "View ID" button next to your member name, you will be directed to your Superior Member ID card. You will be able to view the "Front" and "Back" of your ID card.

:41	■ \$ In.	ID Card	Snare		Sha
superior healthplan.	Active	Front	Back	Front	Back
Account Member ID Card	Plan	Member Member ID Primary Care Provider	e superior healthplan. Effective Date 28 Nov, 2023	Member Services Behavior Advice Line t (844) 590-4883 Available 24 hours a day/7 Service Coordinator t (844) 433-2074	ral Health Nurse days a week
A Hide Depende	ent ID Cards	Vexas Health Group, € (844) 265-1278 Office Visit \$25 RX Generic \$10 Non-Emergency ER \$75	In-Patient \$125 RX Brand \$35	Available Monday-Friday, 8: In case of emergency, call 5 emergency room. After tree PCP within 24 hours or as a Pharmacists Only \$ (800) 594-5804	00 am - 5:00 pm P11 or go to the closes trment, call your child's soon as possible.
Age 12	View ID	RXBIN RX5452 RXGRP 2FDA TDI SuperiorHealthPlan.c	RXPCN MA PBM Express Scripts	Vision Services	
Home Provid	ers Help	Add to	Apple Wallet Card by Mail	Request ID Ca	ople Wallet



- Step 5a: **REQUEST YOUR ID CARD.** To have your ID card printed and shipped to you, click on "Request ID Card by Mail." After verifying your mailing address, select "Mail ID Card."
- Step 5b: ADD YOUR ID CARD TO YOUR DEVICE. To save your ID card to your cellphone device, select "Add to Apple Wallet."

Note: The option to save to your cell phone is not available on Android devices.

< Share ID Card		9:41l 🗢 🖿
Front Back	<	An ID card for Lorem is on the way.
CHIP States Superior healthplan.	Request ID Card by Mail	Front Back
Member ID Effective Date	An ID card for will be mailed to:	CHIP EXAS
Primary Care Provider Texas Health Group, LLC & (844) 265-1278		Member
Office Visit In-Patient \$25 \$125	The card will arrive by 11/05/2022	Member ID Effective Date 28 Nov, 2023
RX Generic RX Brand \$10 \$35 Non-Emergency ER	The Card will arrive by 11/05/2023.	Primary Care Provider Texas Health Group, LLC \$(844) 265-1278
\$75 RXBIN RXPCN RX5452 MA	Mail ID Card	Office Visit In-Patient
RXGRP PBM 2FDA Express Scripts	Cancel	\$25 \$125 RX Generic RX Brand
SuperiorHealthPlan.com		Non-Emergency ER \$75
Add to Apple Wallet		Add to Apple Wallet
Request ID Card by Mail		Request ID Card by Mail



Step 5c: SHARE YOUR ID CARD. If you click on "Share," you will be able to share your ID card with any of your contacts. Just select the checkbox next to their name or the "Select All" option to select all names and then click "Share."

< Share ID Card			
Front Back	superior healthplan.	Active	hare ID Card
CHIP CTALS Comparison	Account	Plan	elect the ID cards you want to share
Member ID Effective Date	Member ID Card		Select All
Primary Care Provider Texas Health Group, LLC & (844) 265-1278		View ID	Age 37
Office Visit In-Patient \$25 \$125 RX Generic RX Brand \$10 \$35	✓ Show Dependent ID 0	Cards	Age 35
Non-Emergency ER \$75			Age 11
RXBIN RXPCN RX5452 MA			
2FDA Express Scripts TDI			Age 10
SuperiorHealthPlan.com	Share		
Add to Apple Wallet	Add to Apple Wall	et	Share
Request ID Card by Mail	Cancel		Cancel



Step 6: **PRIMARY CARE PROVIDER.** Here, you will be able to view your Primary Care Provider (PCP). You can click on "Profile" to view full details or "Call" to call the provider directly from your device.

Superior healthplan. Account Plan	Eligible
Member ID Card	TID Your PCP Christina Ferris, PNP
Primary Care Provider Your PCP Ferris Christina, PNP	Female Communicare Health Centers
	 In-Network as of Mar, 4, 2025 Accepting New Patients as of Mar, 4, 2025 Practicing since 2020 NPI Texas Tech Univ. Health Science Ctr 2018
	 8:00 am to 5:00 pm Availability today
	للله Wheelchair accessible کی Age Limitation 0 – 18
SHP_202511817	合 9064 Fax Number

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Step 7: CHANGE MY PRIMARY CARE PROVIDER (PCP). Here you will have the option to change the PCP assigned to you by clicking "Change PCP" which will open up the Find a Provider search tool. Once you have found a new provider in the search tool, you can click "Select as Primary Care Provider." Note: When updating your PCP, you will see a dialog message box about your changes.

Providers	<	ickson Shapiro, PNP	Providers
Q. Search Providers		Helotes Line Dak Schertz	Q, Search Providers
Primary Care Provider Your PCP Delia Consecutor, MD		Alamb Heights Ninderest Coliverise Namb Heights Ninderest Coliverise Ninderest Coliv	Your new PCP will be shown on this page on the first day of next month. your assigned PCP does not change please try again or call member services at <u>1-844-265-1278</u> .
	-+G	oogle Kueser	Primary Care Provider
Q To change your PCP, use the p search tool to find in-network Change PCP	provider Jac providers. Nu Ch	kson Shapiro, PNP se Practitioner • Female istus Santa Rosa Hospital	Your PCP Delia Consecutor, MD
Quick Search	و	(210)	 Show Dependent PCPs
Primary Care Providers	Q @	.78207	Quick Search
Urgent Care	٩		Primary Care Providers
General Practitioners	Q. O	In-Network	Urgent Care
Pediatricians	Q	as of Mar, 4, 2025	General Practitioners
Pharmacies	0.0	Accepting New Patients as of Mar, 4, 2025	Pediatricians
			Pharmacies
	1.		



Step 8: FIND A PROVIDER. Click on any provider category under "Quick Search" to look for a health-care provider the same way you can on the Superior website. See the step-by-step guide at <u>SuperiorHealthPlan.com</u> on the "Find a Provider" page. Clicking on the "Providers" icon at the bottom will direct you to search for providers.





Step 9: SETTINGS. Click "Settings" to view your Contact Information, Account Security, Plan, Dependents, and "About the App."

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superior healthplan.	Active	<	Log Ou
Account	Plan	Settings	
Member ID Card		Contact Information	
	View ID	Email Address	>
 Show Depende Drimony Core Requires 	nt ID Cards	Mailing Address	>
Your PCP Delia Consecutor, M	ID	Phone Number	>
 Show Depend 	lent PCPs	Account Security	
Contact Service Coo Get the specialized calling a service coo here for you.	ordinator care you need by ordinator. We are	FaceID Settings FaceID enabled	>
Name Service Coordinatio Phone Number (877) 277-9772	n Outreach	Plan	
		Dependents	
🕸 Settings	>	2 active dependents	>



Step 10: SECURE MESSAGING. Click "Secure Messaging" to continue to Superior's secure Member Portal online to send Superior a message.

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superior healthplan	Active
Account	Plan
Member ID Card	
(View ID
 Show Dependent 	ID Cards
Primary Care Provider	
Your PCP Delia Consecutor, MD	t, Call
✓ Show Dependen	nt PCPs
Contact Service Coord Get the specialized car calling a service coord here for you. Name Service Coordination (Phone Number (877) 277-9772	linator re you need by linator. We are Dutreach
Settings	>
Secure Messaging	>
Home Providers	(?) Help



Step 11: MORE ABOUT YOUR PLAN. Click "Plan" from your homepage screen, then select "More About Your Plan" where you will be directed to view your benefits on Superior's website.

superior healthplan.	Eligible	superior ≡
Account	Plan	Medicaid & CHIP Plans
Health Plan		CHIP (HMO & RSA) Insurance In Texas
Your Plan CHIP Member ID	Eligible	
Renewal Date		We Do More for CHIP Members. Discover Superior HealthPlan.
More About Your Plan 12		Superior HealthPlan proudly offers CHIP insurance in 7 service areas around the state of Texas:
)	Bexar
	_	El Paso
		 Hidalgo
		 Lubbock
	6	 Nueces
i Superior HealthPlan provides bene	ents and	Travis
in Texas	ealur insurance	 CHIP RSA – 170 rural counties in Texas
in read.		CHIP insurance in Texas provides health care for children from
Need help with your plan? Contact Member Services		families who earn too much money to qualify for Medicaid, but not enough to pay for private health insurance.
Refer to the Member Handbook for a complete description of your plan.		CHIP benefits include:
0 0	0	Choice of doctors.
Home Providers	Help	Regular checkups and office visits



Step 12: Health Record. Click "Plan" from your homepage screen, then select "Health Record" to access information about Authorizations, Assessments, Claims, Immunizations and Labs.

	Plan		
		Health Record	
More About Your Plan)	Authorizations Summary of active prior authorizations	2
i Superior HealthPlan provides benef	its and	Assessments Ways you can let us know about your health	Z
services for Medicaid, CHIP, and he in Texas. Need help with your plan?	alth insurance	Claims Claims submitted recently for your plan	
Contact Member Services 2 Refer to the Member Handbook for a complete description of your plan. Member Handbooks 2		Immunizations Immunization/vaccination information based on submitted claims	>
Health Record	>	Labs Labs and results information based on submitted claims	>
Member ID Cards	>		
Pharmacy Information			
Texas Health Insurance Plans			



Step 13: PHARMACY INFORMATION. Selecting "Pharmacy Information" will take you back to the Superior's Secure Member Portal (online). You will be prompted to either select "Cancel" or "Continue." To continue, you will need to log back into your Member Portal account.

Account	Plan	Account	Plan
More About Your Plan		More About Your P	Plan 🖸
 Superior HealthPlan provid services for Medicaid, CHII in Texas. Need help with your plan? <u>Contact Member Services</u> Refer to the Member Handboo complete description of your p <u>Member Handbooks</u> 	es benefits and P, and health insurance	(i) Superior HealthPlan pr services for Medicaid, in Texas. Need help with your plan <u>Contact Member Servi</u> Refer to the Member Han complete description of y <u>Member Handbooks</u>	rovides benefits and CHIP, and health insurance cess 2 ubbook for a your plan. 2
Health Record	>	Health Record	>
Member ID Cards	>		
Pharmacy Information	Ø	You are about to go to https://sso. .ping?PartnerSpId=https://express	.entrykeyid.com/idp/startSS0 scripts.com/saml&memberCode=
Texas Health Insurance Plans		Would you like to continue?	
		Cancel	
Home Q Providers	⑦ Help	Continue	



Step 14: TEXAS HEALTH INSURANCE PLANS. To learn more about "Texas Health Insurance Plans," click the option under "Plan," which will take you to the following Superior webpage: <u>https://www.superiorhealthplan.com/members/medicaid/benefits-services.html</u>

Account Plan	superior healthplan.
More About Your Plan	Medicaid & CHIP Plans
 Superior HealthPlan provides benefits and services for Medicaid, CHIP, and health insuranc in Texas. 	Superior HealthPlan Texas Medicaid & CHIP Benefits & Services
Need help with your plan? Contact Member Services	We are here to ensure you have everything you need to know about your Texas Medicaid Plan and CHIP benefits, services, co-pays and more.
Refer to the Member Handbook for a complete description of your plan. Member Handbooks	Superior HealthPlan provides benefits and services for Medicaid, CHIP, and health insurance in Texas. In this section, you can learn about the Texas Medicaid benefits, pharmacy services and value- added services Superior HealthPlan offers.
Health Record	> Need help understanding these Texas Medicaid benefits and services? Please contact <u>Superior Member Services</u> .
Member ID Cards	> You can also view more information about Superior HealthPlan and health insurance in Texas in our <u>Member Handbook</u> .
Pharmacy Information	All services must be medically necessary in order to be covered by Medicaid in Texas. Your Primary Care Provider will work with you to make sure you get the services you need. These services must be
Texas Health Insurance Plans	given by your Primary Care Provider or by another provider that your This website uses cookies to ensure you get the best experience
A Q O Home Providers Help	on our website. Decline Accept 414 Cookie Preferences



Step 15: HELP.	Click "Help"	to access "FAQ,"	"Contact Us," and "Legal."	
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elp		Help		
FAQ Contact Us	Legal	FAQ	Contact Us Le	ega
arch FAQs		How can I get	t help with pharmacy coverage?	
2 Search Keywords		How can I get	t help with billing?	
		How do I know	w if a service is covered by my plan?	?
Account How can I request an ID card?	>		∧ Hide All	
Where can I find my Member ID number?	>			
I need to change my last name, phone numbe address. Where can I make changes?	er, or >	Member Secu	ure Portal	
How can I verify my coverage status?	>	How do I rese	et my password?	
How do I apply or renew my coverage?	>	How do I log	out of the app?	
∧ Hide All		How do I char	nge my notification preferences?	
Home Providers	⑦ Help	Home	Q (Providers	?) elp



Under "Contact Us," you can call Member Services or get Superior phone numbers by clicking "Phone Directory." You can also contact a nurse under Nurse Line and get Tech Support.

Note: You will see corresponding contact phone numbers per your plan type.

Help			Superior
FAQ	Contact Us	Legal	healthplan.
) If you are	experiencing a health em	nergency, dial	Contact Us
911.			Phone Directory
Member Service	25		Superior HealthPlan Phone Number
CHIP (800) 783-5386		Get in Touch with Superior HealthPlan
Monday –	Friday, 8 a.m. – 8 p.m. (E	ST)	Superior HealthPlan provides quality Medicaid and CHIP health insurance to members across Texas. If you have STAR or CHIP coverage, call <u>1.800-783-5386</u> to speak with a Superior HealthPla representative. If you have any other type of coverage from Super you can find the right phone number below to get in touch with th
Nurse Line			right team.
			Our customer service teams are available to help you with:
Available 2	1 <u>) 783-5386</u> 24/7		 Enrolling in a Superior HealthPlan Medicaid, CHIP, Medicare of Health Insurance Marketplace plan.
			 Finding a provider that accepts Superior HealthPlan.
Tech Support			 Answering questions about your benefits and coverage. Helping schedule appointments and checking your claims status.
Tech Sup	port		 Providing information about Superior HealthPlan programs a services.
Â	Q	0	If you have STAR or CHIP coverage, call <u>1-800-783-5386</u> to get th answers you need. If you have any other type of coverage from Superior HealthPlan, you can find the right phone number belo



Under "Legal", you can find more information on Superior's Authorization to Disclose Health Information, Complaints, Terms and Conditions and Privacy Policy.

FAQ	Contact Us	Legal
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erms and Condit	tions	>
Privacy Policy		>