

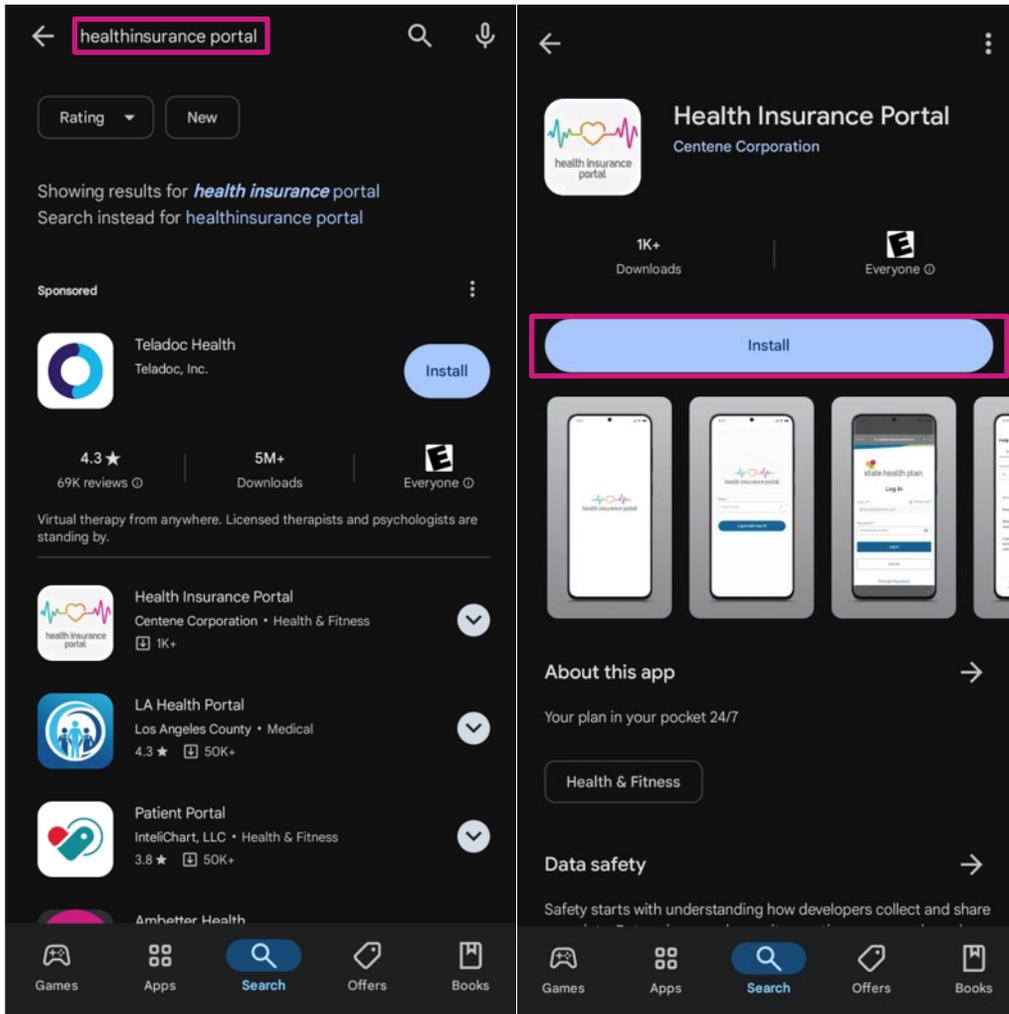
Member Mobile App User Guide

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

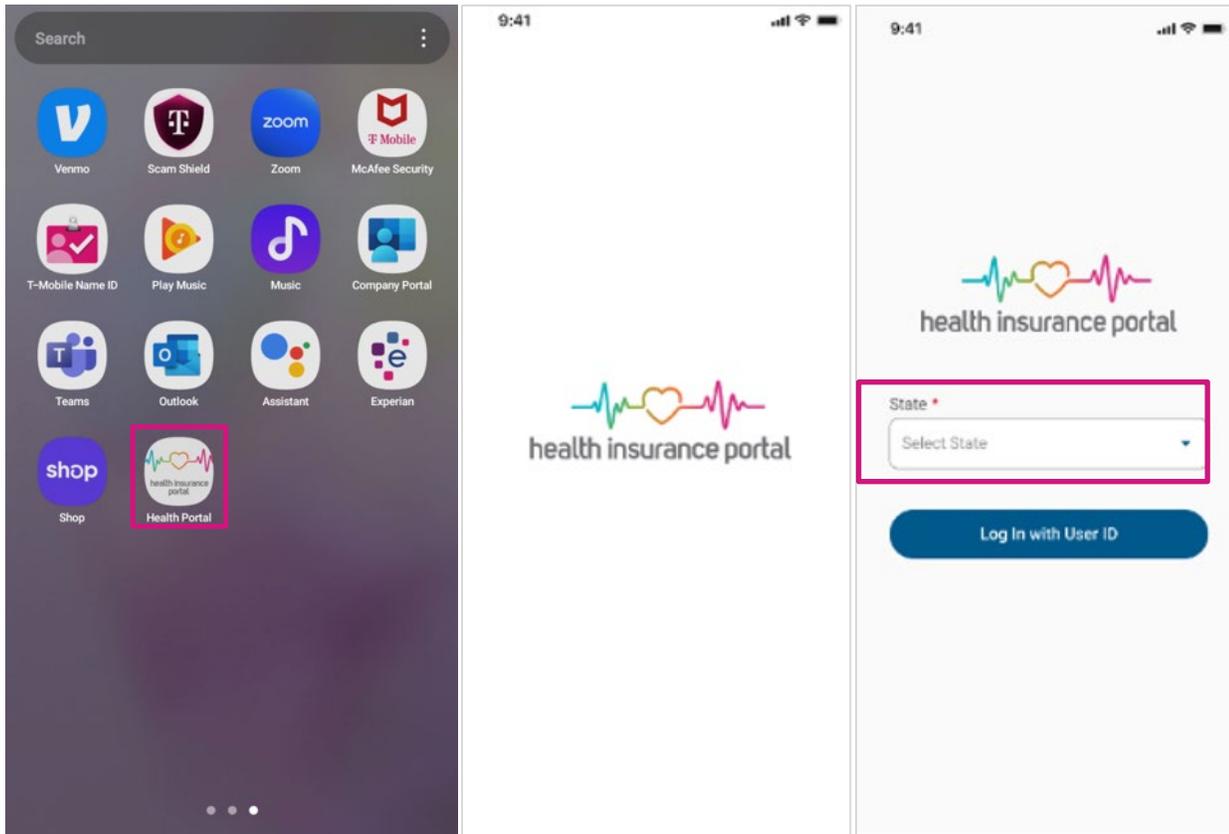
Steps to using the Health Insurance Portal app are located on page 7.

Step 1: Go to the Apple or Google app store and search for “Health Insurance Portal.”

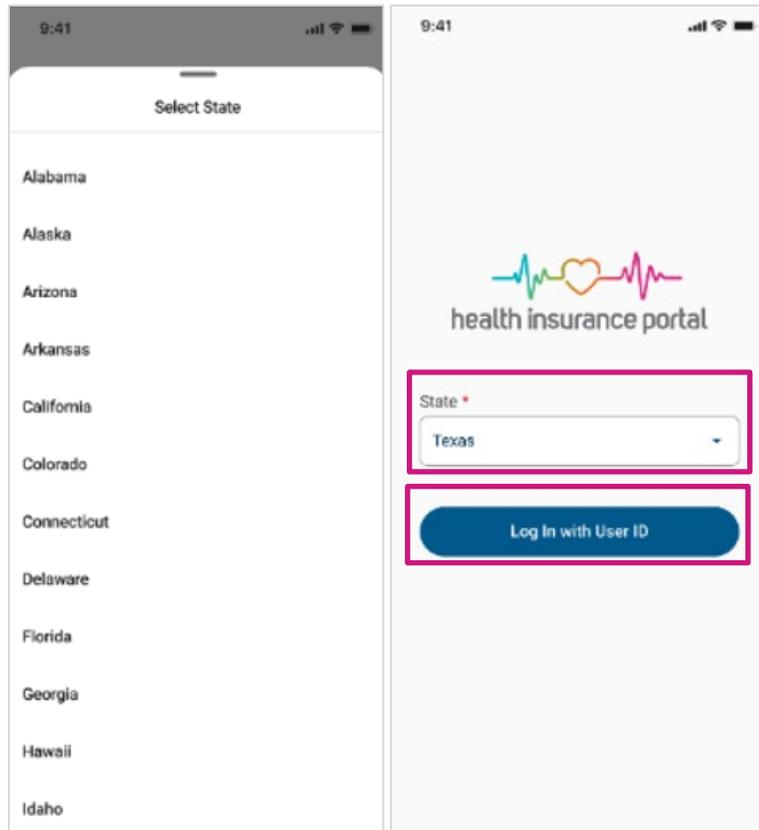
Step 2: Download/Install the “Health Insurance Portal” app.



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.”

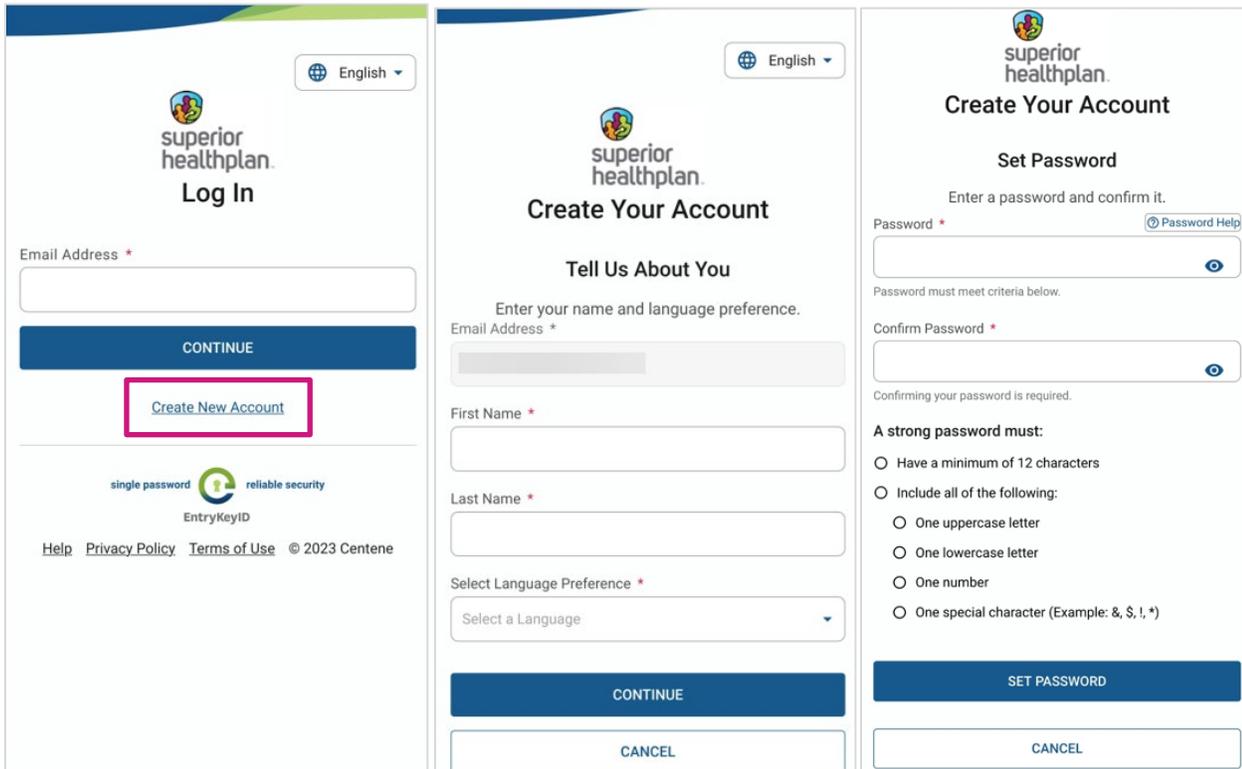


Step 4: Select “Texas,” then click “Log in with User ID.”



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.

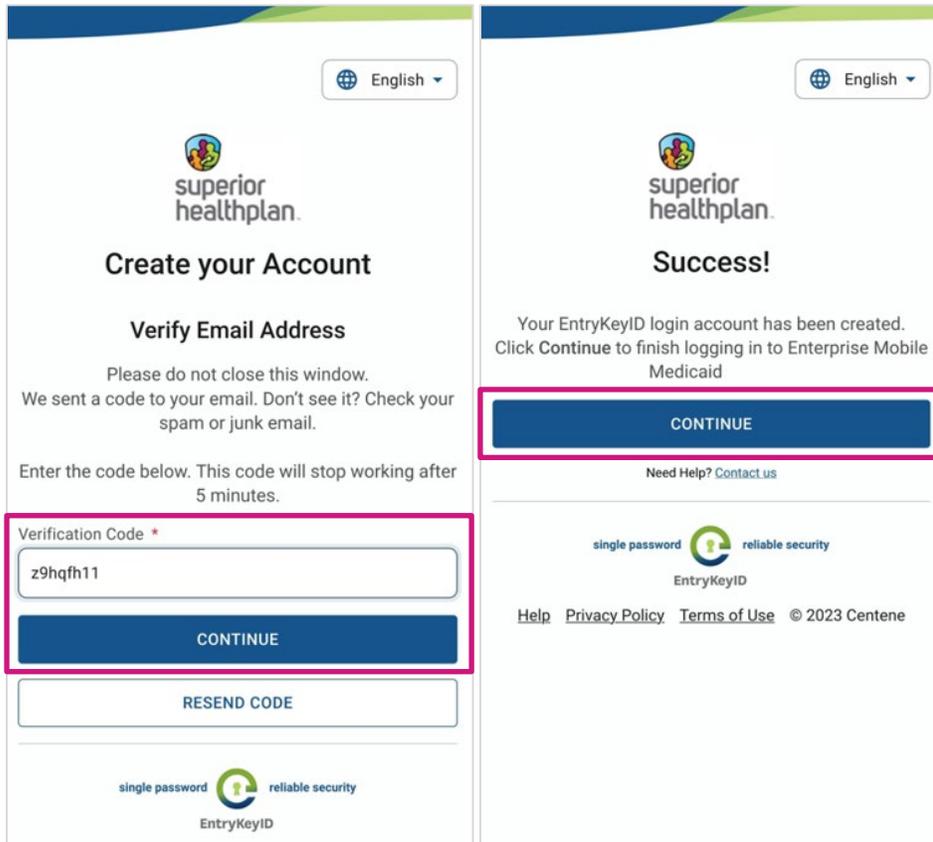


The image displays three sequential screenshots of the Superior Healthplan account creation process:

- Screen 1 (Log In):** Shows the 'Log In' screen with a 'Create New Account' link highlighted in a pink box. Below the login fields, it features the 'single password reliable security EntryKeyID' logo and links for 'Help', 'Privacy Policy', and 'Terms of Use'.
- Screen 2 (Tell Us About You):** Prompts the user to 'Enter your name and language preference.' It includes input fields for 'Email Address *', 'First Name *', and 'Last Name *', along with a 'Select Language Preference *' dropdown menu.
- Screen 3 (Set Password):** Prompts the user to 'Enter a password and confirm it.' It includes 'Password *' and 'Confirm Password *' fields, a 'Password Help' link, and a list of requirements for a strong password:
 - Have a minimum of 12 characters
 - Include all of the following:
 - One uppercase letter
 - One lowercase letter
 - One number
 - One special character (Example: &, \$, !, *)

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.



The image displays two screenshots from the Superior Healthplan app registration process.

Left Screenshot: Verify Email Address

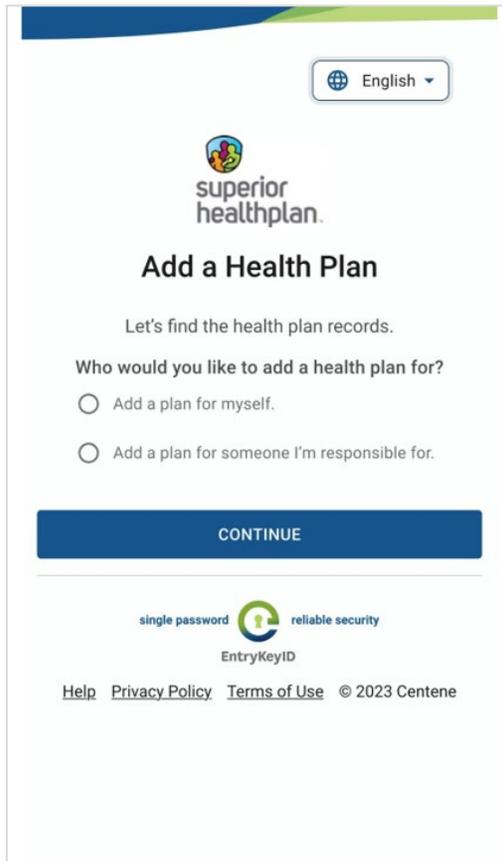
- Language: English
- Header: superior healthplan.
- Section: **Create your Account**
- Section: **Verify Email Address**
- Text: Please do not close this window. We sent a code to your email. Don't see it? Check your spam or junk email.
- Text: Enter the code below. This code will stop working after 5 minutes.
- Form: Verification Code * (z9hqfh11)
- Buttons: CONTINUE, RESEND CODE
- Footer: single password reliable security EntryKeyID

Right Screenshot: Success!

- Language: English
- Header: superior healthplan.
- Section: **Success!**
- Text: Your EntryKeyID login account has been created. Click Continue to finish logging in to Enterprise Mobile Medicaid
- Button: CONTINUE (highlighted)
- Text: Need Help? Contact.us
- Text: single password reliable security EntryKeyID
- Text: Help Privacy Policy Terms of Use © 2023 Centene

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.



English

superior healthplan.

Add a Health Plan

Let's find the health plan records.

Who would you like to add a health plan for?

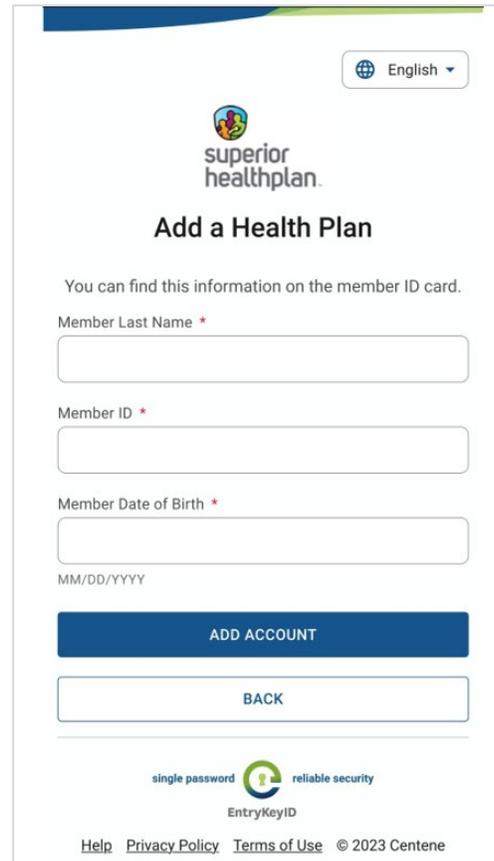
Add a plan for myself.

Add a plan for someone I'm responsible for.

CONTINUE

single password  reliable security
EntryKeyID

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English

superior healthplan.

Add a Health Plan

You can find this information on the member ID card.

Member Last Name *

Member ID *

Member Date of Birth *

MM/DD/YYYY

ADD ACCOUNT

BACK

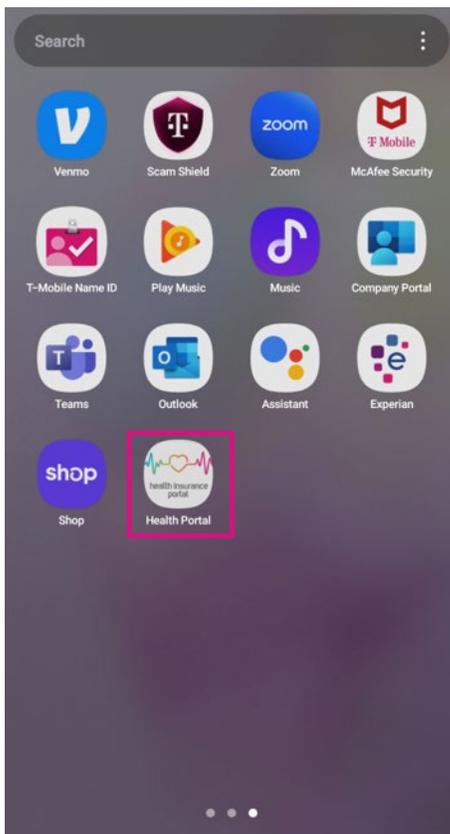
single password  reliable security
EntryKeyID

[Help](#) [Privacy Policy](#) [Terms of Use](#) © 2023 Centene

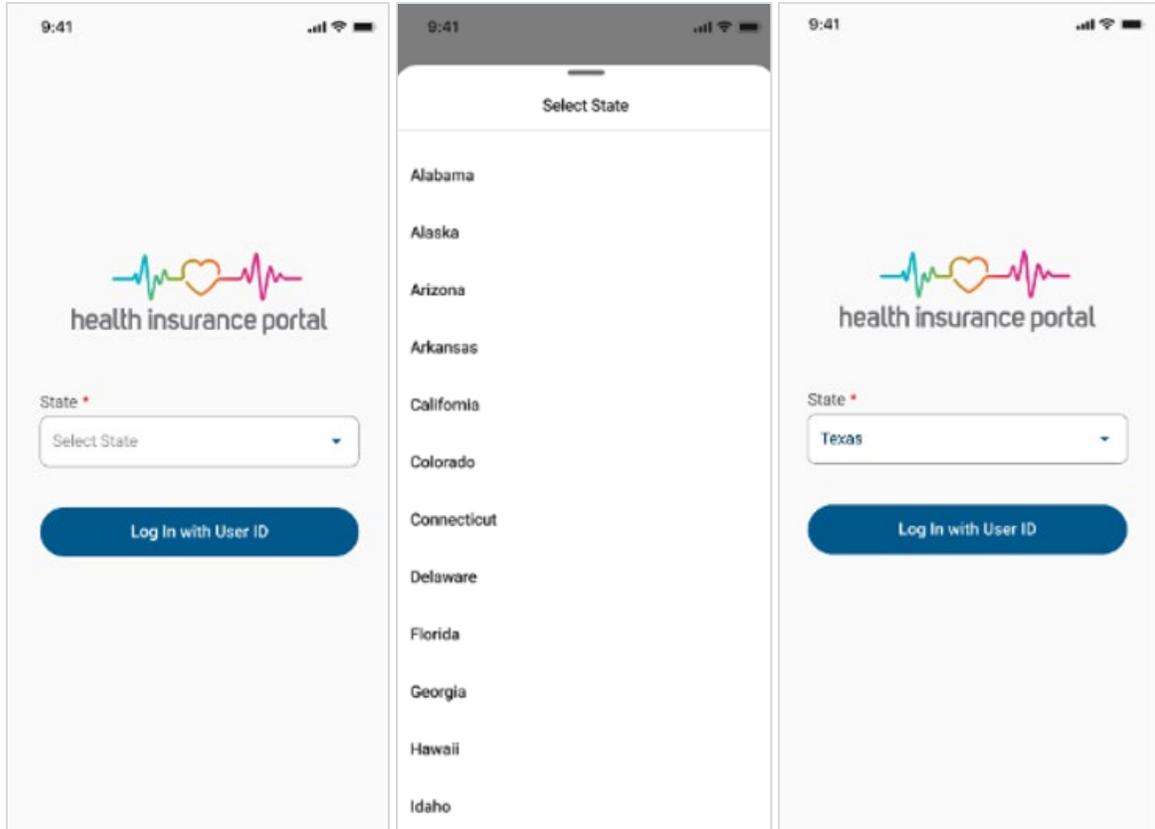
Member Mobile App User Guide

Steps to Using the Superior HealthPlan Medicaid and CHIP Health Insurance Portal App

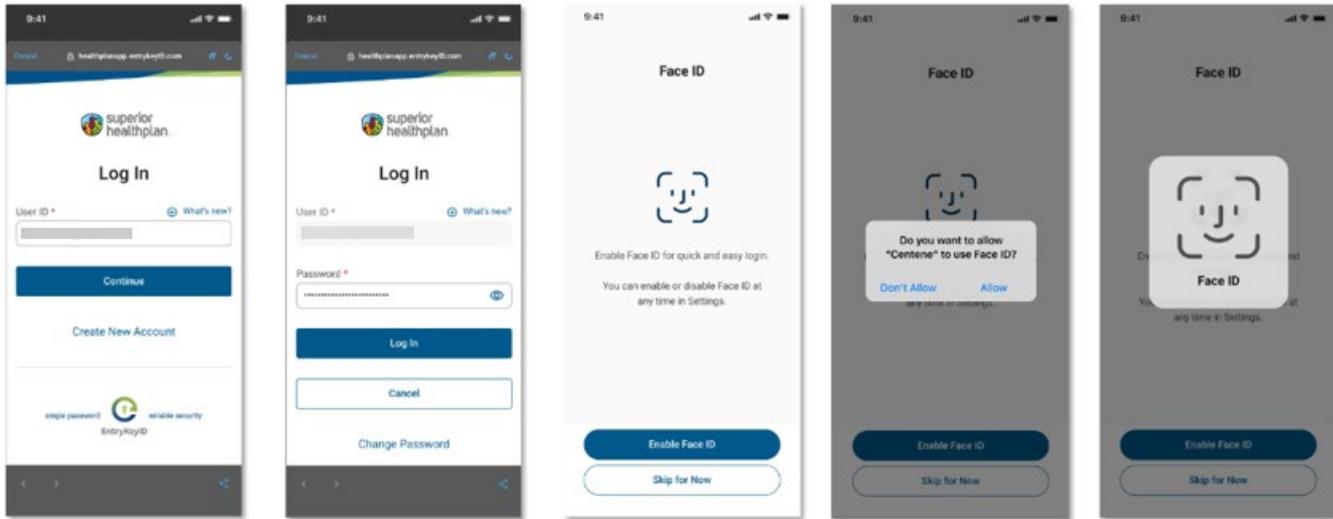
Step 1: **OPEN.** Open the mobile app by clicking on the “Health Insurance Portal” icon.



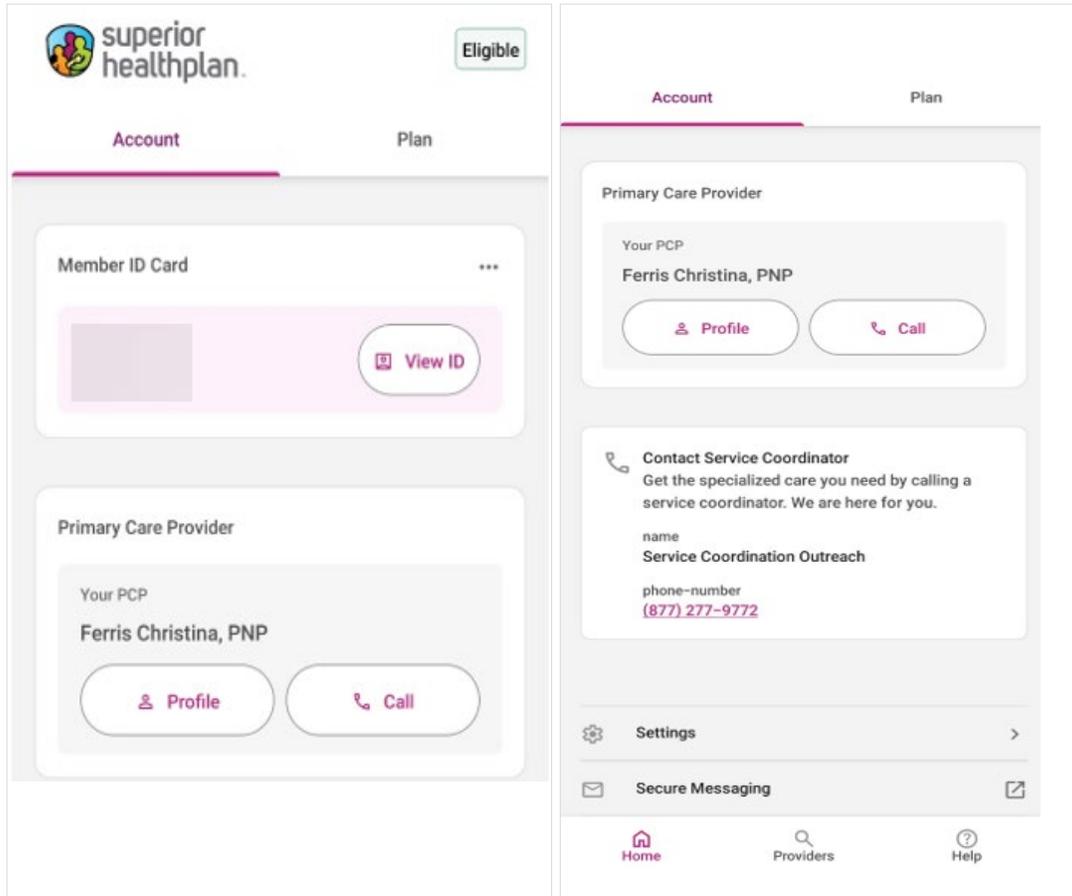
Step 2: LOG IN. Click on the dropdown arrow to search for your “State” (Texas). Once you have selected “Texas” as your State, click on “Log In with User ID.”



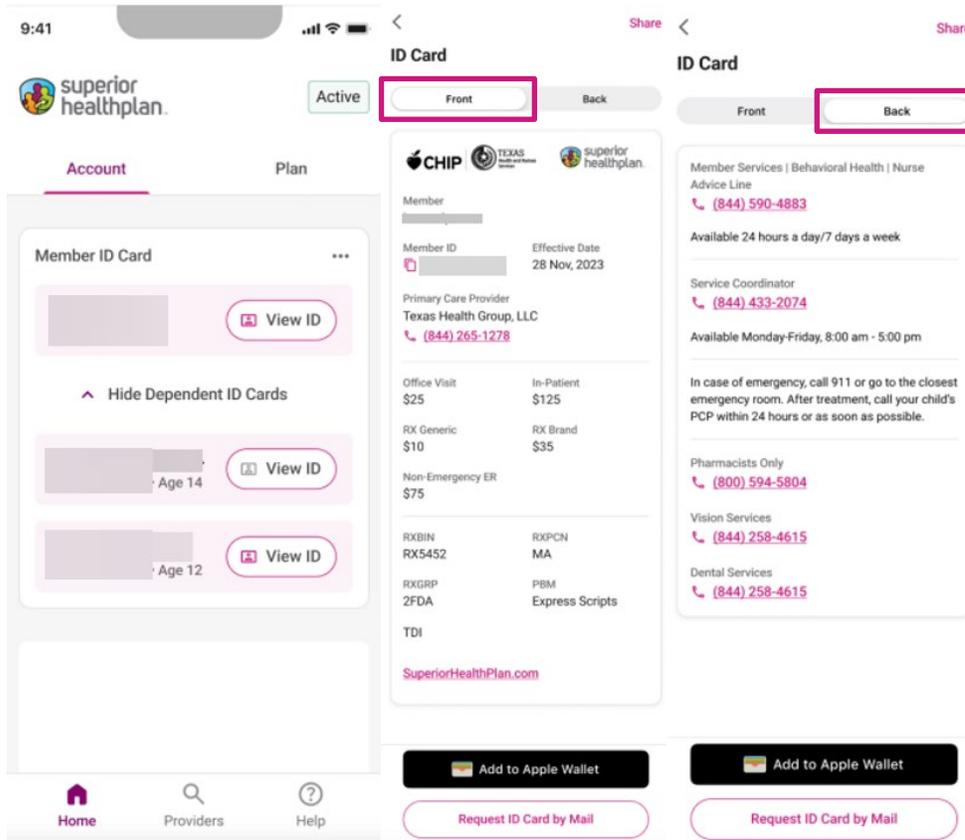
Step 2a: LOG IN. Enter your email address in the “User ID” box and click “Continue.” Enter your “Password” and click “Log In.” Next, you will have the option to use “Biometrics” as a log in option. Here, you can select “Enable Face ID” or “Skip for Now.”



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



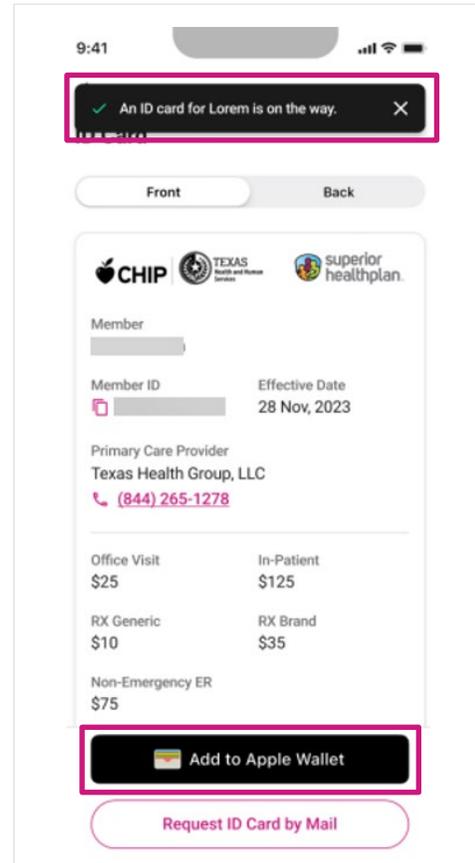
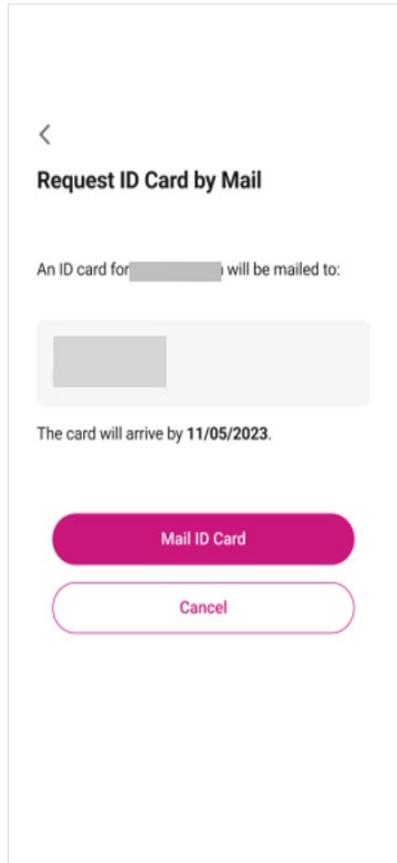
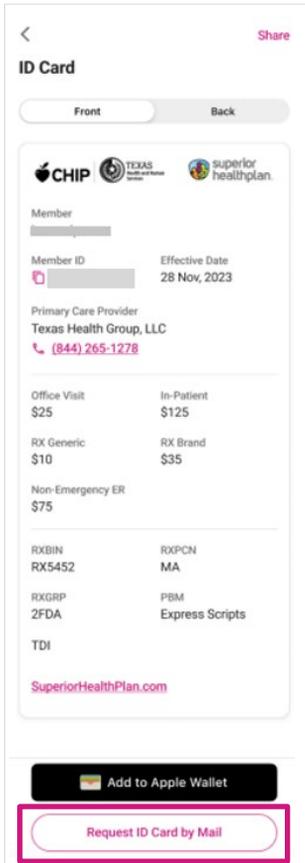
Step 4: MEMBER ID CARD. If you click on the “View ID” button next to your member name, you will be directed to your Superior Member ID card. You will be able to view the “Front” and “Back” of your ID card.



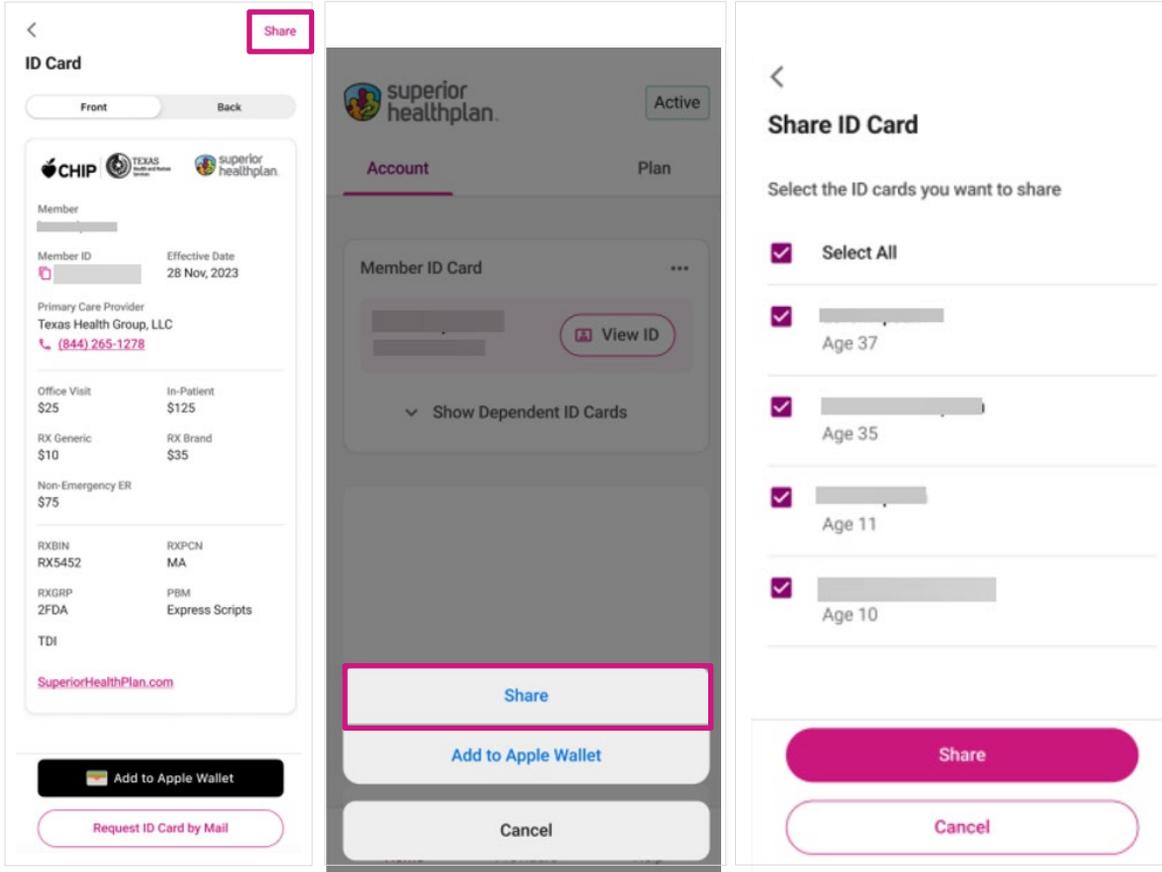
Step 5a: REQUEST YOUR ID CARD. To have your ID card printed and shipped to you, click on “Request ID Card by Mail.” After verifying your mailing address, select “Mail ID Card.”

Step 5b: ADD YOUR ID CARD TO YOUR DEVICE. To save your ID card to your cellphone device, select “Add to Apple Wallet.”

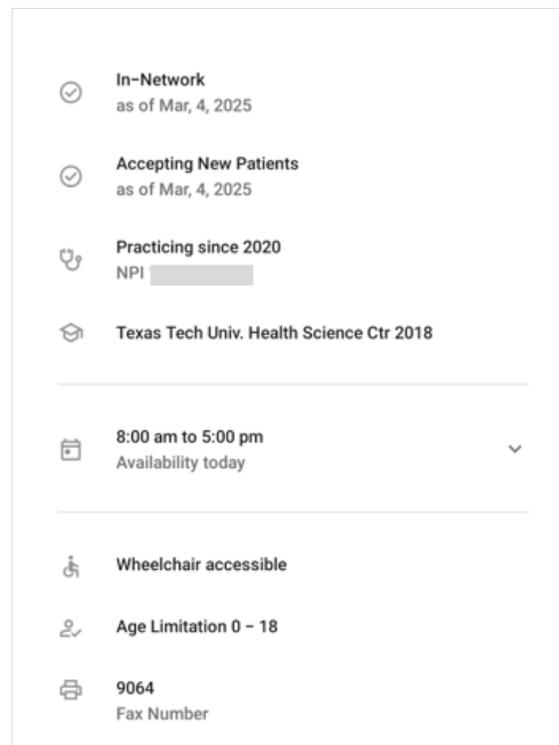
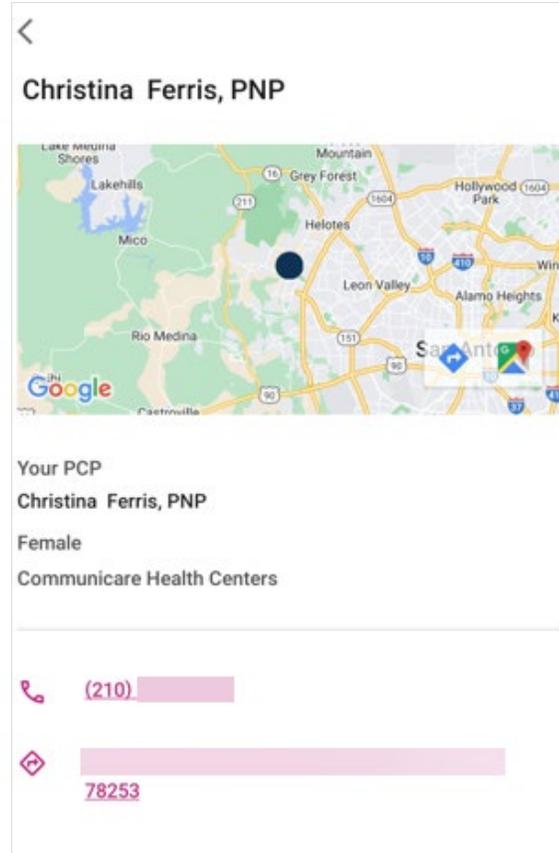
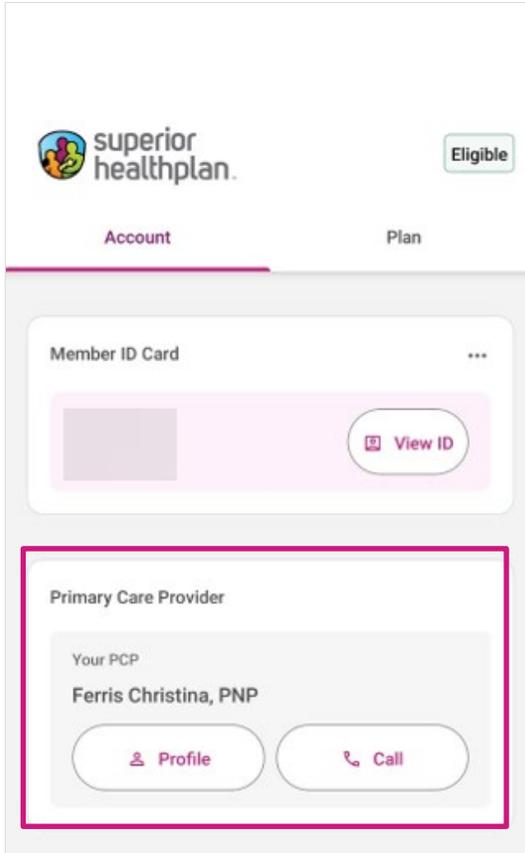
Note: The option to save to your cell phone is not available on Android devices.



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.”

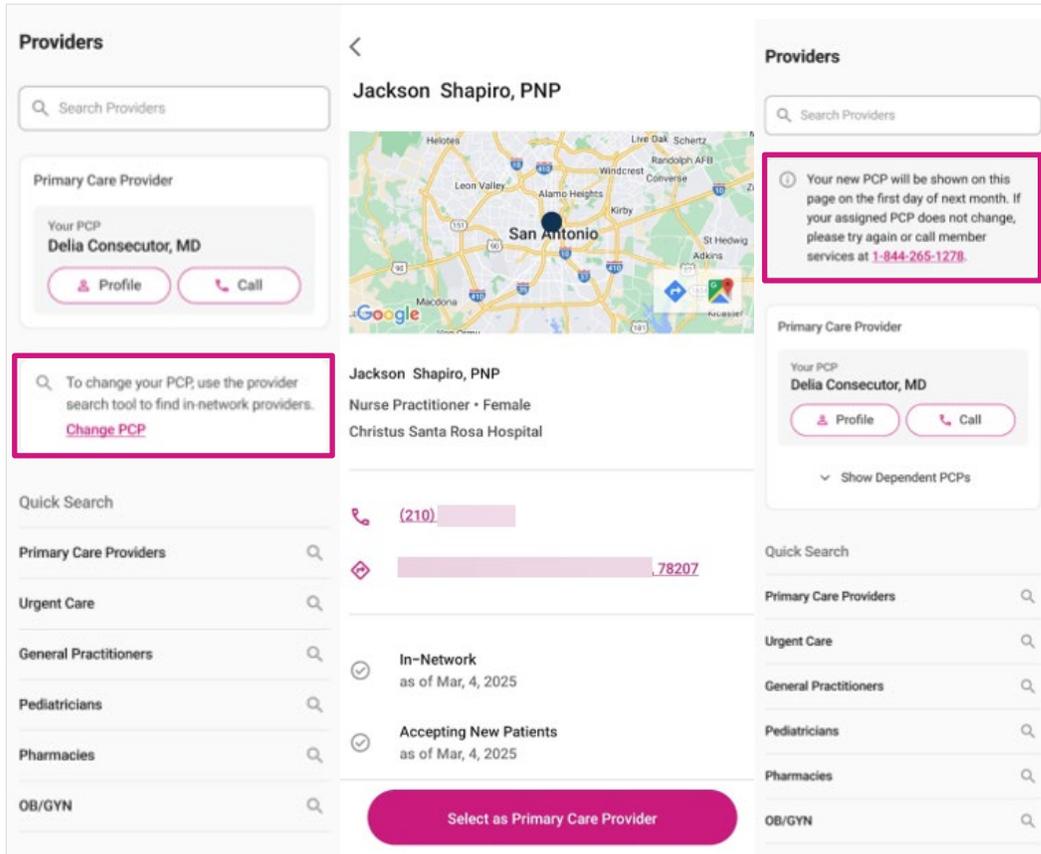


Step 6: PRIMARY CARE PROVIDER. Here, you will be able to view your Primary Care Provider (PCP). You can click on “Profile” to view full details or “Call” to call the provider directly from your device.



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

Search Providers

Primary Care Provider

Your PCP
Delia Consecutor, MD

Profile Call

To change your PCP, use the provider search tool to find in-network providers.
[Change PCP](#)

Quick Search

- Primary Care Providers
- Urgent Care
- General Practitioners
- Pediatricians
- Pharmacies
- OB/GYN

Jackson Shapiro, PNP

Nurse Practitioner • Female
Christus Santa Rosa Hospital

(210) [REDACTED]

[REDACTED] 78207

In-Network as of Mar, 4, 2025

Accepting New Patients as of Mar, 4, 2025

Select as Primary Care Provider

Providers

Search Providers

Primary Care Provider

Your PCP
Delia Consecutor, MD

Profile Call

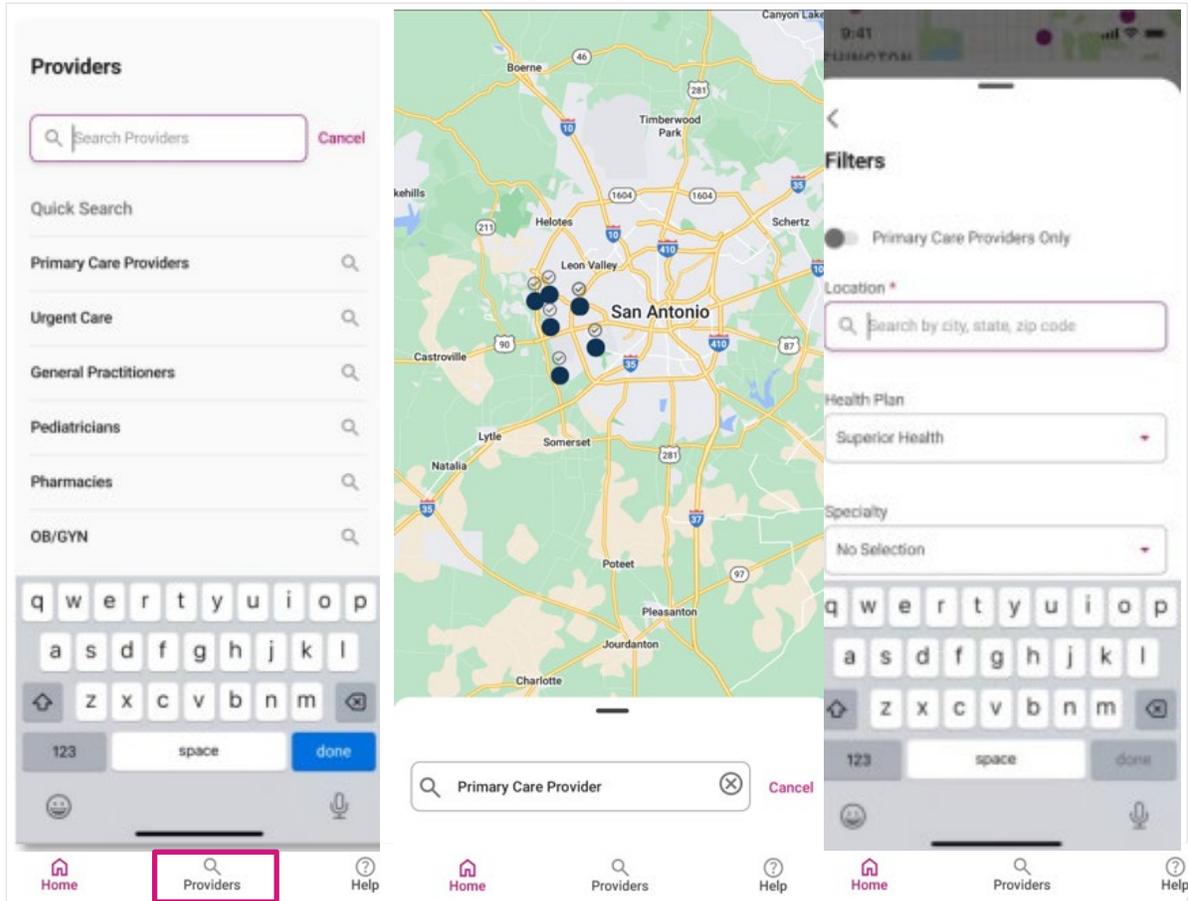
Show Dependent PCPs

Quick Search

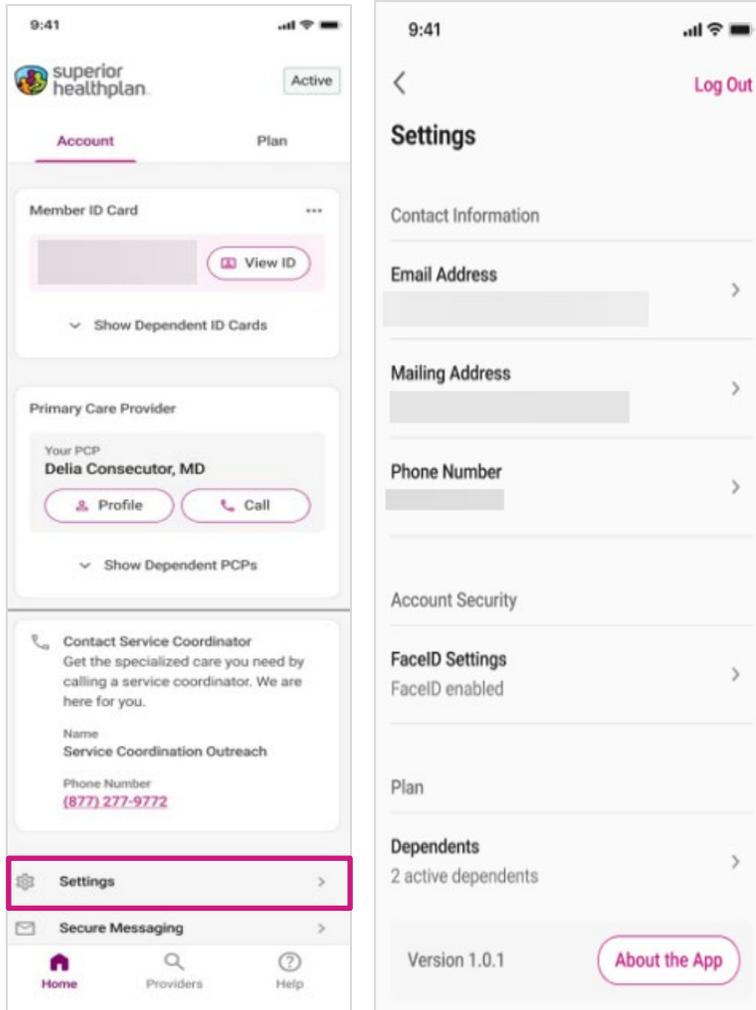
- Primary Care Providers
- Urgent Care
- General Practitioners
- Pediatricians
- Pharmacies
- OB/GYN

Your new PCP will be shown on this page on the first day of next month. If your assigned PCP does not change, please try again or call member services at 1-844-265-1278.

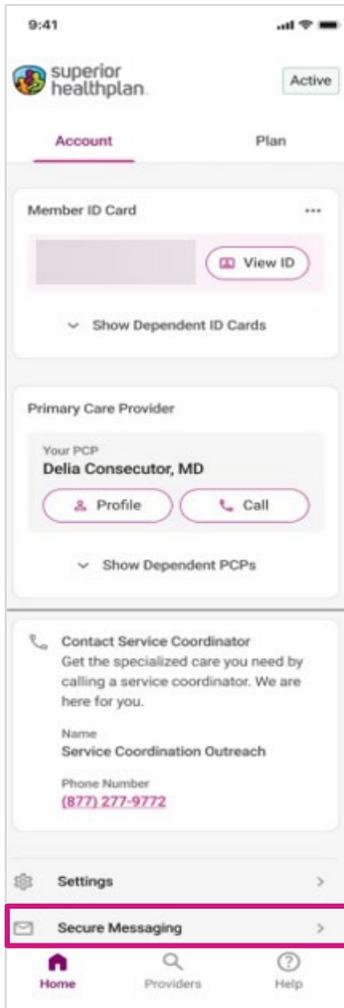
Step 8: FIND A PROVIDER. Click on any provider category under “Quick Search” to look for a health-care provider the same way you can on the Superior website. See the step-by-step guide at [SuperiorHealthPlan.com](https://www.superiorhealthplan.com) on the “Find a Provider” page. Clicking on the “Providers” icon at the bottom will direct you to search for providers.



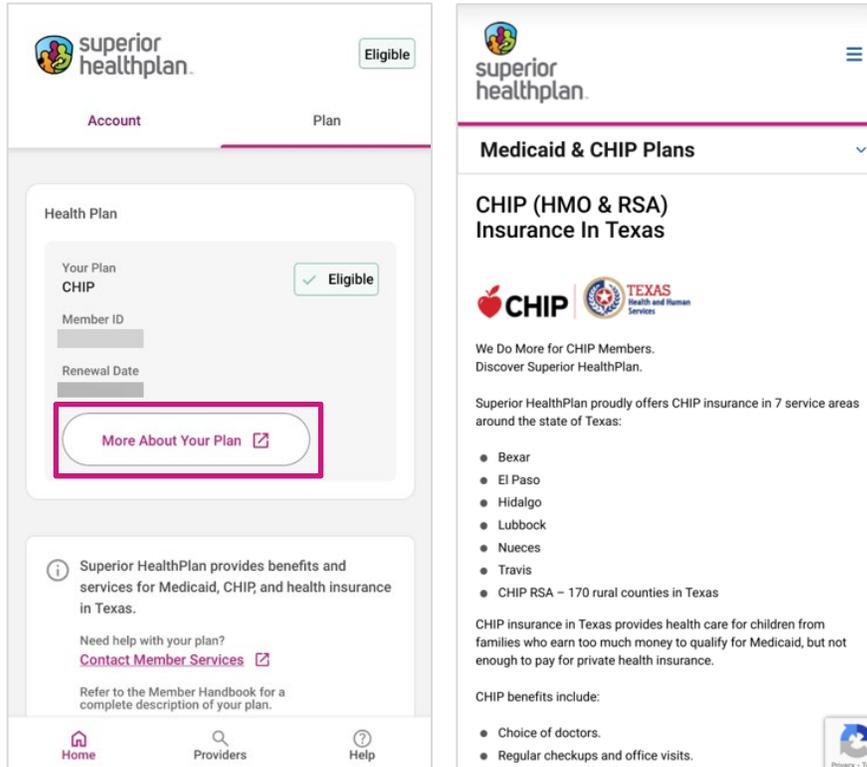
Step 9: SETTINGS. Click “Settings” to view your Contact Information, Account Security, Plan, Dependents, and “About the App.”



Step 10: **SECURE MESSAGING.** Click “Secure Messaging” to continue to Superior’s secure Member Portal online to send Superior a message.



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.



The image displays two screenshots from the Superior HealthPlan website. The left screenshot shows the 'Plan' tab selected, with a 'More About Your Plan' button highlighted in a pink box. The right screenshot shows the 'Medicaid & CHIP Plans' page, specifically the 'CHIP (HMO & RSA) Insurance In Texas' section.

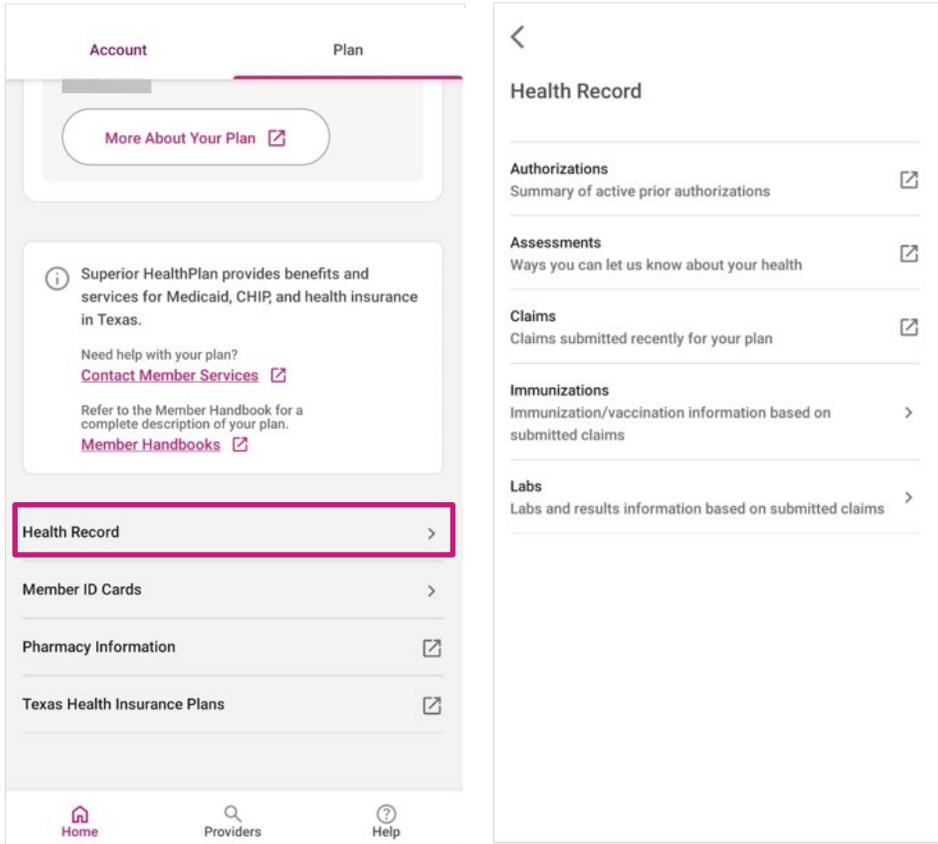
Left Screenshot: Account/Plan Page

- Header: superior healthplan. Eligible
- Account Plan
- Health Plan
- Your Plan: CHIP Eligible
- Member ID: [Redacted]
- Renewal Date: [Redacted]
- More About Your Plan** (highlighted in pink)
- Information: Superior HealthPlan provides benefits and services for Medicaid, CHIP, and health insurance in Texas. Need help with your plan? [Contact Member Services](#)
- Footer: Home Providers Help

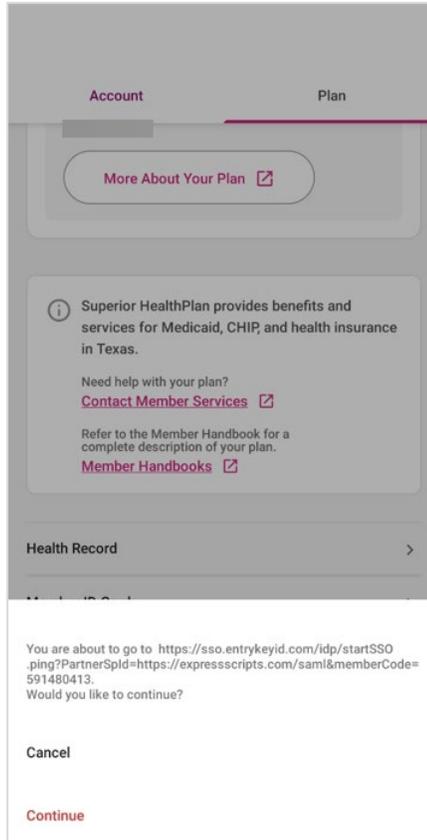
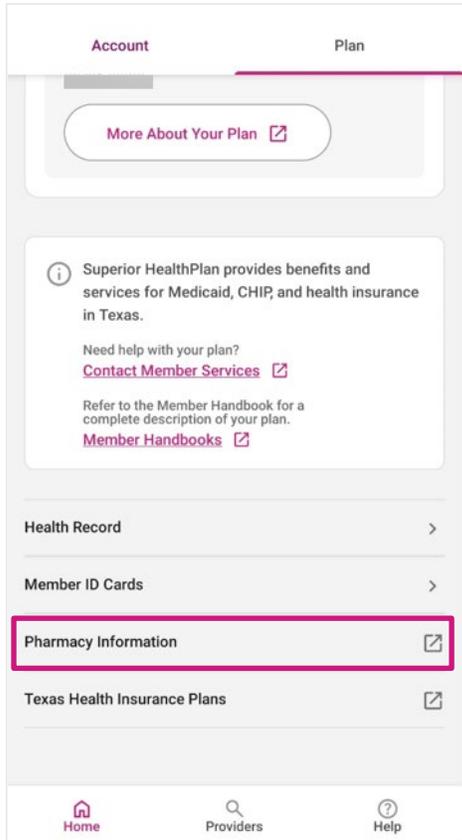
Right Screenshot: Medicaid & CHIP Plans Page

- Header: superior healthplan.
- Section: Medicaid & CHIP Plans
- Section: CHIP (HMO & RSA) Insurance In Texas
- Logos: CHIP, TEXAS Health and Human Services
- Text: We Do More for CHIP Members. Discover Superior HealthPlan. Superior HealthPlan proudly offers CHIP insurance in 7 service areas around the state of Texas:
- List of service areas:
 - Bexar
 - El Paso
 - Hidalgo
 - Lubbock
 - Nueces
 - Travis
 - CHIP RSA – 170 rural counties in Texas
- Text: CHIP insurance in Texas provides health care for children from families who earn too much money to qualify for Medicaid, but not enough to pay for private health insurance.
- Section: CHIP benefits include:
 - Choice of doctors.
 - Regular checkups and office visits.
- Footer: Privacy - Terms

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

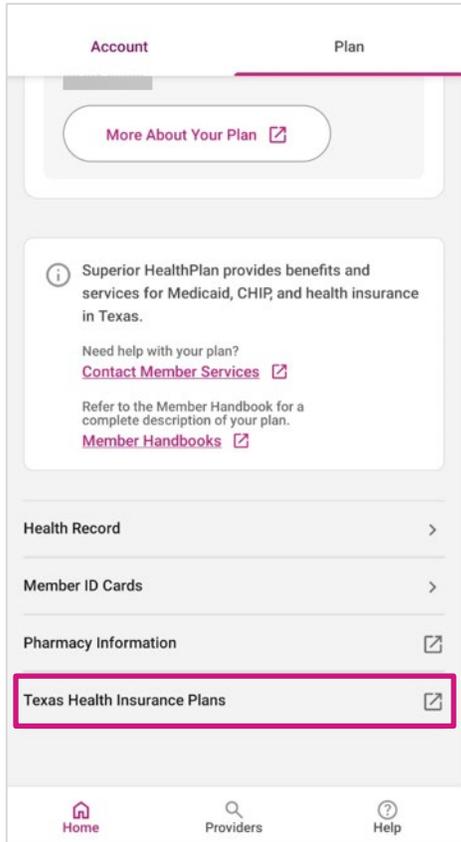


Step 13: PHARMACY INFORMATION. Selecting “Pharmacy Information” will take you back to the Superior’s Secure Member Portal (online). You will be prompted to either select “Cancel” or “Continue.” To continue, you will need to log back into your Member Portal account.

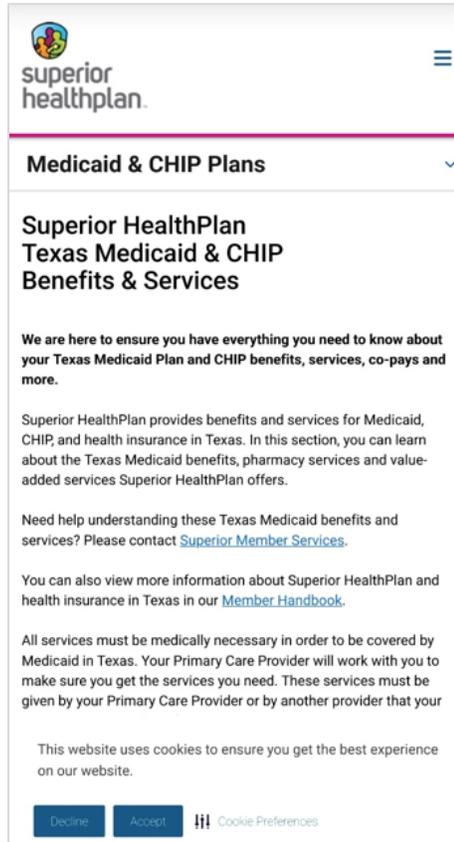


Step 14: **TEXAS HEALTH INSURANCE PLANS.** To learn more about “Texas Health Insurance Plans,” click the option under “Plan,” which will take you to the following Superior webpage:

<https://www.superiorhealthplan.com/members/medicaid/benefits-services.html>

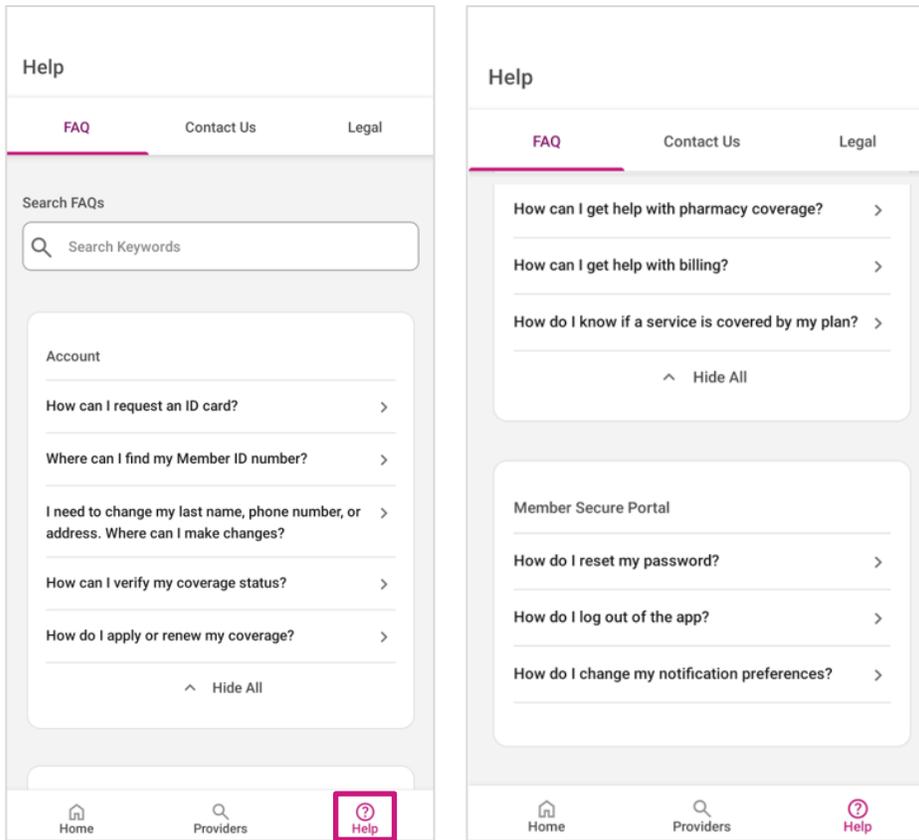


The screenshot shows the 'Plan' tab selected in the top navigation bar. Below the navigation bar, there is a 'More About Your Plan' button. A main content area contains an information icon and text: 'Superior HealthPlan provides benefits and services for Medicaid, CHIP, and health insurance in Texas.' Below this, there are links for 'Contact Member Services' and 'Member Handbooks'. A list of menu items follows: 'Health Record', 'Member ID Cards', 'Pharmacy Information', and 'Texas Health Insurance Plans'. The 'Texas Health Insurance Plans' item is highlighted with a red rectangular box. At the bottom, there is a navigation bar with icons for 'Home', 'Providers', and 'Help'.



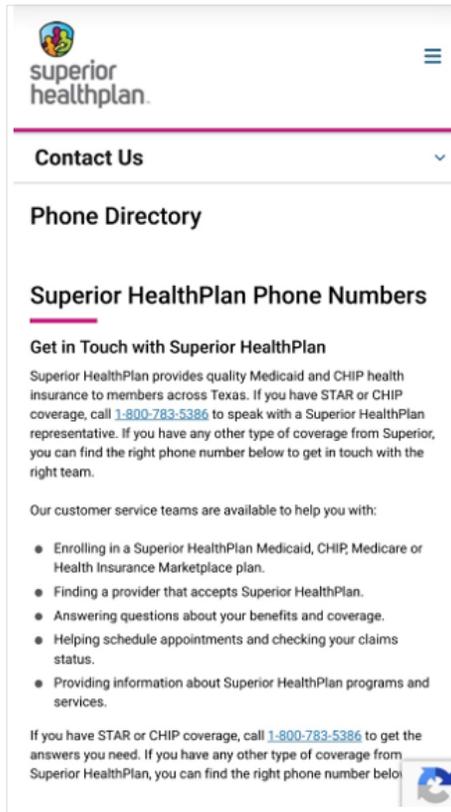
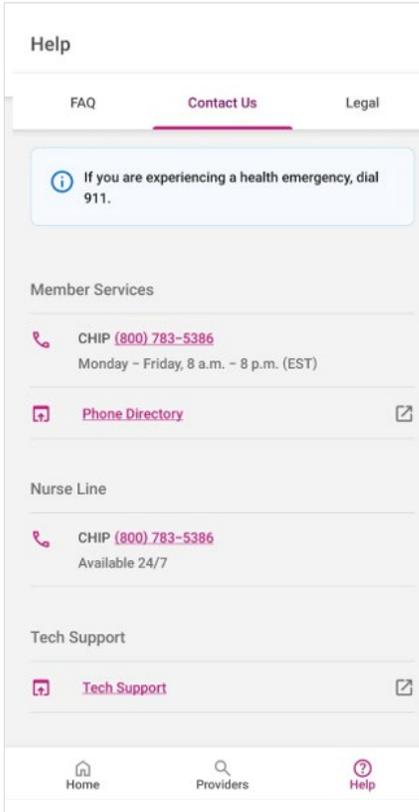
The screenshot shows the 'Medicaid & CHIP Plans' page. The page header includes the Superior HealthPlan logo and a hamburger menu icon. The main heading is 'Medicaid & CHIP Plans'. Below this, the sub-heading is 'Superior HealthPlan Texas Medicaid & CHIP Benefits & Services'. The page contains several paragraphs of text, including a bolded statement: '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.' There are also links for 'Superior Member Services' and 'Member Handbook'. At the bottom, there is a cookie consent banner with 'Decline', 'Accept', and 'Cookie Preferences' buttons.

Step 15: **HELP.** Click “Help” to access “FAQ,” “Contact Us,” and “Legal.”



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.



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

