



Member Portal Instructional Guide

Use these instructions to establish your Uprise Health – American Behavioral Account online for MH/SA Services.

Member Portal

Sign into your **Member Portal** today to:

- View Authorizations
- View Claims
- View Pending Requests
- Request EAP Authorizations
- Submit Claims for Reimbursement
- View Explanation of Benefits (EOB's)
- View Coverage and Benefits
- View Benefits in Detail
- View Out-of-Pocket Payments
- Find a Behavioral Health Provider
- Change Information
- Track Requests

SIGN IN

New Member Login Request

1. Go to <https://members.ibhsolutions.com>
2. Click Member Portals
3. Select Sign In under Member Portal

Member Portal Login



Secure Sign In


[Don't Have An Account? → Register Now!](#)

If you are unable to login, Please contact us at helpdesk@americanbehavioral.com

New Member Login Request

1. Select "Don't have an account? Register Now"

Register For Member Portal



Last Name

Date Of Birth

Next **Reset**


[Back to Signin](#)

- Please note that each member and/or dependent must register separately and have his/her own login.
- Your log-in information is confidential.
- If you want to exclude your information from this Web site in the future, call the Customer Service number on your ID card Monday - Friday during business hours.

New Member Login Request

1. Enter Last Name
2. Enter Date of Birth
3. Click Next
4. Each member accessing MH/SA services must have their own registration & login.

Register For Member Portal



Health Plan

Next

[Back to Signin](#)

- Please note that each member and/or dependent must register separately and have his/her own login.
- Your log-in information is confidential.
- If you want to exclude your information from this Web site in the future, call the Customer Service number on your ID card Monday - Friday during business hours.

New Member Login Request

1. Select Health Plan from the Drop-Down menu
2. Click Next
3. Each member accessing MH/SA services must have their own registration & login

Username	<input type="text" value="Username"/>
Password	<input type="password" value="Password"/>
Confirm Password	<input type="password" value="Confirm Password"/>
Email	<input type="text" value="Email"/>
Confirm Email	<input type="text" value="Confirm Email"/>
Phone #	<input type="text" value="Phone"/>
Fax #	<input type="text" value="Fax"/>
Preferred Contact	<input type="text" value="Email"/> ▼
Secret Question	<input type="text" value="What was the make of your first car?"/> ▼
Secret Answer	<input type="text" value="Answer"/>

New Member Login Request

1. Create Username
2. Create Password
3. Confirm Password
4. Enter Email
5. Confirm Email
6. Enter Phone #
7. Select Preferred Contact Method
8. Select Secret Question
9. Enter Secret Answer
10. Add Any Notes (optional)
11. Click Register
12. **You will not be able to login or access the Member Portal until you receive your 2 verification emails, see next page.**

FINAL STEPS

Once you complete the registration process, you will receive an email confirming your request.

Once your request is approved, you then receive another email informing you that your request is approved.

You will now be able to log-in. As you log-in, you will enter a New Password.

You will login to the Member Portal using your dedicated username and password.

If you are unable to login, Please contact helpdesk@americanbehavioral.com



Content Available in the Member Portal

Claims & Authorizations

- View Your Authorizations
- Request EAP Authorizations
- View Claims
- File For Reimbursement Claims
- View EOBs

Find a Provider

- Search for Provider by Name, Zip Code, or Specialty

Coverage & Benefits

- View Coverage and Benefits
- View Benefits in Detail
- Check your Out-of-Pocket Payments and Deductible

Change Information

- You can change your member demographics after you notify your Human Resources Department.