# eH Empower App Guide

eternalHealth is excited to offer members the eH Empower app, your go-to resource for managing your health plan right from your phone. View claims, find in-network providers, update your PCP, access your digital ID card, and more, all in one convenient place. Here's a quick guide to help you get started and make the most of what the app has to offer.

## Getting Started

### How Do I Download the eH Empower App?

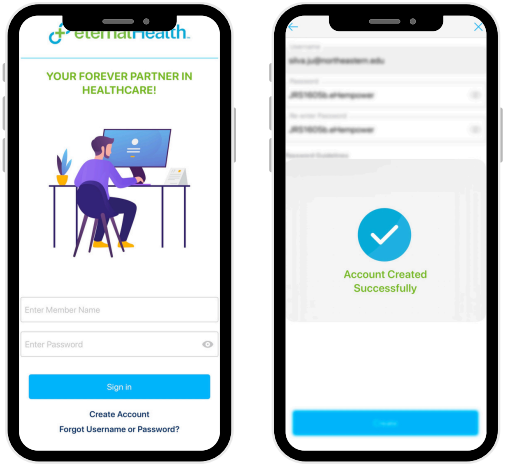
Scan the QR code or click the link to download the eH Empower App to your mobile device from the App Store® or Google Play®

Download on the App Store

GET IT ON Google Play

### Logging in with your Member ID

1. If this is your first time registering, select **Create Account**. You will then be prompted to provide your **Member ID**, **Zip Code**, and **Date of Birth**.
2. Proceed to enter your email and a 6 digit verification code will be sent to your email. Insert the code to verify your identity.
3. You will then be asked to create and re-enter a password for your account. Your email will be your **Member Name**.
4. If the email entered already has a profile registered, you will be shown the **Password** field. Enter it to log in.
5. Select **Forget Password?** If you forget your password. You can contact Member Services for any further assistance. See contact information on this material.

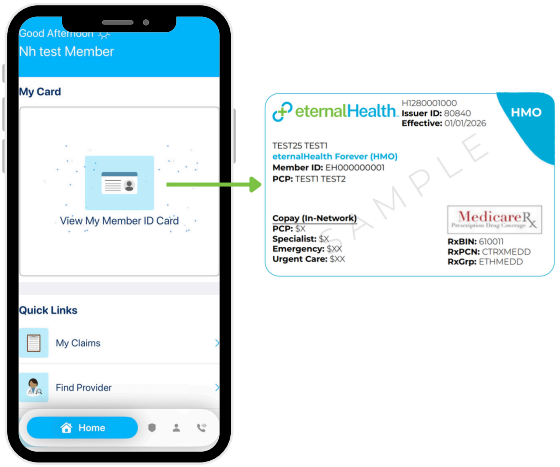


# eH Empower App Guide

## Home Dashboard

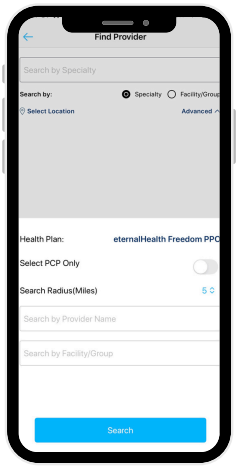
The home page will display your Member ID Card. You can use this card every time you receive a covered service or fill a prescription.

The quick links will direct you to your claim information, our provider look-up tool, and directions to change your PCP.




## Find a Provider

1. Access through **Home** or **My Plan**
2. Search by specialty, facility, and location
3. The **Advanced Search** tool will show providers in your network. You can also enhance your search with additional filters.




## More Functions

The eH Empower App offers multiple features that simplify your plan navigation. You can review your plan documents, claims, and quickly access the portals for your supplemental benefits such as nationsBenefits and OptumRx.

**Need Help?** Member Services is available at 1-(800) 680-4568 | TTY: 711. Available Oct 1st–Mar 31st: 8am–8pm, 7 days a week. Apr 1st–Sep 30th: 8am–8pm, Mon–Fri.

Download on the App Store

GET IT ON Google Play

Download the eH Empower App to your mobile device!

eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. To enroll in an eternalHealth plan you must meet certain eligibility requirements and reside in the plan's CMS-approved service area. Benefits and cost sharing may vary by plan.
Y0160_eHEAppG_C