

Member Portal User Guide

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This guide explains the key features of the Member Portal.

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Purpose of the Member Portal

The Member Portal is a tool for members to access their member data online and in a format that can be used in many ways. Members can log into the Member Portal directly and view data, or members can use their Member Portal account with approved external apps.

The Member Portal uses standards defined for healthcare including FHIR for data, and other technical standards and best practices. The Member Portal was created to meet the requirements of the Centers for Medicare & Medicaid Services Interoperability and Patient Access final rule (CMS-9115-F). This rule is meant to give patients better access to their health information, leading to better care and improved outcomes.

Registering for an Account

Members can register online and create a username and password. This username and password can be used for logging in to the Member Portal, and can also be used with authorized external apps. The link to register is found in the main menu under “Register” and is a simple process to register and create an account.

A member can register for themselves, OR, if someone is a legal guardian or proxy for that member, they can register on behalf of that member.

Register Step 1 of 4 [Need Help?](#)

Hello! You are registering for the **Spruce Valley Health Plan Member Portal**, which allows you to view your Spruce Valley Health Plan member data and connect your health information to apps in the marketplace.

I am registering for myself.

I am a legal guardian/poa registering on behalf of a member.

I agree to the [Terms and Conditions](#) of the Member Portal.

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Fig 1: Registration Step 1

Register Step 2 of 4 [Need Help?](#)

Member Information

Member ID:

Member Last Name:

Member Date of Birth:


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Fig 2: Registration Step 2: Member Information

Register Step 3 of 4 [Need Help?](#)

Please enter an email to use with the Member Portal. We will send a verification to continue with registration.

Email

I'm not a robot  reCAPTCHA
Privacy - Terms

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Fig 3: Registration Step 3: Provide Email To Use with Account

Create Account

[Need Help?](#)

The information you entered has been verified in our system and we have verified your email for notifications. Now you can create an account

Username: ⓘ

Password: ⓘ

Enter Password Again:

Create Account

Fig 4: Registration Step 4: Create Account

Logging in with Multi-Factor Authentication

For added security, members must log in using multi-factor authentication (MFA).

Every time a member logs into the portal, a one-time temporary code will be sent to their verified email address.

The member must correctly enter this code in order to continue.

Forgot Username or Password

The site provides simple tools on the Log In page to retrieve a user name if forgotten or reset a password.

Viewing Data

After logging in, the data is displayed according to the type of data it is (Resource Type). The actual resources loaded for each specific portal may differ.

Spruce Health

Member Portal

[Admin Home](#) [My Account](#) [Available Apps](#) [Help](#) [Log Out](#)

Minervo Solor

MEMBER DATA

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Member Profile

Minervo Solor

Most Recent Member ID	308fead6cc51941
Patient Identifier	DEMO-308fead6cc51941
Name	Minervo Solor
Gender	male
Birth Date	08/03/1990
Address	1350 14th Ave #1 Grafton, WI 53024
Communication Language	ENGLISH
Contact Information	Phone: Mobile: 555-555-555 Email: 308fead6cc519415@GMAIL.COM
Race	WHITE
Ethnicity	NON HISPANIC OR LATINO
Birthsex	

FHIR Resource Metadata	
Resource Type	Patient
Resource ID	DEMO-308fead6cc51941
Resource Last Updated	2024-01-30T15:59:20.821+00:00
Active Resource	true

Fig 5: Member Data Example (not real data)

Using Approved External Apps

External apps have been approved for use with the Member Portal, and the current list can be found on the Available Apps page. The same credentials used to log into the Member Portal are used with external apps.

Once a member begins to use an approved external app however, that external app has its own level of security and may not be HIPAA-compliant.

It is very important to review the terms and conditions and privacy policy of any external app before using and granting access, and only grant access to trusted apps. Limit the number of apps in use to reduce potential exposure.

Account Locked After Too Many Attempts

If a member attempts more than 5 times to log in without success, their account will be locked automatically. If this happens, the member should call Member Services for assistance.

Getting Help

A member can view the Help page on the Member Portal to get more detailed information about the Member Portal.

The Help Page also lists the relevant Contact Us online link and Member Services phone number.

The Help page can be found in the main menu under "Help".