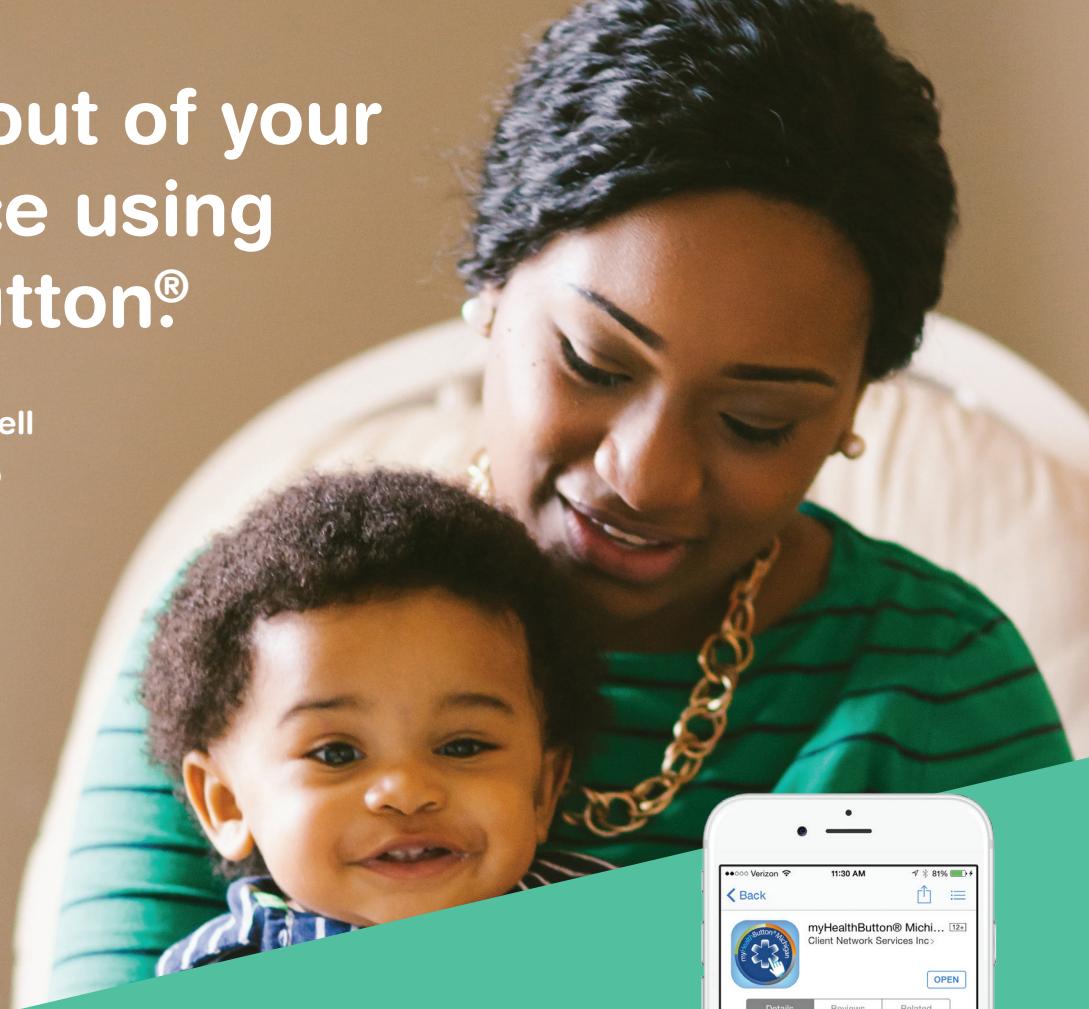


How to tap out of your old insurance using myHealthButton®

Have Medicaid and need to tell us your other insurance is no longer active in order to fill a prescription?



A few taps on your smartphone gets it done quickly and easily. Here's how:

1. Sign into myHealthButton®, then tap “My Health Wallet” on the Member Menu.
2. On the next screen, tap “Other Insurances.”
3. Active insurances from the last 30 days will be displayed. Tap the one you want to terminate.
4. On the next screen, tap “Edit/Remove other Insurance.”
5. On the next screen you’ll see your information. Only the “End Date” and “Having trouble filling your prescription?” fields can be changed. The “End Date” will set automatically to yesterday’s date. You can change it to an earlier date if you wish. Tap the “Having trouble?” button and select “Yes” from the menu.
6. Review all information to make sure it is correct, then tap “Submit.”
7. A “Success” message will appear. Tap “OK.”
8. This returns you to the “Other Insurances” screen. Make sure the insurance you terminated is no longer listed. You can also tap “Requested Changes” to make sure your termination request was recorded.

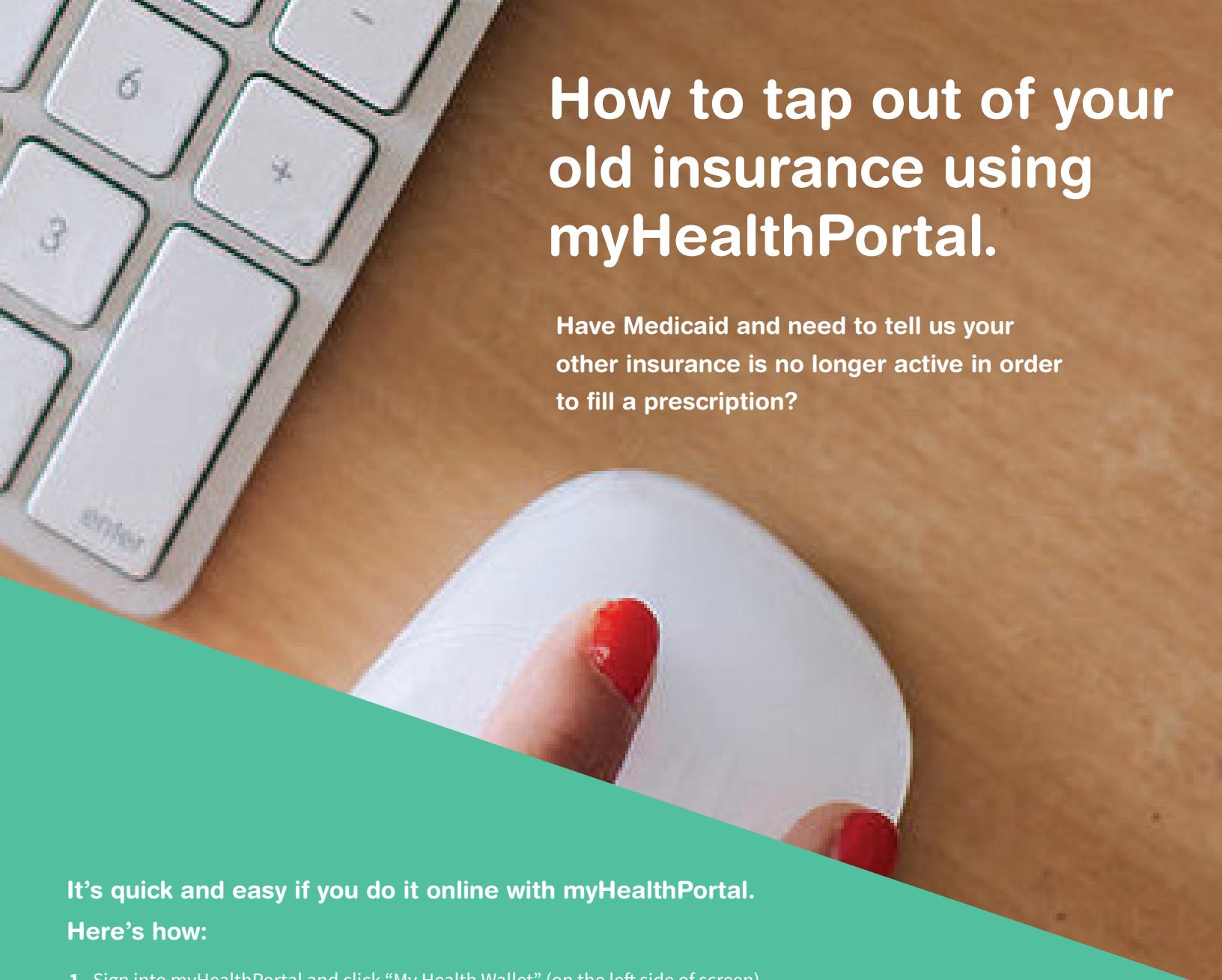
Now you're all done. That wasn't so bad, was it?

Note: This process can only be completed for other insurance that is **no longer active**. Active other insurance cannot be removed. Contact your active other insurance provider if you are having difficulty getting your prescription filled.

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3,000 printed at .2983 cents each with a total cost of \$895.00





How to tap out of your old insurance using myHealthPortal.

Have Medicaid and need to tell us your other insurance is no longer active in order to fill a prescription?

It's quick and easy if you do it online with myHealthPortal.

Here's how:

1. Sign into myHealthPortal and click "My Health Wallet" (on the left side of screen).
2. Then click on "Other Insurances."
3. Active insurances from the last 30 days will be displayed. Click the one you want to terminate.
4. On the next screen, click "End/Remove Other Insurance."
5. On the next screen, you'll see your information. Only the "End Date" and "Having trouble filling your prescription?" fields can be changed. The "End Date" will set automatically to yesterday's date. You can change it to an earlier date if you wish. Click the "Having trouble?" button and select "Yes" from the menu.
6. Review all information to make sure it is correct, then click "Submit."
7. A message stating "Your changes have been submitted successfully" will appear at the top of the "Other Insurances" screen. Look at the list of insurances and make sure the one you terminated is no longer listed. You can also click on the "Requested Changes" tab to make sure your termination request was recorded.

Now you're all done. That wasn't so bad, was it?

Note: This process can only be completed for other insurance that is **no longer active**. Active other insurance cannot be removed. Contact your active other insurance provider if you are having difficulty getting your prescription filled.

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