



Creating a Wellabe digital account

Step-by-step guide

Our customer portal and mobile app provide 24/7 access to your plan. You can view coverage, deductibles, and claims; access ID cards (if applicable); pay bills and manage payments; download and submit forms; and more.

Protecting your privacy is our top priority. We require a strong password and unique email address to get started. We also use multi-factor authentication to ensure your information is always well protected. Each time you sign in, you'll be asked to confirm your identify by entering a code you receive via text message or phone call.

Once registered, you can access your account through the customer portal and the Wellabe: Be Well mobile app using the same email address and password.

To register for an account, you'll need a valid email address. You'll also be given the option to verify your identity by providing your Social Security number, policy number, or if applicable, the email address you provided in your application. This information helps us verify your identify and link your account to your policy.

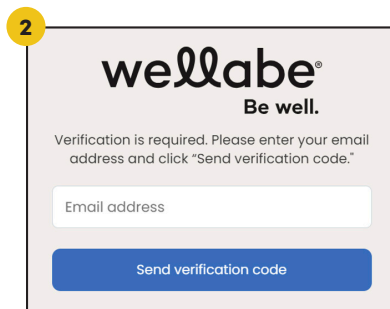
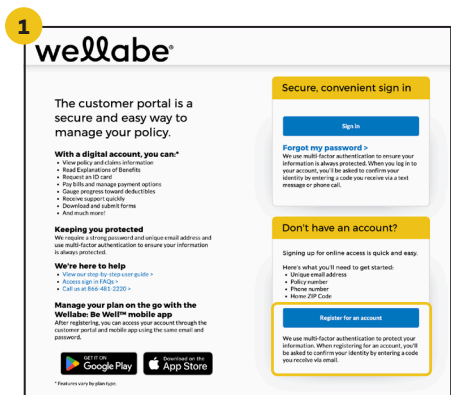


1. Click on “Register for an account” on the customer portal login page

2. Verify your email address

Enter your email address and click “Send verification code.”

Tip: The same email address cannot be used for more than one policyholder.



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3. Enter your verification code

Retrieve the verification message from your email inbox. Enter the verification code and click “Verify code.”

Tip: The verification email will be sent from msonlineservices@microsoftonline.com with the subject line “Wellabe account email verification code.” If you don’t find the email in your inbox, please check your spam or junk folders. You have 5 minutes to enter the code before it expires. If you need a new code, tap “Send new code.” Once your email has been verified, click “Create account.”

4. Finish account setup

Enter the following information:

- **A 8–64-character password.** Passwords must contain at least 3 of the following: An uppercase letter, a lowercase letter, a number, and/or a symbol.
- **Select a policy lookup type — your Social Security number, 12-digit policy number, or email address provided in your application.** Policy numbers are 12 characters long and contain both numbers and letters.

Health policyholders: You can find your policy number on your ID and/or the welcome letter you received in your policy packet.

Life policyholders: You can find your policy number on your welcome letter.

- **Your first and last name**
Tip: Enter your name exactly as listed on your policy.
- **Your date of birth.** Be sure to use the MM/DD/YYYY format.
- **Your 5-digit ZIP code**

Click “Create account” to finish account setup.

Tip: If you receive an invalid information error, please confirm that all the information has been entered correctly.

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wellabe®
Be well.

The verification code has been sent to your email inbox. Please enter the code below.

Email address

Verification code

Verify code Send new code

Your email has been verified. Click “Create account” to finish account setup.

Email address

Create account

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wellabe®
Be well.

Email Address

Send verification code

New Password

Show Password

Confirm New Password

Show Password

Policy Lookup Type

First Name

Last Name

Date of Birth

Postal Code

We are here to help

- [Access online account FAQs](#)
- Call us at [866-481-2220](tel:866-481-2220)