

Mobile application user guide

With the Parkland Community Health Plan application, you can get on demand access to the tools you need to stay healthy. Find a doctor, request a Member ID card or change your Primary Care Physician (PCP) at any time, from anywhere. It's easy. Just download the app to your mobile device or tablet.

Mobile app features

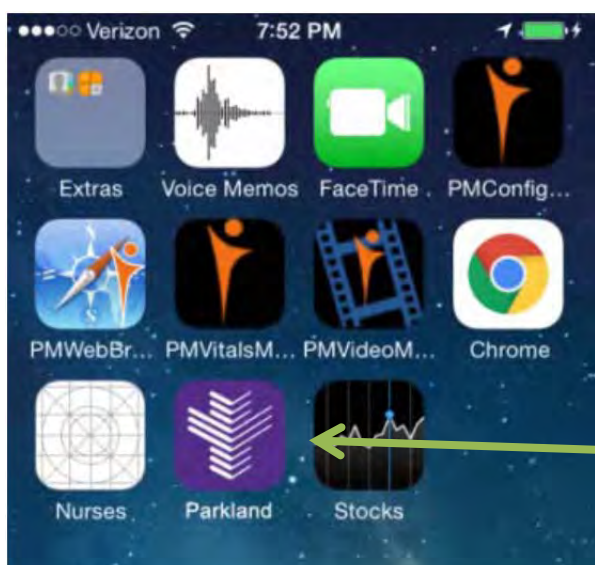
- Find a provider
- View or request your Member ID card
- Change your PCP
- View your claims
- Message Member Services for questions or support
- Update your phone number, address and other member details

Download app

To get the mobile app, you can download it from **Apple's App Store** or **Google's Play Store**. It's free to download. This app is available on certain devices and operating systems (OS).

To access any of the menu items, **you will need to register.**

- If you have registered for the Member Portal on your health plan's website you are already registered.
- If you have not, you can register through this app.
- Just have your member ID card with you.



Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above

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1. Splash page



2. Sign in

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Welcome to Parkland

Everything you need, right at your fingertips.

Username: *

[I've forgotten my Username](#)

Password: *

[I've forgotten my Password](#)

SIGN IN

Not a Registered User?

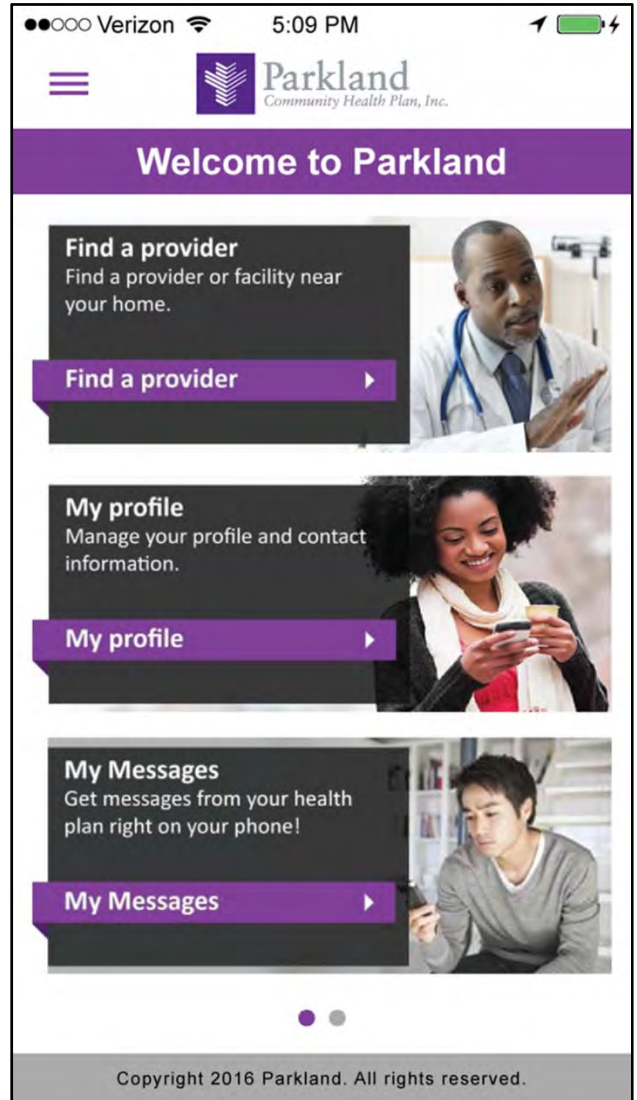
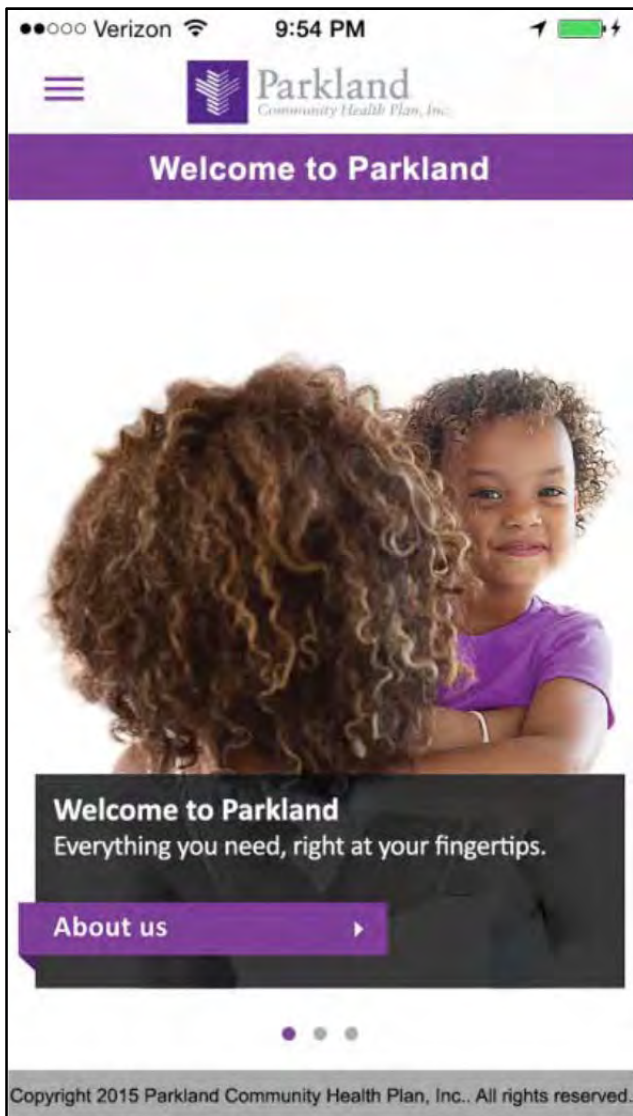
CREATE ACCOUNT

INSTRUCTIONS

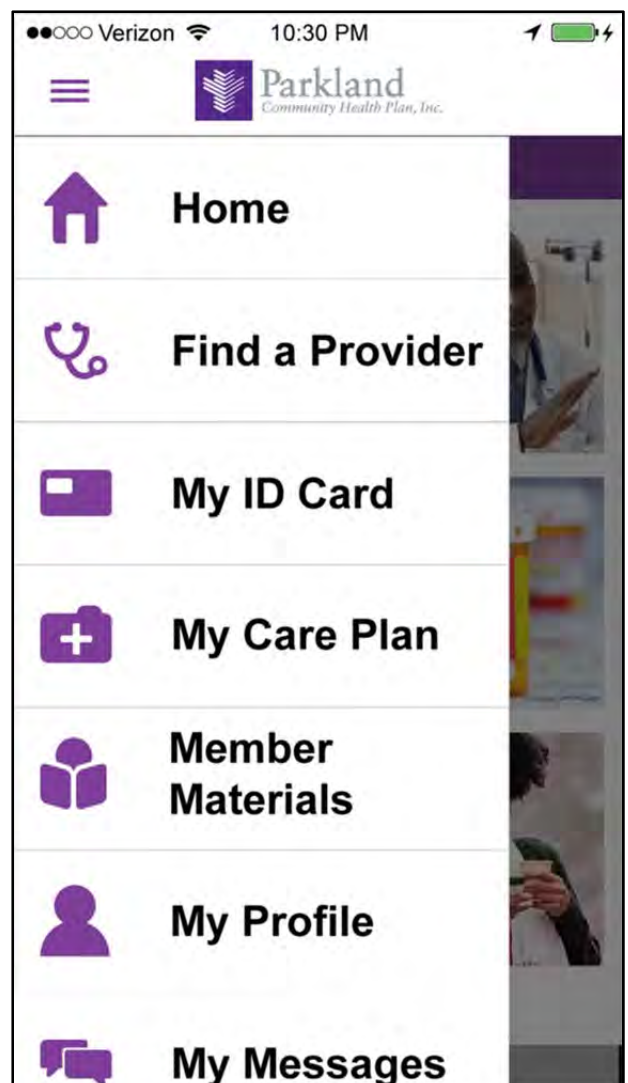
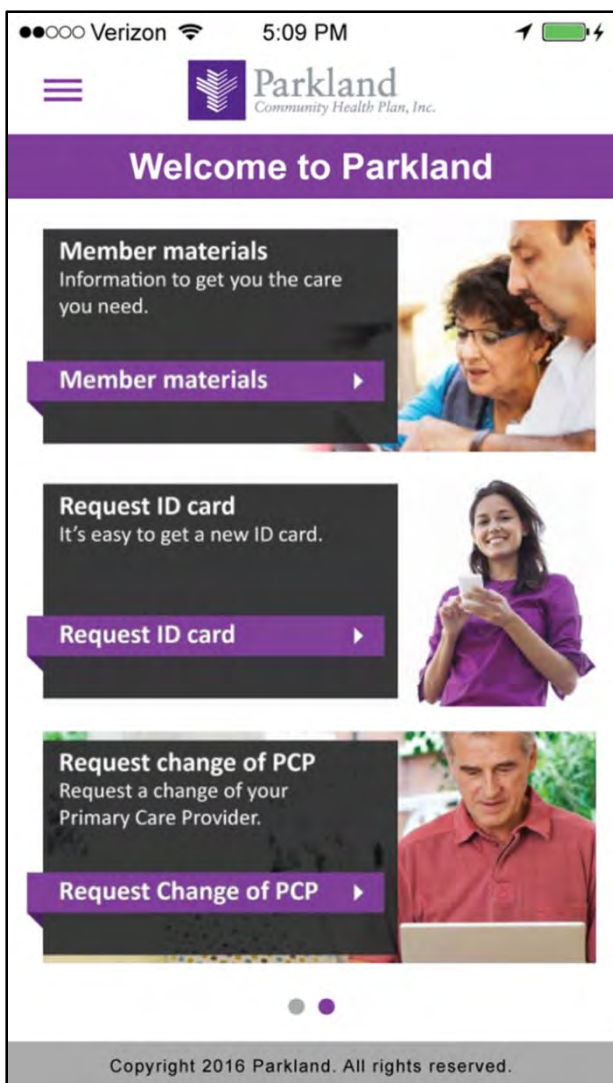
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password**.

If you have not registered yet, you will need to create an account. You will need your **member ID number, last name, date of birth** and **zip code** to register.

3. Welcome pages



4. Menu



5. Find a provider

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Find a Provider

How to use the Provider Directory

You can scroll through the pages up and down to view the pages in the directory. If you change your Primary Care Provider, the change becomes effective the same day you call Member Services to make the change.

Call Member Services at **1-888-672-2277** if you need help finding a doctor, hospital, or pharmacy.

Cómo usar el directorio de proveedores

Puede desplazarse por las páginas hacia arriba o hacia abajo para buscar en el directorio. Si cambia su proveedor de cuidado primario, el cambio entra en vigencia el mismo día que usted llama a servicios para miembros para solicitar el cambio.

Llame a Servicios para Miembros al **1-888-672-2277** si necesita ayuda para encontrar un médico, un hospital o una farmacia.

- [HEALTHfirst directory](#)
- [KIDSfirst directory](#)

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5.1 View directory

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PROVIDER DIRECTORY

DIRECTORIO DE PROVEEDORES

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HEALTHfirst

WE'LL KEEP YOU COVERED.
PARKLAND LO SEGUIRÁ CUBRIENDO.

For more information, please call 1-888-672-2277.
Para más información, por favor, llame al 1-888-672-2277.

TEXAS STAR
ACCREDITED

Parkland HEALTHfirst is part of the State of Texas Access Reform (STAR) program covering Medicaid patients in Dallas, Collin, El Paso, Hunt, Kaufman, Navarro, and Rockwall counties.
Parkland HEALTHfirst es parte del programa de Reforma del Acceso a Servicios de Texas (STAR) que cubre a clientes de Medicaid en los condados de Dallas, Collin, El Paso, Hunt, Kaufman, Navarro y Rockwall.

Dallas Service Area — June 2015 Área de servicio de Dallas — Junio de 2015
TXIP-04-04 A product of Parkland Community Health Plan, Inc. DA99-0615 (1)
Last revised 7/215

THE HEALTH PLAN FOR YOU - PARKLAND HEALTHfirst

Parkland Memorial Hospital's doctors are part of the University of Texas Southwestern Medical Center. It is often ranked among the 25 best hospitals in the United States.

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PROVIDER DIRECTORY

DIRECTORIO DE PROVEEDORES

Parkland
KIDSfirst

WE'LL KEEP YOU COVERED.
PARKLAND LO SEGUIRÁ CUBRIENDO.

For more information, please call 1-888-814-2352.
Para más información, por favor, llame al 1-888-814-2352.

Parkland is part of the CHIP program covering the Dallas Service Area: Dallas, Collin, El Paso, Hunt, Kaufman, Navarro and Rockwall counties.
Parkland es parte del programa de CHIP que cubre el área de servicio de Dallas, los condados de Dallas, Collin, El Paso, Hunt, Kaufman, Navarro y Rockwall.

CHIP We've got your kids covered.

A product of Parkland Community Health Plan, Inc.

Dallas Service Area — June 2015 Área de servicio de Dallas — Junio de 2015
TXIP-15-04-04 DA99-C-0615 (1)
Last revised 7/215

Welcome to Parkland CHIP... The Health Plan for You!

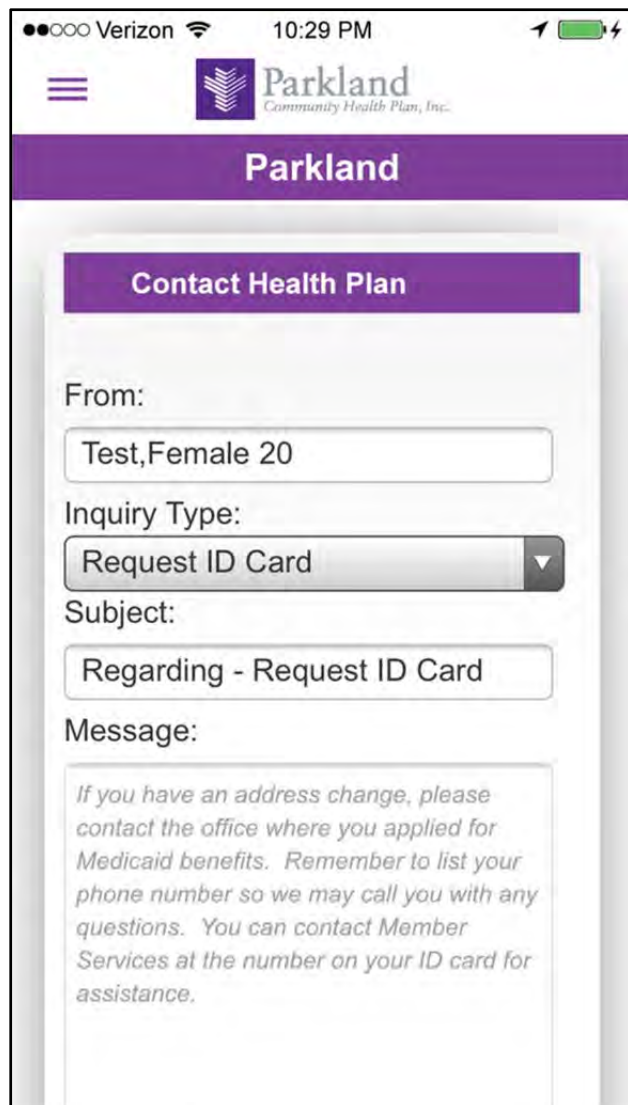
6. My ID card (front)



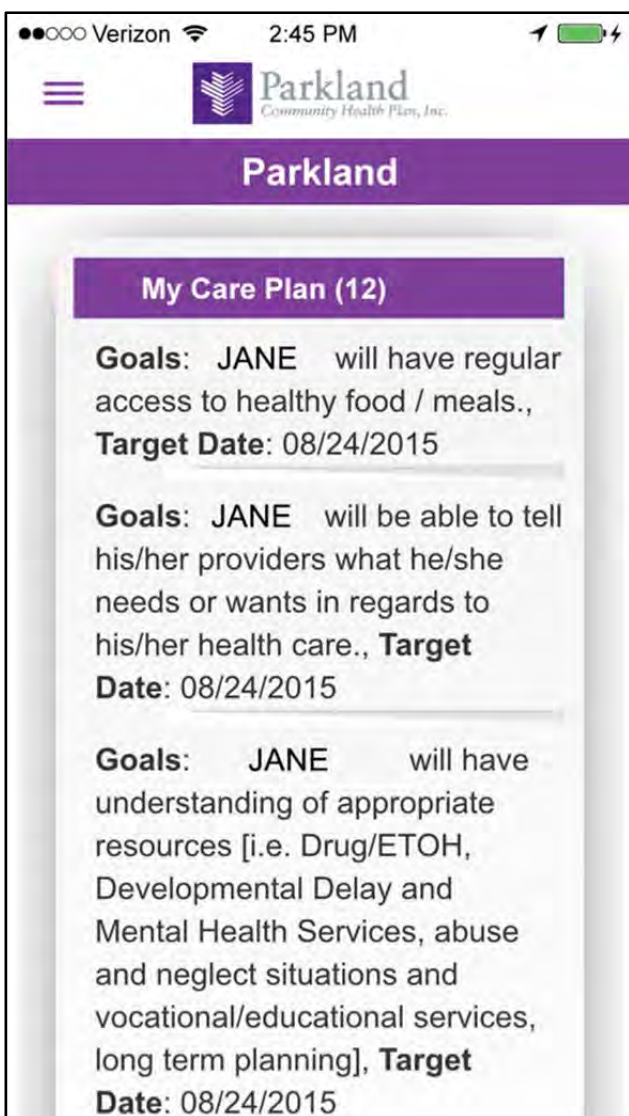
6.a My ID card (back)



6.1 Request ID card

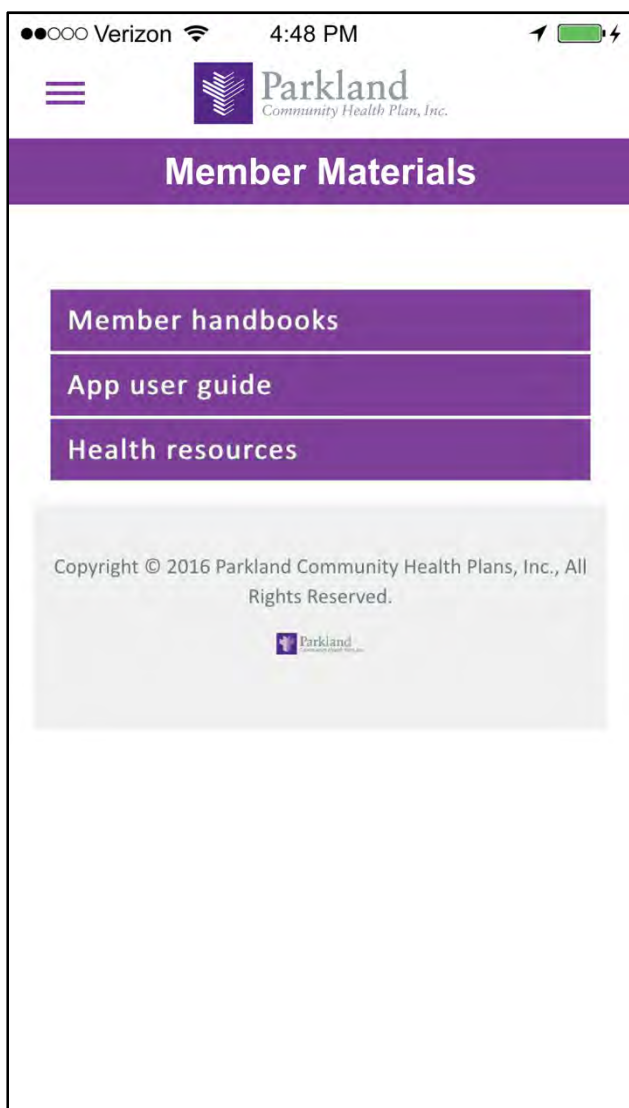


7. My Care Plan

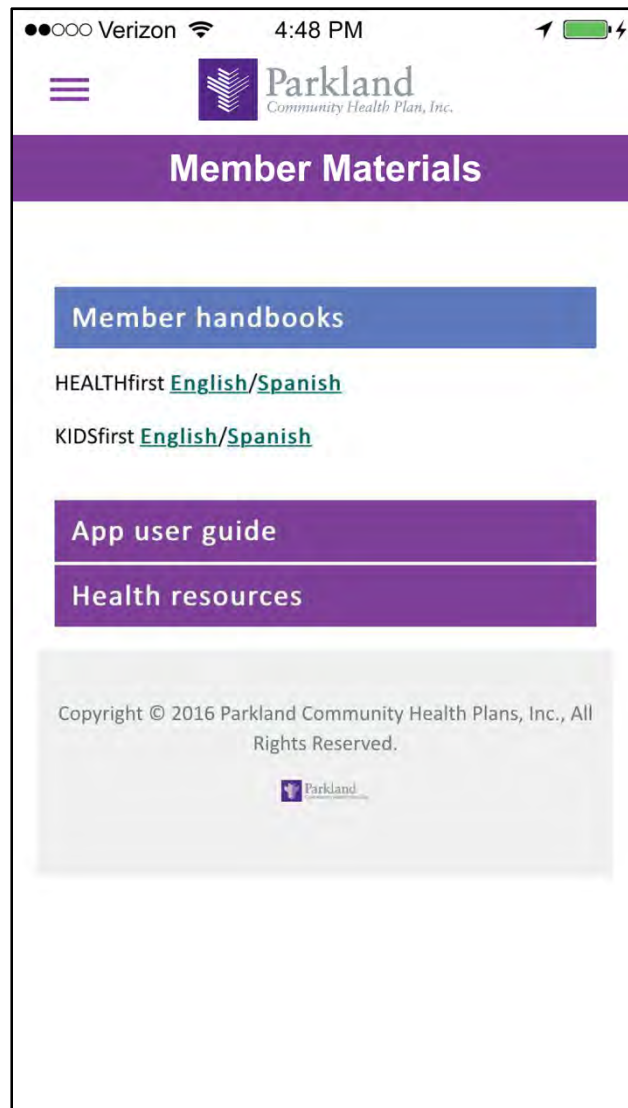


My Care Plan is the care plan that you and your care manager have developed for you if you are enrolled in a care management program. If you do not have a care plan, it will show “No results found”.

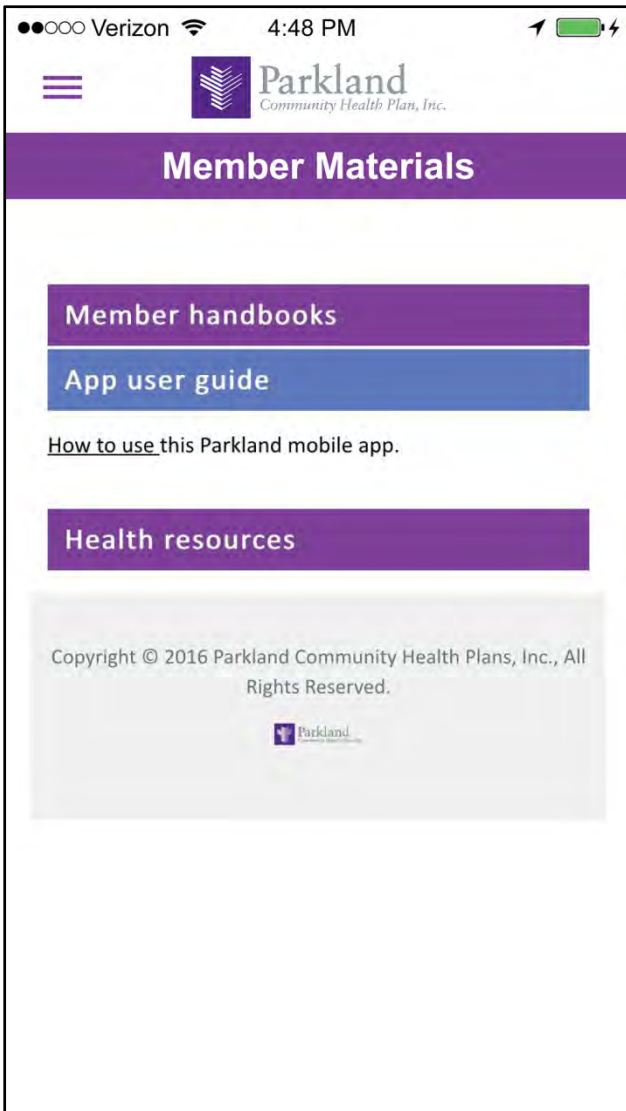
8.1 Member Materials



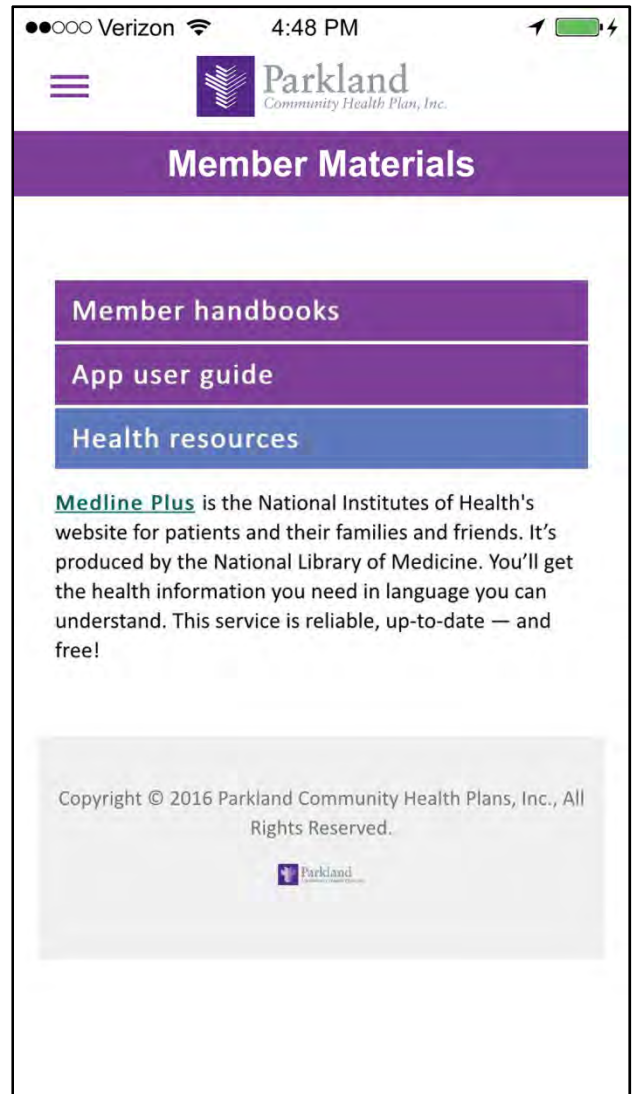
8.2 Member Handbook



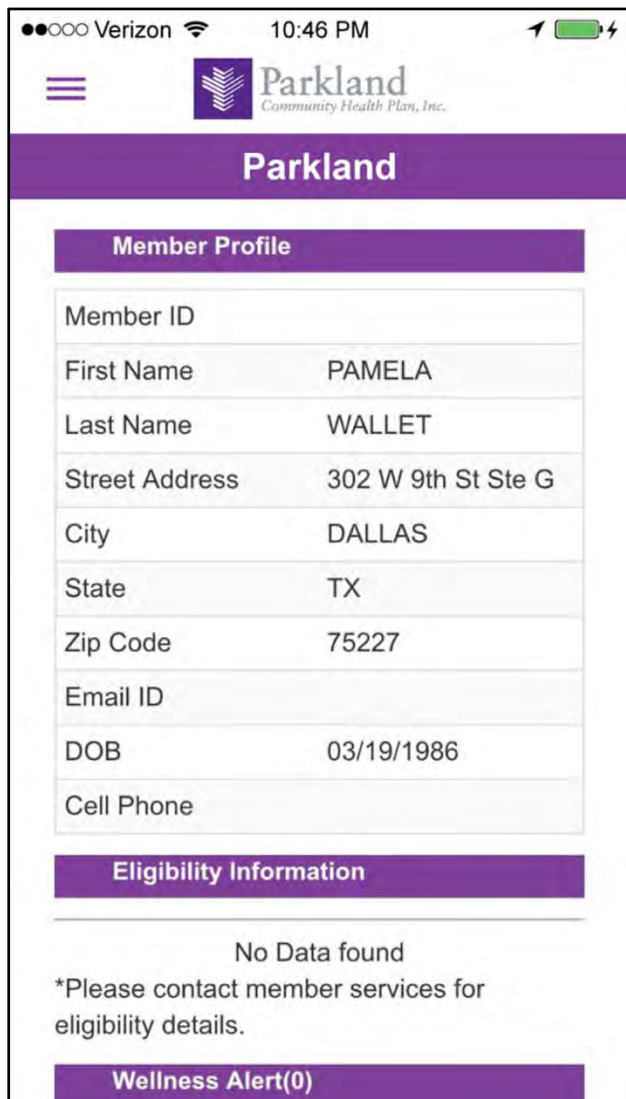
8.3 Mobile App User Guide



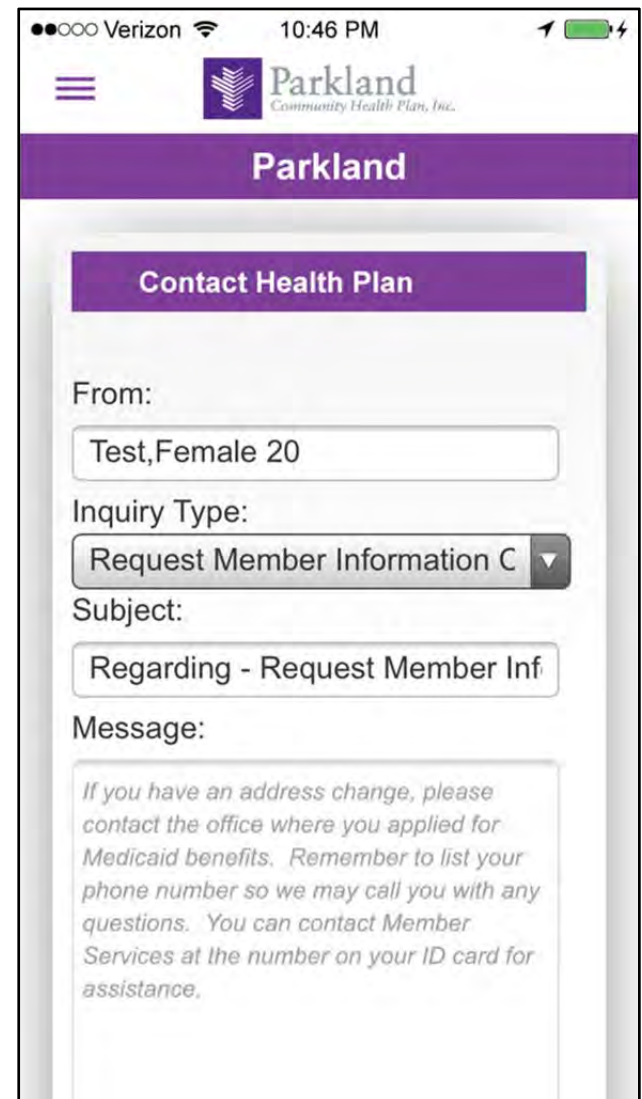
8.4 Health Resources



9. My Profile



9.1 Request Profile Update



9.2 Request PCP Change

Contact Health Plan

From:

Inquiry Type:

Subject:

Message:
If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.

10. My Messages

My Messages (0 Unread Messages, 4 Messages total)

<input type="checkbox"/>	From	Subject
<input type="checkbox"/>	MSA, MWportal2	Requesting Information About A Health Condition
<input type="checkbox"/>	MSA, MWportal2	Pharmacy Exception Request Form
<input type="checkbox"/>	MSA, MWportal2	TEST
<input type="checkbox"/>	MSA, MWportal2	Regarding - Request ID Card

1

Reply

11. My Claims

Search Claims

Note: Please give Claim Type or Claim Status or Service Date From/To

Claim Type

Claim Status

Service Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search

Cancel

Enter your claim type, claim status and your beginning and ending service dates.

Enter dates as mm/dd/yyyy. Then hit **Search** button.

11.1 Claims Results

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Parkland

Claim - Search Results (20)

Claim ID: 15044C007217,
Provider Name: CHASE HEALTH CARE, **Claim Status:** PAID, **Total Billed Amount :** \$450.00, **Total Paid:** \$110.54

[View Details](#)

Claim ID: 15044C007270,
Provider Name: CHASE HEALTH CARE, **Claim Status:** PAID, **Total Billed Amount :** \$47.00, **Total Paid:** \$0.00

[View Details](#)

Claim ID: 15044C007342,
Provider Name: CHASE HEALTH

12. About Us

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About Us

Parkland Community Health Plan (PCHP) was started in 1999 by Parkland Health & Hospital System. We offer Medicaid STAR and CHIP (Children's Health Insurance Program) health insurance for children, teens, pregnant women and adults. We are proud to be locally owned and locally operated.

Parkland Community Health Plan (PCHP) offers Medicaid STAR and CHIP (Children's Health Insurance Program) health insurance for children, teens, pregnant women and adults. These health insurance programs cover doctor visits, regular checkups, immunizations, lab and x-rays tests, hearing and vision tests, hospitalization, surgery, emergency services, urgent care services, home health care, DME/medical equipment, and more.

We have more than 3,000 doctors and more than 25 hospitals in our network to give you health care if you qualify for Medicaid or CHIP. The hospitals in our network include Parkland and Children's Medical Center, and many others. The doctors include pediatricians, specialists, and main doctors who can provide routine checkups and immunizations.

Parkland has been here for you for over 100 years, and now Parkland Community Health Plan will keep you covered!

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13. Log out

In the menu, when you are done making changes, sending requests or viewing claims ALWAYS remember to hit **Log out**.