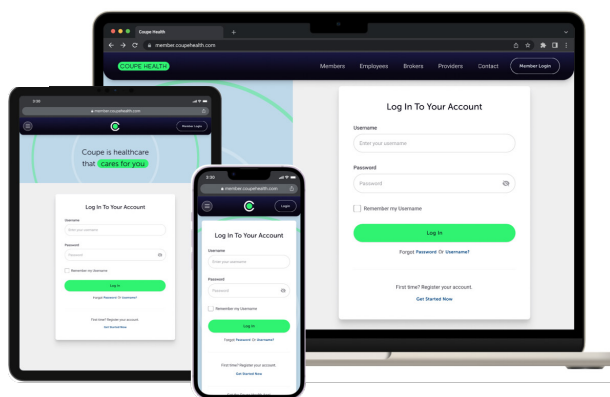


COUPE

Navigating Your Coupe Member Portal

Accessed via web browser or mobile app, the Coupe member portal is your one-stop-shop for your health plan benefits. Use this guide to get set up in your member portal. Plus, learn about exciting features designed to make managing your healthcare a breeze.

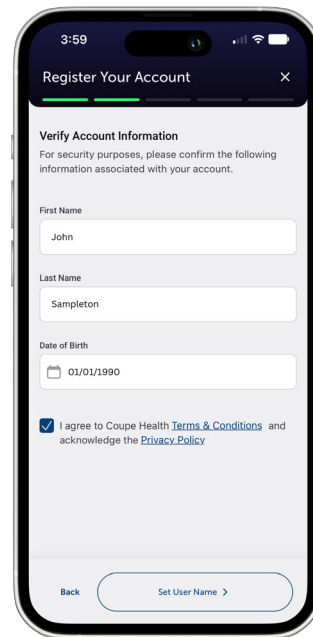
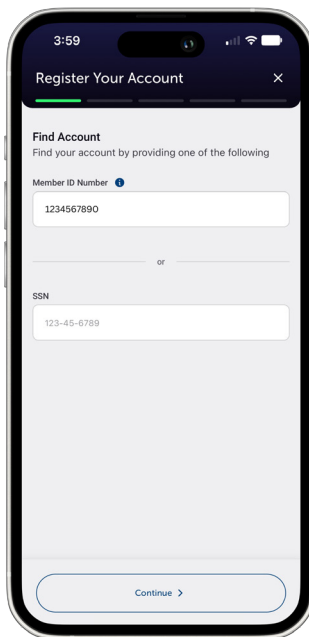
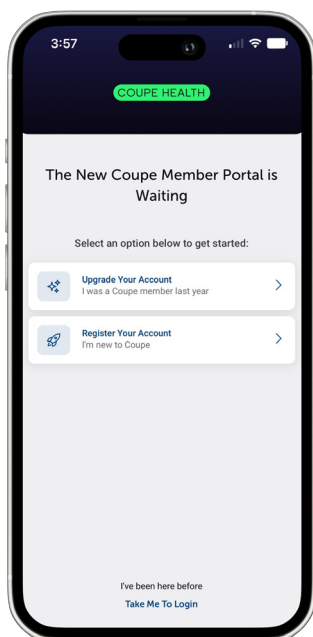


Register Now

Prefer a mobile app?
Download now on the
Apple app store or Google Play store.



- 1 If you're a returning member, select 'Upgrade Your Account.' If this is your first time registering, select 'Register Your Account.'
- 2 Find your account by entering your member ID number (found on your member ID card) or by entering your social security number.
- 3 Verify your account information by entering your First Name, Last Name, and Date of Birth.



4 Next, create a unique username for your account.

The screen displays the 'Register Your Account' header. Under 'Create Username', it states 'Usernames should be unique and be between 8-15 characters in length'. A text input field contains 'JohnSampleton1'. Below the field, a green checkmark icon and the text 'This username is available!' are shown. At the bottom, there are 'Back' and 'Set Password >' buttons.

5 Create a secure password for your account. Follow the password requirements listed.

The screen displays the 'Register Your Account' header. Under 'Set Password', it says 'Create a password for your account'. There are two password input fields: 'New Password' and 'Confirm New Password'. Between them, a list of requirements is shown with green checkmarks: 'Must be at least 10 characters', 'One uppercase letter', 'One lowercase letter', 'One number', and 'One special character from this list: ! @ # \$ % ^ & *'. Below the fields, a green checkmark and 'Passwords match!' are displayed. At the bottom, there are 'Back' and 'Review Account Info >' buttons.

6 Enter your email address and any optional information you wish to provide.

The screen displays the 'Register Your Account' header. Under 'Review Account Info', it states 'The contact information below will be leveraged to verify and activate your Coupe account'. It includes a section 'Details Provided by Plan Sponsor' with pre-filled information: First Name (John), Last Name (Sampleton), and Address (123 Sample Plwy, Plano, TX 75024). Below this is another 'Review Account Info' section with input fields for 'Personal email' (containing 'JohnSampleton01@gmail.com'), 'Mobile phone number (Optional)' (containing '(122) 123-4567'), and 'Preferred Name (Optional)'. At the bottom, there are 'Back' and 'Finish Setup' buttons.

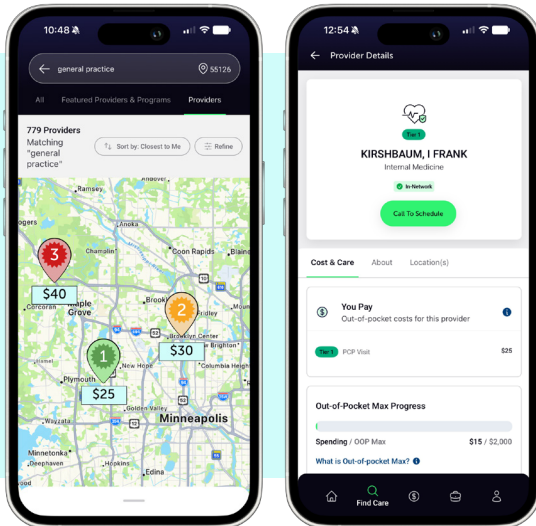
7 Your registration is now complete. Click 'Go to Login' to start accessing your member portal.

The screen shows a green checkmark icon at the top. Below it, the text 'Registration Complete' is displayed, followed by 'Your account has been successfully set up.' At the bottom, there is a 'Go to Login' button.

Dependent Access

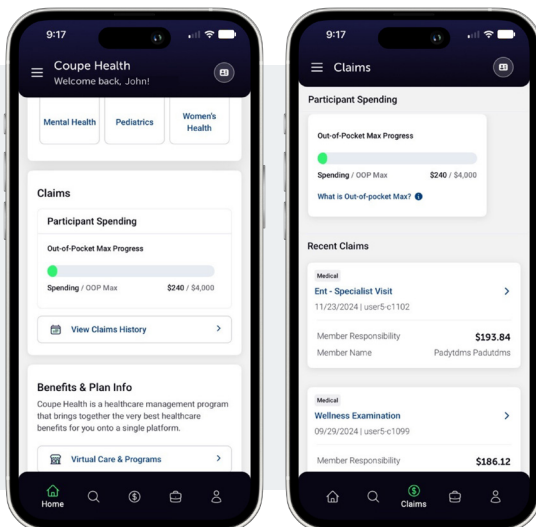
Dependents age 13 or older can follow the steps above to create their own account and access the Coupe Portal from their device.

Member Portal Features



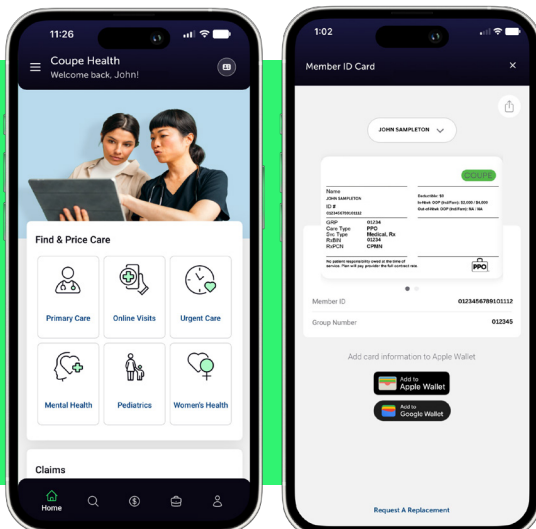
Find a Provider and Compare Costs

Easily search for high-quality care through your member portal. Log in and use the 'Find and Price Care' tool to search for care by provider name, condition, specialty, or reason for visit. Then, compare your options based on quality and cost information.



View Your Out-of-Pocket Max Progress

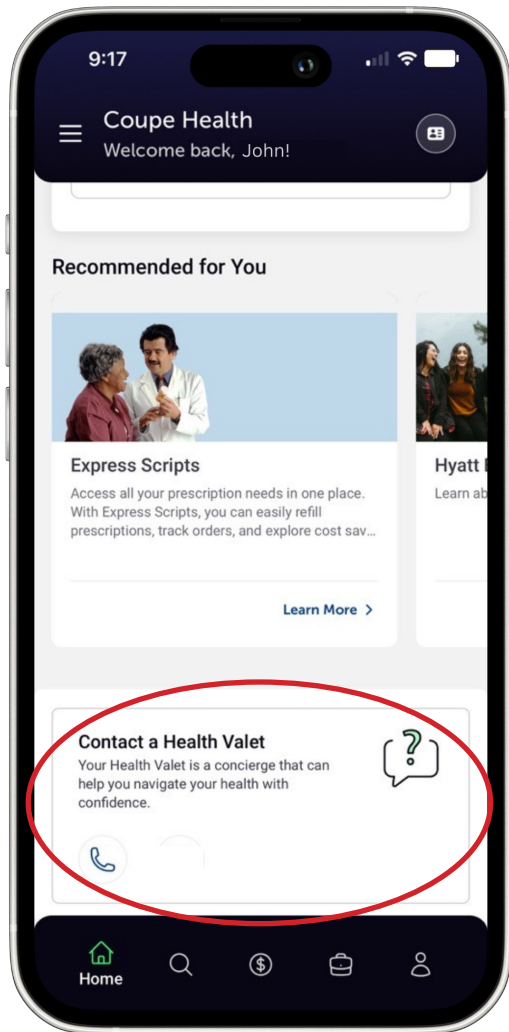
Keep track of your healthcare claims and download your Explanation of Benefits (EOB) from your member portal. View your claims history and check your out-of-pocket max progress all in one place.



Access to Digital Member ID Card

Left your member ID card at home? Access your digital member ID card from your portal and save it to your Apple or Google Wallet so it's always within reach on your mobile device.

Health Valets



Your Personal Health Concierge

Work with a Coupe Health Valet, available in English and Spanish, as you navigate your healthcare journey with confidence. Your Health Valet is here to help:

- + Answer questions on coverage information
- + Explain different care options
- + Find a high-quality provider
- + And more

Still have questions?

Contact your Health Valet by calling the number on the back of your member ID card.