Secure Member Account Set Up

Start by going to www.reliancematrix.com/individuals/dental-and-vision to get to the Dental and Vision home page. There is a Login link at the top of the page, but this will not work for members so don't use this link. Instead scroll down to the middle of the page to the Member Services section and click the link for Member Services highlighted below. Members of our New York plans, sub 137, will need to use the links for New York users. This is based on the plan, not the member's location.

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⌂ Home / Employers / Dental and Vision

Dental and Vision

Our enhanced online services offer quick access to dental and vision benefits.

Find a Dentist

Looking for a network provider? Use our online directory to find a dentist. ☑

Find a PPO Vision Provider

For policyholders with Vision PPO option, the following websites contain lists of PPO providers in your area:
VSP ☑: Vision Care for Life®
EyeMed ☑: Vision Care®

Member Services

For members, we offer secure access to view your benefit summary, pending and paid claims, pretreatment estimates, and status of plan maximums and deductibles online by using Member Services ☑ (In **New York**, please go here ☑.)

Employer Services

Employers and benefits administrators can reduce time spent fielding phone calls, researching plans for answers to benefits questions, and performing administrative tasks. You may register for Employer Services using our eServices Agreement. ☑ (In **New York**, please go here ☑.) Once registered for Employer Services, use our Employer Services portal link. ☑ (In **New York**, please go here ☑.) View an eServices online tutorial ☑.
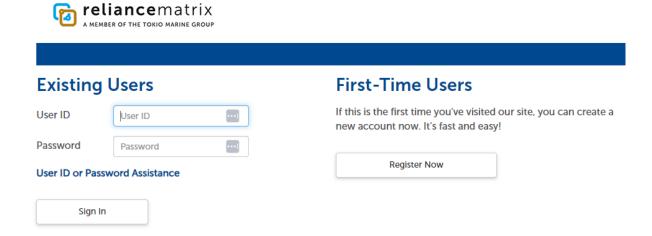
Required Privacy Notice

If you have a new plan with us, you're required to download and or print the required Privacy Notice ☑, then distribute it to eligible members on your plan or post it on your intranet or in a conspicuous place at your members' place of work.

Provider Services

For providers, we offer secure access to view your insured patients' dental and/or orthodontic claims, confirm payment amounts and check for processed claims online by using Provider Services. ☑ (In **New York**, please go here ☑.)

If you haven't created an account yet, click the Register Now link marked, and start the account set up process. If you have already created your account, enter your User ID and Password and click Sign In to sign in to your account.

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Existing Users

User ID	User ID
Password	Password

User ID or Password Assistance

Sign In

First-Time Users

If this is the first time you've visited our site, you can create a new account now. It's fast and easy!

Register Now

On the New User Registration page, you will need to fill out all the blanks on this page. You can create your own user ID and password unique to you. The password requirements are listed there as well. Once done with this page click the Create Account link.

New User Registration

1. Contact Information
We will not share your email address with any third party company or mailing list. You will receive no messages or promotional information unless you request it. Your e-mail address may be used to notify you of changes to your account status or policies.

First Name:

Last Name:

E-mail Address:

2. Choose your User ID and Password
Your User ID and Password will be what you use to sign in every time you return to this site.

User ID:

Password:

Re-enter Password:

Reminder Phrase:

Your User ID MUST:
- Include 5-20 characters
- Contain only letters, numbers, and the following characters @, -, _, and .

Your password MUST:
- Include 8-20 characters
- Include at least one number (e.g. 1,2,3..)
- Include at least one lower case letter (e.g. a,b,c..)
- Include at least one upper case letter (e.g. A,B,C..)
- Include a special character (except \ [ ] { } ' ")
- Not include any spaces
- Not match your User ID

Suggestions to make your account more secure.

3. Account Verification
These questions will be used to verify your identity should you be required to speak to someone about your account. No associate will ever ask you for your password to any system.

Question 1: What is the name of a college you applied to but did not attend? ∨

Answer 1:

Question 2: What is the first and last name of your childhood best friend? ∨

Answer 2:

[Create Account]

After creating your account, you will be taken to our 2-step verification which will send you an email, text, or phone call with a 6-digit code to verify that it's actually you creating the account. Choose which method you'd like that passcode sent to you and enter it when you get the text, email, or call. Click the

box to remember this device is you are registering on your home computer, so you won't have to go through this step again.

The last page before you're done is the User Authorization page. This links the user ID you just created to your plan in our system, so the website can pull accurate information. Fill out this page with your information it's asking for. Name as it appears on your card, birth date, zip code, and member ID number. Your ID number is often your social security number. Your ID number is NOT the number listed on your card, that's the policy number which is the same for the whole group. After filling out this page, mark the box that you are the insured member and click the Submit link.

If you get an error message on this page that the information does not match our records, please call us at 1-800-497-7044 and a member of our website support team will be happy to verify we have the correct information on our end to get you past this page.

If you get an error message that a level 2 account has already been created, this means you've already set up an account on our site before and you would need to use that user ID for privacy reasons. If you do not remember creating a user ID previously, please call us at 1-800-497-7044 and a member of our website support team will be happy to assist you in obtaining your correct user ID.

USER AUTHORIZATION PAGE

Important: It is unlawful to misrepresent yourself as the insured member in order to gain access to this system for any purpose. Any such unauthorized access or use may be subject to prosecution.

Member First Name:	Tony
Member Last Name:	Carollo
Member Date of Birth:	Month ⌄ Day ⌄ Year ⌄
Member Zip Code:	

☐ Check here if you are the insured member.

Your member ID may be found on your ID card. If you did not receive an ID card or your ID card is not personalized, enter your Social Security Number.

Please do not enter dashes or spaces. Example: 555555555
Member ID numbers that are less than 9 digits must include leading zeros: Example: 000123456

Member ID:	

[Submit]   [Reset]

After this the account set up should be complete. You will be taken to a page asking if you'd like to receive EOB's online. If you do, enter your email address. If you want to continue receiving them in the mail, click No thanks and move on to your Secure home page.