

We love to hear from our members, but we know it isn't always convenient to call during our regular business hours. At HNEDirect, you can do many of the same things you would over the phone – but 24/7, at your convenience, wherever you have internet access.

On HNEDirect, your provider search will be customized to your plan automatically. You can change PCPs, update your address, view claims, and lots more! We even built in personal reminders to let you know when you are due for important appointments or tests.

### How to Sign up for HNEDirect

1. Go to <http://www.hne.com> and click on the **HNEDirect**.
2. Click the **for Members** button.
3. Click the **Log In Screen** button.
4. Click the **Need to Register** button at the bottom of the screen.
5. Select **Member**.
6. Enter your **Member ID** in the Member ID field.
7. Click **next**.
8. Complete all **required fields**:
  - Enter email address twice.
  - Review the User Agreement, then click **Accept**.
  - Enter your Name as it appears on your ID card.
  - Enter your date of birth.
  - Enter your ZIP code.
  - Choose and enter a password. Confirm your password by entering it a second time.
  - Enter a Password Reminder (a word or statement that will help you remember your password in case you forget it).
  - Enter a Security Question and Answer
  - Grant information access to family members (you will have to register family members 13 or older separately to have access to their claims data).
  - Click **Done**.

### How to View Claims on HNEDirect

Want to track and manage expenses for your High Deductible Health Plan on-line? Check the status of a claim or how it was processed for you or your covered family member? Just log in to HNEDirect! (Note: to view claims for dependents aged 13 or older, the dependent must have an HNEDirect account and grant you security access.)

To view claims and referrals on HNEDirect, you first must sign up for **Level 2 security**. To sign up for Level 2 security:

1. **Log in** to your **HNEDirect** account.
2. From the navigation bar on the left hand side of the screen, click **My HNE Plan**.
3. You will be prompted to **Request Level 2 Access**.
4. Once you make the request a **code** will be sent by mail to your home address. It usually takes about a week to arrive.
5. When you receive your security code, **log in** to your **HNEDirect** account.
6. When you log in, you will be prompted for the **security code**.
7. Once you enter the security code, you can view the claims that have been processed for you. Just click **View Claims** on the navigation bar on the left hand side of the screen.

