INTRODUCING I-SITE
Health Claim Portal

The Insurance and Benefits Trust of PORAC is pleased to announce our online Health Claim Portal. Through the I-Site portal, you can do the following:

- *View health plan enrollment status for subscribers and dependents*
- *View the subscriber health claims*
- *View Explanation of Benefits for the subscriber's processed claims*

Keep watching this site for enhancements coming soon that will enable dependents over age 18 to create their own accounts and view their claims as well.

TO CREATE AN ACCOUNT:
Note: Functions are not supported by Internet Explorer. Please use a browser other than Internet Explorer.

From the webpage: https://ecommerce.issisystems.com/isite461/eremit.dll/46101/loginm.asp

Go to registration page, click the "Create Account" button at the bottom of the page and enter the following:
- SSN or HCID #
- Date of Birth
- Last Name
- Password
- Security Questions
- Click "Register for Access"
  - An email will be sent to the email address you provided. The email will include a link to an activation screen and an activation code
    - Please allow 5 – 10 minutes for email to arrive
    - You will need to accept cookies / unblock popups
- Enter the activation code, username and password on the activation screen
- Log into account using username and password

TO VIEW EOBs:
- From the CLAIMS screen, click on the claim number. This will open up EOBs for finalized claims.

IF YOU FORGET YOUR PASSWORD:
- If you forget your password, use the "forgot password" option to re-set your password
- Five logon attempts are allowed before you are locked out
- After five failed logon attempts, you will be locked out for 24 hours

If you have trouble creating your account, please call Member Services at (800) 655-6397.