Maxwell | Health™
FREQUENTLY ASKED QUESTIONS

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If you'd like to see a step-by-step walk-through of how to use your Maxwell portal once you're logged in, click **here** for our Shopping Guide.

How do I log into the Maxwell portal for the first time?

In order to successfully access and navigate your Maxwell portal, please make sure:

1 ...you're using an Internet browser and version that's compatible with Maxwell.

Maxwell is compatible with Google Chrome (versions 37 and above), Mozilla Firefox (versions 30 and above), Internet Explorer (version 11), Microsoft Edge, and Safari (versions 6 and above)

2 ...you've verified with your company's Administrator that you've been successfully added to the Maxwell Health portal.

3 ...the email address you use to create your account is an exact match to the email address your employer provided to us.

4 ...that if you're logging in with your first and last name, they are an exact match to the first and last name that your employer provided to us.

## What do I do if I receive an "Invalid Password Token" message?

If you received a welcome email from your Administrator, click the reset link in that email to generate a new reset link, which will be sent to you via email. Reach out to your company's Administrator for a reset link to create or reset your password.

What do I do if I receive a "Username and Password Do Not Match" message?

Ensure the email address you used to create your account is an exact match to the email address your Administrator provided to us.

Try re-typing your information, ensuring that your caps-lock key is not on.

Can I reset my password at any time?
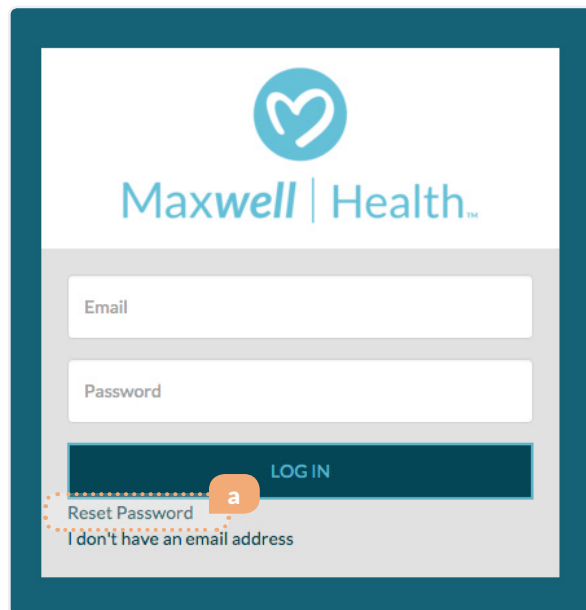
1 Sure can! Simply enter the following URL into your browser's address bar:
https://app.maxwellhealth.com/member/login

2 Ensure the email address you used to create your account is an exact match to the email address your Administrator provided to us.

3 Click the **a** "Reset Password" hyperlink under the "LOG IN" button.

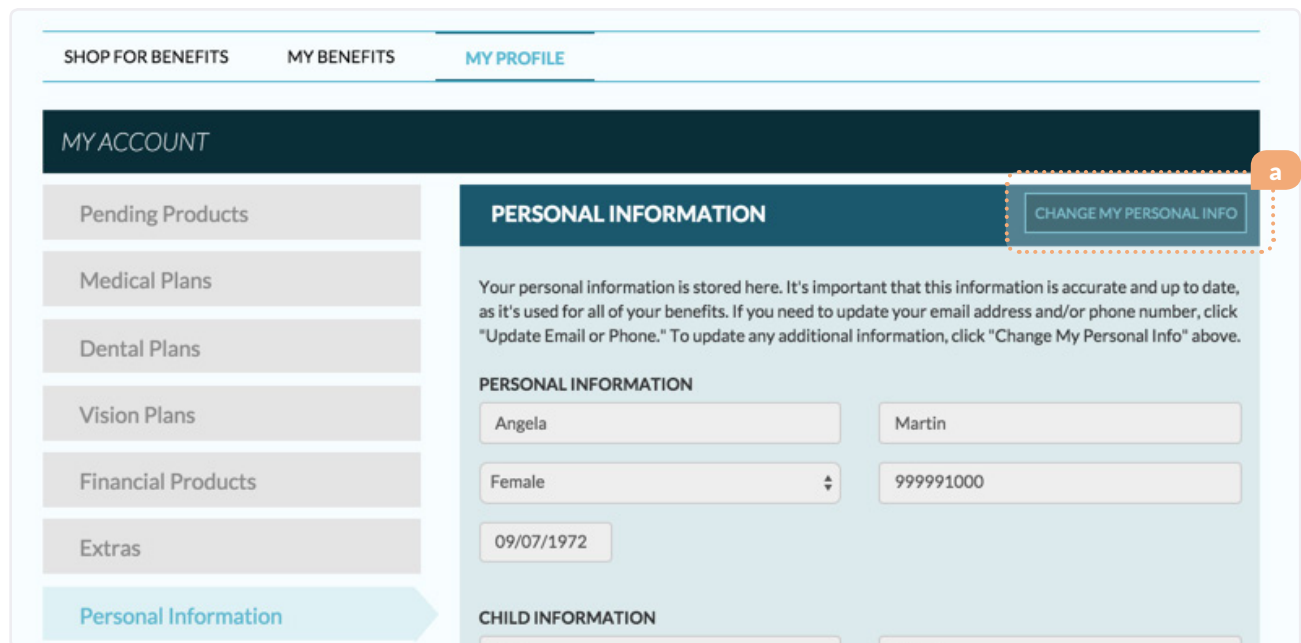**4** Follow the prompts that appear to reset your password.

* If at any time you're unable to advance to the next screen, please ensure you are using a compatible browser. Maxwell is compatible with Google Chrome (versions 37 and above), Mozilla Firefox (versions 30 and above), Internet Explorer (version 11), Microsoft Edge, and Safari (versions 6 and above).

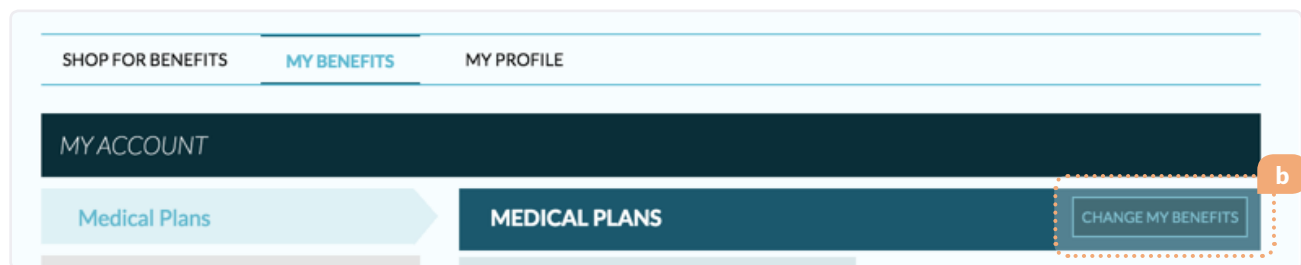# I hit the "Next" button and nothing is happening.

The issue you're experiencing is likely due to using an incompatible browser. In order to successfully access and navigate your Maxwell portal, it's necessary to ensure that you're using a compatible browser. Maxwell is compatible with Google Chrome (versions 37 and above), Mozilla Firefox (versions 30 and above), Internet Explorer (versions 10 and above), and Safari (versions 6 and above).

How do I change my address or my benefits, or add dependents?

In order to make edits or changes to your personal or demographic information, you will need to click the (a) "Change My Personal Info" button in the Personal Information tab. To make edits or changes to your benefits information, you will need to click the (b) "Change My Benefits" button in "My Benefits". In both cases, you will then be prompted to select the reason that you need to change your information or benefits and enter the date of that change.

After completing any changes to personal, demographic, or dependent information, your company's HR Administrator will need to approve those changes before you are able to re-enter your portal. Please note that if your change involves editing your current benefits coverage, you will be able to make that change once your HR Administrator has approved.

I want to waive my coverage. How do I do that?

In order to waive coverage in your Maxwell portal, it's necessary to create a password and log in. After verifying your personal and demographic information, you will be brought to the Browse Products menu.

In this section of the portal, you can select the (a) "I don't want _____ insurance" hyperlink for each product category for which you wish to waive coverage. You will not be asked to "Check Out" or "Submit Enrollment", and will not receive a confirmation of your election to waive coverage.
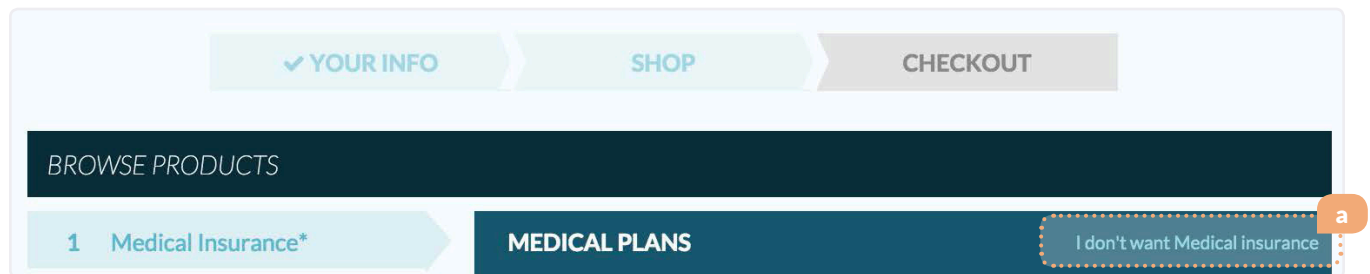
I've selected products but cannot check out. What do I do?
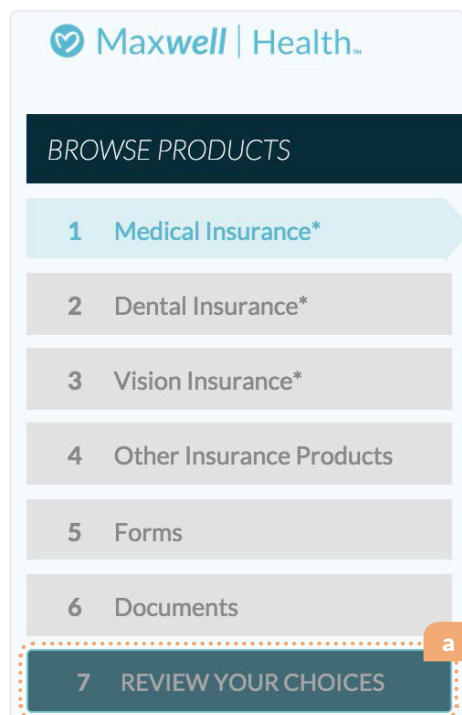
Please ensure you have made an election for each product type available to you, whether your chosen election is to enroll in the product or to waive it.

You can also use the (a) "Review Your Choices" tab to ensure you've made elections for all available product types.

If the (b) "Confirm Product" button is green, please click on the button to confirm, in order to perform the two-step checkout process.

Your total *monthly* cost :	$174.08
Your total cost per *pay period*:	$87.04

CONFIRM PRODUCT
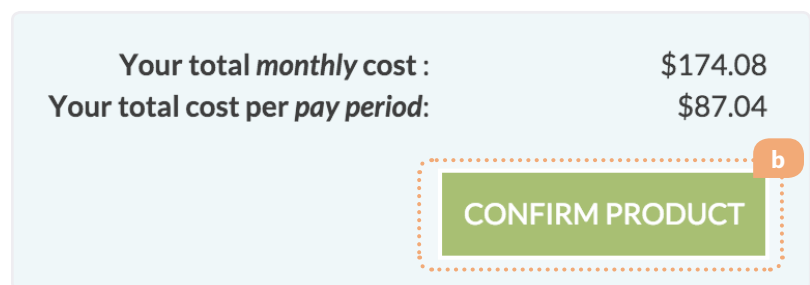
I didn't get a confirmation email. How do I know I'm all done with enrollment?

An email confirming your benefit elections will be sent out after you've completed your elections. However, enrollment in your elections with the carrier(s) will not be confirmed until your Administrator has processed your elections.

If you want to verify the product(s) that you've successfully confirmed your enrollment in, you can access the "Pending Products" tab in your "My Benefits" section, which will list out the products. Products will remain in this "Pending Products" tab until they have been processed by your company's Administrator. Additionally, you can also access a "Pending Benefits Summary" under the "Benefits Summaries" tab.

I forgot to add a beneficiary or need to update beneficiary information.

If you've already submitted your enrollment elections and need to edit or add beneficiaries, you can access the "Beneficiaries" tab through your "My Account" section and select the product for which you would like to add a beneficiary.

How can I view my current or previous benefits while I go through open enrollment?

If your current or previous benefits are in Maxwell, you may access them through your "My Account" section under the corresponding benefit sections. For example, if you navigate to the "My Account" section, and you have a tab on the left labeled "Medical", you can click there to see your currently enrolled medical plan.

Have any additional questions?

Below, you'll find some frequently asked questions that are best directed to your company's Administrator.

When will my elections be processed?
How can I find out what my medical / dental ID number is?
What is a Primary Care Physician or PCP number?
How do I find my Primary Care Physician (PCP) / doctor's number?
When will my benefit cards be sent to me?