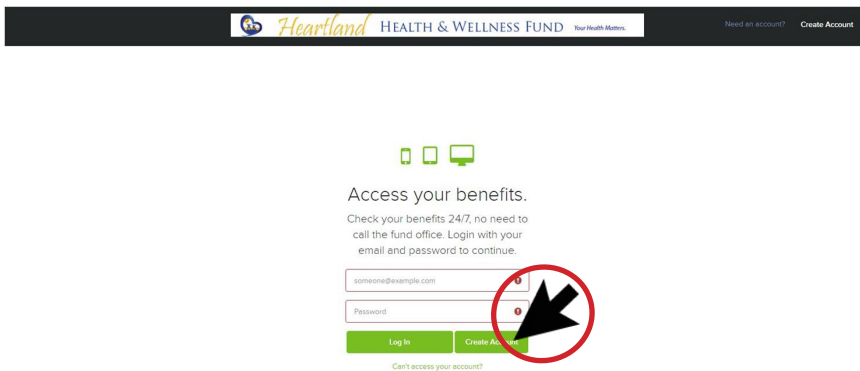


Screenshot A

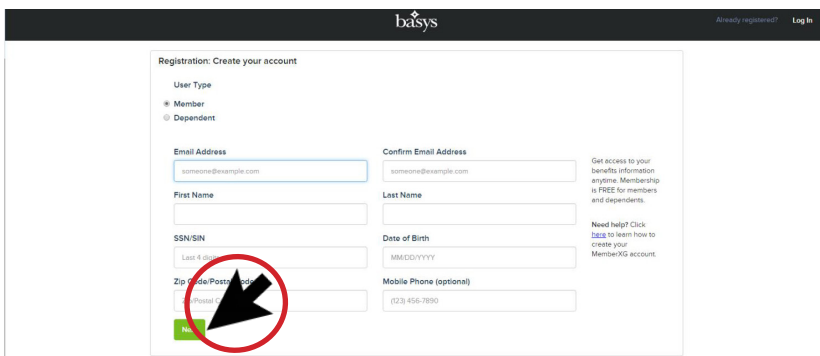


Go online to Heartland’s website—[heartlandwellnessfund.com](http://heartlandwellnessfund.com) and click on the blue tab labeled Member XG “Learn More.” On the Member XG page is a video tutorial, a HIPAA download button and a blue button labeled “Member XG Website.” When you click on “Member XG Website,” you will be directed to the Member XG portal.

**Screenshot A Instructions**

Screenshot A (left) shows you the Member XG homepage, and the arrow shows you where on the homepage to click to “Create Account.”

Screenshot B



**Screenshot B Instructions**

1. Select either “member” or “dependent.”
2. Type in your email and confirm.
3. Type in first and last name.
4. Enter last 4 digits of your Social Security number.
5. Enter date of birth.
6. Enter zip code/postal code.
7. Your mobile phone is optional.
8. Click “Next.”

Screenshot C

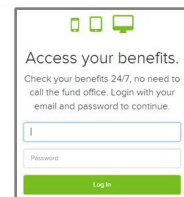


**Screenshot C Instructions**

1. Create at least an 8-character password following the instructions.
2. Re-enter your password.
3. Choose and answer 3 security questions from the drop down menu. (Keep your answers in a secure place. If you forget your password, these answers are the only way to retrieve your password without calling the Fund to close your account and start over.)
4. Check accept terms and conditions and click “Finish.”

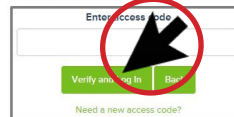
Screenshot D

- Email Address
- Password



✓ The email address and password used during account creation.

- Access Code



✓ A new access code will be generated each time the user attempts to log in from a new device or browser type.

**Screenshot D Instructions**

1. Then, log in to your account using your email and password. (DO NOT CLOSE THIS WEB PAGE.)
2. A 6-digit access code will be sent to your email. Open your email in a new webpage or device. Type the 6-digit access code into the Member XG page and click “Verify Account.”  
Note: Each time you log in from a new computer/device, you must enter a new access code. A new password is required every 90 days.

# MEMBER XG

## THE NEXT GENERATION

Welcome to the next generation of online benefit access! Effective August 1, 2016, you can create an online Member XG account to access your Heartland Health & Wellness Fund medical benefits and eligibility information – 24/7.

It's easy! Go to the Heartland website—[heartlandwellnessfund.com](http://heartlandwellnessfund.com) and click on the Member XG blue tab. You'll be taken to the Member XG page where you can watch video instructions on how to open an account and click on a button to visit our secure Member XG site to create your account. You must have access to a personal email account to create and then verify your Member XG account.

Follow the step-by-step instructions located on the back of this flyer to create your Member XG account and join the next generation of online benefit access. Once you've created your account, here's what you can access:



### Eligibility

See eligibility dates for yourself and dependents.



### Demographics

View date of birth and address for yourself and dependents.



### Beneficiaries

See your beneficiary designation.



### Health Claims

Access claims we've received on your behalf for the last 36 months.



### Deductibles

See your medical deductible calculated as of today's date based on current claims paid.



### Disability Payments

See your disability payment information for the last 36 months.

If your plan includes spouse and/or dependent coverage, dependents over age 18 and your spouse may create their own Member XG account with their own personal email address. In order for the plan member to view dependent information on a spouse or dependent (over age 18), the Fund MUST have a HIPAA privacy authorization on file – if you need this form, download one from the Member XG page on the Heartland website, email us at [admin@ufcwbenefitplan.com](mailto:admin@ufcwbenefitplan.com) or call 800.433.1204 to request one.

If your benefit plan permits, you can use your Member XG account for Open Enrollment. Be sure to keep your login and password in a safe place. Passwords must be changed every 90 days.



**Heartland**  
HEALTH & WELLNESS FUND  
Your Health Matters.

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Website: [heartlandwellnessfund.com](http://heartlandwellnessfund.com)

**See reverse for "Create Account" instructions.**