



TriPlus Policyholder Portal

Welcome Guide

Welcome to the TriPlus Policyholder Portal! This Welcome Guide will walk you through the Policyholder Portal, some of its functions and what you can expect in each section. We hope that you find the Policyholder Portal helpful in navigating your policy and/or claim. If you have any questions, please contact us and a customer service representative will be happy to assist you!

Logging In

Sign into the TriPlus [Policyholder Portal](#) with the email address and password you set up during registration.

A verification code will be sent to you by either email or text. You must enter this code in the Policyholder Portal to finish logging in.

Multiple policies

If you have more than one policy administered by TriPlus, you can view all policies using a single sign on. Simply choose which policy to view each time you log in. You can change between policies by going to **Profile**, and then **Select Policy**.

Policy Information

[View Policy Information and Benefits](#)

In this section, you can view or download a copy of your policy, and any associated riders, as well as see your policy benefits at a glance.

[View/Update Contact Information](#)

If you need to update or correct your address, phone number, or email address, you can submit changes here. To do so, click the word "Edit" below your current contact information and make the changes in the window that opens. In this section you can also change your preferred communication between email and U.S. Postal Service (USPS) mail.

- Please be aware that if you are receiving claim benefits via EFT (direct deposit) you previously agreed to receive all communication via email. If you are receiving benefits via EFT and change your communication method to USPS mail, you will no longer be eligible for EFT.

Additionally, here you can update the contact information for other people associated with your policy, such as your Power of Attorney, Third Party Designee, physician, or an individual whom you have authorized to receive information about your policy.

Claim Information

How to File a Claim

If you would like to file a new claim, please call Customer Service at the number shown on the **File a Claim** page. After you have spoken with the customer service representative, the forms you need to file a claim will be available to you on both the **File a Claim** and **Forms** pages. You will be able to view and download these forms for 30 days following your call.

View All Claims

You can review a list of all claims associated with your policy that are open, closed, or pending.

Documents Requested: This section will display a list of documents that TriPlus has requested from service providers to determine eligibility on the claim. If no documents are outstanding for the claim, you will see a note saying nothing is outstanding.

Claim Payments: Once payments have been made on the claim, you can click the **View Claim Payment** button in this section to see the detail behind each claim.

Assignment of Benefits: If you have set up an Assignment of Benefits for your provider to be paid directly, that information will appear here. If you do not have an Assignment of Benefits and this is an option available for your claim, you will be able to download the required form on the **Forms** page.

Claim Payment History: This section displays a history of payments related to a specific claim within a selected date range. For pending payments, you can view the documents (e.g. invoices) that have been received and are currently awaiting review.

Premium Information

Premium Overview

Here you can see your current premium amount, premium frequency (monthly, quarterly, semi-annually, or annually), and the next premium due date. You can also see the total premium paid over the life of the policy.

ACH/Automatic Withdrawal Information: You can add, update, or remove automatic withdrawal account information for premium payments.

Premium Billing and Refund History

Select a date range to see a history of premium payments on the policy. At the bottom of this page, you can view the most recent premium notices, as well as any premium rate increase notices.

Forms

Some forms are available to download from the Policyholder Portal once they have been sent to you. Because forms are specific to each policy and claim, you will only see copies of forms that have already been mailed or emailed to you.

Upload a Form: If you have a document you want to send to us you can upload this to us via the Policyholder Portal. First, select the type of document from the list, then select the file from your computer and submit it. If you are not sure what the type of document should be or cannot find what you are looking for on the list, please select "other."

Please be aware that documents you upload through the portal may take a few days to be processed into the policy records.