



BASIC FLEX ONLINE ACCOUNT ACCESS



Below are instructions on how to access your BASIC Flex Account online. **After logging in for the first time, please go to the Tools & Support tab and select BASIC Flex Users Guide for important information about using your account.**

Access your account online:

1. Go to the Portal website login (<https://basic.lh1ondemand.com/>). Please bookmark this webpage or add it to your favorites so you can quickly access it in the future. The online access page looks like the image to the right.



2. Login using the following:

User name:

Your username is created using the first letter of your first name, the first four* letters of your last name and the last four digits of your Social Security number. (i.e., John Wayne 123-56-6789 = jwayn6789)

*If your full last name is less than four letters, you will use your full last name. (i.e., Susan Lee 111-22-3333 = slee3333)

Password:

The first time you log into the system, use **BASIC123 (BASIC in all caps)** as your password. You will be prompted immediately to create a new, unique password before entering the participant portal.

View your account information:

Your home page will provide you with your current account balance(s) and if there are any actions required by you.

ACCOUNTS: You can view up-to-date account information at any time.

- Select *Account Summary* to check the balance of any account(s).
 - Click on the Account Name for information on the plan rules such as effective date and final claim filing date.
- Select *Claims* to view your claims history.
- Select *Payments* to view your payment history.

STATEMENTS & NOTIFICATIONS: Here you will view all notifications and reminders generated to you such Account Statements and Receipt Reminders.

PROFILE: Select *Profile* to review and/or update your personal and dependent information that's on file in the system.

TOOLS & SUPPORT Select the form(s) you would like to download, including the DIRECT DEPOSIT FORM, BASIC FLEX USERS GUIDE, MOBILIE APP QUICK START GUIDE, and a CLAIM FORM to use when you mail or fax a claim to BASIC. The forms are in PDF format, requiring Adobe Acrobat Reader. You may download a free version of acrobat reader from the Adobe website: <http://www.adobe.com/products/acrobat/readermain.html>