

Member Portal—Your Online Health Plan Resource

We love to hear from our members, but we know it isn't always convenient to call during our regular business hours. On Health New England's Member Portal, my.HealthNewEngland.org, you can do many of the same things online that you would over the phone.

On the Member Portal, you can access recent medical and pharmacy claims, see your family's deductible balances, and search for a provider. You can also view and print your Explanations of Benefits (EOBs) from the Claims page. EOBs are no longer automatically mailed to members, but you can change your preference on the Member Portal to have your EOBs mailed to you. You can change other mailing preferences here as well.

Visit my.HealthNewEngland.org and register today! my.HealthNewEngland.org replaces our previous HNEDirect member portal. You'll need to register for access, even if you registered for HNEDirect in the past.

Username

Password

Login

or

Register



How to sign up for Health New England's Member Portal

1. Have your HNE member ID card on hand
2. Go to my.healthnewengland.org
3. Click the **Register** button
4. Enter your **member ID** number and follow the on-screen prompts

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