






Member onboarding resources

Resource name	Description	Download
How to reach a member advocate	Learn about all the ways you can get in touch with our Member Advocate team.	
How to register	Get familiar with My Collective and learn how to sign up.	
Handling additional health benefits	Have another benefits plan? Look here for info on how to declare secondary coverage.	
Welcome portal walkthrough	Compare plan benefit options, find an in-network doctor and more on the welcome portal.	
ID cards	Questions about when you will receive your cards, how to view them on the app or where to order new ones? Look no further.	



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Preventive care	Get a better understanding of your preventive benefits and how to use them.	
Submitting claims	Step by step instructions to help you submit your out-of-network claims.	
How-to video library	Video library consists of video links and embedded codes. It includes an overview and how-to videos to simplify your experience.	
Health benefit players	Understand the players in your company's health plan and how they work together.	
Healthcare journey	Learn health care terms and understand what your healthcare journey looks like.	
Frequently asked questions	Straightforward answers to questions your members may have.	