



INSTRUCTIONS FOR ACCESSING YOUR ONLINE “MY PERFECTHEALTH ACCOUNT”

Step 1- Log on to <http://www.perfectny.com>.

Step 2- On the left side of the screen, click on “**Employee**”.

Step 3- On the left side of the screen, under Employee, click on “**My PerfectHealth Account**”.

Step 4- At the **Welcome To The PerfectHealth Member Account Center** screen, enter your Username and Password. Your Username is your PerfectHealth member ID number.

Note: If you do not know your PerfectHealth member ID number, you can enter your social security number.

For your **Password**, enter your 8 digit date of birth in the following format (mmddyyyy). This is your **temporary** Password. To ensure security and privacy of your information, you should change the temporary Password to a unique Password of your own. This can be done on the next screen where you will be asked to confirm your password. Simply change the password field as well as the confirm password field. Please make sure you remember your Username and Password as it will be the only way to access this section of the website. You will also be asked to enter your E-mail address. This is a mandatory field needed to access this on-line web feature.

Note: If you forget your Password, select **Forgot Password?** A popup window will appear. Enter your Username or Email Address and select **Next**. If you enter an Email Address not currently on file with us, you will not be able to gain access to this site until you contact PerfectHealth Member Services at 718-370-5380. Once we have updated our files with your new Email Address, you will receive an email with your Password information. Please be aware, that after your initial log on, you will have the ability to either change your password or your Email address by going to “My Settings” at the top of the screen.

Step 4- Click on “Login”.



Step 5- Once you enter the Employee Center, you will see a tab titled “**Start Here**” in the upper left hand corner. By clicking here, you will be able to access the following drop down options:

- **Medical Accumulators**- This feature allows you to see the deductible and out of pocket amounts met for both in and out of network for any given calendar year.
- **Coverage Profile**- This feature allows you to see your personal information on file with us. Such as: date of birth; address; dependent information and the most recent plan of benefits in effect.
- **Claims List**- This feature lists all claims submitted by you or your provider and which have been processed by us. By clicking on a particular claim number, you can further access the detail surrounding that claim. You will also be able to print an Explanation of Benefits Form (EOB) for your records
- **Temporary Identification Card** – This feature enables you to automatically print a temporary ID card at the touch of a button if needed. PerfectHealth will then automatically send you a new replacement ID card.

Note: Placing the cursor over underlined fields will provide you with a detailed description of that field.