

The New Family Savings Plan™ Portal



The Family Savings Plan is a great cost-saving benefit option, and we have updated the submission process to make it a better experience for you. In November 2023, Network Health implemented a brand new FSP portal.

What does this mean for you?

- If you choose to create a portal account, you will have direct access to your submitted claims information.
- Submitting claims will also be easier because you can upload the necessary information directly to your account without emailing, faxing or snail mail.

How does it work?

1. Register for the FSP portal at fsp.networkhealth.com.
2. When the FSP portal login page displays, select **Create an Account** and use your FSP ID number to register.
 - a. If you currently have a Network Health member portal account, you may choose to link your member portal account to your new FSP portal account if using the same email address. To link your two accounts, you will need your Network Health member portal account password.

Portal Details

- An enrollee will be the only participant in a household to create an account in the FSP portal.
- Enrollees will have access to any personal health information (PHI) surrounding the claims *they* have submitted. However, an enrollee will need to complete a PHI consent form for each dependent in order to view *provider-submitted* claims for spouse/dependents aged 18 or older.
- Once logged in to the portal, you will see an FAQ document that will walk you through some common questions as you navigate this new tool.
- Now that you have access to your FSP portal, Network Health will no longer send email communications on claims processing status.
- The use of the portal is not a requirement, and you may still submit claims via secure email or mail.

Questions?

If you have questions about your Network Health Family Savings Plan, we're here to help. You can contact the Network Health FSP member experience team in two ways.

1. Click on your name in the top right corner of your FSP portal home page and select **Secure Messaging** from the dropdown to send a secure email.
2. Call our FSP member experience team at **262-825-9665**.

Thank you for being a Network Health FSP participant. It's important to us that you have access to the information you need to help manage your care and medical services. This new custom designed FSP portal will allow you to do just that.