



Consumer Information Center User Guide

Introduction to the Consumer Information Center

The following is an introduction to the Consumer Information Center website. The website can be accessed at the URL (link) below:

<https://secure.healthx.com/novamembers.aspx>

The Consumer Information Center is Nova's new tool for plan participants to access online account information including:

- Member and Plan Information
- Coverage Type and Effective Dates
- Deductibles and Claims
- Easy access to provider directories
- Access to frequently used forms

Plan participants can also use the website to access answers to Frequently Asked Questions or healthy living information, submit questions online, and order ID Cards.



nova
An Independent Health company

Consumer Information Center

Nova Consumer Information Center

Welcome to Nova Healthcare Administrators Inc's Consumer Information Center. This helpful resource offers a variety of tools and information designed to empower participants to increase their health awareness, reduce personal health risks and get the most from their benefits.

Upon login to the website, participants have immediate access to individual coverage, plan and claims information. Participants can view their benefit structure, access recent claims, order an ID card, find a provider or search frequently asked questions.

If you have questions about the Consumer Information Center, please contact Customer Service at (716) 773-2122 or 800-999-5703.

[*Notice of Non-Discrimination and Translation Assistance](#)

username:
password:

Already a Nova plan participant? [Register](#) or login now.

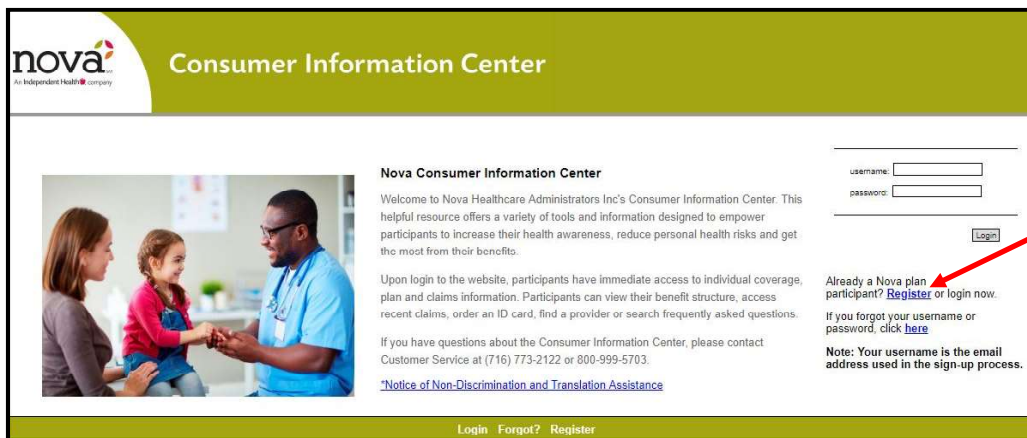
If you forgot your username or password, [click here](#)

Note: Your username is the email address used in the sign-up process.

[Login](#) [Forgot?](#) [Register](#)

How To Register For The First Time

Visit secure.healthx.com/novamembers.aspx and click to **Register**.



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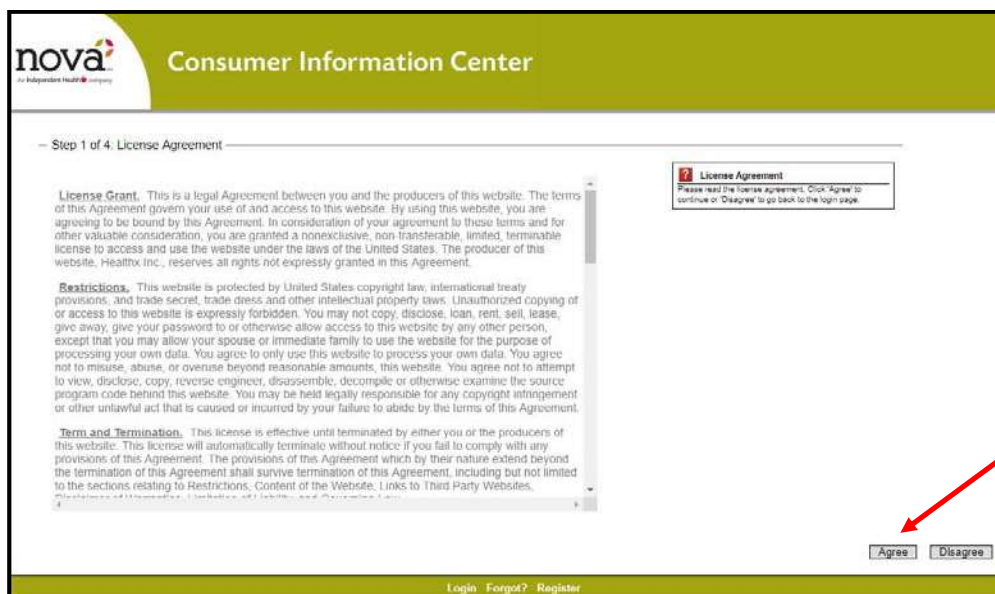
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Read the license agreement and click **Agree** at the end of the document to continue.



Consumer Information Center

— Step 1 of 4: License Agreement —

License Grant. This is a legal Agreement between you and the producers of this website. The terms of this Agreement govern your use of and access to this website. By using this website, you are agreeing to be bound by this Agreement. In consideration of your agreement to these terms and for other valuable consideration, you are granted a nonexclusive, non-transferable, limited, terminable license to access and use the website under the laws of the United States. The producer of this website, Healthx Inc., reserves all rights not expressly granted in this Agreement.

Restrictions. This website is protected by United States copyright law, international treaty provisions, and trade secret, trade dress and other intellectual property laws. Unauthorized copying of or access to this website is expressly forbidden. You may not copy, disclose, loan, rent, sell, lease, give away, give your password to or otherwise allow access to this website by any other person, except that you may allow your spouse or immediate family to use the website for the purpose of processing your own data. You agree to only use this website to process your own data. You agree not to misuse, abuse, or overuse beyond reasonable amounts, this website. You agree not to attempt to view, disclose, copy, reverse engineer, disassemble, decompile or otherwise examine the source program code behind this website. You may be held legally responsible for any copyright infringement or other unlawful act that is caused or incurred by your failure to abide by the terms of this Agreement.

Term and Termination. This license is effective until terminated by either you or the producers of this website. This license will automatically terminate without notice if you fail to comply with any provisions of this Agreement. The provisions of this Agreement which by their nature extend beyond the termination of this Agreement shall survive termination of this Agreement, including but not limited to the sections relating to Restrictions, Content of the Website, Links to Third Party Websites.

License Agreement
Please read the license agreement. Click 'Agree' to continue or 'Disagree' to go back to the login page.

[Login](#) [Forgot?](#) [Register](#)

Enter the required information (you will need your member ID number or Social Security number) and click **Next**. If you are the subscriber, your member ID begins with an “A” and is located on your ID card. For example, A12345678. If you are a dependent, enter your member ID followed by a hyphen and your ID Suffix number. For example, A12345678-01.

Step 2 of 4: Validation

* Date of Birth:

* First Name:

* Last Name:

* Group Number:

* Member ID:

Validation
Please fill in the displayed fields to create an account on the system.
Enter your First Name, Last Name, Group # and Member ID (SSN) exactly as it appears on your ID card. Also for validation enter your Date of Birth.
Click next at the bottom of the page when complete.
* If you are the subscriber, your member ID begins with an "A" and is located on your ID card. For example, A12345678. If you are a dependent, enter your member ID followed by a hyphen and your ID Suffix number. For example, A12345678-01.

[Previous](#) [Next](#) [Cancel](#)

[Login](#) [Forgot?](#) [Register](#)

If this required information is correct, you will continue on to create a **Username and Password**. If the required information is not correct or does not match the information in Nova’s system you may re-enter your information or contact Customer Service at (716) 773-2122 or 800-999-5703. Once complete, click **Next** to continue.

Step 3 of 4: Create User ID (Username) and Password

* Email Address:

* Confirm Email Address:

* Password:

* Confirm Password:

Select a Secret Question:

or Enter your own:

* Secret Answer:

The final screen will allow you to review your information and click **Finish** to complete your registration. This will take you inside the secure website to the home page with your personal plan information.

Your health care needs.
Our innovative solutions.

