



# CREATE YOUR ACCOUNT: DEPENDENTS

Creating a Member Portal account is easy and takes only a few minutes. Dependents (a spouse or children over the age of 16) will need the policyholder's Member ID number, located on the front of the Member ID card. For confidentiality reasons, we cannot register you over the phone. However, we are here to help you walk through the registration process, if needed. *(Due to HIPAA regulations, all dependents over the age of 16 must create their own member account, and allow or deny permission for the others on the account to view their claims. The policyholder can see all members listed on their account. Claims information is accessible to them once permission to their account is granted. The policyholder and their spouse will be able to view claims for dependents under the age of 16.)*

## To Create Dependent Account:

- Log in to PAISC.COM.
- Each adult over the age of 16 will need to go to the **MyPAI Member Portal**, select "Create Account" and accept the license agreement.
- Click on the **Are you a dependent?** box to open the top two dependent information fields (see image to the right).
- In the **Dependent First Name** field, dependents will enter their name exactly as it was submitted during enrollment, which may include a middle initial or middle name that must also be entered in this field.
- In the **Dependent DOB** field, enter dependent's date of birth.
- Enter the policyholder's Member ID number, located on the front of the policyholder's Member ID card.
- Enter policyholder's First Name\* and Last Name\* exactly as they appear on the Member ID card. (See the example below if a middle initial or suffix appears on the Member ID card.)
- Enter policyholder's Date of Birth.
- Enter Group Number located on the front of the Member ID card.
- Create your username and password by:
  - Entering your email address
  - Creating/entering a password
  - Answering three security questions (to be used for username or password retrieval)

Dependent First Name

Dependent DOB  
  
Format mm/dd/yyyy

**Are you a dependent?**

Member ID

First Name

Date of Birth  
  
Format mm/dd/yyyy

Group Number

Last Name

If you get an error message that states "Username already assigned," it usually means that the username you are trying to enter is already in use by someone at another company. Use another variation of the user name. Experiment with other formats (smithj or jsmith1 for jsmith, for instance) until the portal is able to accept the new username.

- You will receive an email confirming you have successfully completed the sign-up process and will be able to login using your new username and password.

## \*IMPORTANT NOTES when registering:

- If a middle initial appears on your Member ID card, include it in the First Name field of the registration form, as shown below.
- If a period (.) appears on your Member ID card after the middle initial, be sure to include it. If no period (.) is present, be sure not to add one.
- If a comma (,) appears on your Member ID card after the last name and before the suffix, be sure to include it. If no period (,) is present, be sure not to add one.
- If a suffix appears, such as Jr. or Sr., add it in the Last Name field.
- If a period (.) appears on your Member ID card after the suffix be sure to include it. If no period (.) is present, be sure not to add one. Exact names are required. For example, if John is your first name, but you go by Jack, John will be required in the First Name field.

Are you a dependent?

Member ID

First Name

Date of Birth  
  
Format mm/dd/yyyy

Group Number

Last Name

