



CREATE YOUR ACCOUNT: POLICYHOLDER

Creating a Member Portal account is easy and takes only a few minutes. You will need your Member ID number located on the front of your 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.

To Create Your Account:

- Log in to PAISC.COM.
- Go to the **MyPAI Member Portal**, select “Create Account” and accept the license agreement.
- Enter your Member ID number, located on the front of your Member ID card.
- Enter First Name* and Last Name* exactly as they appear on your Member ID card (See the example below if a middle initial or suffix appears on your card.)
- Enter Date of Birth.
- Group Number located on the front of your 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)

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.

Are you a dependent?

Member ID

First Name

Date of Birth

Format mm/dd/yyyy

Group Number

Last Name

*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

John F.

Date of Birth

07/04/1972

Format mm/dd/yyyy

Group Number

000

Last Name

Doe, Jr.

PPO Network Icon Here

pai

ABC SALES COMPANY

Member Name: JOHN F. DOE, JR. Group #: 000

Medical ID#: 12345678 M

Pharmacy ID#: 12345678

PPO Physician Copay: \$35
 PPO: \$1200 single / \$2400 family deductible
 NON-PPO: \$2400 single / \$4800 family deductible

PAI Customer Service: 1-800-768-4375 RxBIN: 000000
 Pharmacy Customer Service: 1-855-260-0974 RxGRP: BXPAl