

# Creating a Member Account

To create a member account on [www.messa.org](http://www.messa.org), click on Register Now.

The screenshot shows the MESSA website homepage. At the top left is the MESSA logo with the tagline "Good health. Good business. Great schools." and a search bar. A navigation menu includes "Members", "Business Offices", "Plans & Services", "Health Resources", "About Us", and "Contact Us". A featured section titled "Just for you" offers programs for asthma, diabetes, and heart health, with a "Read more..." button. Below this is a photo of Rachelle Twichell, RN, BSN, CDE. A "Login" box on the right contains input fields for username and password, a "Login" button, and a link for "Forgot username or password?". A green arrow points to the "Register now" link below the login box. The main content area is divided into "News" (with two articles about health costs and online visits) and "Helpful Links" (with links for finding doctors, requesting ID cards, and a plan comparison tool). At the bottom right, there are buttons for "Plan Comparison Tool", "MESSA ABC Plan", and "MESSA Wellness".

Step 1: Fill in required information.

800.336.0013

My MESSA

### Registration

#### Step 1: User information

Enrollee ID/SSN (last 4 digits)

Date of birth

Employer

ZIP code

[Next](#)

#### Why register?

You can:

- View deductibles, claims and explanation of benefits statements
- Find doctors, hospitals and other providers
- Show your virtual ID card
- Securely contact MESSA's award-winning customer support
- Access your account anytime and anywhere

**Click 'Next'**

**Fill in all required information.**

Step 2: Select (or create) and answer all 5 security questions.

800.336.0013

My MESSA

### Registration

User Validated

#### Step 2: Security Questions

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

Question 4

Answer 4

Question 5

Answer 5

[Next](#)

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Step 3:

1. Create a Username.
2. Create and confirm a password.
3. Enter and confirm your email address (make sure you can access the email address you enter from the device you are creating your account on; you will need to enter a code from an email on the next screen).
4. Check this box (required).
5. Check this box if you would like your Explanation of benefits (EOBs) sent to the email address entered in #3.
6. Click "Register Now" to move to the next screen.

800.336.0013



## Registration

User Validated

Security Questions Accepted

### Step 3: Username and Password

**1** Username   
Suggestion: MSulecki

**Your password must be at least eight characters in length and MUST contain AT LEAST**  
- One uppercase letter  
- One lowercase letter  
- One number  
- One special character (e.g., =!@#\$\$%^&\*()\_+)

**2** Password  Confirm password

**3** Email  Confirm email

- I agree to the [MESSA Web Terms of Use](#)  
 Electronically receive explanation of benefits. ([Terms and Conditions](#))

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Step 4. Finalize your registration.

**MESSA Registration Verification - Temporary Items**

Message

Delete Reply Reply All Forward Move Junk Unread Categorize Follow Up

**MESSA Registration Verification**  
webmaster@messa.org  
Sent: Tuesday, March 8, 2016 at 9:25 AM  
To: [redacted]

Welcome to MESSA.

Please do not reply to this email. This is an automated notification to confirm you have created an account on messa.org.

Once you login enter the Confirmation Code below to confirm your email address.

**d00cfa77-ebc3-4a91-b779-efd5ae08a9f3**

If you have any questions or did not attempt to create this account, please contact our award-winning Member Service Center in East Lansing at (800) 336-0013.

Thank You,  
MESSA

Enter this confirmation number into the box below.

Hi, [redacted] (0) SECURE MESSAGING | 800.336.0013 HOME | LOGOUT Search...

**My MESSA**

Welcome to MESSA!

Please enter the confirmation code sent to [redacted] for registration confirmation in the box below and select "Confirm."  
To resend the code select "Resend."

Confirmation code

Resend Confirm Skip

CONTACT US  
**800.336.0013**  
Address: 1475 Kendale Blvd.,  
P.O. Box 2560, East Lansing, MI  
48826  
(0) Secure messaging

- My MESSA home
- Find a doctor
- Request ID card
- Benefits
- Manage account
- View EOBs
- Claims
- Forms
- MESSA home

Your member account has been successfully created and you are now at the Member Homepage.

Hi, [redacted] (0) SECURE MESSAGING | 800.336.0013 HOME | LOGOUT

**My MESSA** HOME BENEFITS CLAIMS MANAGE ACCOUNT CONTACT US

**MESSA Choices**

[redacted]  Update

Enrollee ID [redacted]  
 Employer(s) [redacted]  
 Effective date(s) 10/1/2015

[Additional family members](#)

- Open enrollment
- View EOB statements
- Find a doctor
- Secure messaging
- Request ID card
- Virtual ID card
- Printable forms
- Health risk assessment


**Open Enrollment:** It's open enrollment time for your school. View, download and print open enrollment forms

**Security questions:** You must update your security questions and answers. View your 'Manage account' page and update your security questions.

**In-network** **Out-of-network**

Current year  Previous year

**Family deductible progress** **\$1,000 Total**



**\$1,000.00 Met**

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**\$0.00 Remaining**

**\$1,000**  
Met

\$0      \$1,000

[View individual deductibles](#)

**SUMMARY**

10 records per page

Patient name	Service date	Billing provider	Deductible
[redacted]	2/17/2016	[redacted]	\$39.52
[redacted]	2/11/2016	[redacted]	\$317.32