



## Secure Member Portal: Online Registration How-To Guide

Go to [www.ct.gov/husky](http://www.ct.gov/husky)

Click **“For Members”** from the left-hand navigation column.

The screenshot shows the Husky Health Connecticut website. At the top, there is a header with the state logo, Governor Dannel P. Malloy's name, and a search bar. Below the header is the main navigation bar with links for Home, About Us, Contact Us, For Members, and For Providers. A left-hand navigation column contains a list of links: How to Qualify, How to Apply, Benefit Overview, Behavioral Health, Dental, For Members, For Providers, Pharmacy, and Useful Links. A red arrow points to the 'For Members' link in this column. Below the navigation is a large banner image of a doctor examining a young girl, with the text 'What are some of the health care benefits?'. Below the banner is a welcome message and a paragraph about the program. At the bottom, there are links for 'REGISTER Online to VOTE', 'Regulations of CT State Agencies', and 'access health CT'.



## Secure Member Portal: Online Registration How-To Guide

You will be directed to the “HUSKY Health Home Page.” Click the “Member Login” button.

**HUSKY HEALTH CONNECTICUT** ESPAÑOL SEARCH **MEMBER LOGIN** Community Health Network of Connecticut, Inc. Home

Member Information Member Benefits Find a Doctor Managing Your Care Health & Wellness Contact Us

### Do you have a Primary Care Provider (PCP)?

Your PCP is your main source of healthcare. If you already have a PCP, be sure to designate that in your HUSKY Health account. If you need help finding a PCP, call Member Engagement Services at **1.800.859.9889**, Monday through Friday 8:00 a.m. - 6:00 p.m. or go to our [find a doctor](#) page.

Welcome to HUSKY Health! We're here to help you be as healthy as you can be. Learn about your benefits, services, health conditions and community services. We can answer your questions, help you find a doctor, or talk to a nurse. For personalized help, call Member Engagement Services at **1.800.859.9889**, Monday through Friday 8:00 a.m. - 6:00 p.m. or [send us a secure email](#) anytime.

We provide free services to help you communicate with us better. Please call us or visit our [Language Help webpage](#).



### Secure Member Login

To log in, enter the username and password you chose when you signed up. If you forgot your username or password, you can click **“Forgot your username or password?”** and follow the instructions to reset your password (pages 15-20 of this guide).

If you do not have an account yet, click **“New User? Register here.”** to create a new user account.

## Secure Member Login

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Create your new HUSKY Health account to securely access information on your primary care provider and eligibility. Your HUSKY Health account is separate from your "MyAccount" and your Access Health account.

### Member Login Portal

  
  

- [Forgot your username or password?](#)
- [New user? Register here.](#)
- [For help registering, view our easy to follow “How-to Guide”](#)

We need to make sure your contact information is correct! Your health is important to us and if we can't reach you, we can't help you. It's a good idea to check your information and make changes any time your phone number or address changes.

To review and update your personal information, please click **“Update My Personal Information”** and follow the instructions to login or create your account. This is where you can keep your contact information up-to-date with the Department of Social Services.

### For Technical Support

If you are having trouble creating or logging in to an account [email us](#) for web support or call **1.877.606.5172** Monday through Friday, 9:00 a.m. – 4:00 p.m.



**Registering as a New User**

**Step 1.** Read the license agreement and click “Agree.” If you click “Disagree,” you will be sent back to the “Secure Member Login” page.



**STEP 1 OF 4: LICENSE AGREEMENT**

**License Agreement**

Please read the License Agreement.

Click "Agree" to continue or "Disagree" to go back to the Login page.

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, Disclaimer of Warranties, Limitation of Liability, and Governing Law.

Content of the Website. The insurance products, data, and other information referenced in the website are provided by parties other than the producer of the website. We make no representations regarding the products, data, or any information about the products. We are not liable for errors in data or transmission or for lost data. Any questions, complaints, or claims regarding the products or data must be directed to the appropriate provider or vendor.





**Step 2.** Enter your Date of Birth, First Name, Last Name, and your Client ID Number *exactly* as these appear on your ID card. When you have filled out all the fields, click **“Next.”**

If you enter any wrong information the message **“Eligibility not found”** will stop you from continuing. If you enter the wrong information three times in a row, you will need to contact Technical Support Services at 1.877.606.5172, Monday – Friday, 9:00 a.m. – 4:00 p.m.

The screenshot shows the 'STEP 2 OF 4: VALIDATION' screen. At the top right, there is a language dropdown menu set to 'English'. Below the header, the text reads: 'Validation. Enter your Date of Birth, First/Last Name, and your Client ID Number exactly as these appear on your ID card. Click "Next" when complete.' There are four input fields: 'Date of Birth' (with a format hint 'mm/dd/yyyy'), 'First Name', 'Last Name', and 'Client ID Number'. At the bottom, there are three buttons: 'Previous' (green), 'Next' (green), and 'Cancel' (blue). A red arrow points down to the 'Next' button.



**Step 3.** Once validation is successful, you will need to create a Username, confirm your Email Address, create a Password (see requirements below), then choose three security questions and provide answers to these questions. The security questions will be used to help you find your password if you forget it. All security questions must be answered. When you have filled out all fields, click “**Next.**”

Password Requirements: Passwords must be at least 8 characters. Characters can be alpha-numeric and these special characters: !#\$%\*~^\\?/.

The screenshot shows the registration form with the following fields and options:

- Username:** Text input field.
- Email Address:** Text input field.
- Confirm Email Address:** Text input field.
- Password:** Text input field.
- Confirm Password:** Text input field.
- Security Question 1:** Dropdown menu with the question "In what city were you born? (Enter full name of city only)".
- Security Question 2:** Dropdown menu with the question "What was the name of your first pet?".
- Security Question 3:** Dropdown menu with the question "What is the first name of your oldest niece?".

At the bottom of the form are three buttons: "Cancel" (blue), "Previous" (green), and "Next" (green).



**Step 4.** Once you are sure that everything is correct, click the **“Finish”** button. This will direct you to the Member Portal home page. To change any information, click the **“Previous”** button.

**HUSKY HEALTH CONNECTICUT**

English ▾

**STEP 4 OF 4: VERIFY**

Registration complete. Please confirm the information below is correct and press the "Finish" button to finalize the process

**Member Information**

Your Name    Address

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**Account Information**

Username    Email Address

.....

Cancel    Previous    Finish

[Disclaimer](#) [Privacy Policy](#) [Website Accessibility Policy](#)



### Member Portal Home Page

On the home page you can view the HUSKY Health information for you and the members of your household, find a doctor, update your personal information, and view important member information.

To view this site in Spanish, click on the language dropdown and select “Español.”

imitate Mode

English ▾

⚙ PROFILE

🔌 LOGOUT

**HUSKY HEALTH**  
CONNECTICUT

Member Portal Home | My HUSKY Account Information | Find a Doctor | Update My Personal Information | HUSKY Health Home Page

## Welcome to Your HUSKY Health Account!

Your secure account lets you view HUSKY Health information for you and your household. Click "**My HUSKY Account Information**" to view your account information. You can also check eligibility status, renewal dates, and see the current Primary Care Provider (PCP) for yourself and any members in your household. If you need help finding a PCP or want to change your current PCP, please call Member Engagement Services at [1.800.859.9889](tel:1-800-859-9889), Monday through Friday, 8:00 am – 6:00 pm. You can search for providers who participate in the HUSKY Health program by clicking "Find a Doctor."

If any of your information is not correct, please click "**Update My Personal Information**" then follow the instructions to login or create an account. This is where you can keep your contact information up-to-date with the Department of Social Services.

The Member Portal home page also has a Member Information Center with information to help manage the health and well-being of you and your family.



## Secure Member Portal: Online Registration How-To Guide

### Member Information Center

HUSKY Health wants you to have all the information you need to manage the health and well-being for you and your family. We provide you with information about HUSKY Health benefits, services, finding providers, health education, and how we can help you with all of these things on the main HUSKY Health website. This secure portal provides you with HUSKY Health information specific to you and your household.

Use this secure portal to view your account information, including your eligibility, and to review your current PCP (s).

You can find all of the following information on the main HUSKY Health website by clicking any of the links below.

[Member Information](#)– Learn all about your benefits and how to use them. You'll find helpful information including Frequently Asked Questions, Member Rights and Responsibilities, Opt-out Information and Forms, and a page just for new members.

[Member Benefits](#)– Through HUSKY Health, you have benefits for medical, dental, behavioral health, pharmacy, and transportation services. Use these pages to learn all about what benefits are covered and how to access them.

[Find a Doctor](#)– You can find participating providers for medical, dental and behavioral health services. To search for participating medical providers, including specialists, click "Search for a Provider" from the Find a Doctor page.

[Managing Your Care](#)– HUSKY Health offers a variety of services to help members who need help answering questions about their health or managing a health condition. We have programs to help members with complex or chronic conditions like asthma and diabetes. If you need assistance for food, clothing, shelter, and utilities, we will help with that too!

[Health & Wellness](#)– We offer members lots of information about being healthy and living a healthy life! Learn about why it's important to have a PCP and go to well-visits, how to have a healthy pregnancy, ways to quit smoking, information you should always keep with you, important health news and local health events. You can also explore our Health Library to get general information about health and well-being and learn about specific health conditions.

[Member Privacy](#)– Your privacy is very important to us. Learn about the steps we take to protect it.

[Report Fraud](#) – Learn how you can help protect against fraud.

[Contact Us](#)– You can always contact Member Engagement Services by calling [1.800.859.9889](tel:1.800.859.9889) or [sending us a secure email](#) and we will help you. You will also find other helpful numbers and websites to help you with specific questions on things like eligibility, renewal, billing, and transportation.



**View Your Eligibility Information**

To view your eligibility information, click the **“My HUSKY Account Information”** tab.

The screenshot shows the Husky Health Member Portal interface. At the top left is the Husky Health Connecticut logo. To its right is a language dropdown menu set to 'English', and links for 'PROFILE' and 'LOGOUT'. On the top right is the Community Health Network of Connecticut, Inc. logo. Below these is a navigation bar with five tabs: 'Member Portal Home', 'My HUSKY Account Information' (highlighted with a red arrow), 'Find a Doctor', 'Update My Personal Information', and 'HUSKY Health Home Page'. Below the navigation bar is a search bar labeled 'For:' with a dropdown arrow. The main content area is titled 'Eligibility' and contains a 'Print' button. Below this are several rows of input fields: 'Name:' and 'Address:', 'Client ID Number:' and 'HUSKY Health Program:', 'PCP Name:' and 'Member's Effective Date for PCP:', and 'Status:'.



## Secure Member Portal: Online Registration How-To Guide

### Search for a Doctor

To search for a doctor, click on the “**Find a Doctor**” tab.

The screenshot shows the Husky Health Member Portal interface. At the top left is the Husky Health Connecticut logo. To the right of the logo is a navigation menu with the following items: "Member Portal Home", "My HUSKY Account Information", "Find a Doctor", "Update My Personal Information", and "HUSKY Health Home Page". A red arrow points to the "Find a Doctor" tab. In the top right corner, there is a language dropdown menu set to "English", a "PROFILE" link with a gear icon, and a "LOGOUT" link with a power icon. Below the navigation menu is a welcome message: "Welcome to Your HUSKY Health Account!". The message text reads: "Your secure account lets you view HUSKY Health information for you and your household. Click **My HUSKY Account Information** to view your account information. You can also check eligibility status, renewal dates, and see the current Primary Care Provider (PCP) for yourself and any members in your household. If you need help finding a PCP or want to change your current PCP, please call Member Engagement Services at [1.800.859.9889](tel:18008599889). Monday through Friday, 8:00 am – 6:00 pm. You can search for providers who participate in the HUSKY Health program by clicking "Find a Doctor." Below this, it says: "If any of your information is not correct, please click **Update My Personal Information** then follow the instructions to login or create an account. This is where you can keep your contact information up-to-date with the Department of Social Services." Below the welcome message is a "Member Information" section with a table containing the following fields: "Client ID Number", "Status", "Effective Date", "Termination Date", and "HUSKY Health Program". At the bottom of this section is a blue button labeled "View Full Account Information".



Here you will be able to find any type of provider you need including a Primary Care Provider (PCP), a specialist, a behavioral health specialist, or a dentist.

The screenshot shows the 'Find a Doctor' page of the Husky Health Member Portal. At the top left is the Husky Health Connecticut logo. To its right are buttons for 'ESPAÑOL', a search bar with a magnifying glass icon and the word 'SEARCH', and a 'MEMBER LOGIN' button. On the top right is the Community Health Network of Connecticut, Inc. logo. Below these is a navigation bar with links for 'Member Information', 'Member Benefits', 'Find a Doctor', 'Managing Your Care', 'Health & Wellness', and 'Contact Us', along with social media icons for Facebook and Twitter. The main heading is 'Find a Doctor'. Below the heading is a paragraph: 'HUSKY Health members can find any type of provider they need whether a Primary Care Provider (PCP), specialist, behavioral health specialist or dentist. Scroll down for some helpful documents you can use when choosing a provider.' There are four main content blocks, each with an icon and a title: 1. 'Find a PCMH Practice' with a house icon containing 'PCMH' and a team of people. 2. 'Find a Medical Provider' with a stethoscope icon. 3. 'Find a Behavioral Health Specialist' with a brain icon inside a head profile. 4. 'Find a Dentist' with a tooth icon. Each block contains descriptive text and instructions on how to find a provider, including phone numbers and links. At the bottom left, there is a note: '\*For the deaf or hard of hearing, please dial 711 or use your Telecommunications or Video Relay Service.'

**Find a PCMH Practice**

Person-Centered Medical Home (PCMH) practices use a team-based approach to manage your health and well-being. You may choose a PCMH practice when selecting a PCP. **Click the button or call: 1.800.859.9889\***

**Find a Medical Provider**

Use the provider directory to find a medical provider of any type including PCPs, and specialists. **Click the button or call: 1.800.859.9889\*** **Click here** for instructions on using the provider directory

**Find a Behavioral Health Specialist**

Access behavioral health services through The Connecticut Behavioral Health Partnership (CT BHP). **Click the button or call to choose a provider: 1.877.552.8247\*** The CTBHP provider search requires a login. Use the credentials provided on the page.

**Find a Dentist**

Access dental services through The Connecticut Dental Health Partnership (CTDHP). **Click the button or call to choose a dentist: 1.855.283.3682\*** The CTDHP provider search requires a login. Login or create an account using your ClientID.

\*For the deaf or hard of hearing, please dial 711 or use your Telecommunications or Video Relay Service.



### Update Your Personal Information

To update your personal information, click the “**Update My Personal Information**” tab and select your HUSKY Health Program. Once you select your program, you will be brought to a website where you can view and update your personal information.

The screenshot shows the Husky Health Member Portal interface. At the top, there is a navigation bar with the Husky Health logo on the left and the Community Health Network of Connecticut, Inc. logo on the right. In the center of the navigation bar, there is a dropdown menu for language (set to English) and links for PROFILE and LOGOUT. Below the navigation bar, there is a horizontal menu with five tabs: Member Portal Home, My HUSKY Account Information, Find a Doctor, Update My Personal Information, and HUSKY Health Home Page. A red arrow points to the 'Update My Personal Information' tab. Below the menu, there is a section titled 'To update your information, please select your HUSKY Health Program type. Once you select your program, you will need to login to access and review your personal information.' To the left of this text is an image of a HUSKY ID Card for JOHN J. SAMPLE, ID number 123456789, with 'No cost share' and the website www.ct.gov/husky. A red circle highlights the 'HUSKY A' logo on the ID card, with a black arrow pointing to it. To the right of the ID card image, there is text: 'To see whether you belong to HUSKY A, B, C, D, or LB simply look at your HUSKY ID Card. The big, bold letter is your HUSKY program.' Below this text, there is a section titled 'Select your program:' with five buttons labeled A, B, C, D, and LB. A red arrow points to the 'A' button. At the bottom of the page, there is a blue footer bar with links for Disclaimer, Privacy Policy, and Website Accessibility Policy.



### HUSKY Health Home Page

To view Member Information, Member Benefits, Find a Doctor, Managing Your Care, Health & Wellness, and other important information regarding your HUSKY Benefits, click on the “HUSKY Health Home Page” tab.

The screenshot shows the HUSKY Health secure member portal. At the top left is the HUSKY HEALTH CONNECTICUT logo. To the right of the logo are links for 'English', 'PROFILE', and 'LOGOUT'. A red arrow points to the 'PROFILE' link. Further right is the 'Community Health Network of Connecticut, Inc.' logo. Below the top navigation is a horizontal menu with five tabs: 'Member Portal Home', 'My HUSKY Account Information', 'Find a Doctor', 'Update My Personal Information', and 'HUSKY Health Home Page'. The 'HUSKY Health Home Page' tab is highlighted. Below the menu is a 'Welcome to Your HUSKY Health Account!' section with introductory text and a 'View Full Account Information' button. To the right is a 'HUSKY Health is here to help!' section with contact information for Member Engagement Services and Technical Support. At the bottom is a 'Member Information Center' section with introductory text.

**Welcome to Your HUSKY Health Account!**

Your secure account lets you view HUSKY Health information for you and your household. Click “*My HUSKY Account Information*” to view your account information. You can also check eligibility status, renewal dates, and see the current Primary Care Provider (PCP) for yourself and any members in your household. If you need help finding a PCP or want to change your current PCP, please call Member Engagement Services at [1.800.859.9889](tel:18008599889), Monday through Friday, 8:00 am – 6:00 pm. You can search for providers who participate in the HUSKY Health program by clicking “Find a Doctor.”

If any of your information is not correct, please click “*Update My Personal Information*” then follow the instructions to login or create an account. This is where you can keep your contact information up-to-date with the Department of Social Services.

**Member Information**

|                              |                          |
|------------------------------|--------------------------|
| <b>Client ID Number:</b>     | <b>Status:</b>           |
| <b>Effective Date:</b>       | <b>Termination Date:</b> |
| <b>HUSKY Health Program:</b> |                          |

[View Full Account Information](#)

**Member Information Center**

HUSKY Health wants you to have all the information you need to manage the health and well-being for you and your family. We provide you with information about HUSKY Health benefits, services, finding providers, health

**HUSKY Health is here to help!**

Contact Member Engagement Services to answer any questions you have or for help finding a provider. Call us at [1.800.859.9889](tel:18008599889), Monday – Friday, 8:00 a.m. – 6:00 p.m. or [send us a secure email](#) anytime (additional login required).

For the deaf or hard of hearing, please dial 711 or use your Telecommunications or Video Relay Service.

For help accessing and using the HUSKY Health secure member portal, please contact Technical Support Services. Call [1.877.606.5172](tel:18776065172), Monday – Friday, 9:00 a.m. – 4:00 p.m. or [send a secure email to Web Support](#) (additional login required).

**The goal of the HUSKY Health program is to help you and your providers work together to make sure you get the best care possible. We provide you with a variety of benefits and services to help you be as healthy as you can be.**



### Retrieving Your Username or Password

If you forgot your username or password, click **“Forgot your username or password?”**

## Secure Member Login

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Create your new HUSKY Health account to securely access information on your primary care provider and eligibility. Your HUSKY Health account is separate from your "MyAccount" and your Access Health account.

### Member Login Portal

  
  

- **Forgot your username or password?** 
- **New user? Register here.**
- **For help registering, view our easy to follow “How-to Guide”**

We need to make sure your contact information is correct! Your health is important to us and if we can't reach you, we can't help you. It's a good idea to check your information and make changes any time your phone number or address changes.

To review and update your personal information, please click **“Update My Personal Information”** and follow the instructions to login or create your account. This is where you can keep your contact information up-to-date with the Department of Social Services.

### For Technical Support

If you are having trouble creating or logging in to an account **email us** for web support or call **1.877.606.5172** Monday through Friday, 9:00 a.m. – 4:00 p.m.



## Secure Member Portal: Online Registration How-To Guide

To retrieve your username or password, enter your Member ID, First Name, and Last Name, then click **“Next.”** Your username will appear.

The screenshot shows the 'Forgot Username or Password?' page on the Husky Health Connecticut website. At the top right, there is a language dropdown menu set to 'English'. Below the logo is a progress bar with 'Step 1' selected, 'Step 2' partially selected, and 'Step 3' unselected. The main heading is 'Forgot Username or Password?' followed by the instruction: 'Enter the following information in order to retrieve your username and password'. There are three input fields: 'Member ID\*', 'First Name\*', and 'Last Name\*'. Below the fields are two blue buttons: 'Next' and 'Cancel'. A red arrow points to the 'Next' button. At the bottom, there is a blue footer bar with links for 'Disclaimer', 'Privacy Policy', and 'Website Accessibility Policy'.



## Secure Member Portal: Online Registration How-To Guide

To reset your password, enter the answers to your security questions. If your account only has 1 security question, you will be prompted to send an identification code to your email, which you will then enter before answering your security question.

English ▾

Step 1 / **Step 2** / Step 3

**Your username is:**

[Redacted]

[Login now](#) if you remember your password.

**Forgot your password? Please answer your security questions below.**

What was the name of your first pet?\*

[Text Input]

In what city were you born? (Enter full name of city only)\*

[Text Input]

**Next** **Cancel**

OR

English ▾

Step 1 / **Step 2** / Step 3 / Step 4 / Step 5

**Your username is:**

[Redacted]

[Login now](#) if you remember your password.

**Forgot your password? We'll send an identification code to your email**

We'll send you an Identification Code so we can be sure you are who you say you are. Please note that we have hidden parts of your contact information with "xxx" for security reasons.

Send identification code via email

**Next** **Cancel**



**Resetting Your Password**

Enter a new password, confirm the new password, enter your email address, confirm your email address, then click **“Reset and Log In.”**

The screenshot shows the Husky Health Connecticut logo at the top center. To the right is a language dropdown menu set to "English". Below the logo is a progress bar with five steps: Step 1, Step 2, Step 3, Step 4, and Step 5. The current step is Step 5, "Reset Your Password".

The form contains the following fields and elements:

- New Password:** A text input field.
- Re-enter New Password:** A text input field.
- We have the following email address on file. Please update it now if it has changed.** A text message.
- Email Address:** A text input field.
- Confirm Email:** A text input field.
- Reset and Log In:** A blue button with a red arrow pointing to it from the left.
- Cancel:** A blue button.

At the bottom of the form, there is a blue footer bar containing the following links: [Disclaimer](#), [Privacy Policy](#), [Website Accessibility Policy](#).