



## **Self-Service Website FAQ for Members**

The following are a few of the most commonly asked questions Allied National has received about its self-service website for members:

**Q. Why can't I see my claims information?**

**A.** If your insurance coverage is through Guarantee Trust Life or American General, your claims information will not be available on the self-service website. If you need help determining if your coverage falls under one of these carriers, the name of the carrier is provided on your ID cards. Ancillary (Life, Dental and/or Disability) plans currently are not available through the site.

**Q. Will my dependents be automatically registered after I register?**

**A.** Each dependent needs to be registered separately with his or her own login and password.

**Q. Why can't I see claims information for any of my dependents?**

**A.** To conform to federal privacy laws each dependent must give permission for someone else to access their information. Dependents must go to the My Profile section in their self-service account and add a new person under "Permissions."

**Q. I was registered on the old self-service site. Why won't my login information work?**

**A.** When we changed over to the new system, we used the most universal information available – your personal email account. Call Customer Service at 800-825-7531 x8881 if your email address doesn't work as your new login.