

# Provider Portal

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## User Guide Agent

V3.1\_2023



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## Table of Contents

1	Introduction .....	5
2	Registering as an Existing User .....	5
3	Logging in to Irish Life Health Live .....	31
4	Resetting your Password .....	32
5	Creating a Password as a Newly Registered User .....	35
6	Logging in .....	37
7	The Home page .....	38
8	Checking Cover .....	39
8.1	Check Cover by policy number and date of birth .....	39
8.2	Check Cover by member number .....	46
8.3	Check cover by Full Name and Date of Birth .....	47
9	Schedules and Forms .....	49
9.1	To find a Schedule of Benefits for a particular year / period .....	49
9.2	To find a Claim Form .....	50
10	My Account .....	51
10.1	My Details .....	51
10.2	Login History .....	51
11	Troubleshooting .....	53

## 1 Introduction


The Irish Life Health Provider Portal gives **agent** users the ability to:

- Check a member's current level of cover,
- Access the Schedule of Benefits and claim forms pages, and
- View own user access and login history details.

## 2 Registering as an Existing User

<b>Note</b>	<p>a) This is a once-off step to register for the Irish Life Health Live portal for existing portal users. All existing agent portal users must re-register unless they have an existing Irish Life Health member portal account. If you have an existing member portal account and are using the same email address for both applications follow the notes in point (b) below.</p> <p>b) <b>Important:</b> you may have already used the <b><u>same email address</u></b> to log in to the Irish Life Health member portal to access your own health policy as a customer. If you have, and are using the same email address for this Irish Life Health Live application, you <b><u>do not need to re-register</u></b>. Simply login using the email address and password you use for the member portal and enter your agent member number to access your portfolio of customers on the Irish Life Health Live application.</p> <p>c) If you do not have an Irish Life Health member portal account or you use a different email address to access your member portal from what you use as a agent to access your agent portal, please follow the steps below to register.</p> <p>d) Irish Life Health have introduced an extra step for our agents to access your Irish Life Health portals to ensure every step is taken to keep all data stored safe and secure. The following slides are a step-by-step guide on how to set up multi factor authentication (MFA) if required.</p>
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2.1	Enter the Irish Life Health Live address in your addresss bar and press Enter.
2.2	Enter your: <ul style="list-style-type: none"> <li>Email address</li> <li>Create a password that matches the requirements listed: <ul style="list-style-type: none"> <li>At least 8 characters</li> <li>Uppercase, lowercase &amp; numbers</li> <li>At least one special character</li> </ul> </li> </ul>
2.3	Click Register account.

 **Welcome to Irish Life Health Live**  
This portal is for Providers, Brokers & Scheme Administrators only

## Register your online account

**Login email**

The email address must be the one we have on file for your organisation

Your password must consist of:

- At least 8 characters
- Uppercase, lowercase and numbers
- At least 1 special character

**Password**

**Confirm Password**

[Register account](#)



## Welcome to Irish Life Health Live

This portal is for Providers, Brokers & Scheme Administrators only

### Register your online account

Login email

The email address must be the one we have on file for your organisation

Your password must consist of:

- At least 8 characters
- Uppercase, lowercase and numbers
- At least 1 special character

Password



Confirm Password



Register account



## Welcome to Irish Life Health Live

This portal is for Providers, Brokers & Scheme Administrators only

We have sent you a confirmation email. Please click 'Confirm your email' to access your account.

Login email

Password



[Forgot password?](#)

Login →

Not registered? [Register here](#)

Irish Life Health Member portal

Members can login to their portal here.

Login →



## Confirm Your Email

Hi there,

You recently opened an Irish Life Health online account.

Please confirm your account by clicking this link:

Confirm your email

If you did not register an account, please ignore this email or contact support if you have questions:

Email [heretohelp@irishlifehealth.ie](mailto:heretohelp@irishlifehealth.ie) or call us on 01 562 5100.

Yours sincerely,

Irish Life Health

Copyright © 2019 Irish Life Health



# Welcome to Irish Life Health Live

This portal is for Providers, Brokers & Scheme Administrators only

We have sent you a confirmation email. Please click 'Confirm your email' to access your account.

Login email

JennMFA@test.ie

Password

.....



[Forgot password?](#)

Login



Not registered? [Register here](#)

Irish Life Health Member portal

Members can login to their portal here.

Login



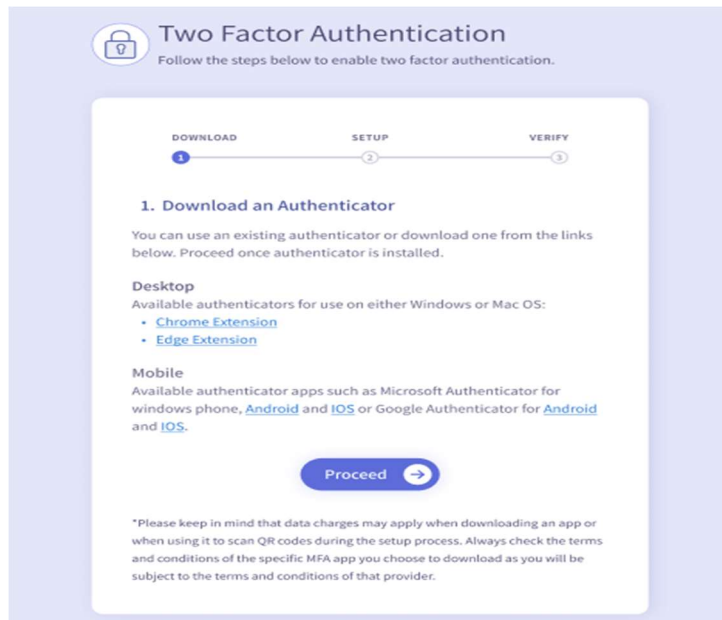


## 2.4

When logged in you will be prompted to complete the setup of a two-factor authenticator.

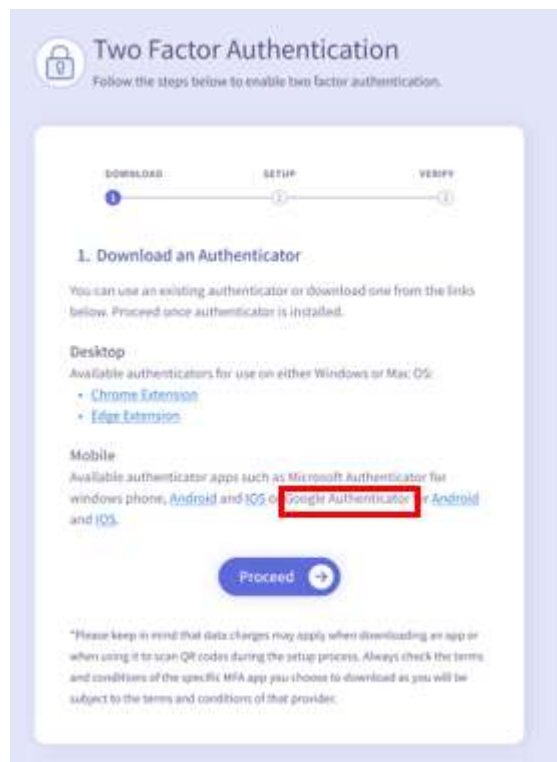
This is a one time setup process.

- If you already have an authenticator you can proceed to the next step.
- If you don't have an authenticator, follow steps to download.

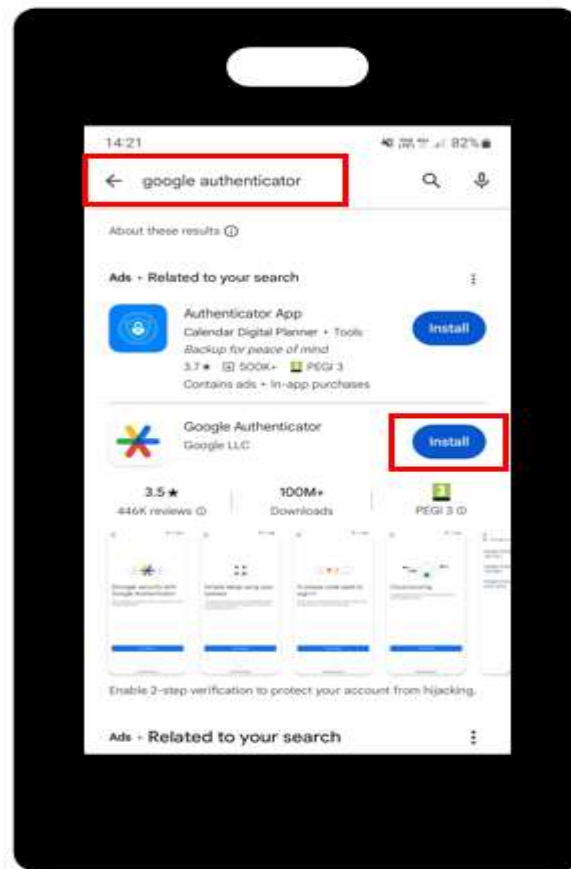


## 2.5

For the purpose of this guide we progress with a mobile device, Google Authenticator setup



**2.6** Download the authenticator on your mobile device.



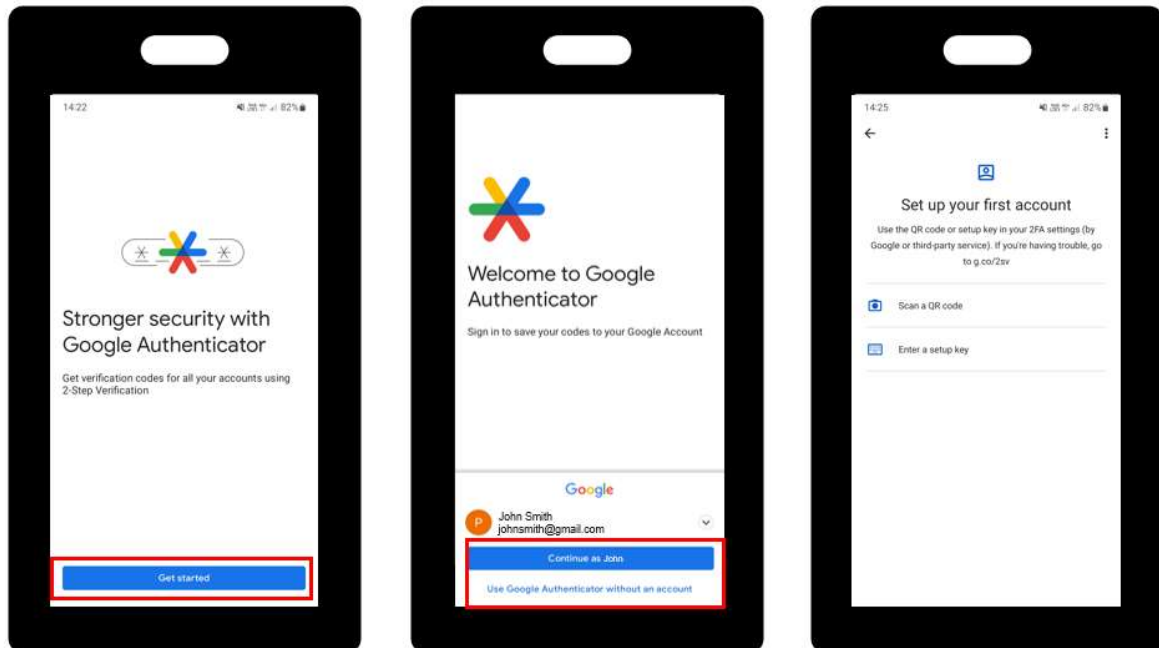
**2.7** Open the app store on your mobile device, search for “Google Authenticator” and Install.

## 2.8 Download the authenticator on your mobile device.

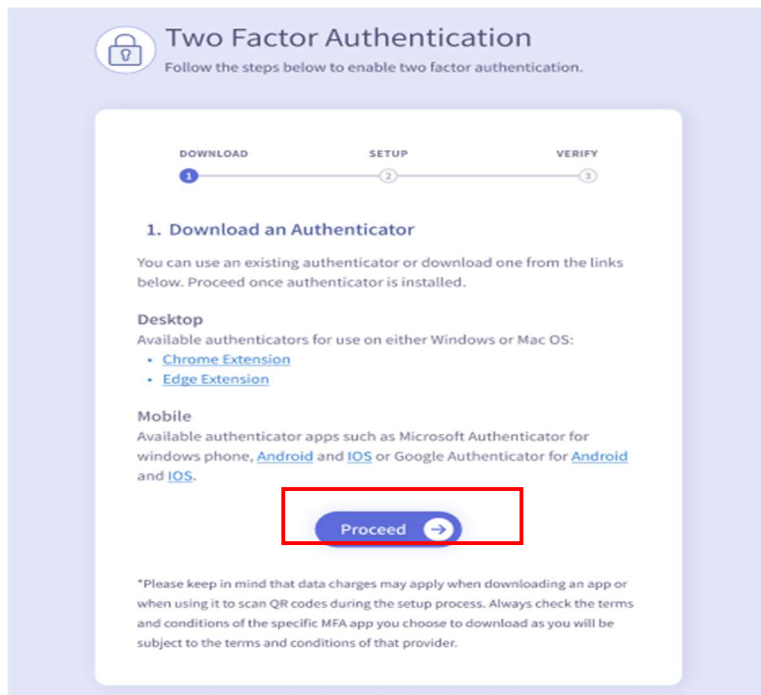
Open the app and select “Get started”.

Next login with an either:

1. An existing Google account, or
2. “Use Google Authenticator without an account”

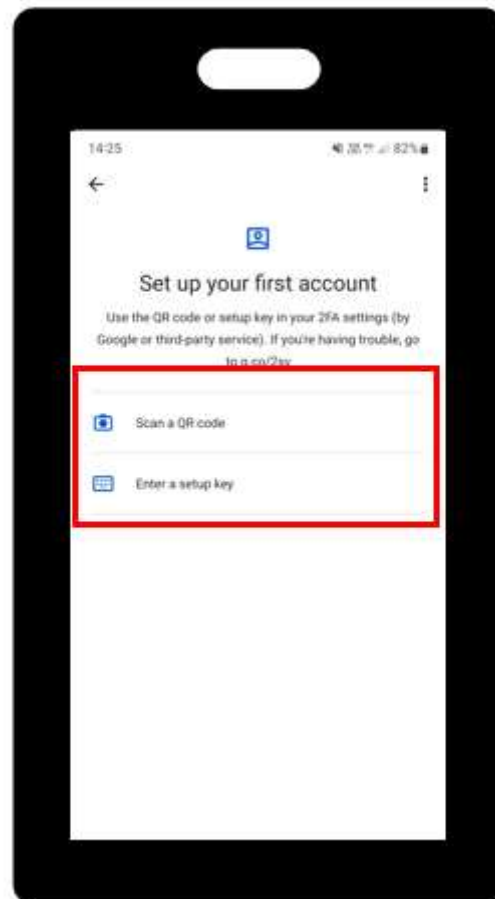
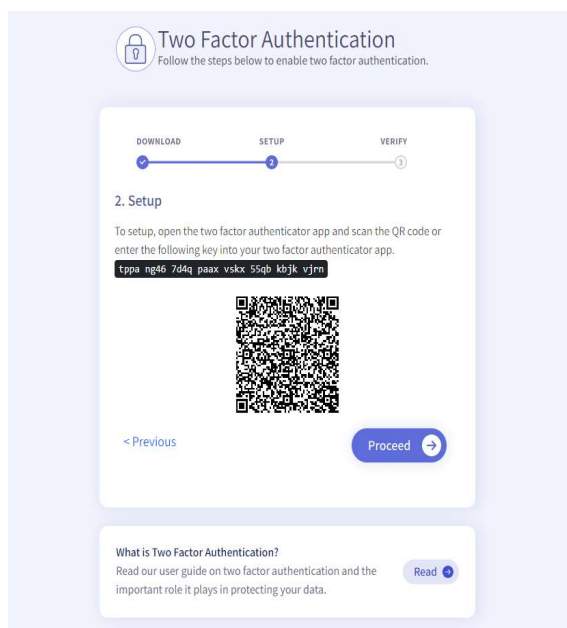


**2.9** Success. You have downloaded the authenticator to mobile.  
Click “Proceed” to progress to the Setup stage.



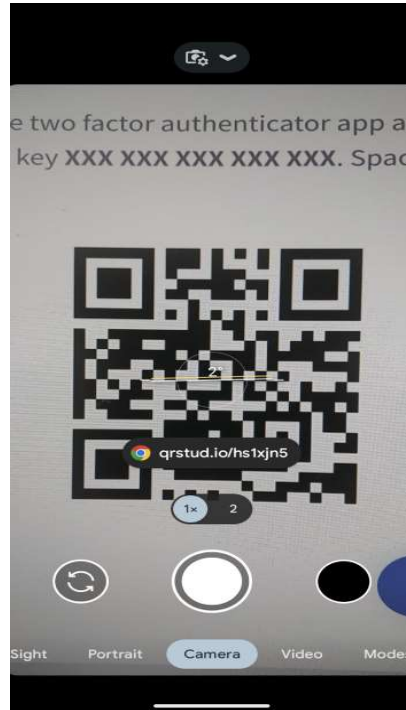
**2.10** You can setup the authenticator by:

1. Scanning the QR code, or
2. Manually entering the 32-digit secret key



### 2.11 QR Code Option.

Select “Scan a QR code” and give the app the appropriate permissions to use the camera. Use your mobile device to scan the QR code on the portal Two Factor Authentication setup screen.

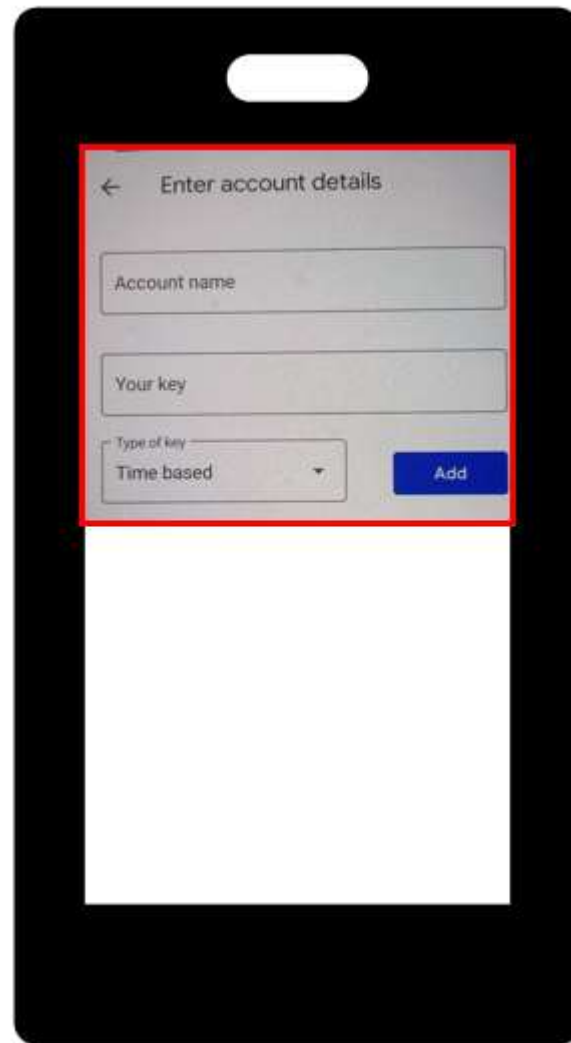


## 2.12 Setup the authenticator [Manual Option]

Select "Enter a setup key" option

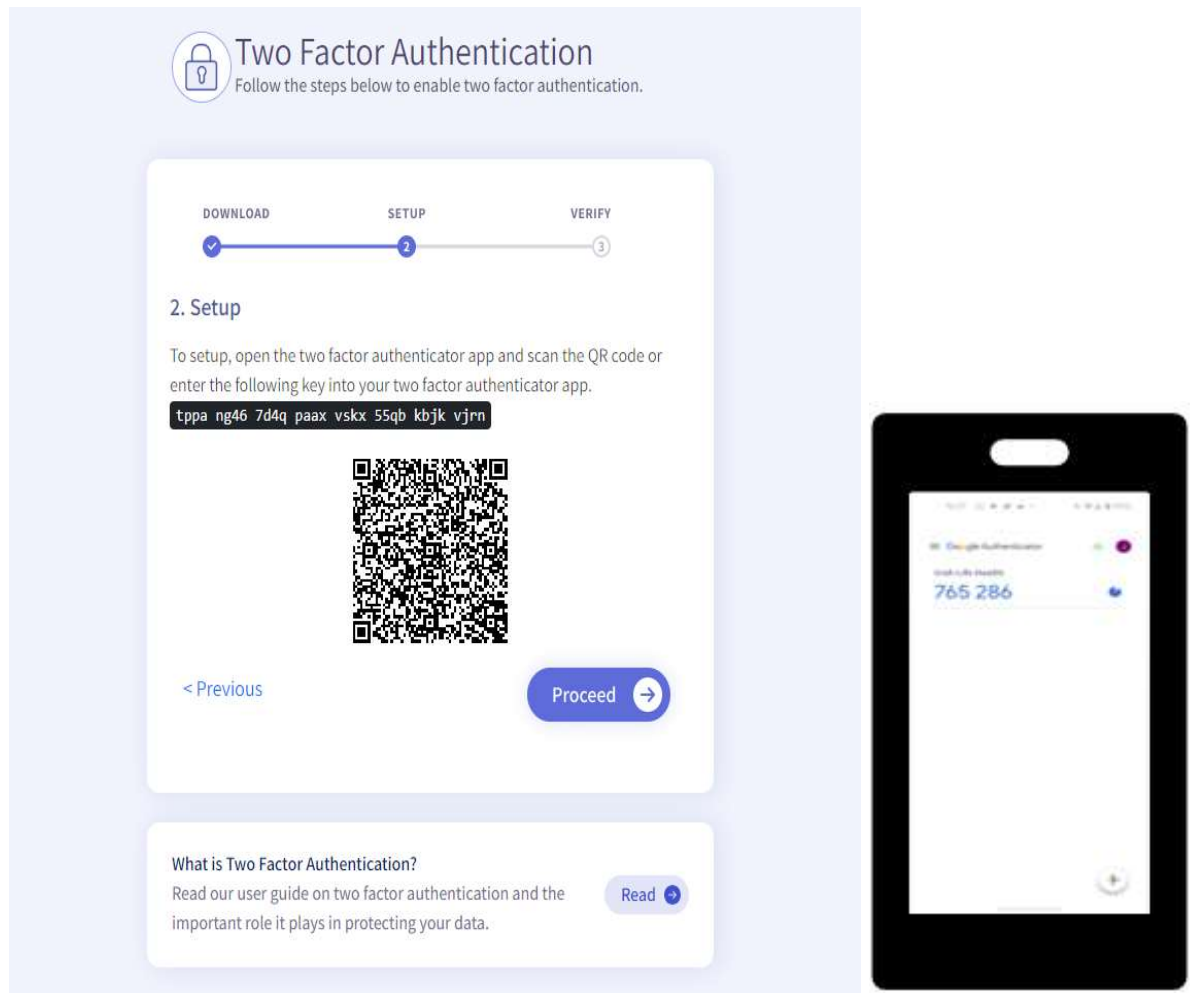
Enter the account details requested and click Add.

- **Account Name:** "Irish Life Health Live"
- **Your Key:** Enter the 32-digit secret key from the setup page
- **Type of Key:** Time based



### 2.13 Success. You have setup the authenticator.

The authenticator will immediately show a 6-digit code which will refresh periodically.  
Click “Proceed” to move to the Verify screen.





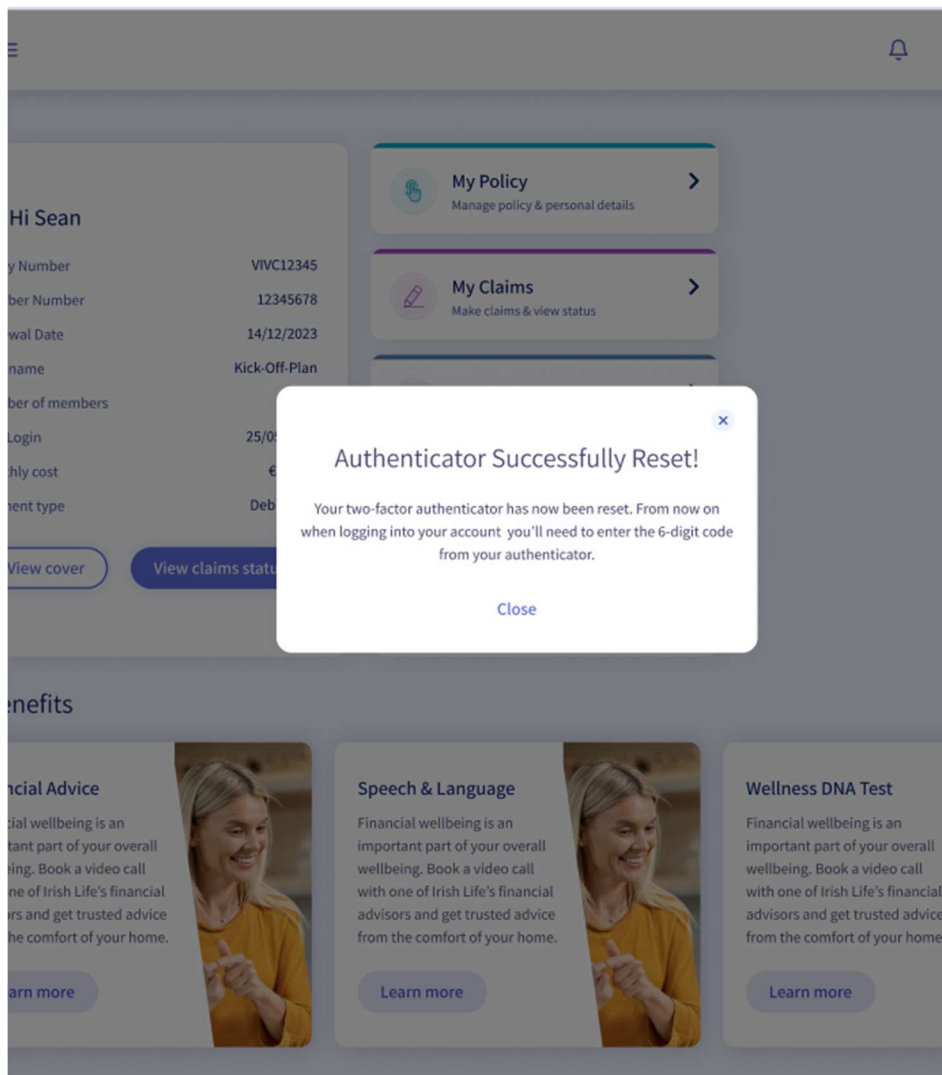
**2.14** Enter the 6-digit authentication code into the verification code box on the Verify screen and select “Submit”.

If there is an error:

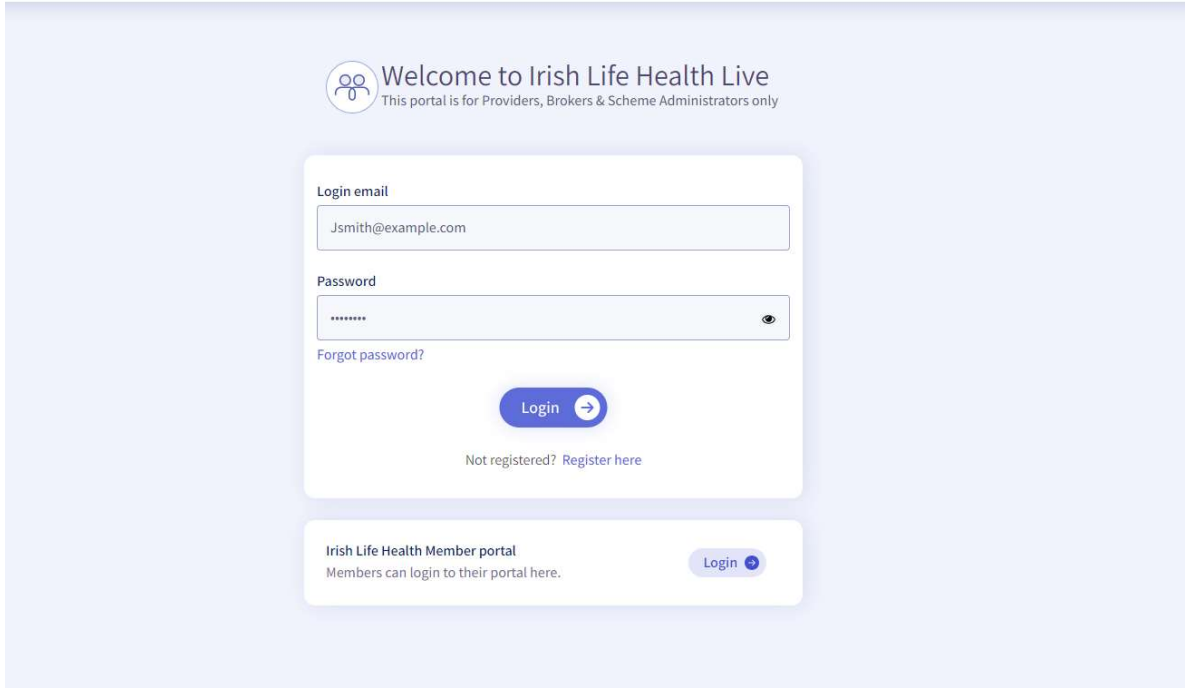
1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.

The screenshot displays the 'Two Factor Authentication' setup process. The main heading is 'Two Factor Authentication' with a subtext 'Follow the steps below to enable two factor authentication.' Below this is a progress bar with three steps: 'DOWNLOAD', 'SETUP', and 'VERIFY'. The 'VERIFY' step is currently active, indicated by a blue circle with the number '3'. The '3. Verify' section contains instructions: 'Once setup is complete, your two factor authenticator app will provide you with a unique code. Enter the code in the confirmation box below.' A text input field labeled 'Verification Code' contains the number '765286'. Below the input field are two buttons: '< Previous' and 'Submit'. At the bottom, there is a section titled 'What is Two Factor Authentication?' with a brief description and a 'Read' button with a right arrow. To the right of the main setup screen, a smaller inset shows an 'Authenticator' app interface for 'Irish Life Health' displaying the code '765 286'.

**2.15 Success.** You have verified the authenticator and this one-time setup is complete. Keep your authenticator safe as you will be required to enter the 6-digit authentication code every time you login.



The below is showing the set-up MFA on the Desktop.

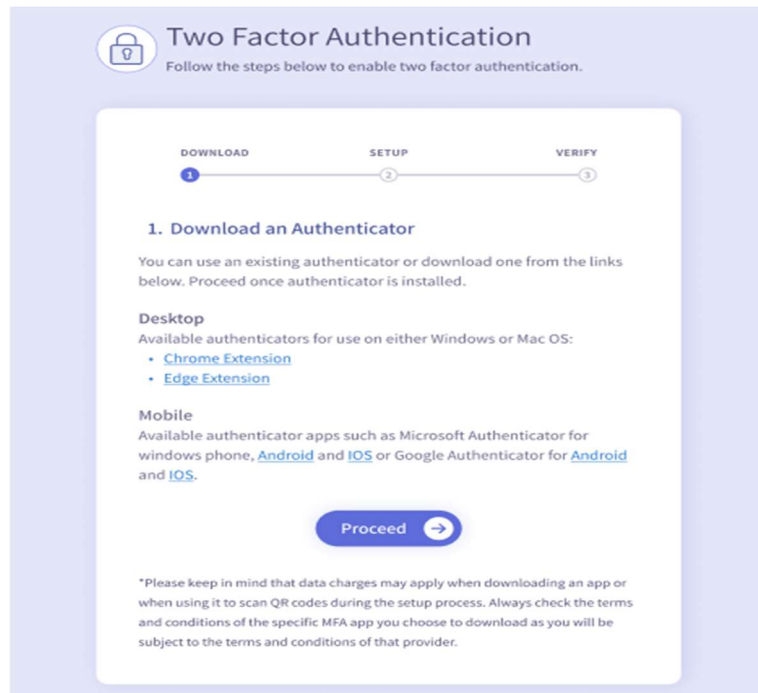
2.2	Login using your existing username and password as normal.
2.2.1	Enter your: <ul style="list-style-type: none"><li>• Email address</li><li>• Password</li></ul>
2.2.2.	Click Login.
	
Notes	The email address being used to register must match what Irish Life Health has on record for you as an agent.

### 2.2.3

When logged in you will be prompted to complete the setup of a two-factor authenticator.

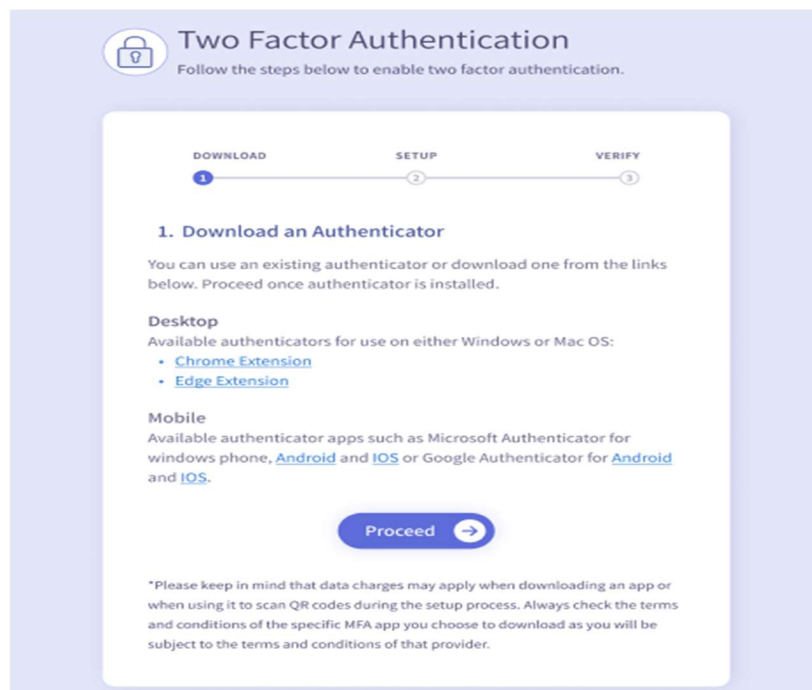
This is a one time setup process.

- If you already have an authenticator you can proceed to the next step.
- If you don't have an authenticator, follow steps to download.



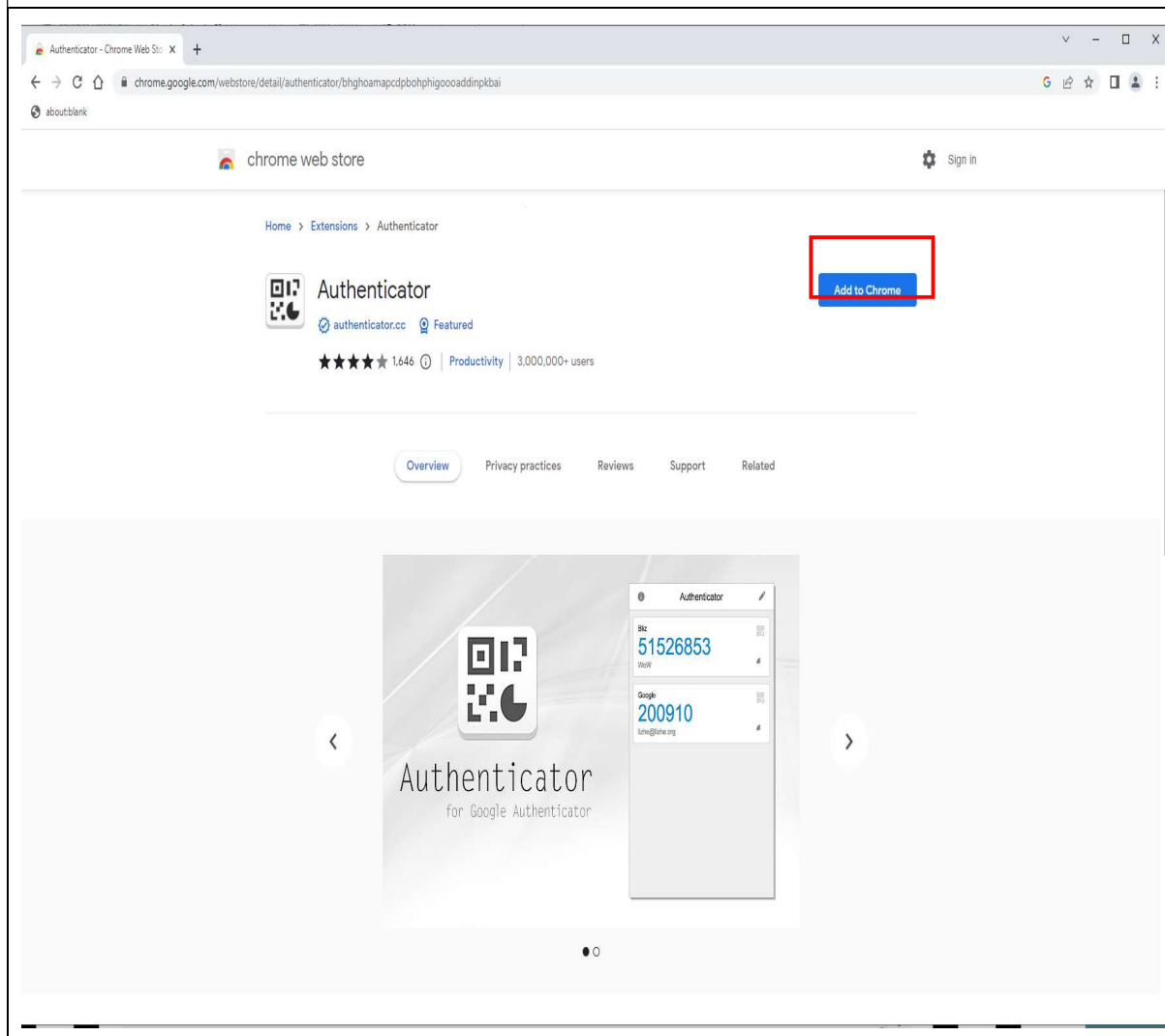
### 2.2.4

For the purpose of this guide we will select the Desktop, Chrome Extension.



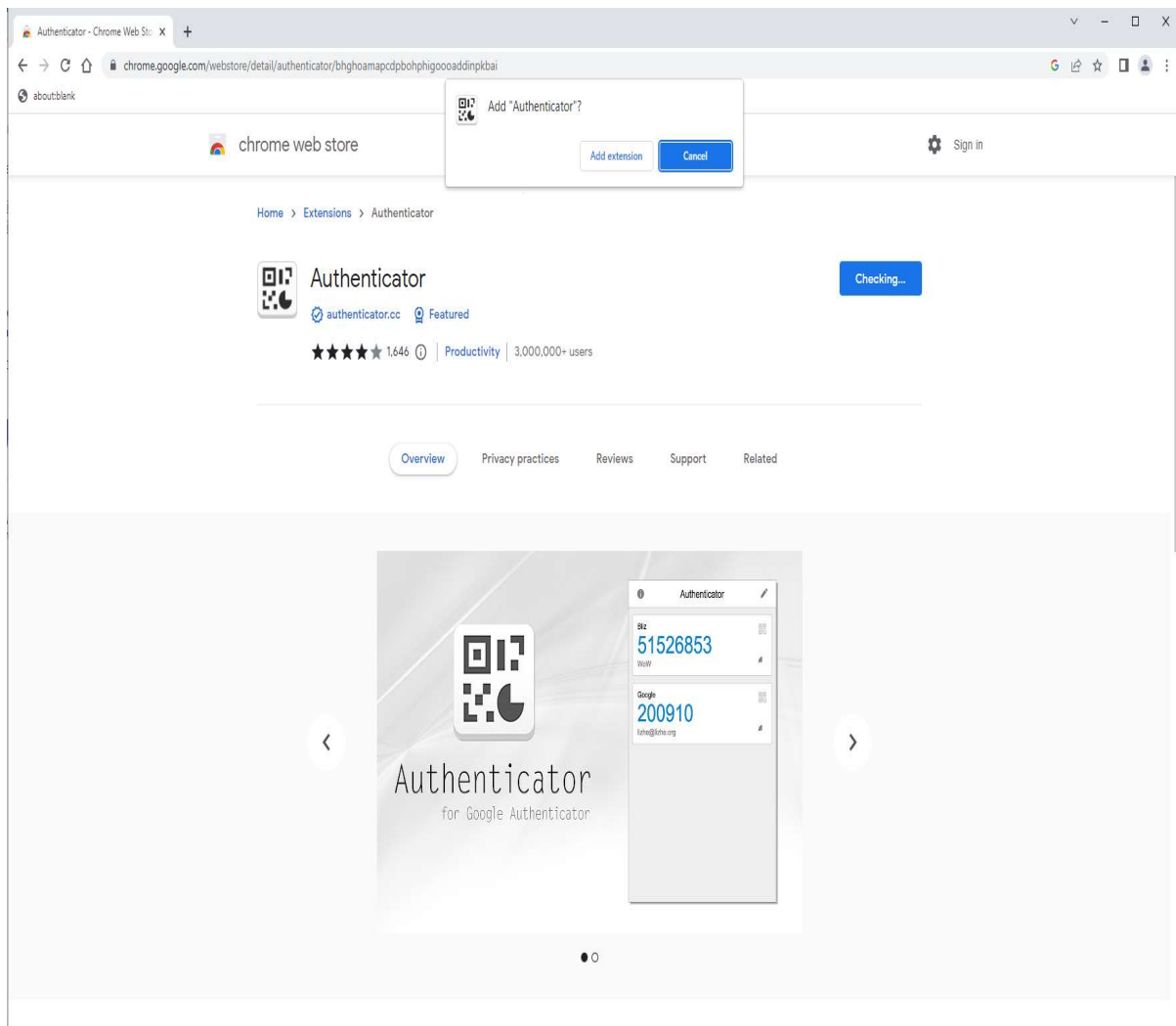
N.B. Whichever authenticator app you choose, you will be subject to the Terms of Use of that provider.

**2.2.5** The download page for the Chrome extension will open from the link.  
Select the blue “Add to Chrome” button on screen.



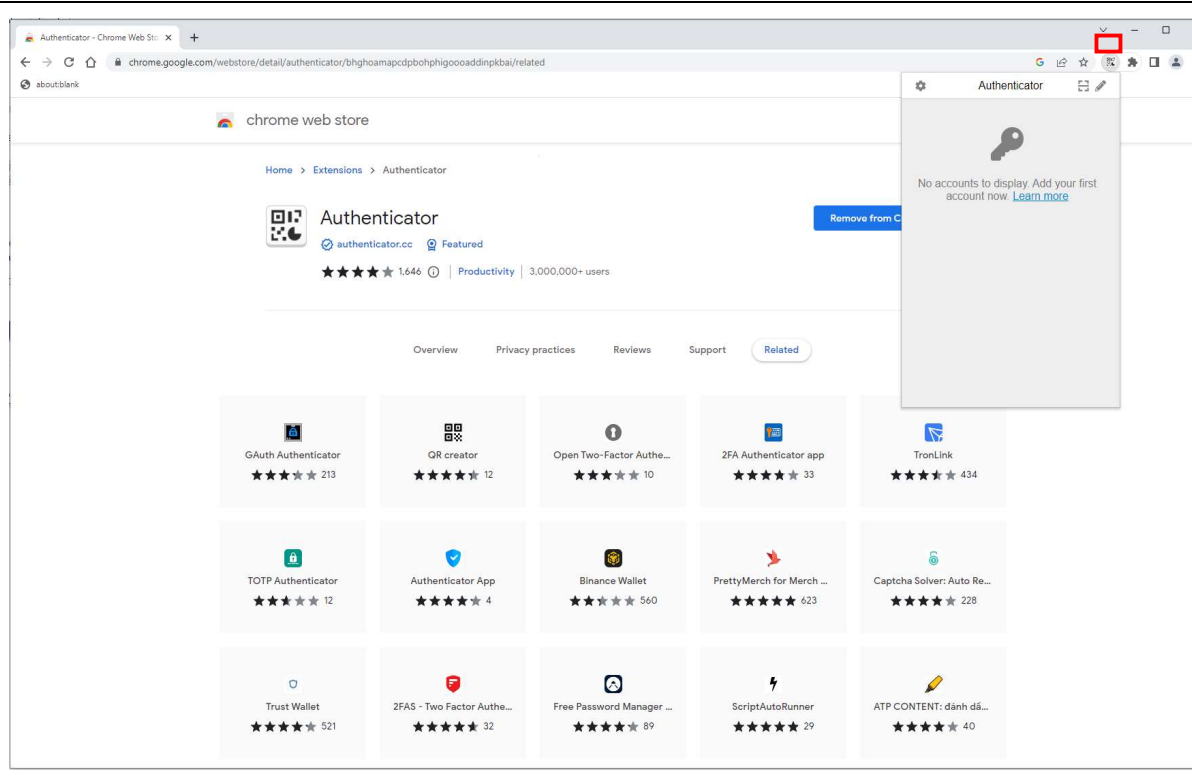
## 2.2.6 Download the authenticator extension to your desktop.

Select the grey “Add Extension” button in the pop-up screen.



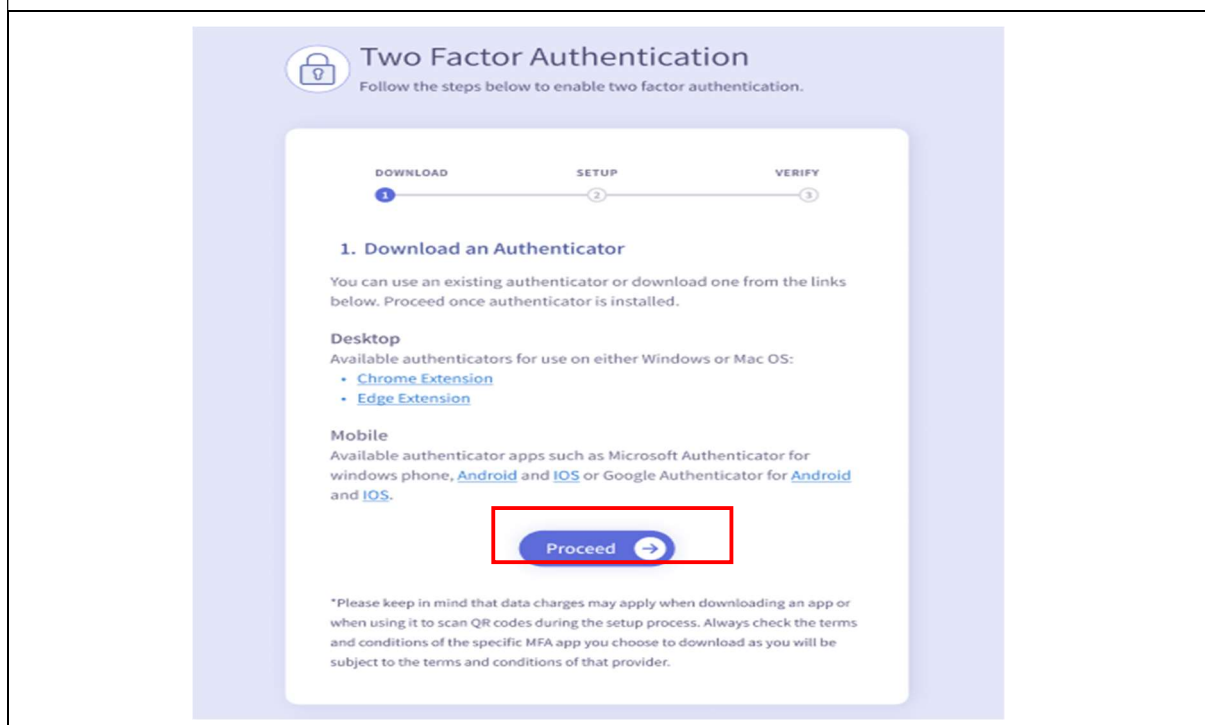
**2.2.7** To open, this can be found in the extension toolbar to the right of the address bar at the top of the screen.

Next you need to go back to the portal to complete setup.



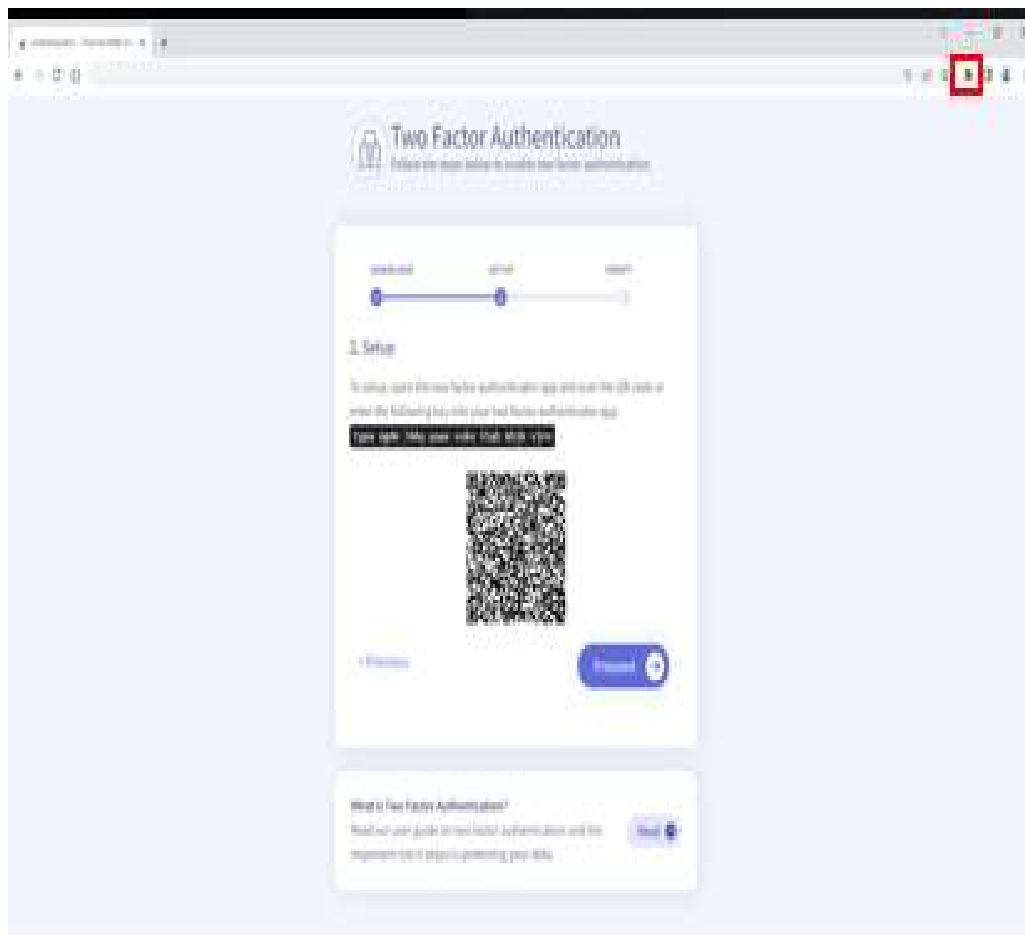
**2.2.8** Success. You have downloaded the authenticator to your desktop browser.

Click "Proceed" to progress to the Setup stage.




### 2.2.9 Navigate to the browser extension toolbar and open the authenticator.

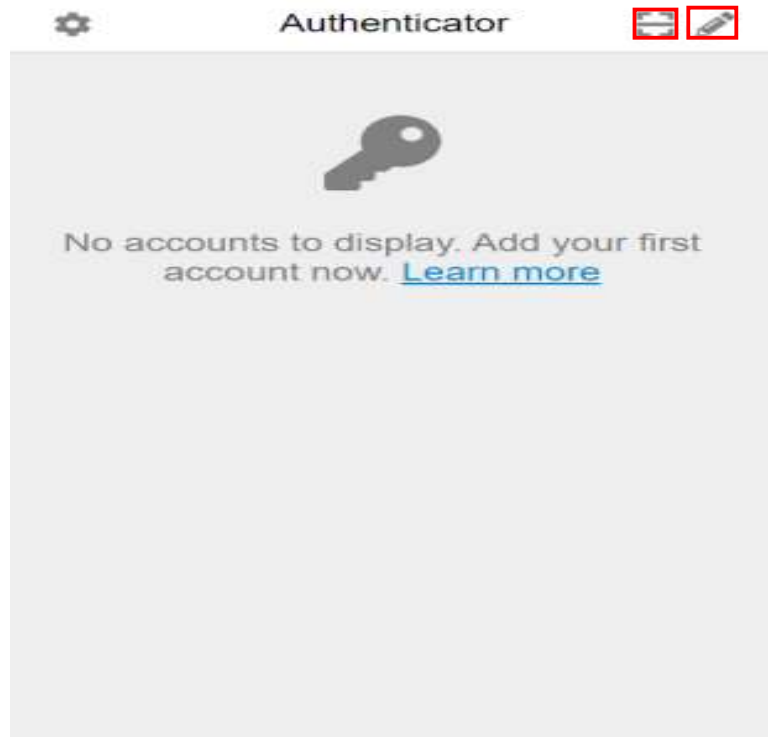
This can be found in the extension toolbar to the right of the address bar at the top of the screen.






**2.2.10** You can setup the authenticator by scanning the QR code or manually entering the 32 digit Secret Key.

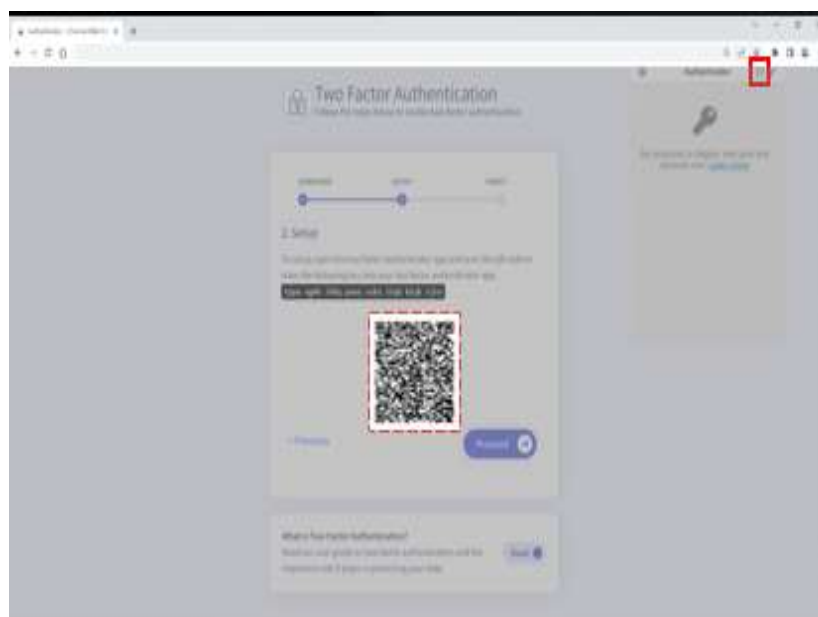
- Click the  icon for the scan QR code setup option.
- Click the pen icon for the manual setup option.





### 2.2.11 QR Code Setup.

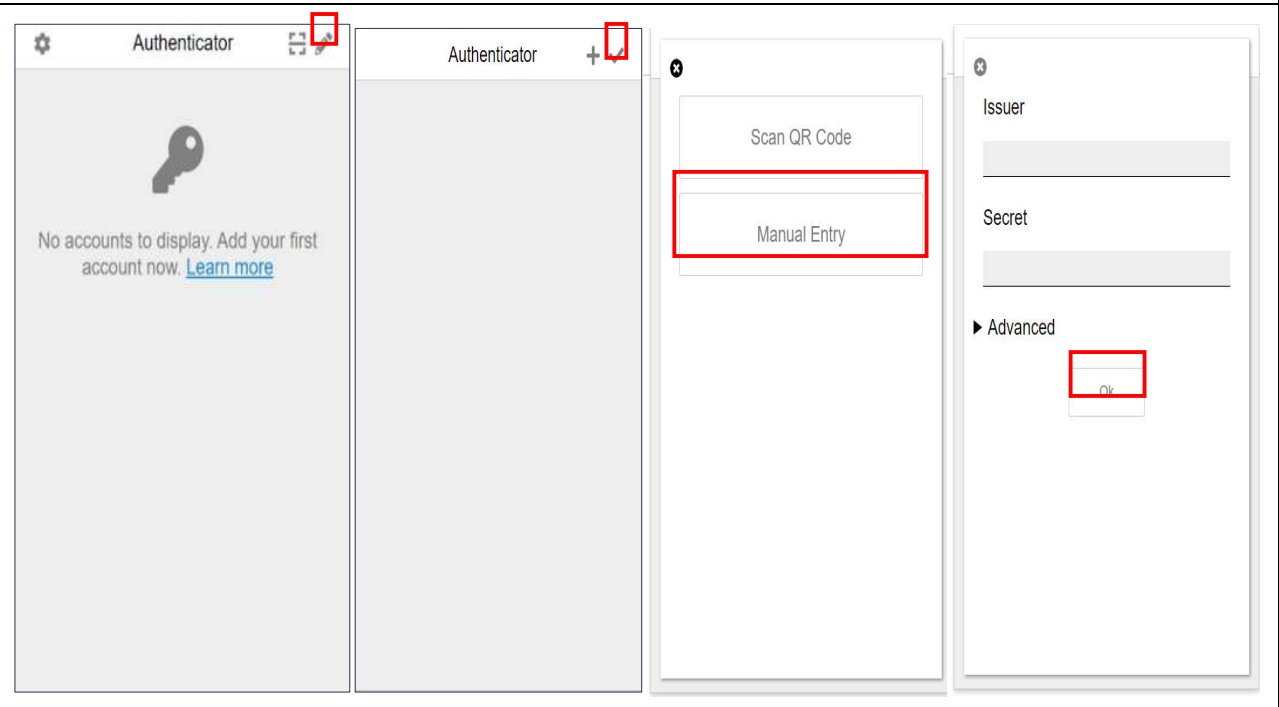
Click the  icon in the authenticator toolbar to enable the scanning option.

Select the QR code on screen by dragging the scanning square over the location of the code with your mouse as shown in the image.



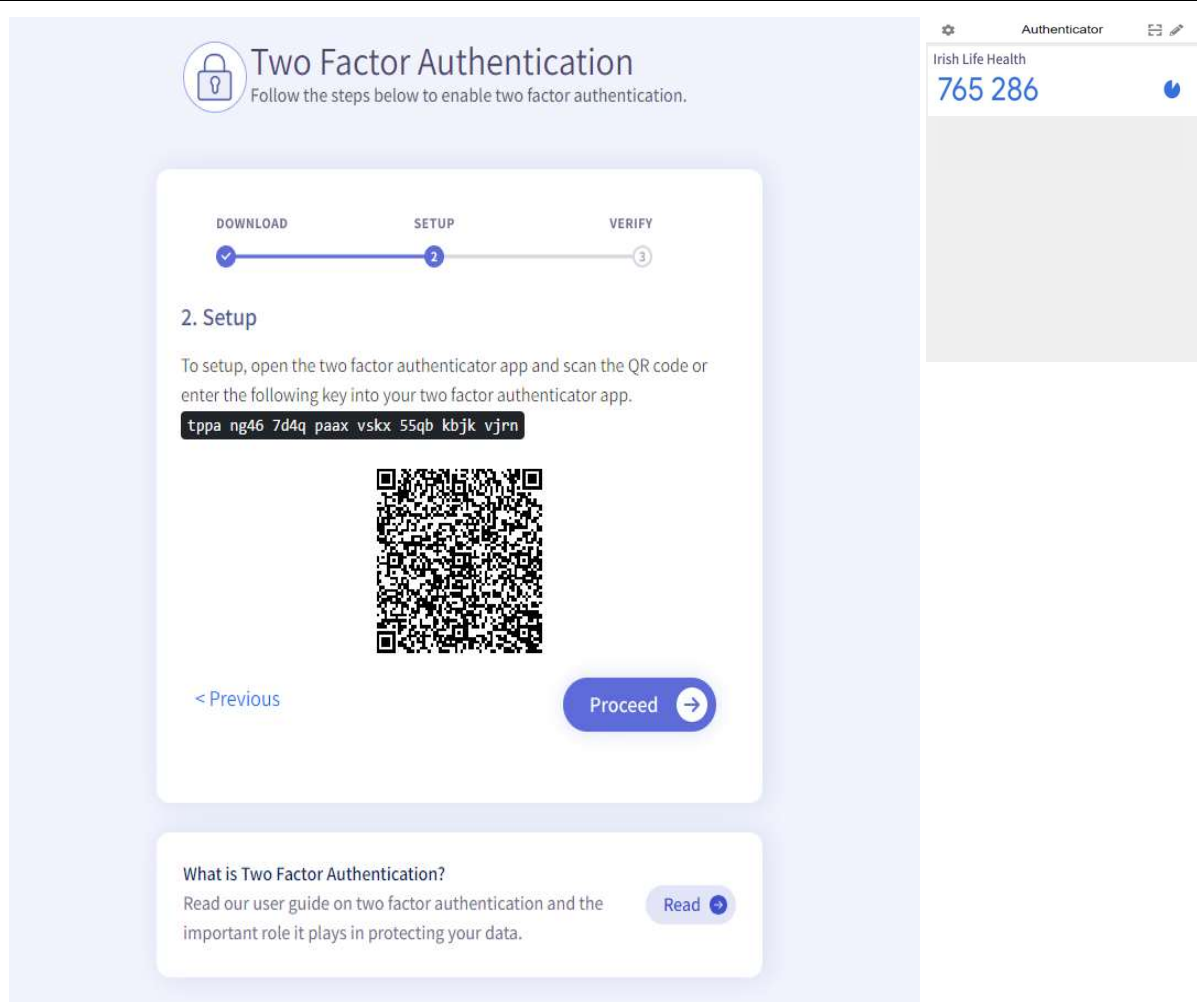
### 2.2.12 Manual setup.

1. Click 
2. Click 
3. Select "Manual Entry"
4. Fill details:
  - Issuer: "Irish Life Health Live"
  - Secret: Enter the 32-digit secret key from the setup page.
  - Click Ok



### 2.2.13 Success. You have setup the authenticator.

The authenticator will immediately show a 6-digit code which will refresh periodically.  
Click “Proceed” to move to the Verify screen.



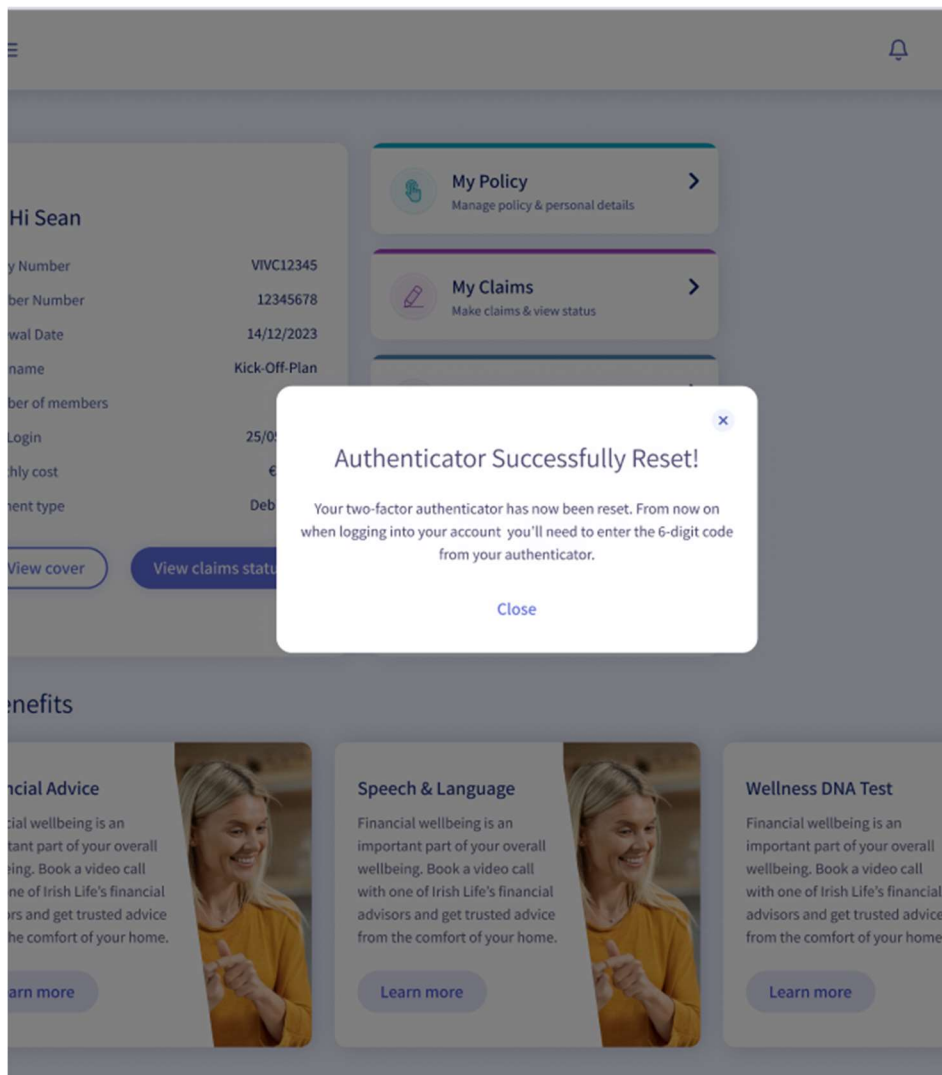
**2.2.14** Enter the 6-digit authentication code into the verification code box on the Verify screen and select “Submit”.

If there is an error:

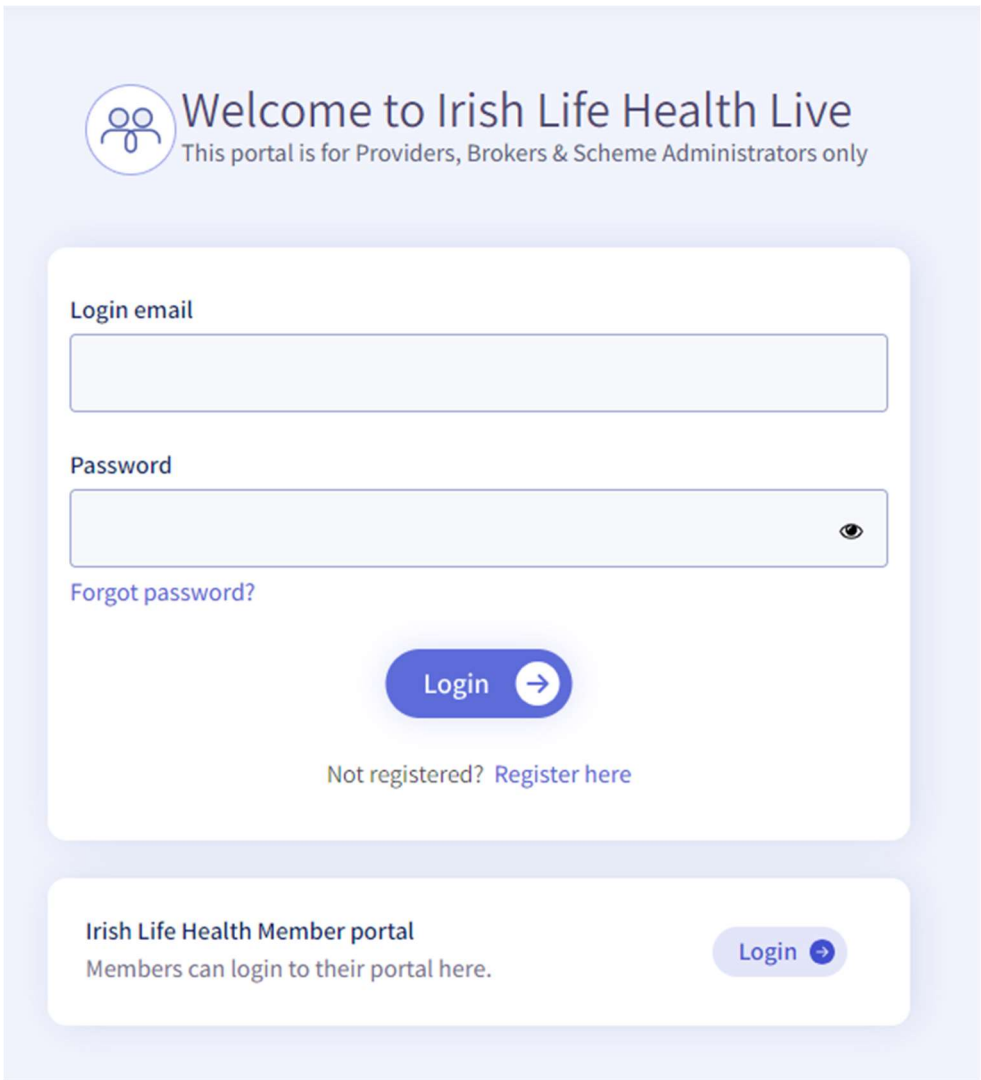
1. Retry, confirming the correct digits are input, which match the code on the authenticator at the time of submission.
2. Go to the previous page and re setup the authenticator.

The screenshot displays the 'Two Factor Authentication' setup process. The main heading is 'Two Factor Authentication' with a subtext 'Follow the steps below to enable two factor authentication.' Below this is a progress bar with three steps: 'DOWNLOAD', 'SETUP', and 'VERIFY'. The 'VERIFY' step is currently active, indicated by a blue circle with the number '3'. The '3. Verify' section contains instructions: 'Once setup is complete, your two factor authenticator app will provide you with a unique code. Enter the code in the confirmation box below.' A text input field labeled 'Verification Code' contains the number '765286'. Below the input field are two buttons: '< Previous' and 'Submit'. At the bottom, there is a section titled 'What is Two Factor Authentication?' with a brief description and a 'Read' button with a right arrow. To the right of the main setup screen, a smaller inset shows an 'Authenticator' app interface for 'Irish Life Health' displaying the code '765 286'.

**2.2.15 Success.** You have verified the authenticator and this one-time setup is complete. Keep your authenticator safe as you will be required to enter the 6-digit authentication code every time you login.

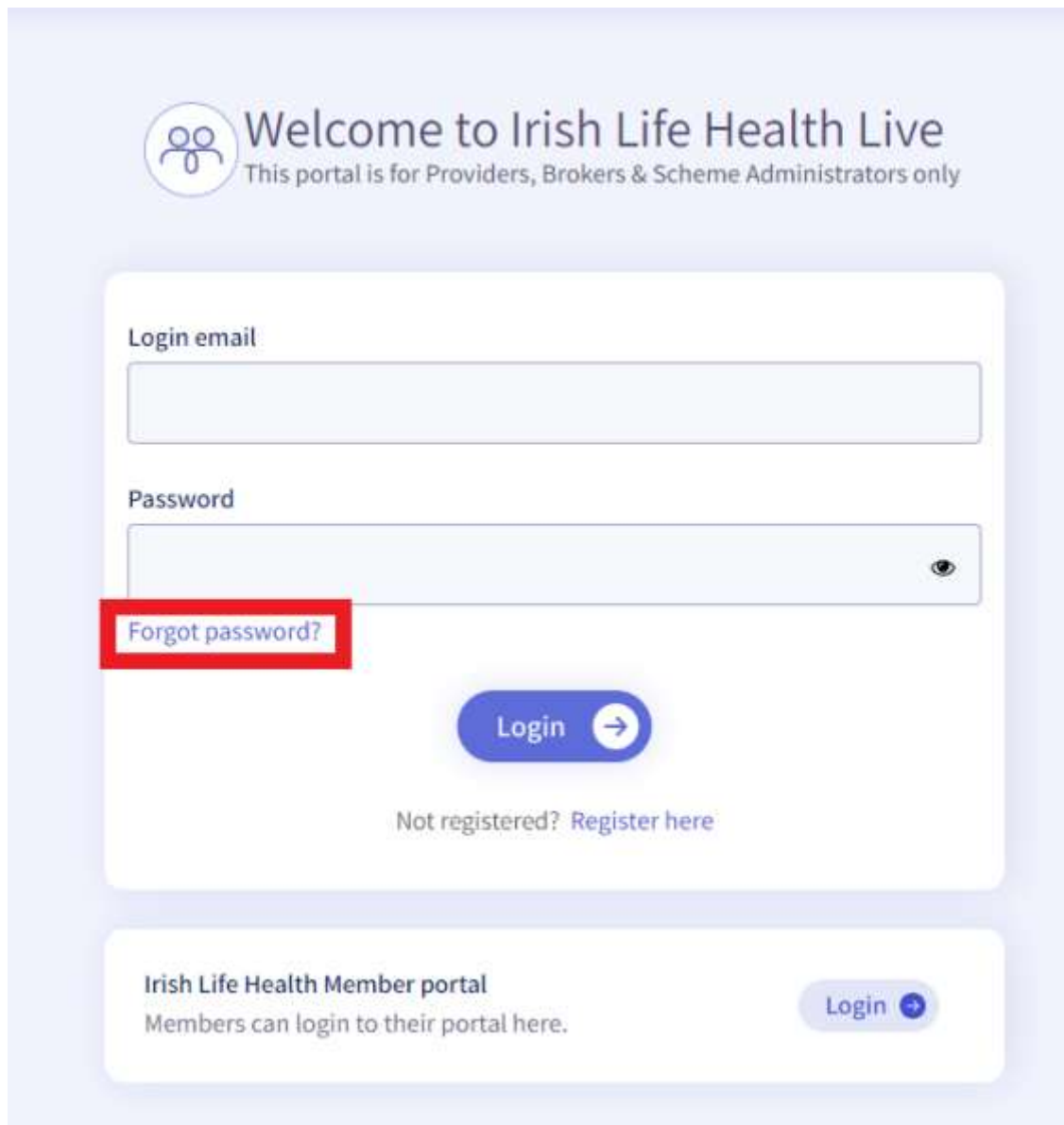


### 3 Logging in to Irish Life Health Live

<b>Note</b>	Enter the Irish Life Health Live address in your addresss bar and press Enter.
<b>1</b>	Make sure you are on the Login tab.
<b>2</b>	Enter your: <ul style="list-style-type: none"><li>• Email address</li><li>• Password</li></ul>
<b>3</b>	Click Login.
	
<b>Note</b>	If you have forgotten your password, use the Forgot password link to reset this.

## 4 Resetting your Password

<b>Note</b>	Enter the Irish Life Health Live address in your addresss bar and press Enter.
<b>1</b>	Make sure you are on the Login tab.
<b>2</b>	Click Forgot Password.



Welcome to Irish Life Health Live  
This portal is for Providers, Brokers & Scheme Administrators only

Login email

Password

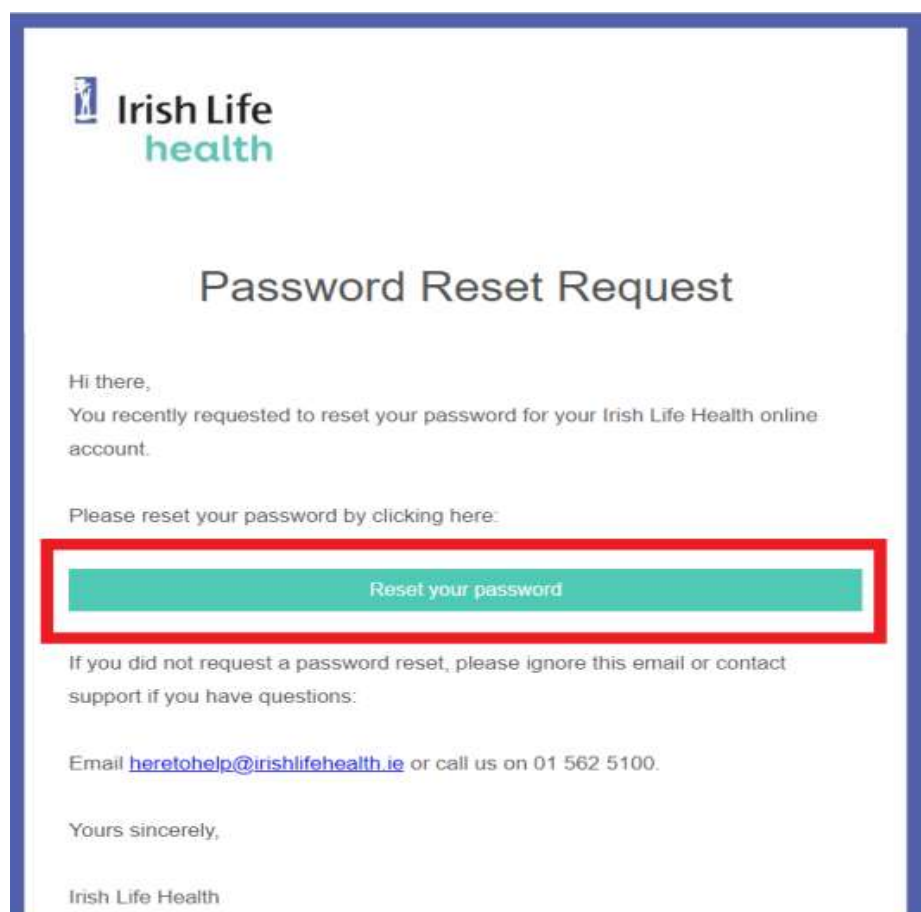
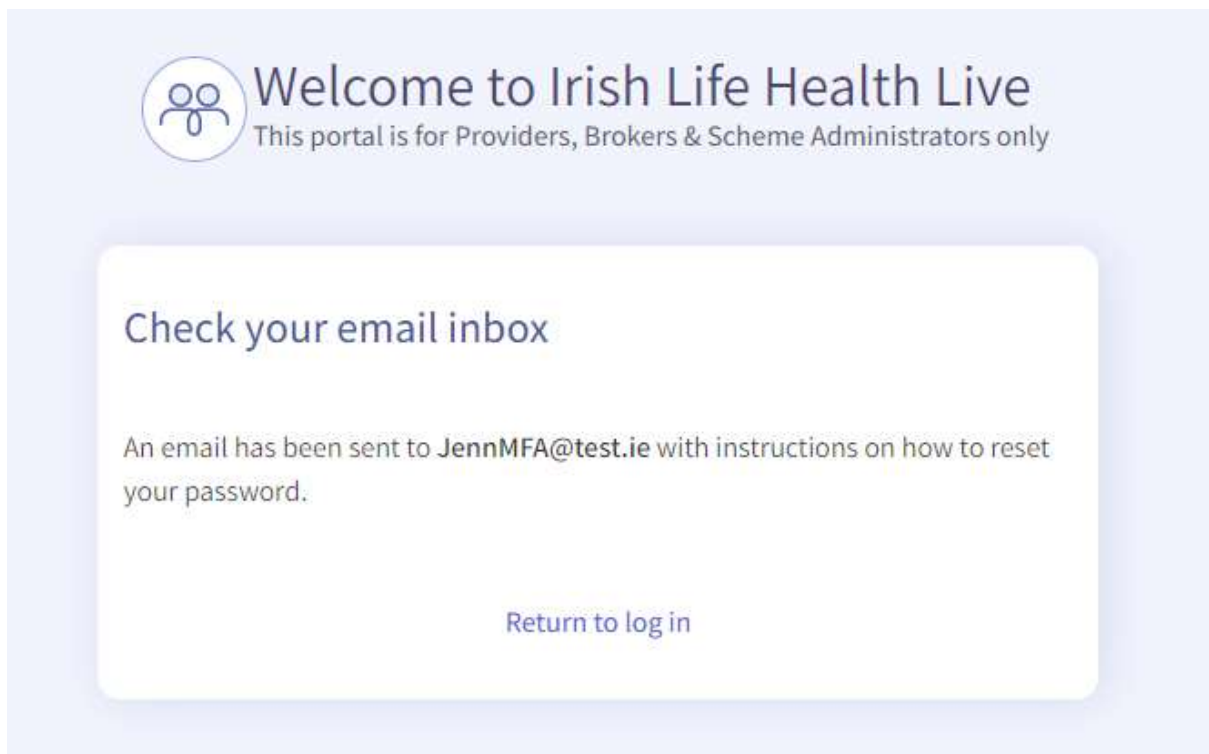
[Forgot password?](#)

Login →

Not registered? [Register here](#)

Irish Life Health Member portal  
Members can login to their portal here.

Login +



5

Create a new password.  
Confirm this too.




6


Click the Confirm button.

**Set your new password**

JennMFA@test.ie

**Choose a new password:**

Password 

Confirm Password 

Your password must consist of:

- at least 8 characters
- uppercase, lowercase & numbers
- at least one special character

**Confirm**

[Back to log in](#)

## 5 Creating a Password as a Newly Registered User

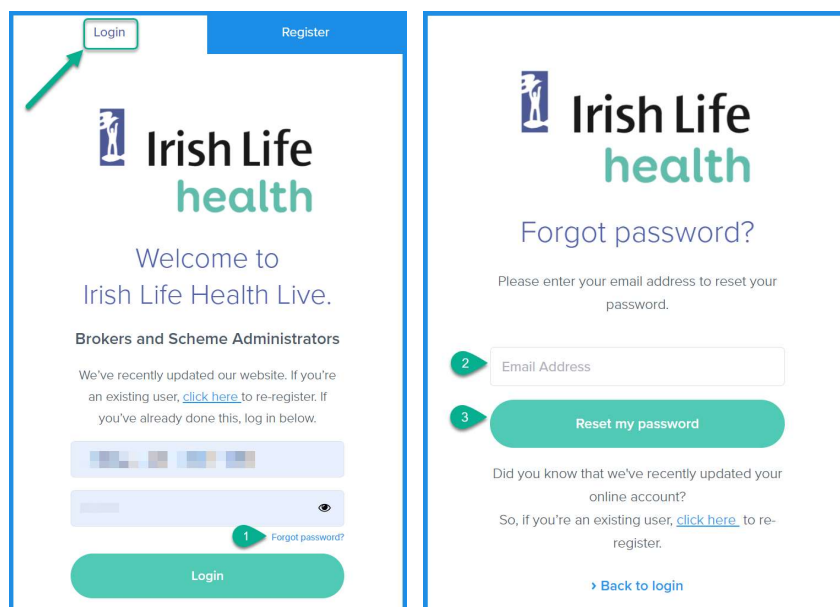
If you are a new user, and your user access has recently been created by your main admin user, you will receive an email from the Irish Life Health Live Portal welcoming you to the portal and asking you to create your own password. To do this, all you need to do is access the portal and click the Forgot Password link on the Login page. Once you fill in your email address and request a password reset email you can then use this email to create your own password.

Once you receive your welcome email go to the link provided to open the Irish Life Health Live Portal Login page: <https://www.irishlifehealth.ie/portal/ilhlive>



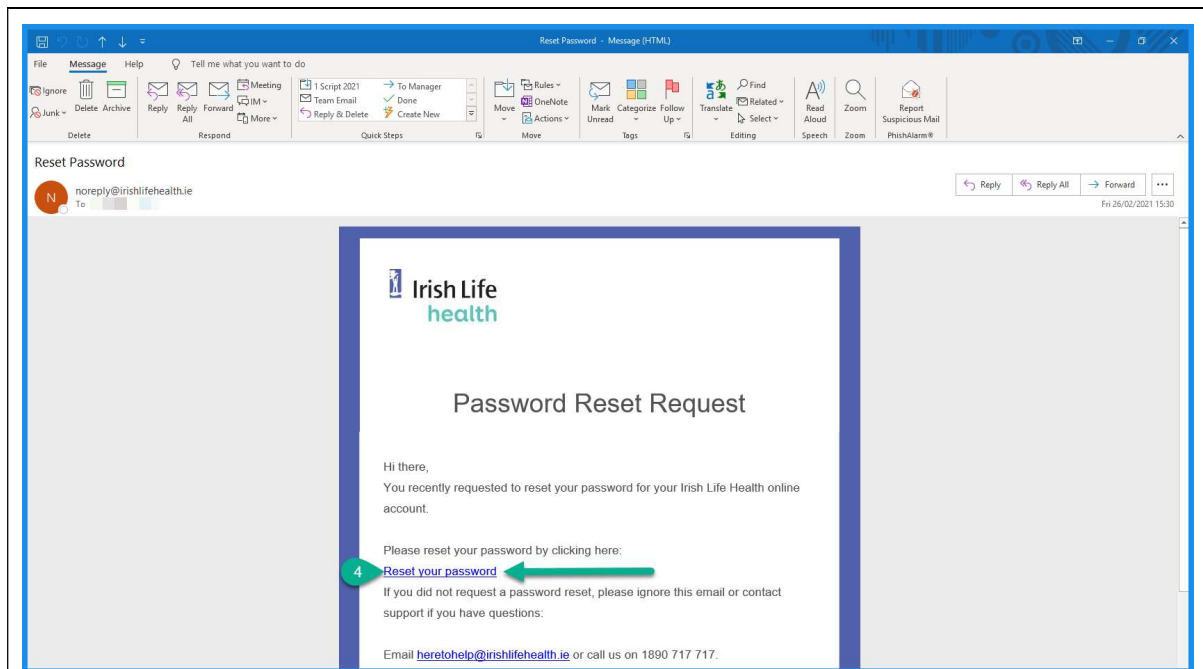
These are also the steps you need if you want to Reset Your Password in future.

1. On the Login tab, click Forgot Password.
2. Enter your email address.
3. Click Reset my password.



4. Open your email inbox and look for the email from [noreply@irishlifehealth.ie](mailto:noreply@irishlifehealth.ie). Click Reset your password.

## Creating a Password as a Newly Registered User



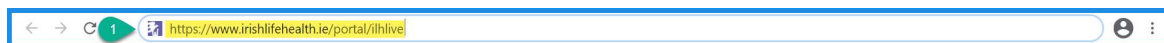
5. This opens the Reset Password screen. Enter a password that meets the requirements.
6. Re-enter this same password.
7. Click Confirm.

The screenshot shows the "Set your new password" screen for Irish Life Health. The header says "Irish Life health". Below that, it says "Set your new password". The email address "cidalia.parker@irishlifehealth.ie" is displayed. Below that, it says "Choose a new password:". There are two input fields: "Password" and "Confirm Password". A green circle with the number "5" points to the "Password" field, and a green circle with the number "6" points to the "Confirm Password" field. Below the input fields, there is a yellow box with the text: "Your password must consist of: at least 8 characters, uppercase, lowercase & numbers, at least one special character". A green circle with the number "7" points to the "Confirm" button. At the bottom, there is a link "Back to log in".

## 6 Logging in

Once you have created your password, you can log in to use the portal.

1. Open your internet browser and enter the address for the browser (<https://www.irishlifehealth.ie/portal/ilhlive>) and press Enter.



2. Enter your:
  - a. Email
  - b. Password

3. Click Login.

A screenshot of the Irish Life Health Live login page. The page has a white background with a blue header bar containing 'Login' and 'Register' tabs. The Irish Life Health logo is prominently displayed. Below the logo, it says 'Welcome to Irish Life Health Live.' and 'Brokers and Scheme Administrators'. A message states: 'We've recently updated our website. If you're an existing user, [click here](#) to re-register. If you've already done this, log in below.' There are three numbered steps indicated by green circles: 1. Email input field, 2. Password input field with a toggle for visibility, and 3. A green 'Login' button. A 'Forgot password?' link is also visible.

## 7 The Home page

The home pages provides a convenient hub to the different parts of the portal.

1. Your username (email address) will display at the top of the page.
2. The provider support contact details are displayed at the top of the page too.
3. There are 4 screens in the portal that you can access from this home screen:
  - a. Home
  - b. Check Cover
  - c. Schedules and Forms
  - d. My Account
4. You can quickly Check Cover from the Home page.
5. Click Log Out to close the portal.

The screenshot shows the Irish Life Health Live portal home page. At the top, there is a header bar with the Irish Life Health logo on the left. To the right of the logo, there is a user profile section showing '(IsProvider)' and an email address 'partnersupport@irishlifehealth.ie'. Further right, there is a phone number '(01) 562 5162'. Below the header bar, there is a navigation menu with four links: 'Home', 'Check Cover', 'Schedules and Forms', and 'My Account'. A 'Log Out' button is located to the right of the navigation menu. The main content area features a 'Welcome to Irish Life Health Live' message. Below this, there is a 'Search Policy' section. This section contains three radio buttons for selection: 'Policy Number and Date of Birth' (which is selected), 'Member Number', and 'Full Name and Date of Birth'. Below the radio buttons, there are two input fields: 'Policy Number' and 'Date of birth (DD/MM/YYYY)'. A green 'Find Policy' button is located at the bottom of the search section. Numbered callouts are placed over the page: '1' points to the user profile, '2' points to the contact details, '3' points to the navigation menu, '4' points to the search policy section, and '5' points to the Log Out button.

Let's look at how to check a member's cover.

## 8 Checking Cover

There are 3 ways you can check a member's cover:

- By policy number and date of birth,
- By member number,
- By full name and date of birth

You can access this functionality at the bottom of the Home page or by clicking on the Check Cover menu option.

### 8.1 Check Cover by policy number and date of birth

1. Click Policy Number as the type of Search.
2. Enter a valid Policy Number in full.
3. Enter a date of birth as DDMMYYYY.
4. Click Find Policy.
5. Click the policy number hyperlink to open the policy details.

### Check Cover

Search Policy

1

☒ Policy Number
 ☐ Member Number
 ☐ Full Name and Date of Birth

2

Policy Number

VIV

3

Date of birth

01/08/1976

4

Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
5 VIV		Rygpabeymy Fvjq-Uhne	01/08/1976	Select Starter	30/12/2021

The Policy Details page opens in a separate tab.

6. The first tab shows the policy details like the plan name, member number, date of birth, etc. including the policy address details.
7. The second tab shows the detailed cover and benefits for the member.

Policy

6

Policy Details

Cover and Benefits

7

Policy Details

Start Date

30/12/2020

End Date

29/12/2021

Next Renewal Date

30/12/2021

Status

Live

Rygpabeymy Fvjq-Uhne

(Policyholder)

Plan

Select Starter

Member Number

Date of Birth

01/08/1976

Join Date

30/12/2020

First Insured

30/12/2016

Name

Rygpabeymy Fvjq-Uhne

Last Name

Fvjq-Uhne

Addresses on the policy

Postal Address

Address Line 1

Address Line 2

Address Line 3

Town / City

County

If a member's policy is cancelled, you will see this clearly on the policy details screen,

Policy Details

Cover and Benefits

Cover Details for VIV

Who is covered?  
Select a member to view their benefits and Terms & Conditions.

Rygpabeymy Fvjq-Uhne  
(Cancelled)

Rygpabeymy Fvjq-Uhne  
Member Number:

Health Plan 13

This member has been cancelled and is not currently covered under this policy.

Member's hospital cover

A summary of the hospital cover on member's plan.  
Hospital modules are not visible at this time.

and on the Cover and Benefits tab too.

Policy Details

Cover and Benefits

Cover Details for VIV

Who is covered?  
Select a member to view their benefits and Terms & Conditions.

Rygpabeymy Fvjq-Uhne  
(Cancelled)

Rygpabeymy Fvjq-Uhne  
Member Number:

Health Plan 13

This member has been cancelled and is not currently covered under this policy.

Member's hospital cover

A summary of the hospital cover on member's plan.  
Hospital modules are not visible at this time.



To view a member's detailed cover details on a live policy:

8. Click the Cover and Benefits tab.
9. View their Plan and hospital cover details by hospital type.
10. To check the member's specific hospital list cover, click the View your hospital list link.

We recommend that you confirm that your own hospital or centre or facility is covered on the member's hospital list.

If a hospital is designated as not covered on the member's hospital list, the member has no cover in that hospital.

In this first example, the member has cover for public hospitals only.

Policy D **8** Cover and Benefits

### Cover Details for VIVG

Who is covered?  
Select a member to view their benefits and Terms & Conditions.

**Rygpabeymy Fvjq-Uhne**  
(Policyholder)

**9** Rygpabeymy Fvjq-Uhne  
Member Number: [REDACTED]  
**Select Starter**

### Member's hospital cover

A summary of the hospital cover on member's plan.

**Consultant fees and inpatient scans**

- ✓ Consultants fees (In selected hospitals only) Covered
- ✓ Inpatient Scans (In selected hospitals only) Covered

**10** **Public Hospitals**

- ✓ Day Case: Covered
- ✓ Private Room: Covered
- ✓ Semi Private Room: Covered

**> View member's hospital list**

In this example, the member has cover for public and private hospitals:

Policy Details


Cover and Benefits

### Cover Details for

Who is covered?

Select a member to view their benefits and Terms & Conditions.

Axjy Gnbpm  
(Partner)



Axjy Gnbpm  
Member Number: 3138742

**Kick-Off Plan ILH**

Personalised Packages: Travel and Sports Cover

### Member's hospital cover

A summary of the hospital cover on member's plan.

**Consultant fees and inpatient scans**

- Consultants fees (In selected hospitals only) Covered
- Inpatient Scans (In selected hospitals only) Covered

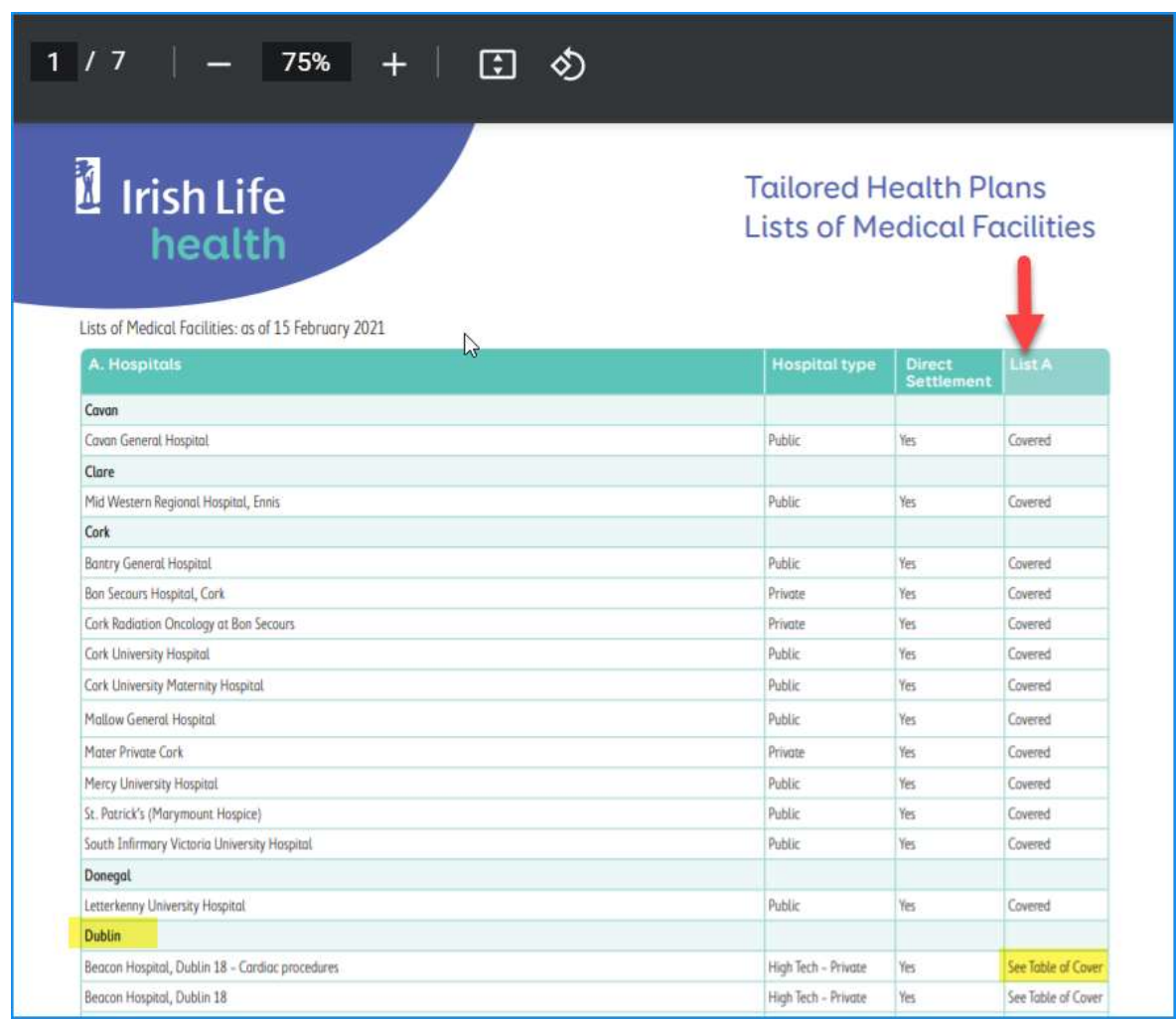
Public Hospitals	Private Hospitals
Day Case: Covered	Day Case: 65% Cover
Private Room: Semi-Private Rate	Private Room: 65% of Semi-Private Rate
Semi Private Room: Covered	Semi Private Room: 65% Cover

[-> View member's hospital list](#)

When you click the View member' hospital list hyperlink, the relevant hospital list opens in a separate tab.

It shows the hospital list (1/2/3/4 or A/B/C/D) relevant to the member's plan.

You can search for your hospital / centre / facility by area and check the last column.



1 / 7 | - 75% + | [Icons]

**Irish Life health**

Tailored Health Plans  
Lists of Medical Facilities

Lists of Medical Facilities: as of 15 February 2021

A. Hospitals	Hospital type	Direct Settlement	List A
<b>Cavan</b>			
Cavan General Hospital	Public	Yes	Covered
<b>Clare</b>			
Mid Western Regional Hospital, Ennis	Public	Yes	Covered
<b>Cork</b>			
Bantry General Hospital	Public	Yes	Covered
Bon Secours Hospital, Cork	Private	Yes	Covered
Cork Radiation Oncology at Bon Secours	Private	Yes	Covered
Cork University Hospital	Public	Yes	Covered
Cork University Maternity Hospital	Public	Yes	Covered
Mallow General Hospital	Public	Yes	Covered
Mater Private Cork	Private	Yes	Covered
Mercy University Hospital	Public	Yes	Covered
St. Patrick's (Marymount Hospice)	Public	Yes	Covered
South Infirmary Victoria University Hospital	Public	Yes	Covered
<b>Donegal</b>			
Letterkenny University Hospital	Public	Yes	Covered
<b>Dublin</b>			
Beacon Hospital, Dublin 18 - Cardiac procedures	High Tech - Private	Yes	See Table of Cover
Beacon Hospital, Dublin 18	High Tech - Private	Yes	See Table of Cover

In this example, a hospital is designated on the Hospital list as *See Table of Cover*.


Dublin			
Beacon Hospital, Dublin 18 - Cardiac procedures	High Tech - Private	Yes	See Table of Cover
Beacon Hospital, Dublin 18	High Tech - Private	Yes	See Table of Cover

When you return to the Cover Details tab for this member, you can see why the hospital list states *See Table of Cover*. This member has varying rates of high-tech hospital cover in different high-tech hospitals.

Who is covered?

Select a member to view their benefits and Terms & Conditions.

**Xclek Gnbpm**  
(Policyholder)



**Xclek Gnbpm**  
Member Number:

**4D Health 4**  
Personalised Packages: You Extra, Sports Extra, Travel Extra

### Member's hospital cover

A summary of the hospital cover on member's plan.

**Consultant fees and inpatient scans**

- ✓ **Consultant fees** Covered
- ✓ **Inpatient Scans** Covered

**Public Hospitals**

- ✓ Day Case: Covered
- ✓ Private Room: Covered
- ✓ Semi Private Room: Covered

**Private Hospitals**

- ✓ Day Case: Covered subject to €50 excess per claim
- ✓ Private Room: Covered subject to €50 excess per claim subject to €2,000 co-payment on certain orthopaedic procedures
- ✓ Semi Private Room: Covered subject to €50 excess per claim subject to €2,000 co-payment on certain orthopaedic procedures

**High Tech Hospitals**

- ✓ Day Case: Covered subject to €50 excess per claim.
- ✓ Listed Cardiac Procedures: Covered subject to €50 excess per claim
- ✓ Listed Special Procedures: Covered subject to €50 excess per claim subject to €2,000 co-payment on certain orthopaedic procedures
- ✓ **Private Room: Covered (Beacon only) subject to €50 excess per claim. 50% Cover in Blackrock Clinic and Mater Private**
- ✓ Semi Private Room: Covered (Beacon only) subject to €50 excess per claim. Mater Private and Blackrock Clinic 50% cover.

[View member's hospital list](#)

### Tip:

Once you are done checking a member's hospital list and cover details, close the tabs to return to your original tab.

## 8.2 Check Cover by member number

If you only have a member's Member Number, you can search for a policy with this too.

1. On the Check Cover page,
2. Click Member Number, and
3. Enter the Member Number,
4. Click Find Policy, and
5. Click the Policy Number hyperlink to open the member's Cover Details tab.

Follow the same steps as shown in section 8.1 to check a member's cover and hospital list.

The screenshot shows the 'Check Cover' page on the Irish Life Health website. The page has a blue header with the logo and navigation links: Home, Check Cover, Schedules and Forms, My Account, and a Log Out button. The main heading is 'Check Cover'. Below it is a 'Search Policy' section. In this section, there are three radio buttons: 'Policy Number', 'Member Number' (which is selected and highlighted with a green callout '2'), and 'Full Name and Date of Birth'. Below the radio buttons is a text input field labeled 'Member Number' with a green callout '3' pointing to it. Below the input field is a green button labeled 'Find Policy' with a green callout '4' pointing to it. Below the 'Find Policy' button is a table with the following data:

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
123456789	987654321	Rygpabeymy Fvjq-Uhne	01/08/1976	Select Starter	30/12/2021

A green callout '5' points to the 'Policy Number' column header in the table.

### 8.3 Check cover by Full Name and Date of Birth

You can also search for a policy by Full Name and Date of Birth.

1. On the Check Cover page,
2. Click Full Name and Date of Birth option, and
3. Enter the member's First Name,
4. Last Name,
5. Date of birth (in DDMMYYYY format), and
6. Click Find Policy.
7. Click the Policy Number hyperlink to open the member's Cover Details tab.

Follow the same steps as shown in section 8.1 to check a member's cover and hospital list.

**Irish Life health**

Home Check Cover Schedules and Forms My Account Log Out

## Check Cover

**Search Policy**

Search Policy

☐ Policy Number
 ☐ Member Number
 ☒ Full Name and Date of Birth

First Name

Last Name

Date of birth

Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
<a href="#">VIVC</a>		Rygpabeymy Fvjq-Uhne	01/08/1976	Select Starter	30/12/2021
<a href="#">VIVC</a>		Rygpabeymy Fvjq-Uhne	01/08/1976	Health Plan 13	30/12/2017

It is possible that there are more than one policy that match the search criteria.

In this scenario, the results will display in a table. In this example there are 2 policies. Be sure to select the correct policy.

In this example, the member has 2 policies but only one is current and live as can be seen by looking at the Policy Renewal Date.

Search Policy

Search Policy

☐ Policy Number

☐ Member Number

☒ Full Name and Date of Birth

First Name

Rygpabeymy

Last Name

Fvjq-Uhne

Date of birth

01/08/1976

Find Policy

Policy Number	Member Number	Name	Date of Birth	Plan	Policy Renewal Date
			01/08/1976	Health Plan 13	30/12/2017
			01/08/1976	Select Starter	30/12/2021

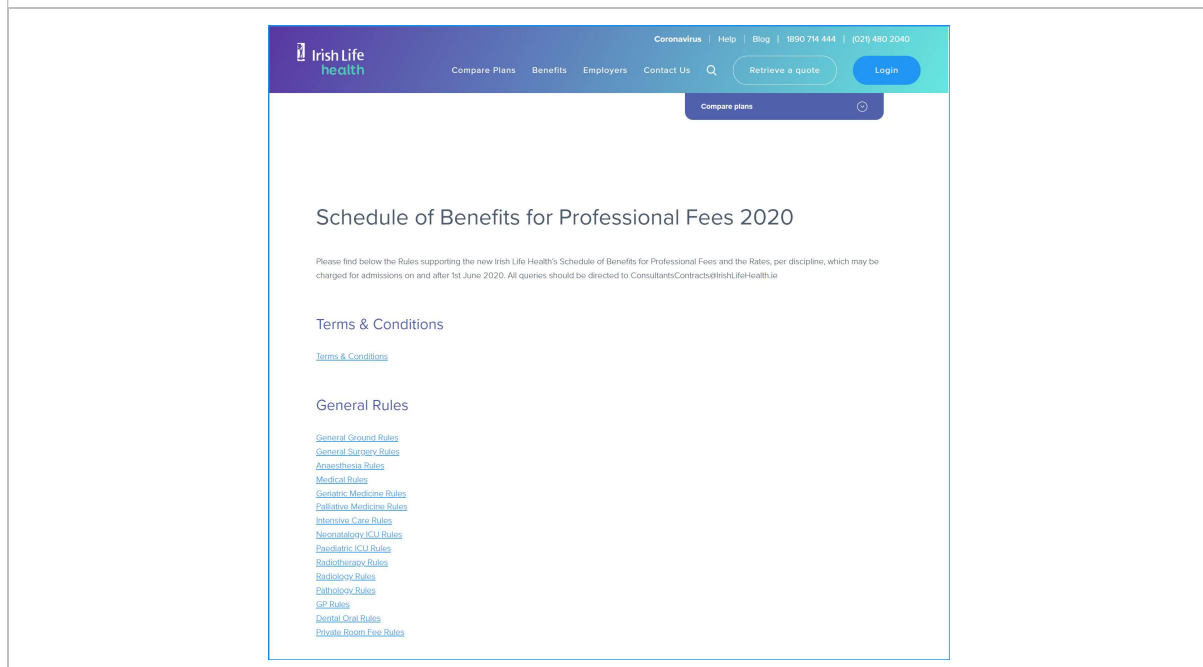
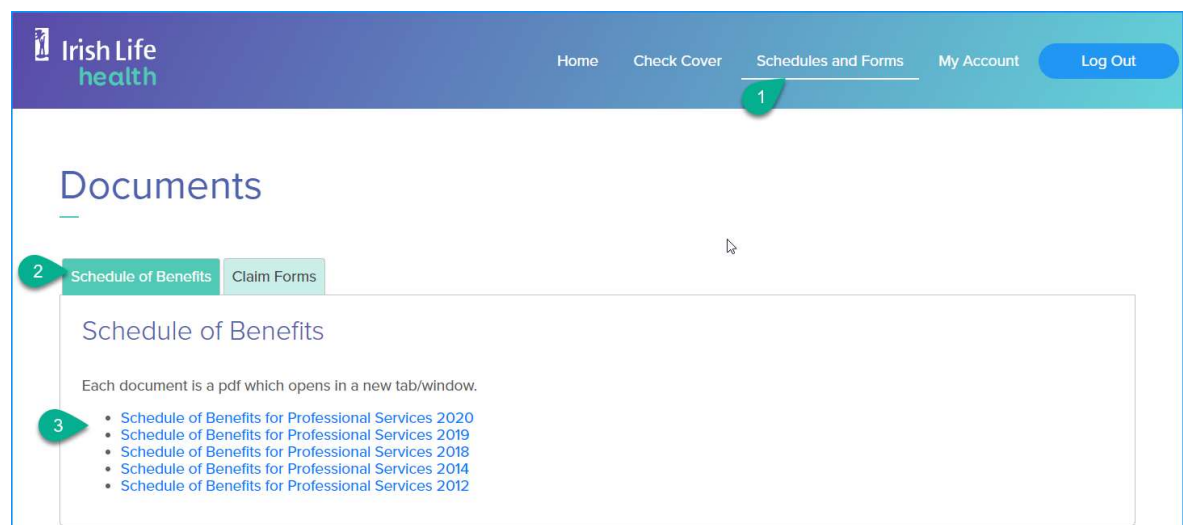
## 9 Schedules and Forms

### 9.1 To find a Schedule of Benefits for a particular year / period

On the Schedules and Forms page, you can access the Schedule of Benefits for Professional Services and Claim Forms. To access Schedule of Benefits by year:

1. Click the Schedules and Forms menu.
2. On the Schedule of Benefits tab,
3. Click the link for the year that you require.

The relevant Irish Life Health web page opens.

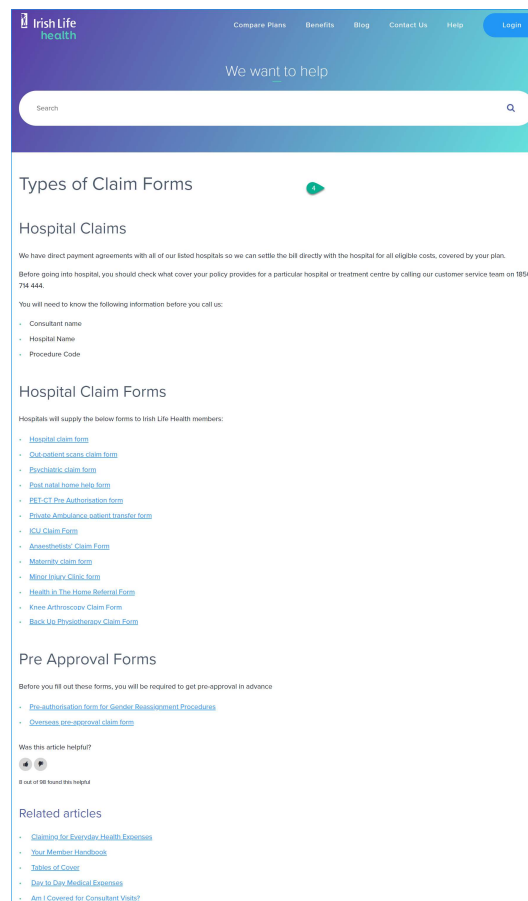
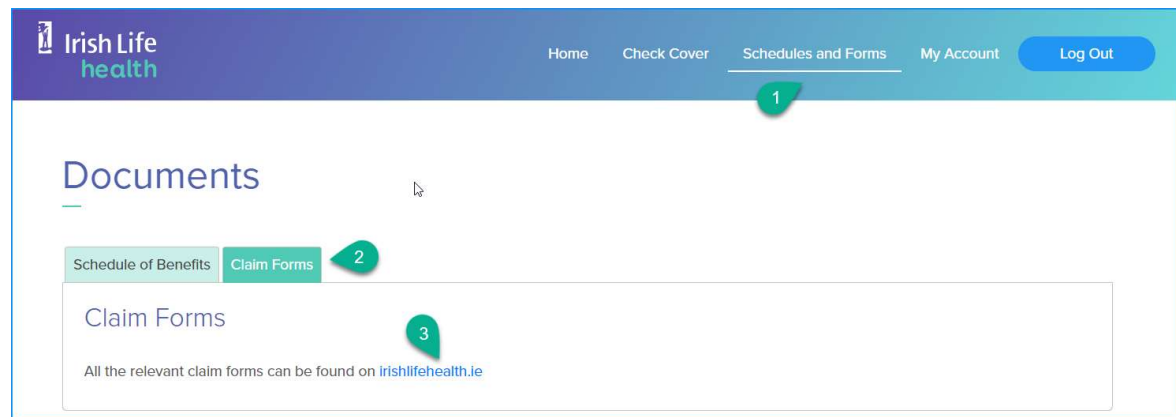




## 9.2 To find a Claim Form

To access Claim Forms:

1. Click the Schedules and Forms menu.
2. On the Claim Forms tab,
3. Click the link to the Irish Life Health website.
4. The relevant Irish Life Health web page opens.



## 10 My Account

### 10.1 My Details

1. The My Details tab shows your own details including your Role (Health Provider), your Provider Member Number, your Member Name and Address and other contact details.

**My Account**

1

My Details Login History

**My Details**

**Role**  
Health Provider

**Member Number**  
[Redacted]

**Name**  
[Redacted]

**Address**  
[Redacted]

**Email**  
[Redacted]

**Phone Numbers**  
[Redacted]

### 10.2 Login History

1. The Login History tab shows your recent logins.

**My Account**

1

My Details Login History

**Recent Logins**

- 15/06/2021 08:38
- 12/04/2021 09:52
- 03/03/2021 16:20
- 01/03/2021 18:13
- 01/03/2021 17:22
- 19/01/2021 14:31
- 18/01/2021 12:46
- 15/01/2021 17:16



## 11 Troubleshooting

### 1. I get an error message when I try to view a policy.

This error usually indicates that you do not have access to view the policy.  
Contact us and we can try to help you resolve this issue.

#### Error.

An error occurred while processing your request.

Error while attempting to retrieve details for vivw545653. Check that you have access to view this policy, please contact Irish Life Health.

### 2. I entered the incorrect password a few times and seem to be locked out of the portal.

This may happen if you enter the incorrect password more than 5 times.

This will lock you out of the portal for about 15 minutes.

If you have forgotten your password, rather use the Forgot Password option to create a new password.

If the problem persists, please contact us and we will help you gain access again.

### 3. For all queries about the provider portal:

[partnersupport@irishlifehealth.ie](mailto:partnersupport@irishlifehealth.ie)