

AaNeelConnect Member Portal User Manual

Document Version: 1.0

Date: 12th October 2026

Application: Member Portal

Audience: Members / End Users

TABLE OF CONTENTS

1. Overview 3
   1.1 What is Member Portal? 3
   1.2 Scope of the manual 3
2. Prerequisites 3
3. Getting Started 4
   3.1 Account Set-Up 4
   3.2 Log in to the portal 7
   3.3 Forgot Password 8
4. Landing Page 10
   4.1. Account Setting 10
      4.1.1 Change Password 11
      4.1.2 Enable 2FA 12
      4.1.3 Logout 14
   4.2 Dashboard 15
      4.2.1 My Insurance 16
      4.2.2 My Claims 17
      4.2.3 My Care Team 17
      4.2.4 Quick Links 18
      4.2.5 Connect to CMS Medicare 18
      4.2.6 Disconnect from CMS Medicare 20
   4.3 Claims 20
      4.3.1 Detailed view of the claim 23
   4.4 Provider Directory 24
   4.5 Formulary Directory 26
   4.6 Previous Insurer 27

1. OVERVIEW

1.1 WHAT IS MEMBER PORTAL?

The **Member Portal** is a secure online platform that allows members to access their health information and communicate with healthcare providers anytime. The portal helps improve convenience, transparency, and member engagement in healthcare services.

1.2 SCOPE OF THE MANUAL

This manual explains how to use the Member Portal and provides step-by-step instructions for the major features available to members.

The manual covers:

- Creating and setting up an account.
- Logging in and managing passwords.
- Using the landing page and dashboard.
- Viewing insurance and claims information.
- Managing account security.
- Connecting to CMS Medicare.
- Finding providers.
- Searching the formulary.
- Viewing previous insurer information.
- Accessing support.

2. PREREQUISITES

Before accessing the Member Portal, ensure that the following requirements are met:

- **Active Membership**: You must have an active membership or coverage associated with the Patient Portal.
- **Registered Account**: You must have a registered Member Portal account.
- **Valid Login Credentials**: You must have your registered username/email address and password.
- **Registered Contact Information**: Your email address and/or mobile number should be registered with the organization for account verification and password recovery.
- **Supported Device**: You need a computer, laptop, tablet, or smartphone with internet access.

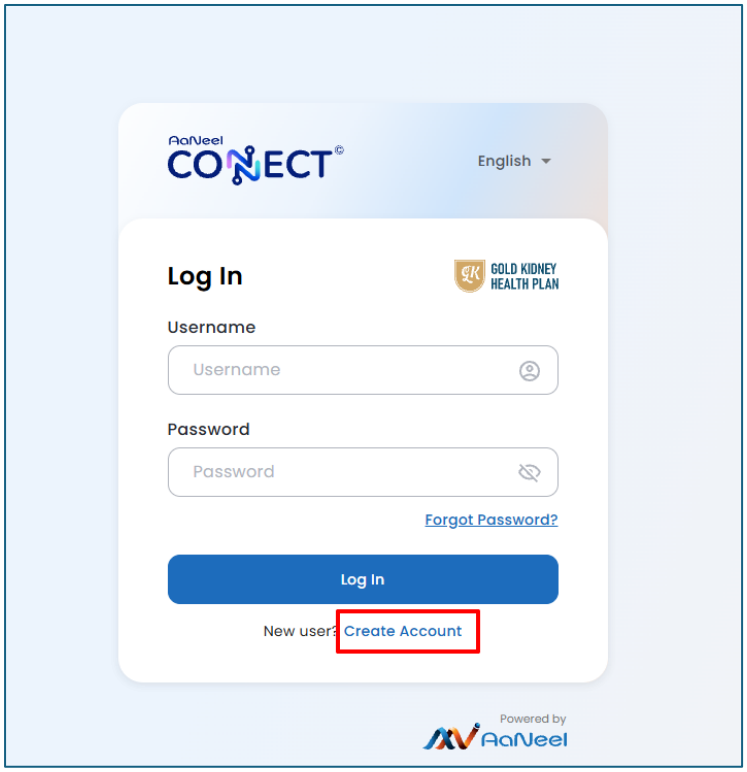
- **Supported Browser**: Use a supported and up-to-date web browser such as Google Chrome, Microsoft Edge.
- **Internet Connection**: A stable internet connection is required to access the portal and its features.
- **Two-Factor Authentication**: If 2FA is enabled or required, you must have access to your registered authentication method, such as a mobile device or email.

3. GETTING STARTED

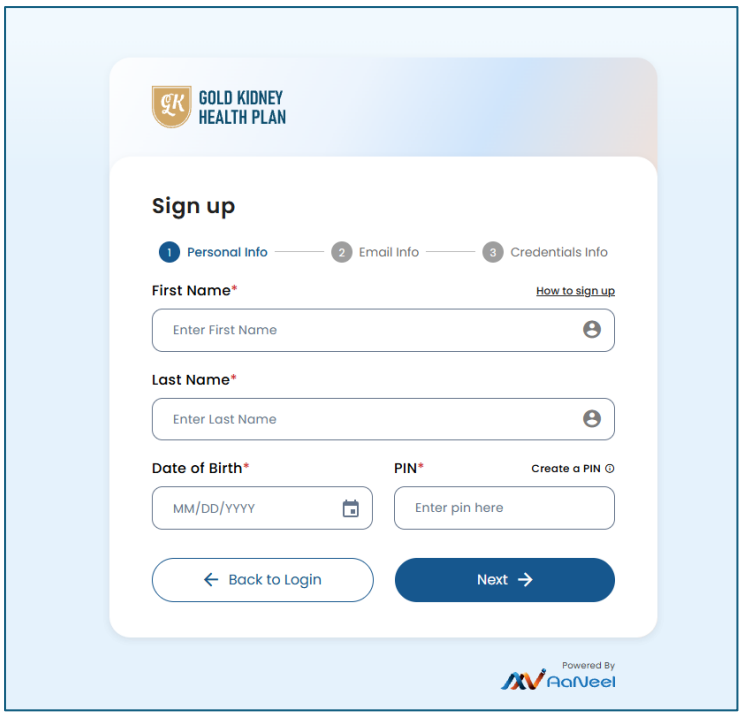
3.1 ACCOUNT SET-UP

To set up your account for the first time login to the **AaNeel Connect Member Portal**, follow the steps below:

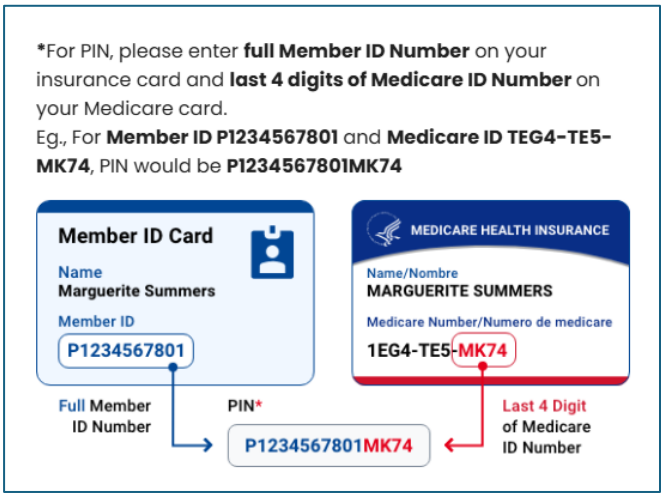
1. Open the URL https://goldkidney.aaneelconnect.com/ in the browser.
2. Click **Create Account** to sign up.



3. You will be redirected to the sign-up page.

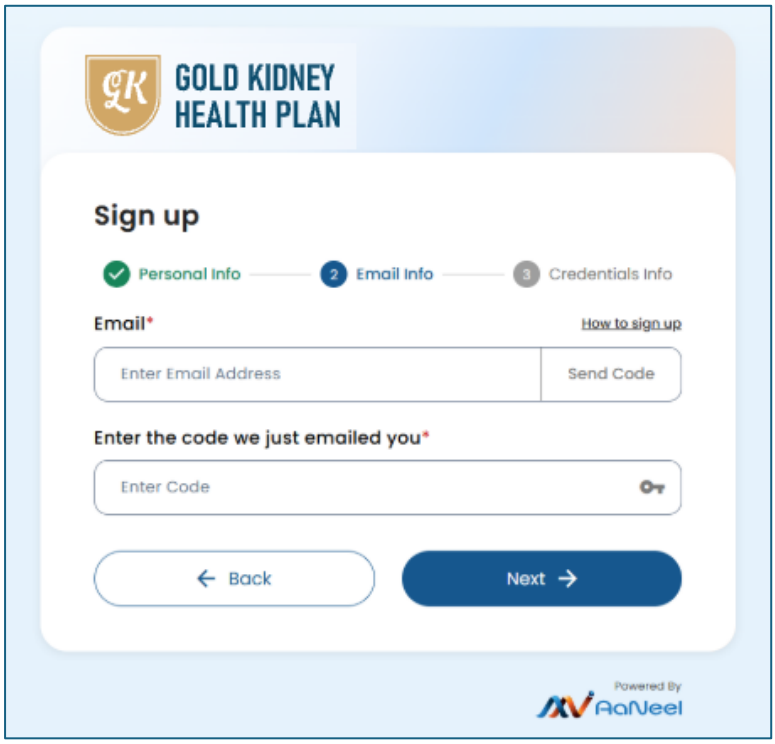


4. Enter your personal information:
    a. **First Name**: Enter your first name.
    b. **Last Name**: Enter your last name.
    c. **Date of Birth**: Select your date of birth.
    d. **PIN**: Enter your **full Member ID Number** on your insurance card and the **last 4 digits of your Medicare ID Number** on your Medicare card (provided by CMS). For reference, see the image below:



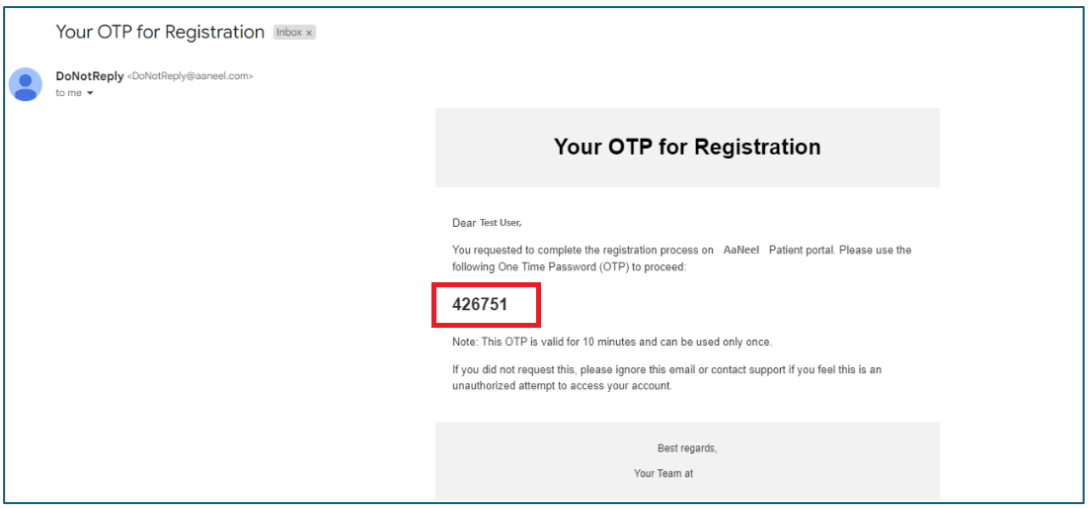
***NOTE**: You won't be able to continue to the next step without a valid PIN. To generate a PIN and if stuck while creating an account, click on **How to sign up**. A detailed document will open in the next tab. Along with that, you can download it to your system, which helps as a guide for further steps.*

5. Click **Next** after entering all required details to proceed further.
6. Enter the Email Information:



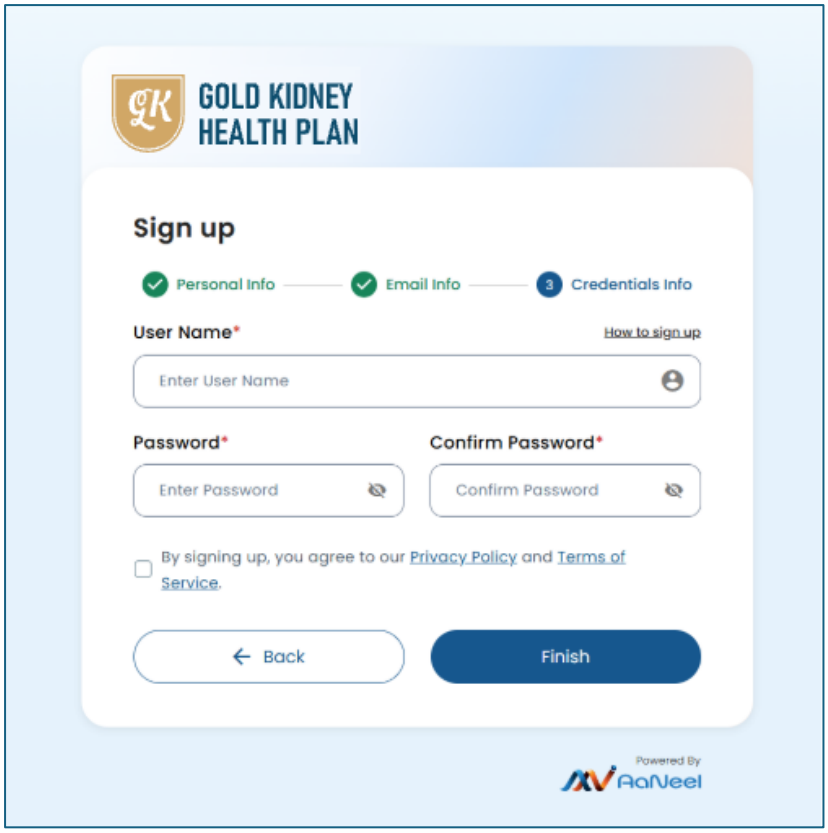
   a. **Email**: Enter a valid email address and click **Send Code**.

   b. You will receive an email with an OTP to proceed further.



   c. **Enter the code we just emailed you**: Enter the same code as in the received email.

7. Click **Next**.
8. Enter the Credentials Information:



a. **User Name**: Create a unique username that you will use to log in to your account.

b. **Password**: Create a strong password.

c. **Confirm Password**: Re-enter the same password to confirm it matches the one you created above.

d. **Terms & Conditions Checkbox:**

☐ By signing up, you agree to our Privacy Policy and Terms of Service.

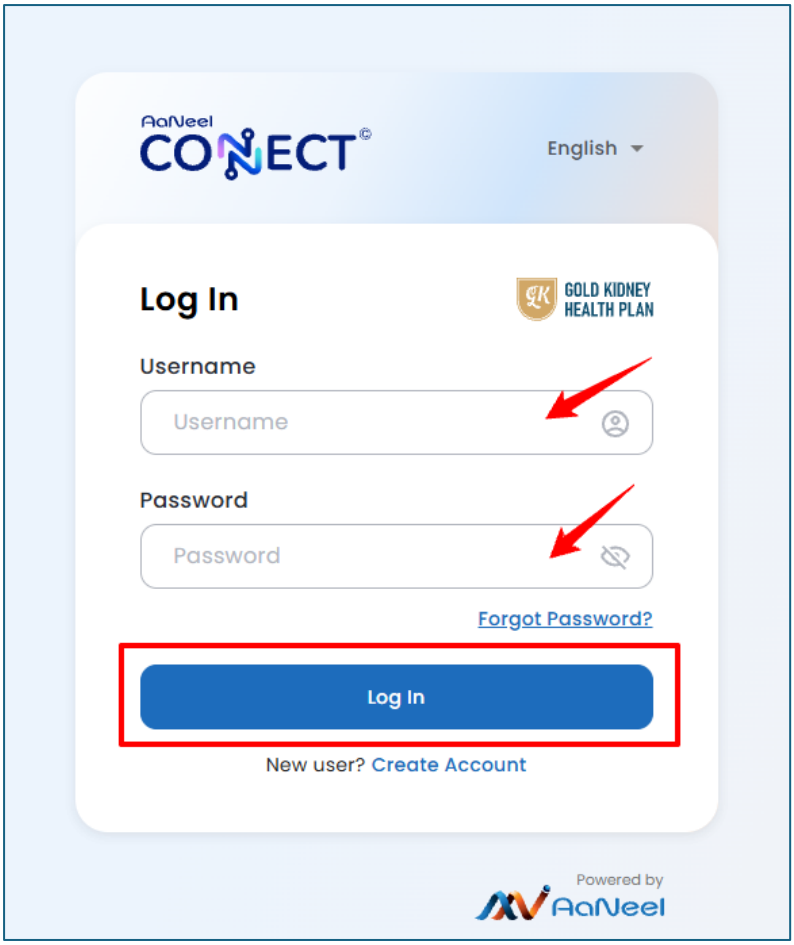
***NOTE**: Users must **check this box** before clicking the **Finish** button.*

9. Click **Finish** to complete the Sign-up process.
10. Upon successful account creation, the system redirects you to the login page.

3.2 LOG IN TO THE PORTAL

Once you have successfully created your account, follow these steps to access the system portal:

1. Open the member portal URL https://goldkidney.aaneelconnect.com/ in the browser.



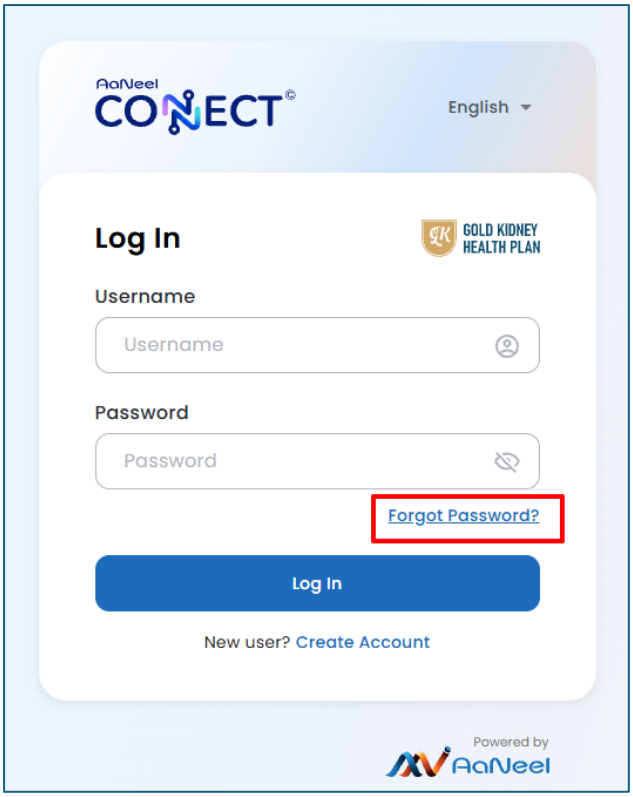
2. Enter the username created during the account setup.
3. Enter the password you selected during account setup.
4. Click **Log In**.
5. Upon successful login, you will be redirected to the **Dashboard**.

***NOTE**: Check credentials before logging in.*

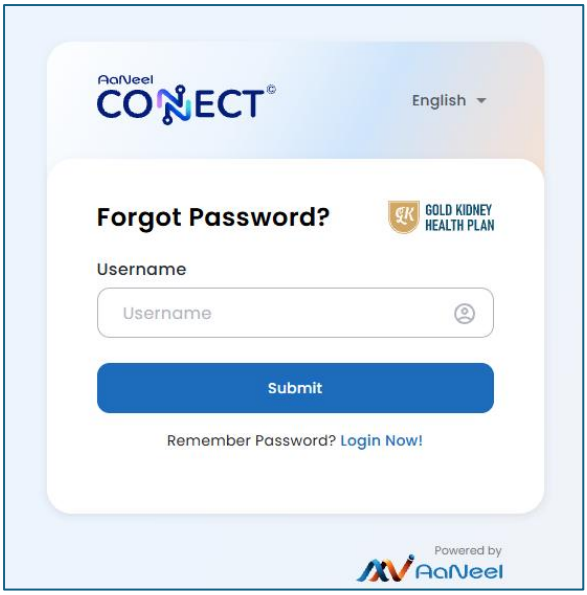
3.3 FORGOT PASSWORD

If you forget your password, follow the steps below to reset it:

1. Open the URL https://goldkidney.aaneelconnect.com/ and click **Forgot your Password?**



2. You will be prompted to the forgot password screen and enter your **Username.**



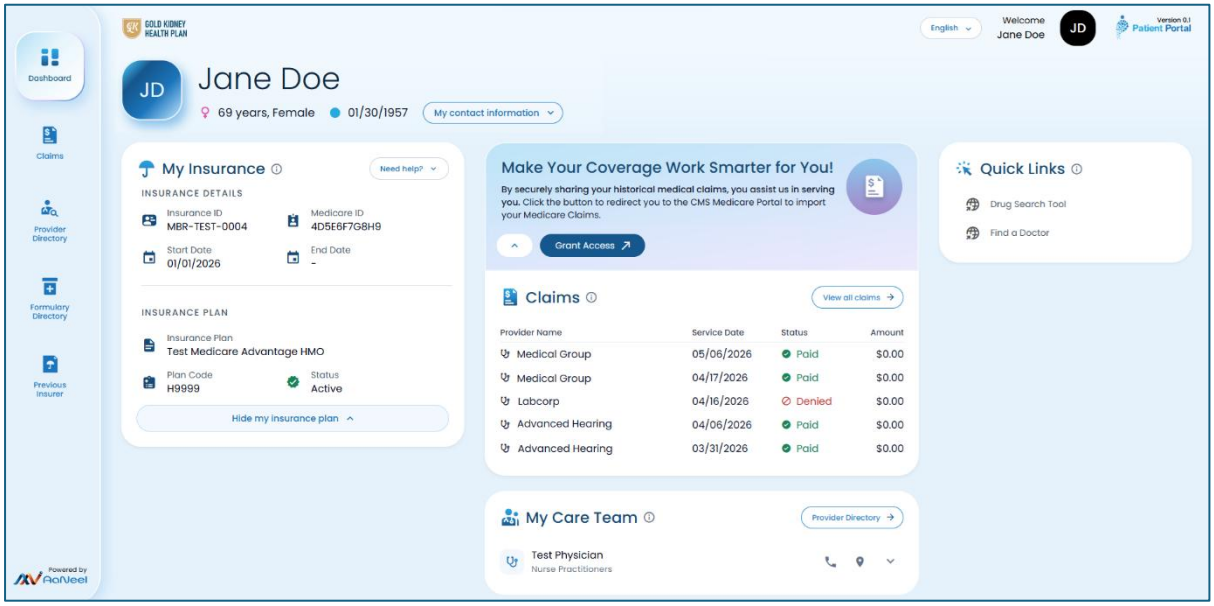
3. Click **Submit,** then you will receive an email with a link to reset your password.

4. Click the link, and you will be prompted to create a password. Enter your password, re-enter it to confirm, and then click **Reset.**

***NOTE**: If you remember your password, click the "Remember Password? **Login Now!**" link.*

4. LANDING PAGE

After successfully logging in, you will land on the dashboard page.



The landing page provides access to the main features and information available to you.

Typical sections may include:

- Account Settings.
- Dashboard.
- My Insurance.
- My Claims.
- My Care Team.
- Quick Links.
- Provider Directory.
- Formulary Directory.
- Previous Insurer.

4.1. ACCOUNT SETTING

At the top right corner of the dashboard screen:

- **Language**: It allows you to see the portal in your preferred language.

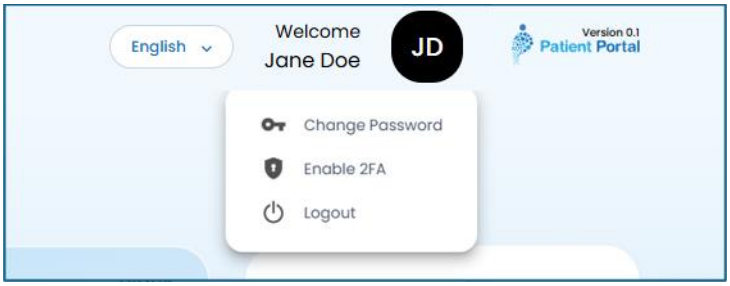


- Click the **initial name** icon to view the menu.



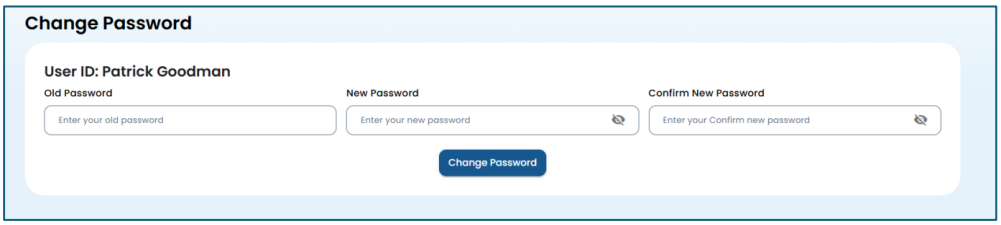
- You can see 3 available options:

    1. Change Password
    2. Enable 2FA
    3. Logout



4.1.1 CHANGE PASSWORD

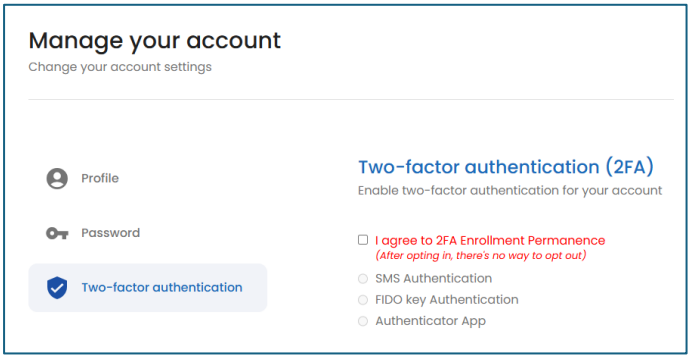
1. If you want to update your password, clicking **Change Password** will redirect you to the change password page.



2. Enter your old password, new password, and confirm password.
3. Click **Change Password** to update your new password.

4.1.2 ENABLE 2FA

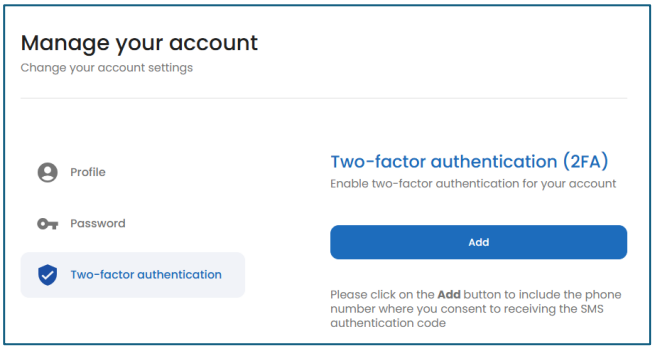
1. Click **Enable 2FA** will redirect to the Two-Factor Authentication page, which allows you to add an extra layer of security to your account.



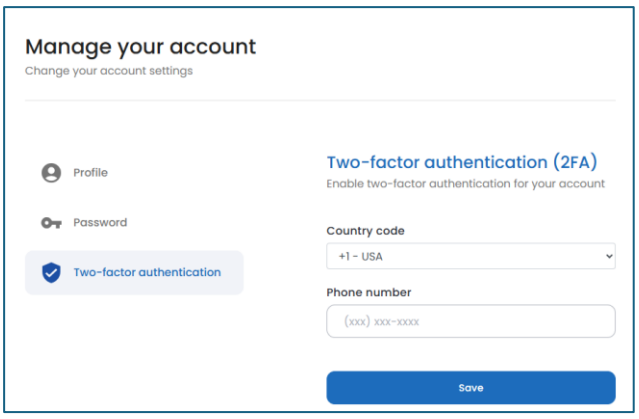
2. Choose the type of authentication (SMS / FIDO Key / Authenticator App) and select the **checkbox** "I agree to 2FA Enrolment Permanence".

   a. **SMS Authentication –**

      i. Click **Add**.

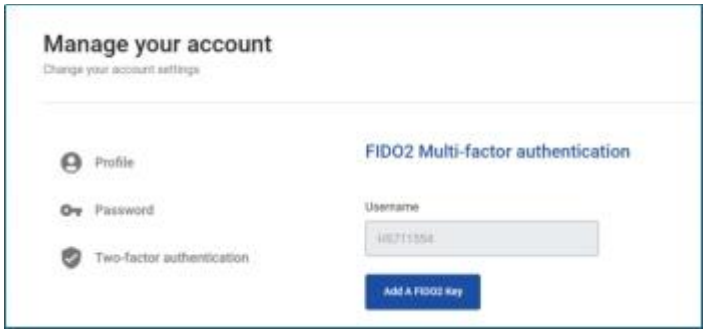


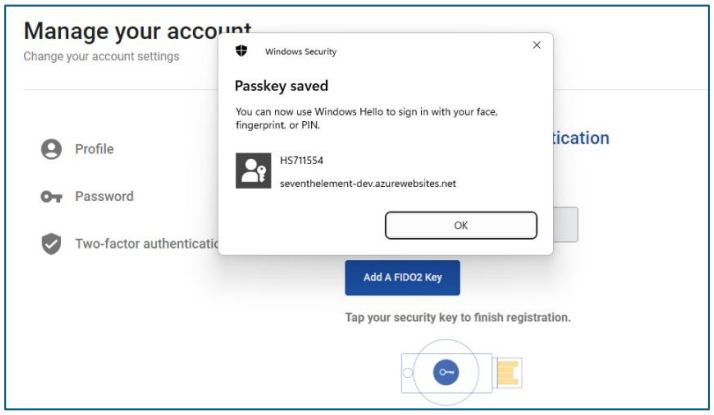
      ii. US Mobile Number is required for this authentication.

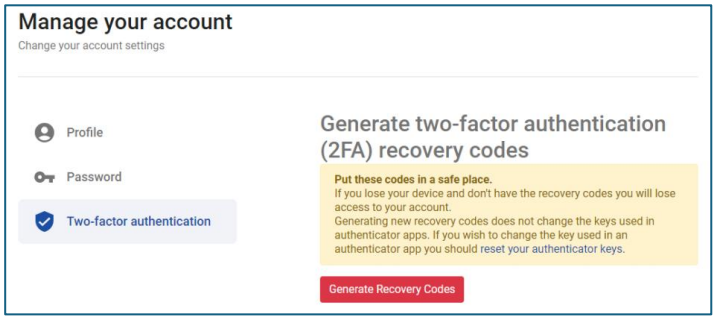


      iii. **FIDO Key Authentication -** FIDO Key Authentication allows you to log in securely using your device-based verification, such as a PIN or fingerprint, instead of entering a password every time.

- Once you register for this option, you can use:
    - A **device PIN** (for example, Windows or Microsoft PIN)
    - **Fingerprint or biometric login** (if supported by your device)
    - This works on devices that support FIDO authentication, such as **Windows, Google-supported devices, and other compatible platforms**.





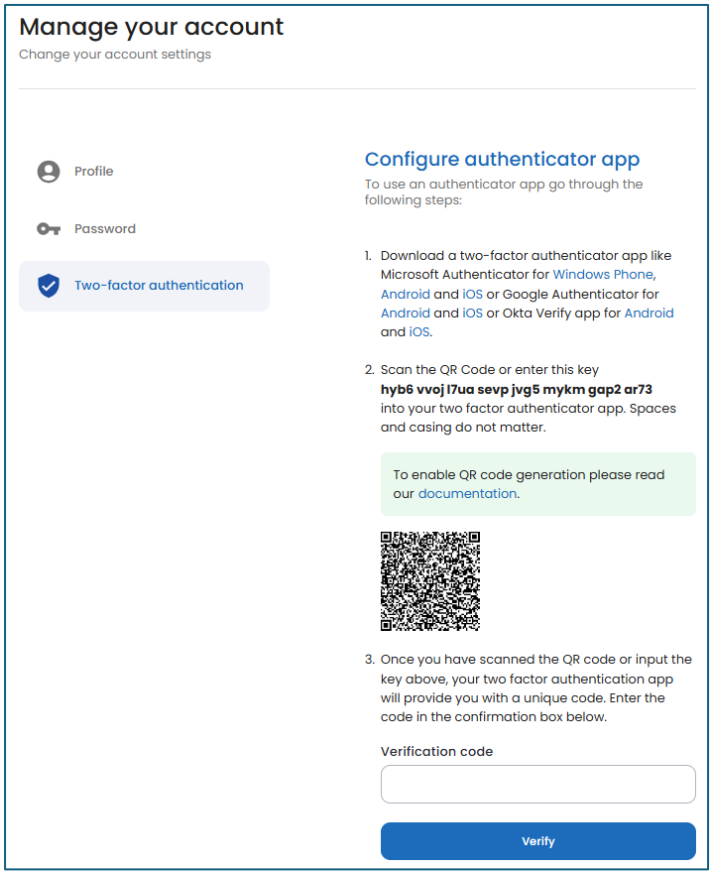


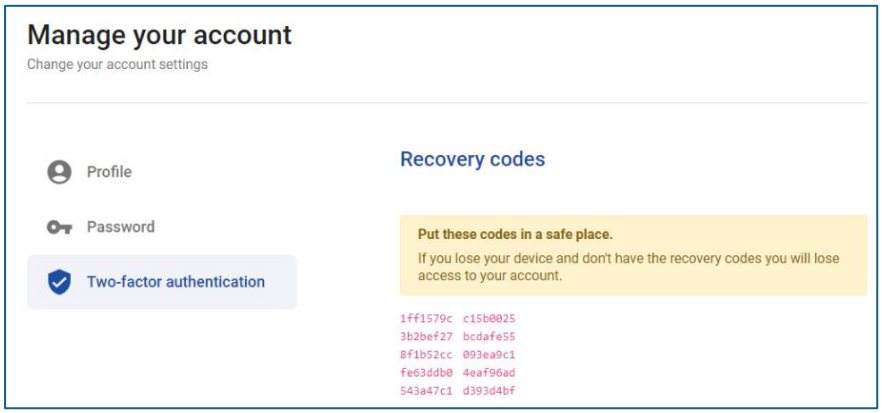
iv. **Authenticator App -** You can also secure your account using an Authenticator App, such as Microsoft Authenticator or Google Authenticator.

- To set this up:
    - Open your preferred Authenticator App on your mobile device.
    - Scan the QR code displayed on the screen (or manually enter the setup code if scanning is not possible).

- The app will generate a 6-digit verification code.
- Enter this code in the Verification Code box to complete setup.
- Once configured, the Authenticator App will generate a new code each time you log in, which you will need to enter to access the AaNeel Connect Portal.

As shown in the screenshots below, certain codes will be generated to use in case the authenticator app is not accessible.





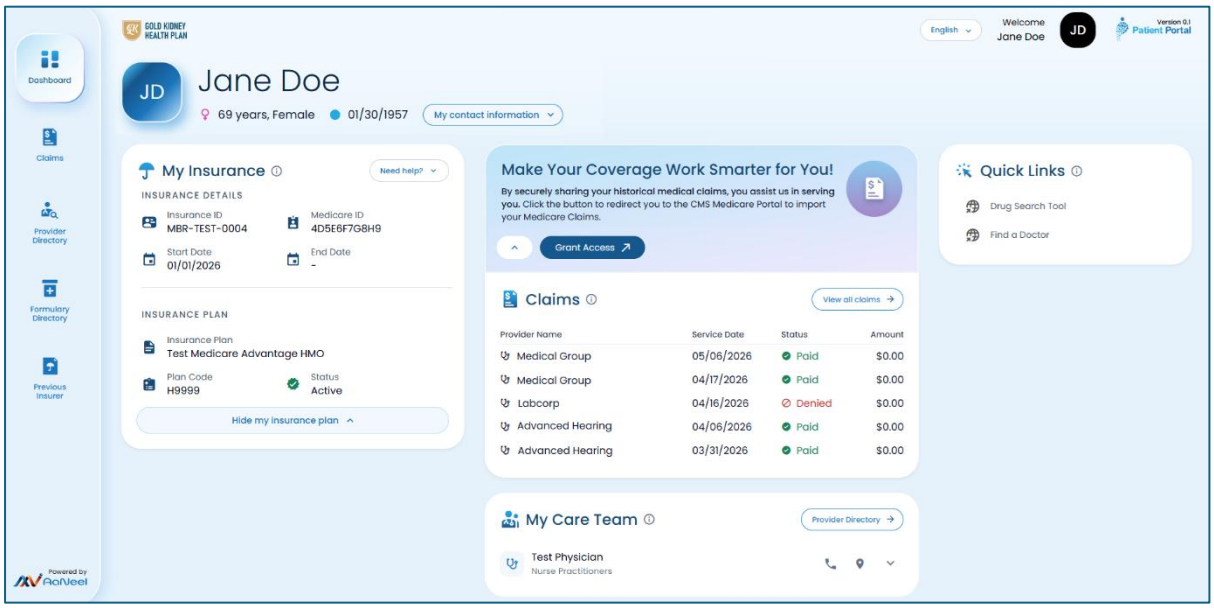
4.1.3 LOGOUT

- The **Log Out** option allows you to securely exit your account.
- Click on "**Log Out**" to sign out of the portal.

NOTE: *Ensure you log out after each session, especially when using a shared or public device.*

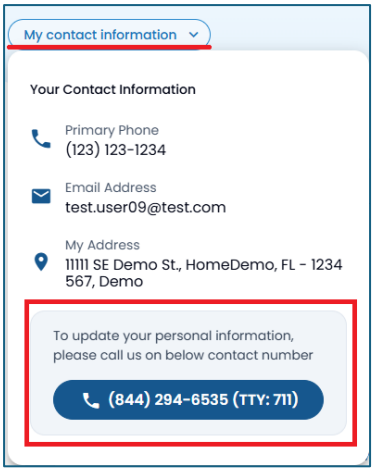
4.2 DASHBOARD

The **Dashboard** is the main screen displayed after a successful login. It provides a quick overview of your health information and easy access to key features.



Information in **Dashboard** screen:

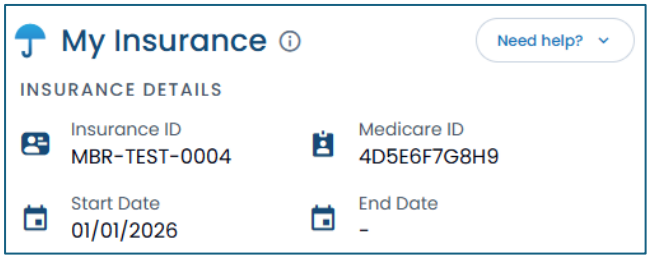
- At the top,
    - **Member Name:** Displays your name.
    - **DOB:** Displays your date of birth.
    - **Age & Sex:** Displays your age and gender.
    - **My Contact Information:** Click the drop-down to view or update your contact details.



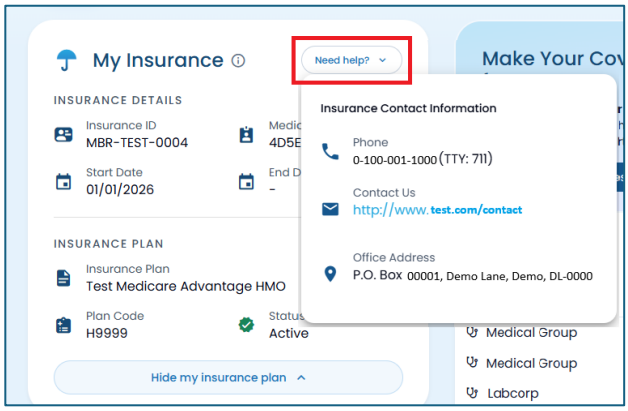
- To update your details, contact your “insurance provider”.

4.2.1 MY INSURANCE

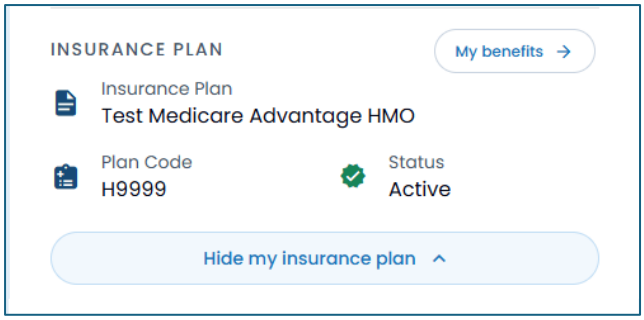
- **Insurance Details**: You can view the details as Insurance ID, Medicare ID, Start Date, and End Date.



If you need help, click **Need help?** to get the insurance contact information.



- **Insurance Plan:** View the details, such as plan name, plan code, and status.



4.2.2 MY CLAIMS

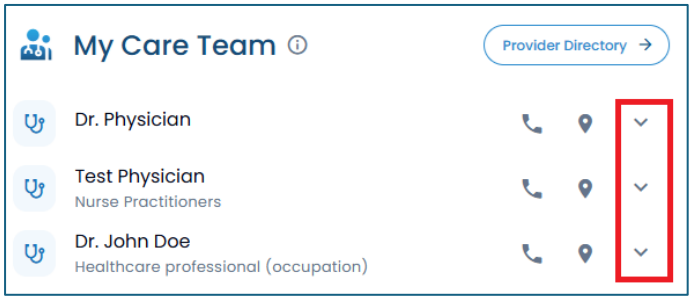
- This section shows a snapshot of your latest claims, including provider name, service date, status (such as Paid or Active), and amount.



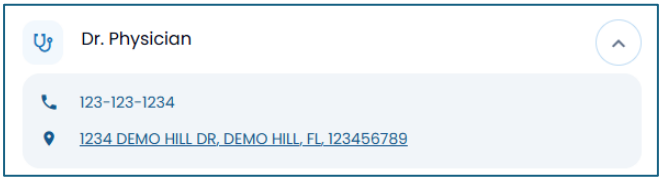
  - Click **View all claims** to see the full claims list.
  - Click “provider name” to see the details of that claim**.**

4.2.3 MY CARE TEAM

- Here you can view your healthcare providers who are part of your care team and get their phone and office location information, such as your Primary Care Provider (PCP) and other healthcare professionals.



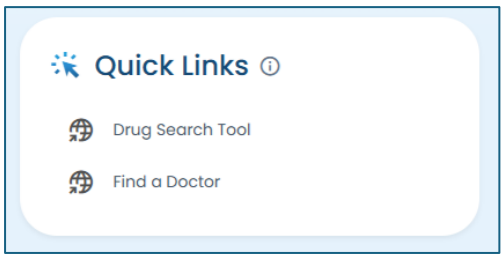
  - Click the down arrow to see the details of the provider’s contact information.



- Click **Provider Directory** to find the exact location and distance of a provider from your place. You can also access their contact details, including email and phone number, by searching for the same provider.

4.2.4 QUICK LINKS

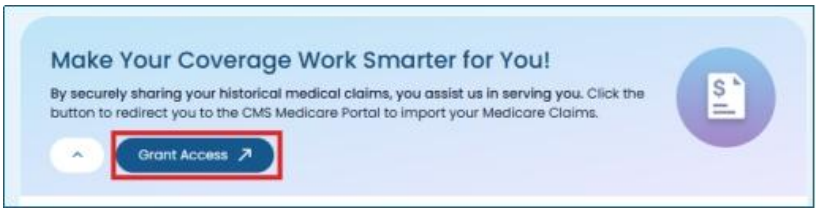
- Use these **quick links** to manage your care and easily access helpful resources.



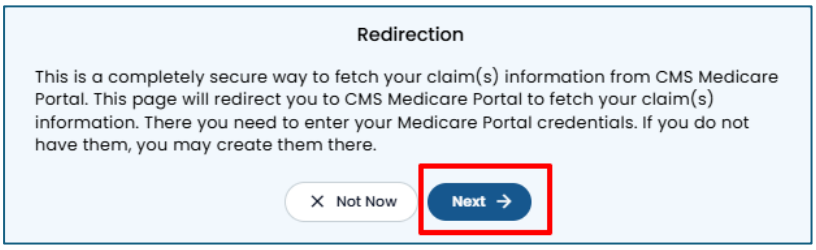
- **Drug Search Tool**: Click the link to redirect you to the CMS.gov page where you can search for medication.
- **Find a Doctor**: Click the link to redirect you to the medicare.gov page, where you can find providers near you.

4.2.5 CONNECT TO CMS MEDICARE

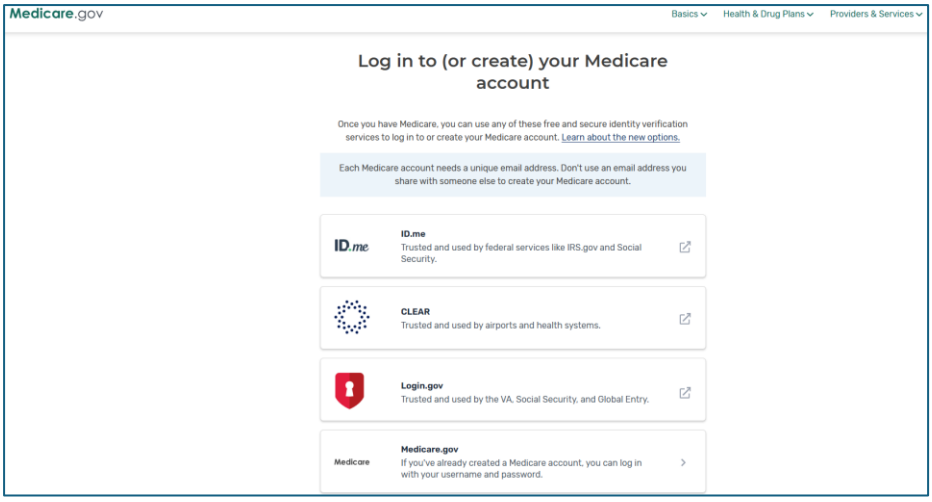
- Follow the following steps to see all your Medicare claims:
  - Click **Grant Access.**



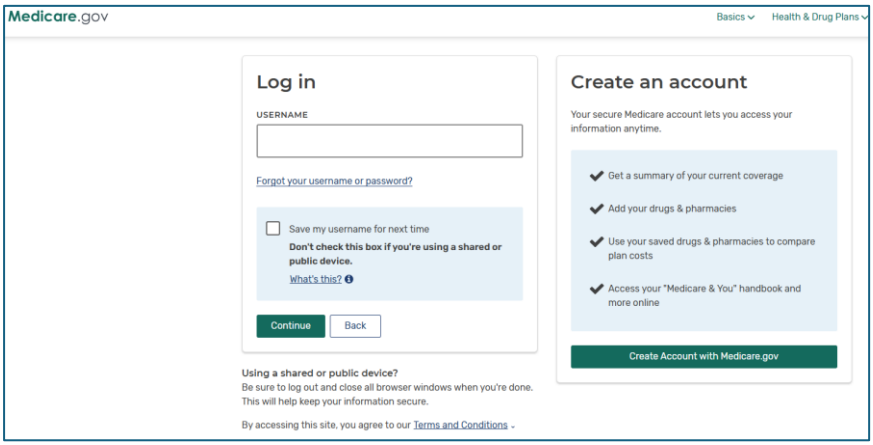
  - A confirmation message will appear. Click **Next** to continue.

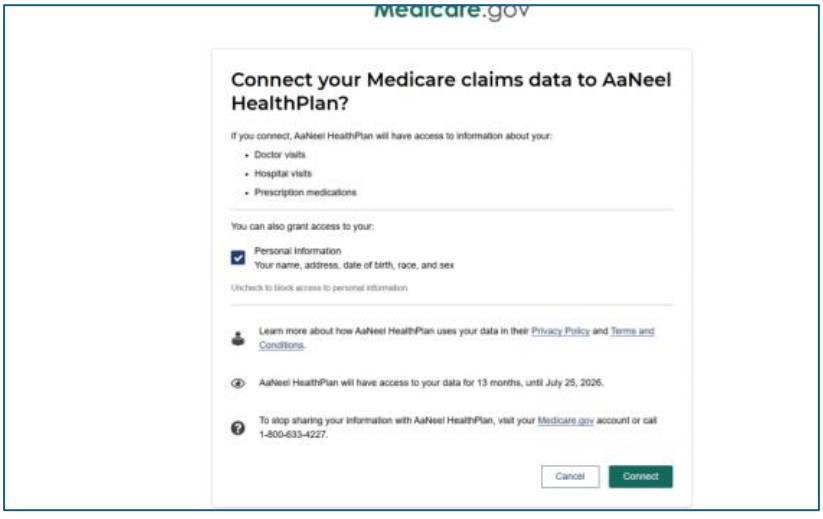


  - After clicking **Next**, you will be redirected to the Medicare Page.



- Click **Medicare.gov** to open the login page.
- Log in using your Medicare credentials and give consent to connect your previous claims.





- Once you get connected, the last sync date will be shown, and your Medicare claims will appear in the claims list.

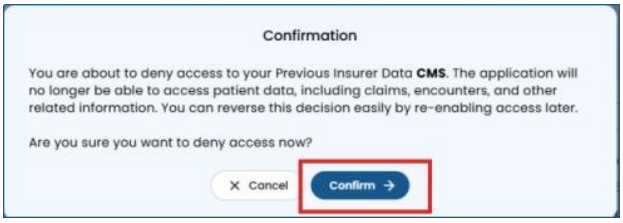


4.2.6 DISCONNECT FROM CMS MEDICARE

- If you want to disconnect from your Medicare account:
    - Click **Revoke Access**.



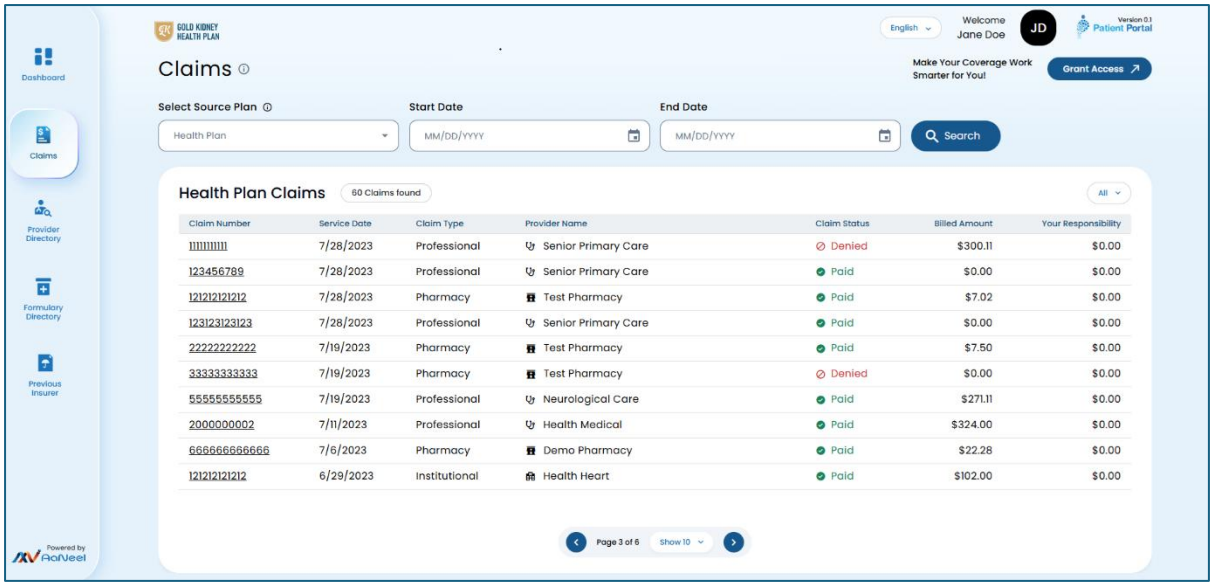
    - A pop-up will appear to confirm. Click **Confirm**.



    - Once confirmed, CMS access will be removed.
    - Last Sync data will disappear as consent is revoked.

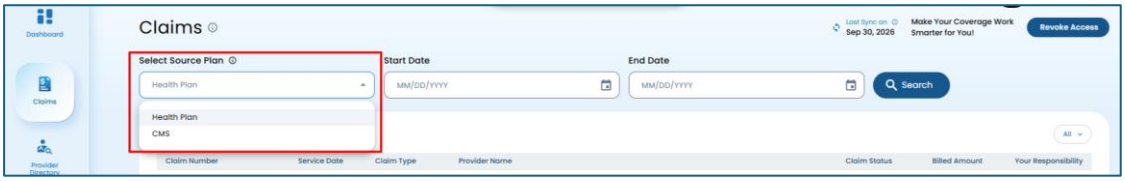
4.3 CLAIMS

- Navigate to **Claims** from the left panel menu.
- The **Claims** tab shows all the medical claims associated with your account. If you've connected your Medicare (CMS) account, this tab will also display your **older claims** pulled from CMS.

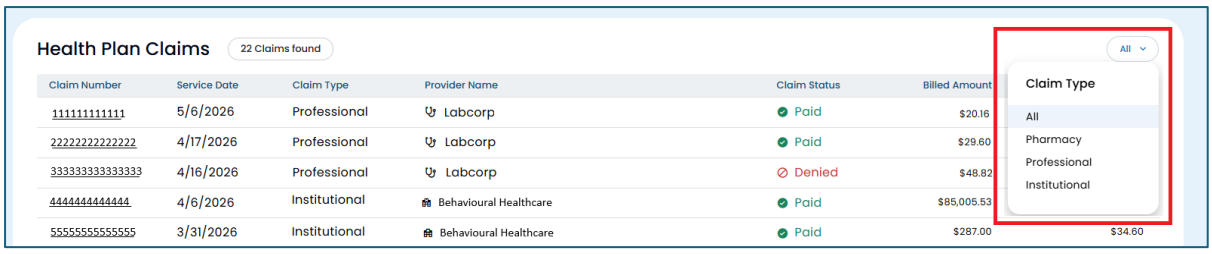


Filters available in this section:

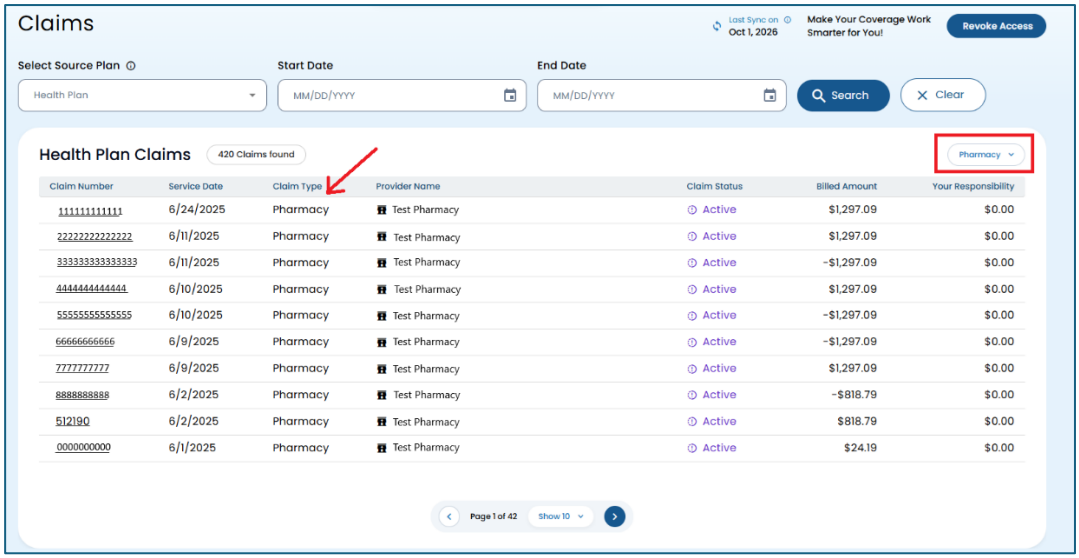
- **Select Source Plan**: Select the plan (health plan / CMS) from the dropdown.
    - **Previous Insurer name**: Visible if you are linked with your previous insurer, claims will be displayed.
    - **CMS**: Medicare claims (only visible if connected to Medicare) will be displayed.



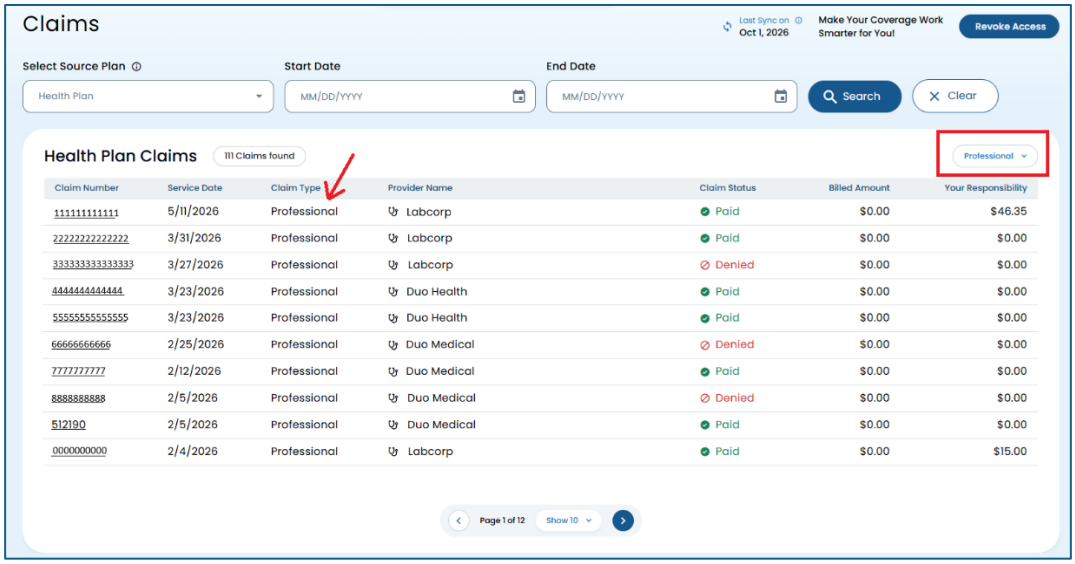
- **Start Date**: Choose the start date for the claim search.
- **End Date**: Choose the end date for the claim search.
- **Search**: Click **Search** to filter the claims according to the selected criteria.
- **Filtration:** Select the appropriate option from the drop-down at the right side.



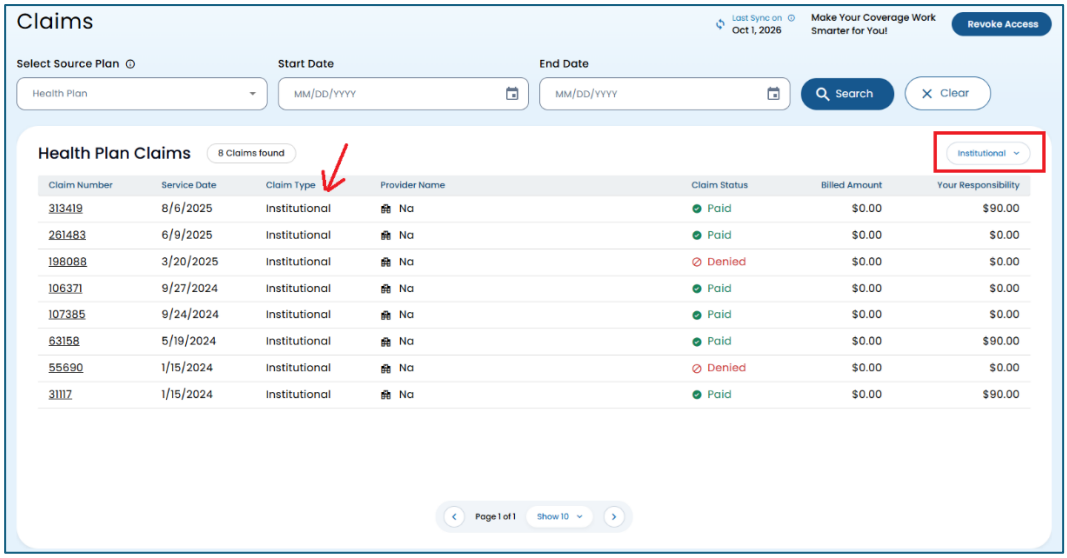
    - **Claim Type:**
        - **Pharmacy Claim:** Displays all pharmacy related claims.



- **Professional Claim:** Displays all professional service-related claims.

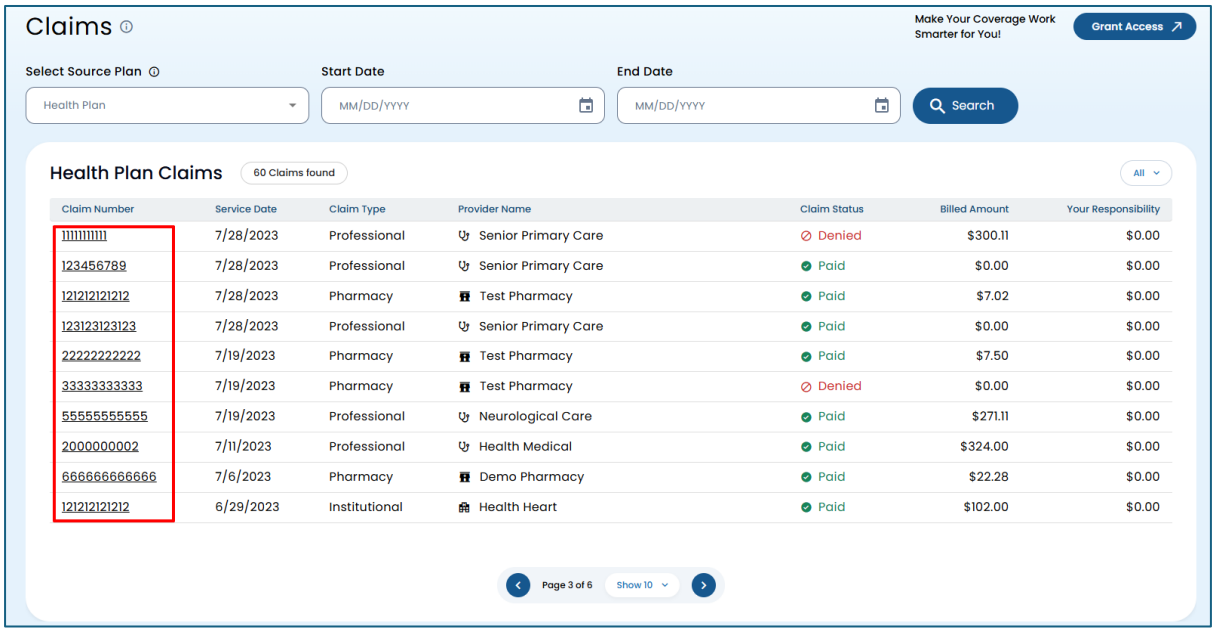


- **Institutional Claim:** Displays all institutional related claims.

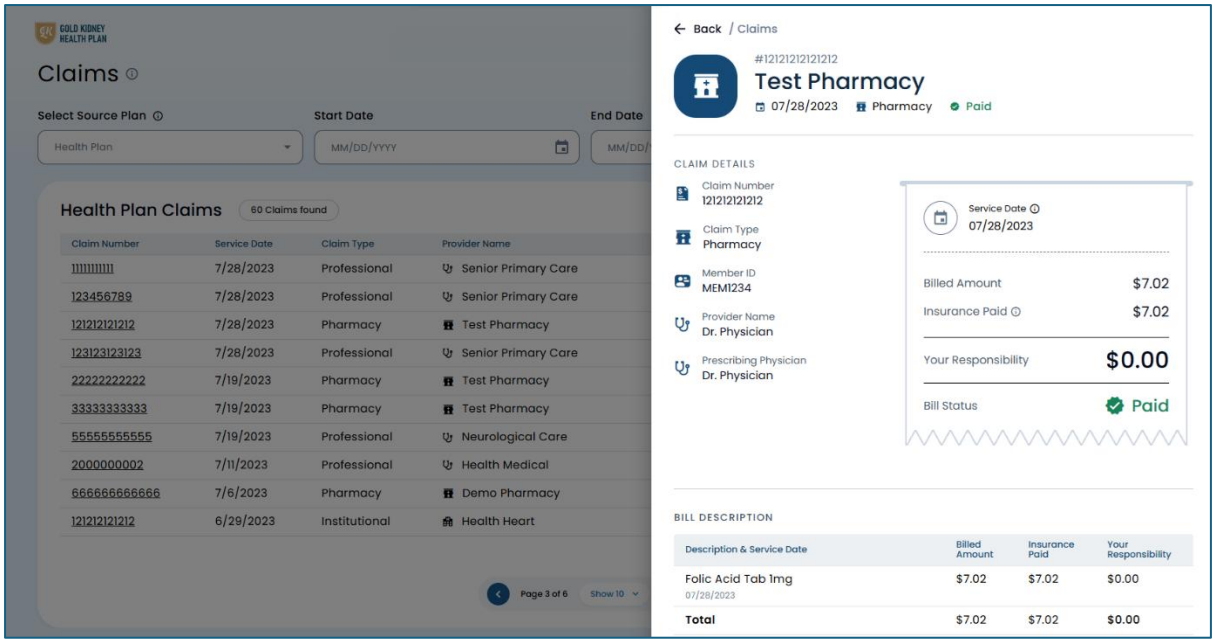


4.3.1 DETAILED VIEW OF THE CLAIM

- Click the claim number for which you want to see the detail as shown in the image below.



- After clicking the claim number, it will open a right panel screen where you can view the claim in detail.

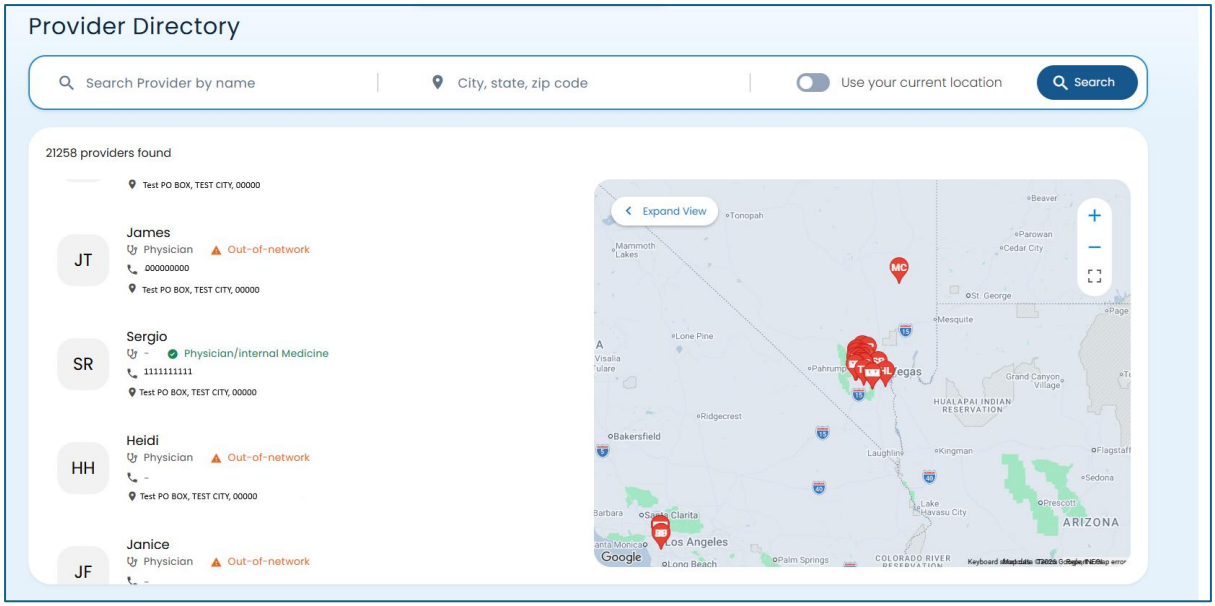


- You can see the left side details as follows:
    - **Claim Number**: Shows the claim number.
    - **Claim Type**: Show which type of claim it is (Pharmacy, Professional, Institutional).
    - **Member ID**: Show the unique member ID assigned to the member.
    - **Provider Name**: Show the provider's name associated with the member.
    - **Attending Physician**: Show the physician's name who is attending the member.
- Right side details:
    - **Service Date**: Shows the date when the service starts.
    - **Bill Amount**: Shows the total bill amount for the claim.
    - **Insurance Paid**: Shows the amount the insurer paid.
    - **Your Responsibility**: Shows the amount you have to pay.
    - **Bill Status**: Shows the status of the claim (Paid/Active/Denied).
- **Bill Description**: In this section, you can view a breakdown of the services or medications, along with the billed amount, what insurance paid, and your responsibility for each line item.

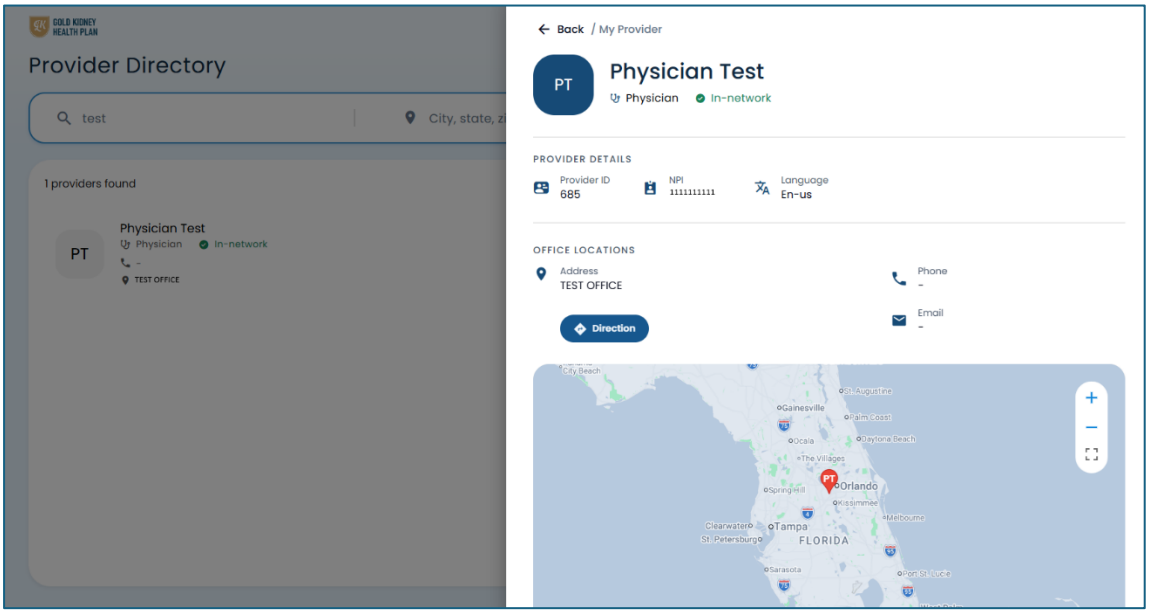
4.4 PROVIDER DIRECTORY

The **Provider Directory** allows you to view all the health providers (In-Network and Out-of-Network) associated with your health plan.

- Navigate to **Formulary Directory** from the left panel menu.

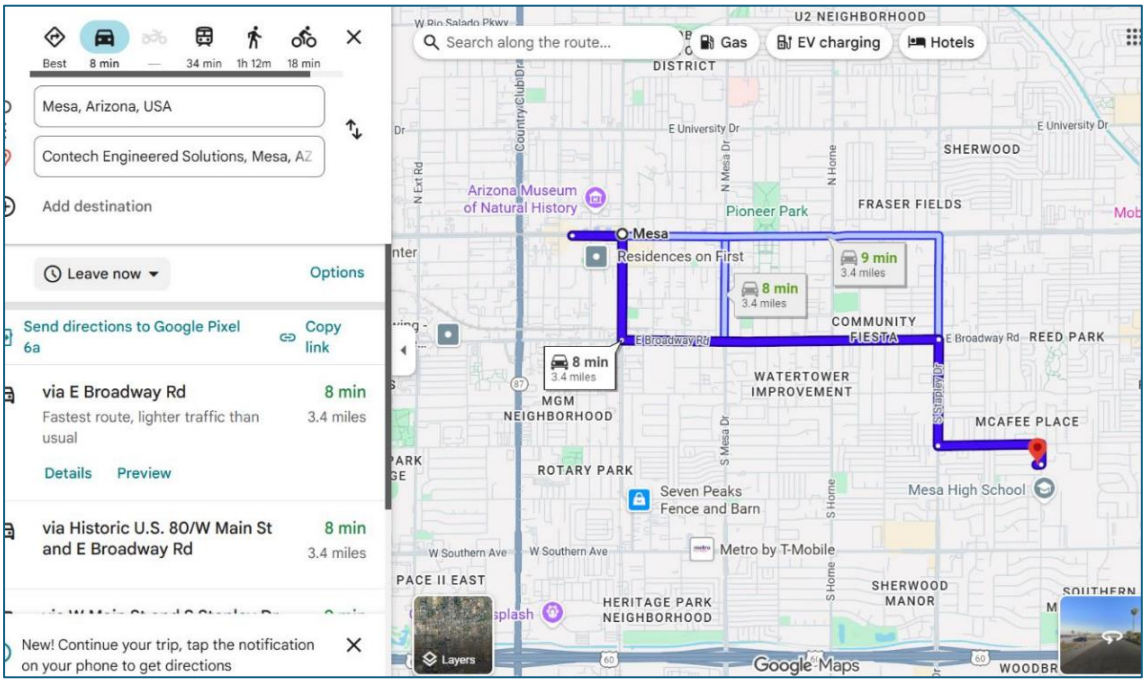


- You can **search** for a provider by name, city, state, zip code, or use your current location.
- The left side shows the list of providers with their name, specialty, phone number, address, and whether they are In-network or Out-of-network.
- The right side shows a map with pins for each provider so you can see where they are located and use zoom or expand view to explore the area.
- **ID – Drillable**:
    - Click **Provider ID** to view all the details of the provider, such as name, specialty, contact details, and language.



- **Address** -Direction (Google Maps link is available and clickable): Based on your current location, the distance is calculated and shown to you accurately.

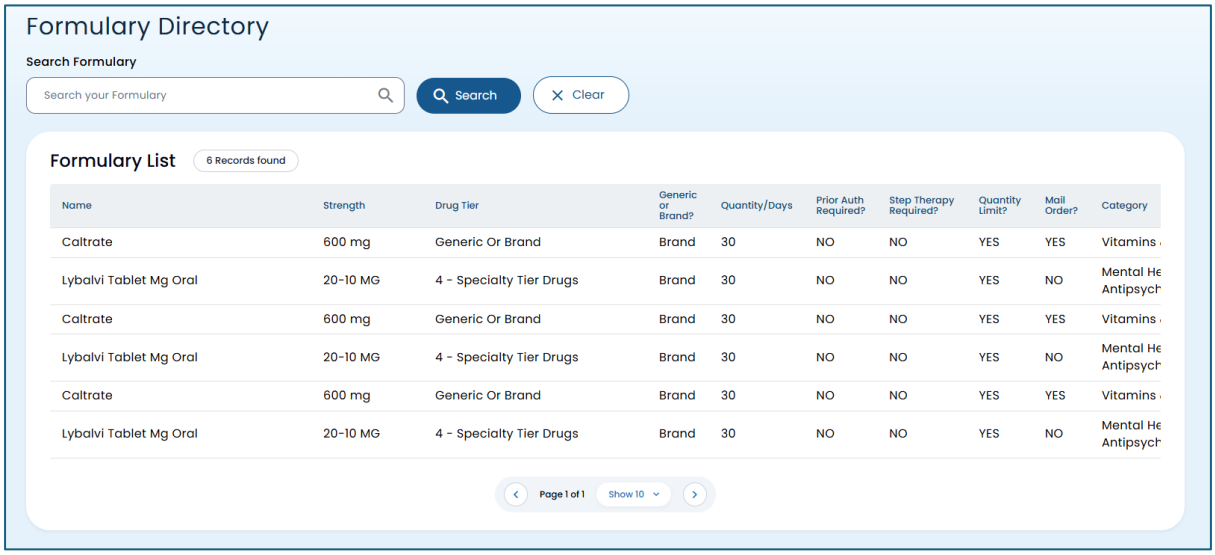
- **Direction**: This option helps you find the best route to the provider's location. Click Direction to open a new browser tab, where the distance and route from your current location to the provider's address will be displayed.



4.5 FORMULARY DIRECTORY

The **Formulary Directory** allows you to view and search the list of approved medications covered under your health plan.

- Navigate to **Formulary Directory** from the left panel menu.

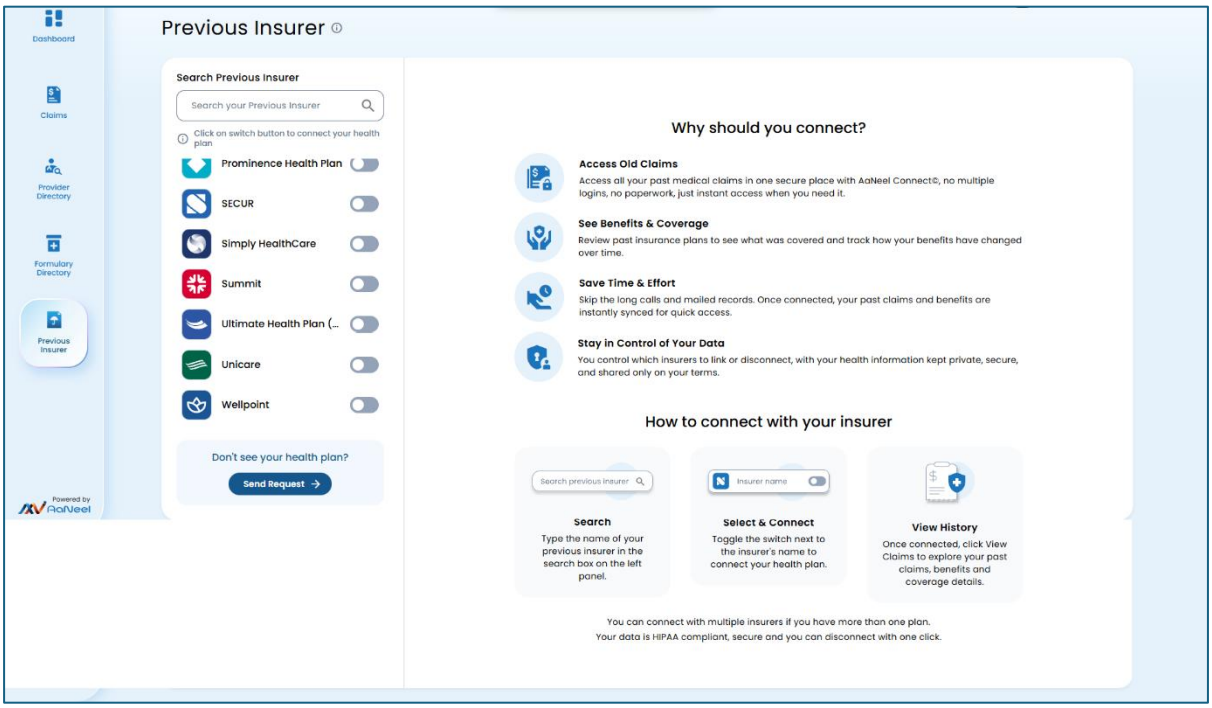


- You can **search** for medications using the drug name.
- Advanced filters help you narrow results based on your needs.
- Each medication clearly shows whether additional steps are required, such as:
    - **Prior Authorization**: Shows if the medication requires prior authorization.
    - **Step Therapy**: Shows if the medication requires step therapy.
    - **Quantity Limits**: Shows if the medication has any quantity limitations.

4.6 PREVIOUS INSURER

The **Previous Insurer** section allows you to find and connect your previous health insurance plans, so you can view your historical claims directly within the current member portal.

- Search and select your previous insurer from the available list.
- Connect your past insurance plans to access claim history.
- If your previous insurer is not listed, you can submit a request to add it, and the portal administrator will review your request and add the payer for connection.



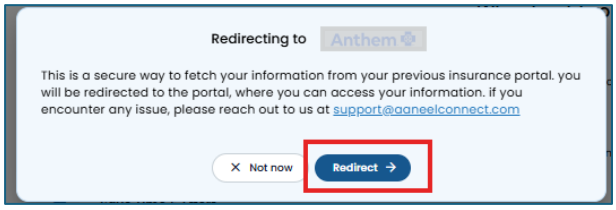
1. **Find Your Old Insurance**
    a. Use the "**search**" to look for your previous insurance payer from the available list. This makes it easier to quickly find the insurer you want to connect.



2. **Connect Your Plan**

    a. Once you find your previous insurer, click "**toggle/switch**" next to the payer's name.

    b. A popup will appear once the toggle is turned on.



    c. You will be redirected to the details:

- **Patient ID**: Your unique ID number associated with the health plan.
- **Connected Date**: When you connected with the health plan.
- **Disconnected Date**: When you disconnected from the plan.
- **View Claims: Click this button to view all the claims associated with the plan.**
- **Disconnect:** Click this button to disconnect the previously added insurer data from the current portal.

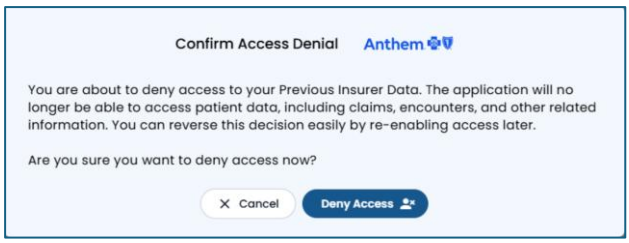
***Note:** You can connect with "**multiple previous insurers**" that you were associated with earlier. All connected payers will be displayed in the user interface, allowing you to explore them in both list view and grid view.*

3. **View Your Old Claims**

- Once connected, a pop-up message will appear confirming that the connection was successful. It will also prompt you to click **"View Claim"** to access your claim details.

4. **Revoke the access**

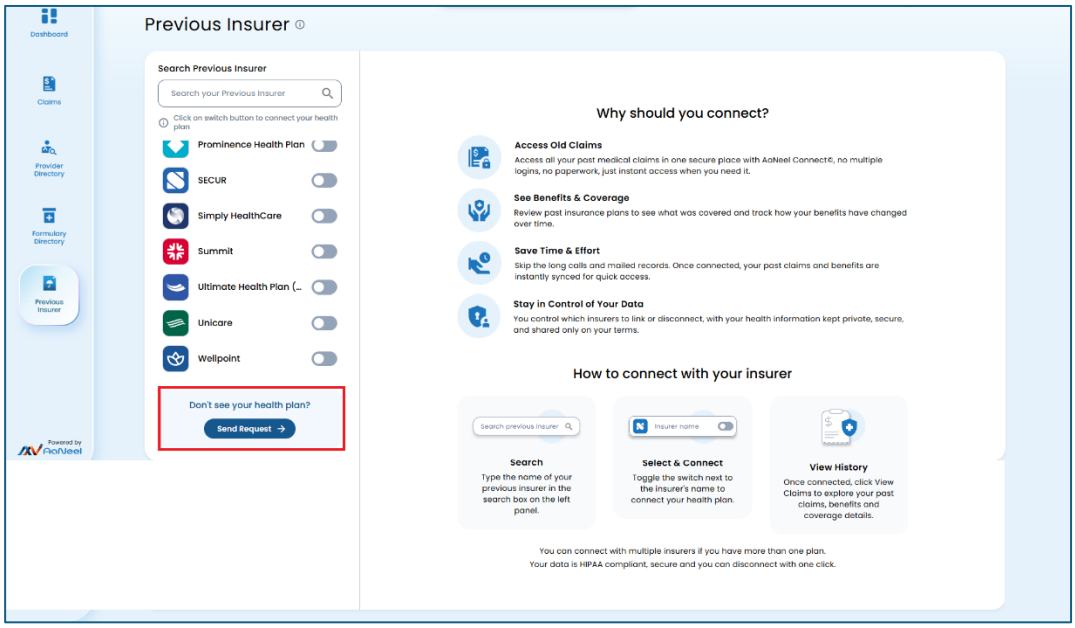
- If you no longer want to view claims from a previous insurer, you can turn OFF the toggle/switch.
- A confirmation message pop-up will appear.
- You can **Cancel** or **Deny Access** to the action.



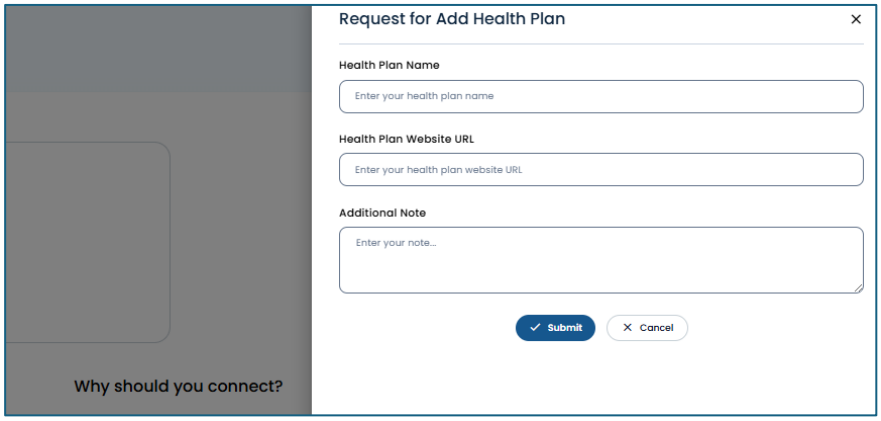
- Once access is revoked:
  - Claims from that insurer will be removed.
  - You can reconnect to the same insurer anytime using the same steps.

5. **Add Your Previous Health Plan**

- If you don't see your previous health plan in the list, you can manually enter insurance information by clicking **Send Request**.



- Open the right-side panel page and enter the details of your previous health plan name.



- Click **Submit** to submit the request to add the missing health plan.
- Once you receive a confirmation email from the administrator that the payer has been listed, you can proceed to establish the connection.