Secure Dependent Access to Protected Health Information

MyPOMCO.com Dependent Access Security Enhancements

As your benefits administrator, POMCO is committed to protecting the private health information of you and you dependents. To help ensure the privacy of adult plan members, adult dependents who are 18 years of age and older may create their own secure MyPOMCO.com account. Their account will provide them with secure access to their eligibility and claims information from MyPOMCO.com and the MyPOMCO mobile app. Dependents who have already created a MyPOMCO.com account will be required to re-create their account in order to access claims and eligibility information. They may re-create their account from a desktop computer using the same log-in credentials that they have today.

Enrollee Access to Adult Dependent Claims Data
Granting Enrollee Access

Once a separate MyPOMCO.com account has been created for your adult dependent, he/she may elect to provide you as the enrollee with the ability to view his/her claims information via the "Authorize Access" section of MyPOMCO.com. To grant you access to view their claims information, your adult dependent should complete the following steps:

1. Create a unique member account at MyPOMCO.com from a desktop computer.

2. Once logged in, click on the "Access Authorization" link in the main navigation.

3. Under "Access to your account," click the "grant" button next to the name of the member who should be given access to view claims information.

A dependent may also grant access to an enrollee using the MyPOMCO mobile app. Once logged in to the mobile app, your dependent should select "Authorize Access" from the main navigation and select the option to grant access that appears below your name.

Authorize and Request Access from a Desktop Computer or the MyPOMCO App

Requesting Dependent Access

Enrollees may also request access to their adult dependent's claims information. The request access feature sends a notification to your adult dependent that you would like them to complete the steps necessary to grant you access to view their claims information.

To request access to your adult dependent's claims information from a desktop computer, complete the following steps:

1. Login to your MyPOMCO.com account from a desktop computer.

2. Click on the "Access Authorization" link in the main navigation.

3. Under "Request Access" click on the link for "Request Access" next to the name of the dependent to whom you would like to send a request notification. You will be prompted to enter their email address so that an email notification can be sent requesting that they create an account and provide you with access.
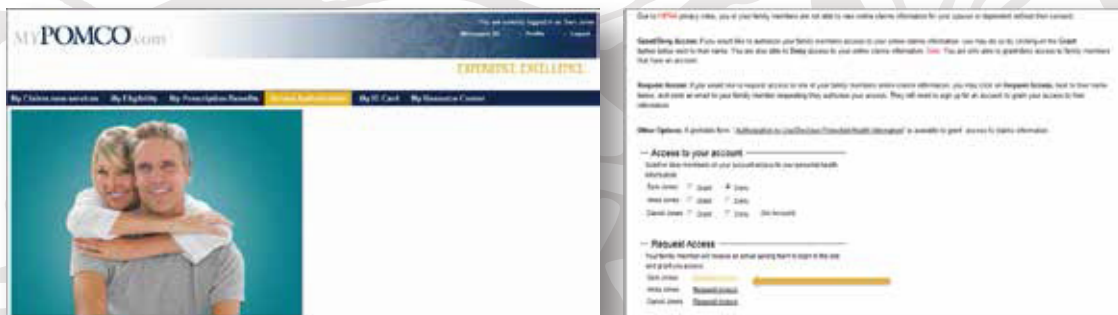
Once your dependent changes the necessary settings in their MyPOMCO.com account, you will be able to view their claims information immediately.

A dependent may also grant access to an enrollee using the MyPOMCO mobile app. Once logged in to the mobile app, your dependent should select "Authorize Access" from the main navigation and select the option to grant access that appears below your name.

Spouse Access to Minor Dependent Children Claims Information

As a default, spouse dependents will not be able to view claim information for dependent children under the age of 18. If an enrollee wants to grant their spouse the ability to view claims information for minor dependent children, the enrollee must create separate MyPOMCO accounts for each minor dependent child and then grant access to the spouse to view claims information for each applicable child. Adult dependent children may choose to grant access to their non-enrollee parent using the same steps necessary to grant access to their enrollee parent.

A Note About Viewing Dependent Eligibility Information:

If you are an enrollee and you can view neither the claims nor the eligibility information for your dependent, it may be that the social security number that POMCO has on file for your dependent is invalid. Contact your employer to verify the social security number that they are providing to POMCO. Once corrected, your dependent's claims and eligibility information will be accessible to you via MyPOMCO.com within two to three weeks.

If you have any questions regarding MyPOMCO.com or the MyPOMCO mobile app, please contact POMCO customer service by calling the phone number on the front of your member identification card.