

Online Account Manager

The Gundersen Lutheran Health Plan Web site includes a wide variety of information about the health plan and our services. It also features our Online Account Manager, which serves as a secure link between Gundersen Lutheran Health Plan and our members. This tool allows members to check whether a medical bill (claim) has been processed by the health plan, view and print EOB (explanations of benefits) statements, and ask a customer service representative a question online.

You will be able to create an account once your health insurance coverage is active with Gundersen Lutheran Health Plan. In order to protect privacy, each adult on an account needs to set up his or her own username and password to access individual medical claims information. The subscriber (main account holder) will be able to view the claims for dependent children up to age 12. The State of Wisconsin has special protections in place regarding the confidentiality of some medical services received by children over age 12. Therefore, children over the age of 12 will need to create their own account.

New user sign up

1. Go to glhealthplan.org/memberlogin
2. Click on “Login here” to be directed to the login page
3. Choose New User Sign Up
4. Review and accept the license agreement
5. Enter your date of birth, last name and health plan member identification (ID) number or social security number. Your health plan member ID number is located on your ID card. Be sure to enter the two digit code (01, 02 etc) located next to your first name as suffix to your ID number. A member ID number is 11 digits long and should not contain any dashes or spaces (example: 12345678901).
6. Enter your email address. Choose a username and password. Your password must be at least 8 characters in length and should contain both letters and numbers. You will also choose and answer a security question

If you have any questions as you create your account, please don't hesitate to contact Customer Service at (800) 897-1923 or hpcustomerservice@gundluth.org.

Accessing Services

There are several tools available within the Online Account Manager. These are the specific features available to you.

1. Access member-specific eligibility information

Go to the My Eligibility menu and choose Member Eligibility

2. Check the status of your medical and pharmacy claims

For medical claims

Go to the Claims Information menu and choose My Claims

- You will be able to find out if a claim has been received and whether it's been paid, is pending (waiting to be processed) or was denied (as not covered or as needing more information to be processed).

For pharmacy claims

Go to the Claims Information menu and choose My Pharmacy Claims

- For members who have pharmacy coverage with Gundersen Lutheran Health Plan, this provides a link to our ClearScripts. You will need to create a separate account with ClearScripts to access your pharmacy claims.

3. Ask the customer service team a question online

Go to the Customer Service menu item and choose Submit a Question

4. Find a healthcare provider in our network

Go to the Find a Doctor menu and choose Provider Directory

- Be sure to choose your coverage type carefully in order to access the correct listing of providers.

5. Request an ID card

Go to the Customer Service menu and choose Submit a Question