

Welcome to Your Online Health Care Experience

Effective January 1, 2026, My Health Hub is your member portal. We've built this digital experience with you in mind, so you can access your health plan information whenever you need it.

From finding a healthcare professional to reviewing claims, My Health Hub makes it easy to access all your personal health plan information in one place. **Beginning January 1, 2026**, you can access your account by downloading the My Health Hub app or by visiting webtpa.com/leehealth.

Registering is easy and takes less than 5 minutes. You will need your ID card to register.



What can My Health Hub do for me?

FIND A DOCTOR	CLAIMS HISTORY	ONLINE CHAT	VIEW ID CARD
Search for in-network providers, facilities, and specialized health services	View a digital copy of your member ID card or request a new ID card	Review current and past claims, including a claims status tracker	Give or request access to health information for other members of your family
View the estimated cost of care for hundreds of services	Track the amount you've spent toward your deductible or out-of-pocket maximum	Contact customer service via live chat or secure online messaging	
Access your summary of benefits and other plan documents			

Download the My Health Hub App

Get the My Health Hub mobile app by scanning the QR code with your mobile device and visiting the Apple App Store or Google Play for Android.



My Health Hub: Frequently Asked Questions

Q: Where do I register for or log in to My Health Hub?

A: Beginning January 1, 2026, you can reach your My Health Hub account by visiting webtpa.com/leehealth or by downloading the My Health Hub mobile app.

Q: Do I need to download the My Health Hub app?

A: **No.** You can access your My Health Hub portal online only if that is your preference; however, the mobile app will make it easier to use your member portal on the go.

Q: Can I create an account on the My Health Hub app?

A: If you have created an online member portal account, you can use the same username and password to log in to the mobile app. If you have not created a member portal account, you can register your account on the mobile app.

Q: If I have dependents on my health plan, can they make their own account?

A: **Yes.** Your health plan dependents can make their own account.

Q: How do I view my spouse or children's health plan information on My Health Hub?

A: Dependents over the age of 18 will need to create a My Health Hub account in order to give the subscriber HIPAA authorization. Subscribers will be able to view dependents' health information if they are under 18.

Q: How do I find a doctor (also called a provider) or hospital (also called a facility)?

A: You can find a provider or facility on the homepage of your hub by clicking the blue button that says "Find Care."

Q: Where can I view my ID card on My Health Hub?

A: You can view and request a new health plan ID card on the homepage of your hub by clicking the blue button that says "ID Card."

Q: How do I contact customer service on My Health Hub?

A: You can contact customer service on My Health Hub using the following tools:

- **Live Chat** (Available Monday – Friday, 8 a.m. – 5 p.m. CST)
- **Messages** (You can expect a response within 24 hours)
- **Phone Call** (Call 1.888.632.3235 Monday – Friday, 7 a.m. – 7 p.m. CST)

My Health Hub Portal Features

- ✓ View your Member ID and Group Number
- ✓ View your health plan ID card
- ✓ Find a doctor near you
- ✓ Find an urgent care near you
- ✓ View in-network and out-of-network balances
- ✓ Chat with a customer service representative
- ✓ View your account and preference settings

