

THE INDIANA FSSA BENEFITS PORTAL

A step-by-step sign up guide

Creating an FSSA Benefits Portal account makes it easier to manage your Medicaid/HIP benefits online. With an account, you can apply for benefits, check your case status, upload documents, report changes such as income or address updates, view notices, complete Medicaid renewals, print proof of eligibility, and access your information securely.

If you have a Healthy Indiana Plan (HIP), we highly recommend setting up a portal account. If your insurance card looks like the ones below, you have a Healthy Indiana Plan.

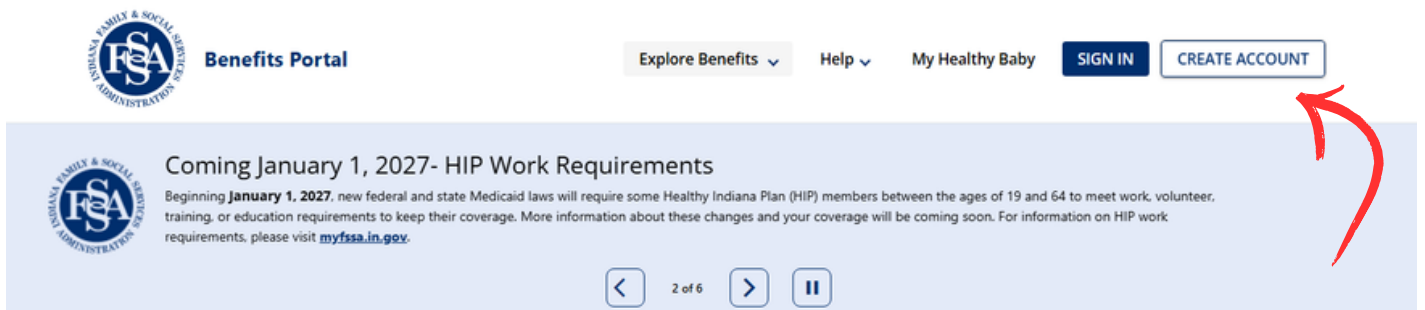


To set up your Benefits Portal account you will need:

- An email address
- Your Social Security Number
- A computer, tablet, or phone with internet access

Step 1:

Visit <https://fssabenefits.in.gov> and click on **Create Account** in the top right corner.



Step 2:

On the next screen, click **Create A Client Account**.

Create Account

[RETURN HOME](#)

Indiana Resident

I want to apply for benefits or I have benefits:

- ☒ Prepare or complete an online application
- ☒ Review benefits you are receiving
- ☒ View your notices/correspondence
- ☒ Upload documents to your case
- ☒ Additional functions related to your case

[CREATE A CLIENT ACCOUNT](#)

Authorized Representative

I want to help others with their benefits:

- ☒ Represent the applicant/beneficiary
- ☒ Assist with filing or processing an application
- ☒ Speak on behalf of the applicant at an appeal
- ☒ Assist during redeterminations
- ☒ Additional functions related to an applicant/beneficiary's case

[CREATE AN AUTHORIZED REPRESENTATIVE ACCOUNT](#)

Step 3:

Enter your user details. **You First Name, Last Name, Birthdate, Last 4 digits of Your Social Security Number, and Email Address are required.** Enter your Cell Phone Number if you'd like to receive text updates from FSSA

Create User Account-User Details

- Creating a User Account helps keep your information private and secure.
- You will be able to access case information and report changes once your account is created.
- You will need an Email address to set up a User Account.
- If you are having trouble creating a User Account, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.
- If you have a case or application, enter your details as you are known to the agency. This information will be used to link you to the case information to which you have access.
- You will not be able to create a User Account if you do not have an SSN.

Your Name and Other Information

First Name *

This field is required

Date of Birth MM/DD/YYYY *

Email *

Cell Phone

(must be able to receive text messages)

Please Note: If you forget your User ID we will send it to you using Email or text.

Please note: If you do not log in to your account in a 15 month time span your account will be disabled. You will need to set up the account again.

Last Name *

Last 4 digits of SSN *

Confirm Email *

Step 4:

Create a password. Your password:

- Must be 8–32 characters
- Must include at least one upper case letter, one lower case letter, one special character, and one number
- Allowable special characters are ? # @ _ = \$: - or .
- Your password is case sensitive
- Passwords cannot contain 2 or more matching characters from your email address, first name, or last name

YOUR PASSWORD WILL EXPIRE EVERY 60 DAYS.

Set Password

Set Password

To log into your account you will need to set a password. The password you choose should be something easy for you to remember but difficult for someone else to guess.

- Must be 8-32 characters
- Must include at least one upper case, one lower case, one special character and one number.
- Allowable Special characters are: question mark (?), pound sign (#), at sign (@), underscore (_), equal sign (=), dollar sign (\$), colon (:), hyphen (-) or period (.)
- Case sensitive
- Passwords cannot contain 3 or more matching characters from the User ID (Email Address), First Name or Last Name on your account.

User ID

you@youremail.com

Your User ID is the Email address you entered.

Password *

This field is required

☒ Show Password

Re-type your Password *

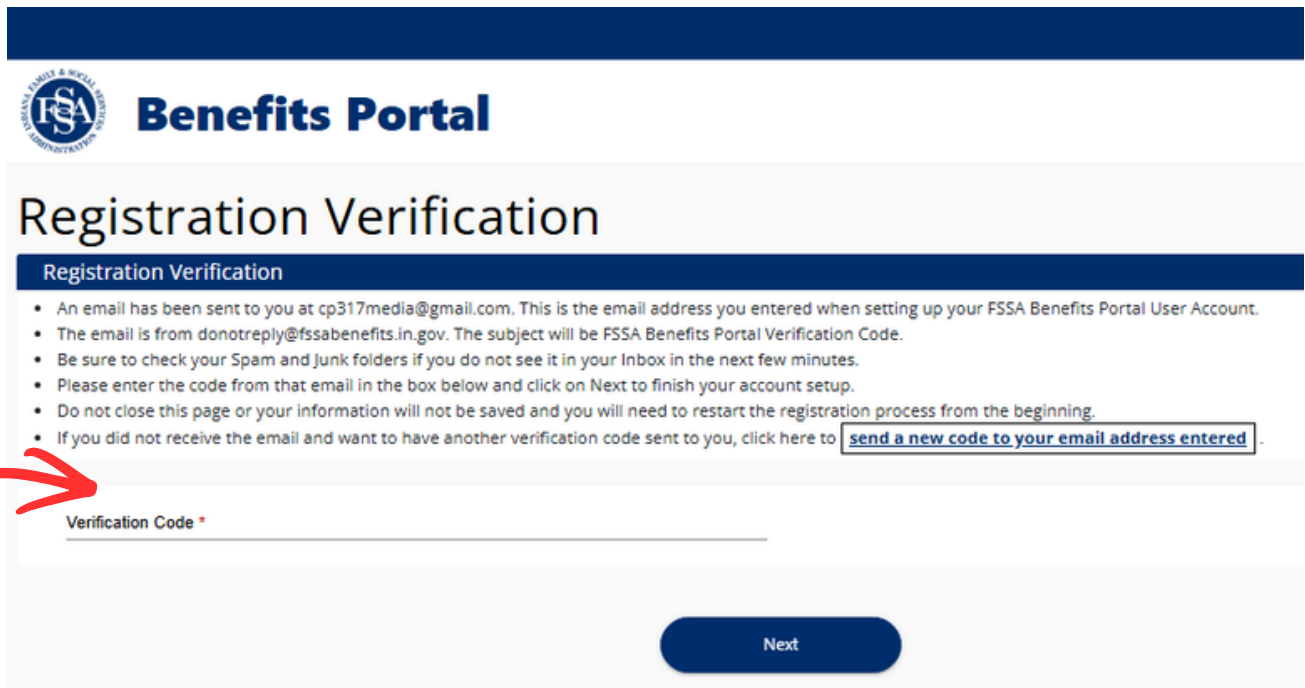
This field is required

☒ Show Password

Step 5:

You will receive a verification code via an email sent to the email address you used to sign up for the portal. The email will be from **donotreply@fssabenefits.in.gov** and the subject will be **FSSA Benefits Portal Verification Code**. If you do not receive the email after a few minutes, check your Spam or Junk folder.

Once you have received your verification code, enter it in the box indicated.



The screenshot shows the 'Benefits Portal' header with the FSA logo. Below it is the 'Registration Verification' section. A list of instructions is provided, including a link to 'send a new code to your email address entered'. A red arrow points to the 'Verification Code' input field, which is marked with an asterisk. A 'Next' button is located at the bottom right of the form.

Benefits Portal

Registration Verification

Registration Verification

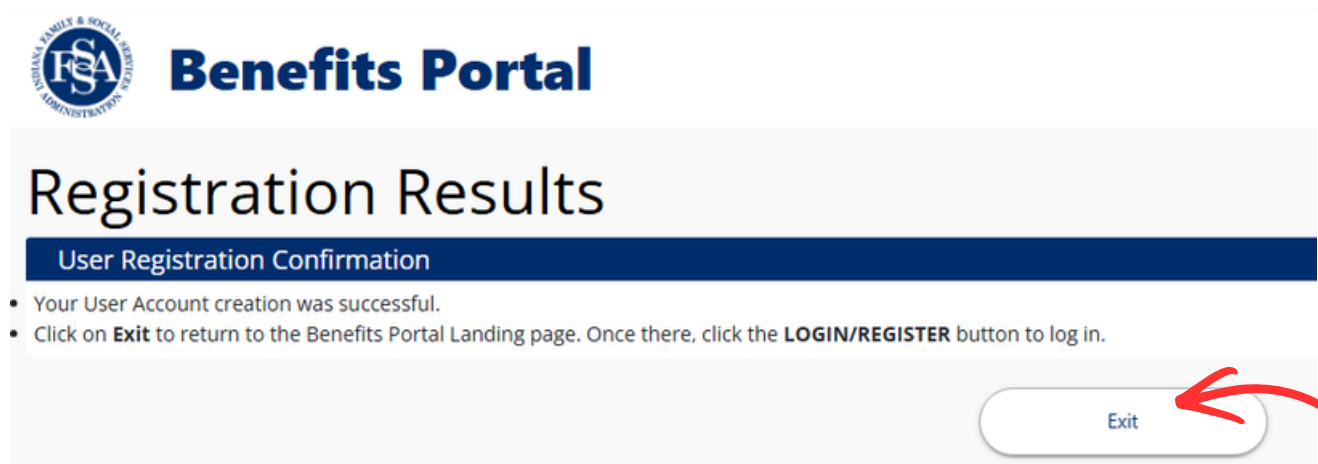
- An email has been sent to you at cp317media@gmail.com. This is the email address you entered when setting up your FSSA Benefits Portal User Account.
- The email is from donotreply@fssabenefits.in.gov. The subject will be FSSA Benefits Portal Verification Code.
- Be sure to check your Spam and Junk folders if you do not see it in your Inbox in the next few minutes.
- Please enter the code from that email in the box below and click on Next to finish your account setup.
- Do not close this page or your information will not be saved and you will need to restart the registration process from the beginning.
- If you did not receive the email and want to have another verification code sent to you, click here to [send a new code to your email address entered](#).

Verification Code *

Next

Step 6:

Once you have entered your verification code, you will see the screen below. Click EXIT to return to the main benefits portal page.



The screenshot shows the 'Benefits Portal' header with the FSA logo. Below it is the 'Registration Results' section. A list of confirmation messages is provided, including a link to 'Exit' to return to the Benefits Portal Landing page. A red arrow points to the 'Exit' button.

Benefits Portal

Registration Results

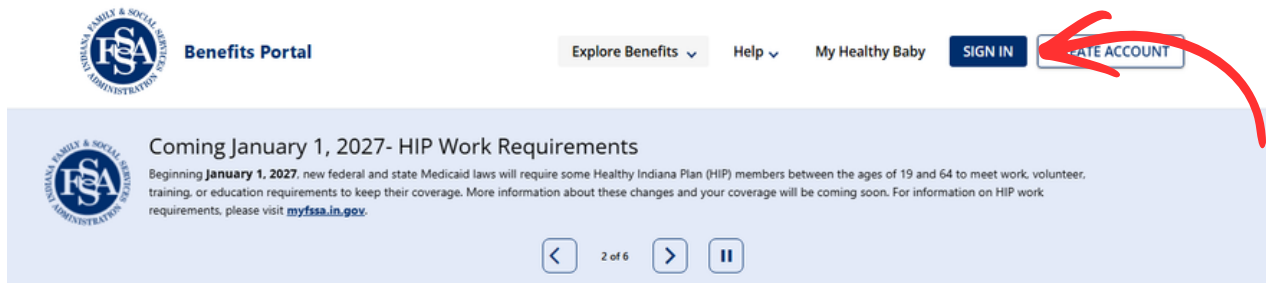
User Registration Confirmation

- Your User Account creation was successful.
- Click on **Exit** to return to the Benefits Portal Landing page. Once there, click the **LOGIN/REGISTER** button to log in.

Exit

Step 7:

Once you are directed back to the Benefits Portal homepage, click on **Sign In**.



Step 8:

Enter the email address you used to sign up for the portal and the password you created to log in to your account.

Log In

NEED HELP? ×

User ID (Email Address)

[FORGOT USER ID](#)

Password

[FORGOT PASSWORD](#)

CREATE NEW ACCOUNT

LOG IN

Note: Once you log in you will be automatically logged out after 15 minutes of inactivity on any page or if you log in to another browser session with the same User ID

Warning! This system contains U.S Government information. By using this information system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized or improper use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

Step 9 :

After you sign in, you will be asked to agree to the user Confidentiality Agreement. You will only have to do this the first time you sign into the portal.

Confidentiality Agreement

By clicking the 'I Accept' button, you are agreeing to the User Acceptance Agreement that governs your use of this site, your authorized use and disclosure of client confidential information, and your obligations to safeguard such information as a condition of being granted access to the Benefits Portal.

You should never provide your password to anyone else under any circumstances.

Click the 'I Do Not Accept' button to end this session and log out.

Click [User Acceptance Agreement](#) to review or print the User Acceptance Agreement.

I Do Not Accept

I Accept



Step 10:

After you accept the agreement, you will be able to access your Benefits Portal.

**Benefits Portal**

Home PageHelpManageLog OutWelcome

Apply for SNAP or Cash AssistanceApply for Health CoverageScreen for BenefitsScreen for HIP Work RequirementsPrint ApplicationMail Application

Benefits Portal Home Page

You can now select to receive notifications electronically. Please go to Manage and select Account then click EDIT in the Notifications panel to update your notification preferences. Click [here to go to the Change Notifications screen now.](#)

Warning You are currently opted out of text messages associated with your Benefits Portal account. This will prevent you from performing important account actions. To opt back in, reply START to (463) 209-7888.

Paper applications and online applications that you completed while not logged in will not display here.

Document Upload History

Click here to [view your uploaded documents history](#).

Incomplete Online Application(s)

To access an incomplete Online Application, please click 'Continue'.

Application Number	Type	Name	Date Started	Status	Action
No incomplete applications associated with the User ID at this time.					

Application Summary for Online Application(s)

To print a copy of an online application summary, click on Print Summary. To request a copy of the summary be mailed to the applicant's mailing address, click on Mail Summary. To upload a document

CHAT

Frequently Asked Questions:

Who should sign up for the FSSA Benefits Portal?

Anyone who receives or who expects they may be eligible for state benefits such as Medicaid, SNAP, and CCDF should sign up for the FSSA Benefits Portal. **It is extremely important that you sign up for the FSSA Benefits Portal if you have the Healthy Indiana Plan.** You can verify if you are on this plan by checking your insurance card for this logo:



I've signed up for the Portal previously, but don't remember/can't access the email address I used?

If you forget the email address you used to sign up for the portal, click **FORGOT USER ID** on the login screen.

User ID (Email Address)

email@damien.org

[FORGOT USER ID](#)

Password



[FORGOT PASSWORD](#)

CREATE NEW ACCOUNT

LOG IN

If you no longer have access to the email address you used to create your account, contact 800-403-0864, and choose option 6, for Benefits Portal Technical Support.

What if I forgot my password?

If you forget your password, click **FORGOT PASSWORD** on the login screen.

User ID (Email Address)

email@damien.org

[FORGOT USER ID](#)

Password



[FORGOT PASSWORD](#)

CREATE NEW ACCOUNT

LOG IN

How often should I sign in to the Portal?

You are required to update your portal password every 60 days. **We recommend signing in every 2 months to update your passwords and check for new alerts or information you may have missed.**

What if I have trouble using the Portal?

If you have problems with the Portal, contact 800-403-0864, and choose option 6, for Benefits Portal Technical Support. **Benefits Portal Technical Support cannot see your account or help you with issues related to your benefits.**