



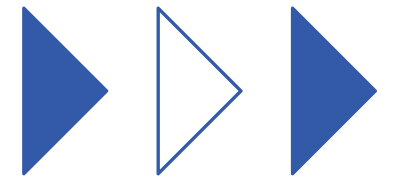
MEMBER PORTAL

ACCESS Guide for New Hires/Transfers/First Time Registration

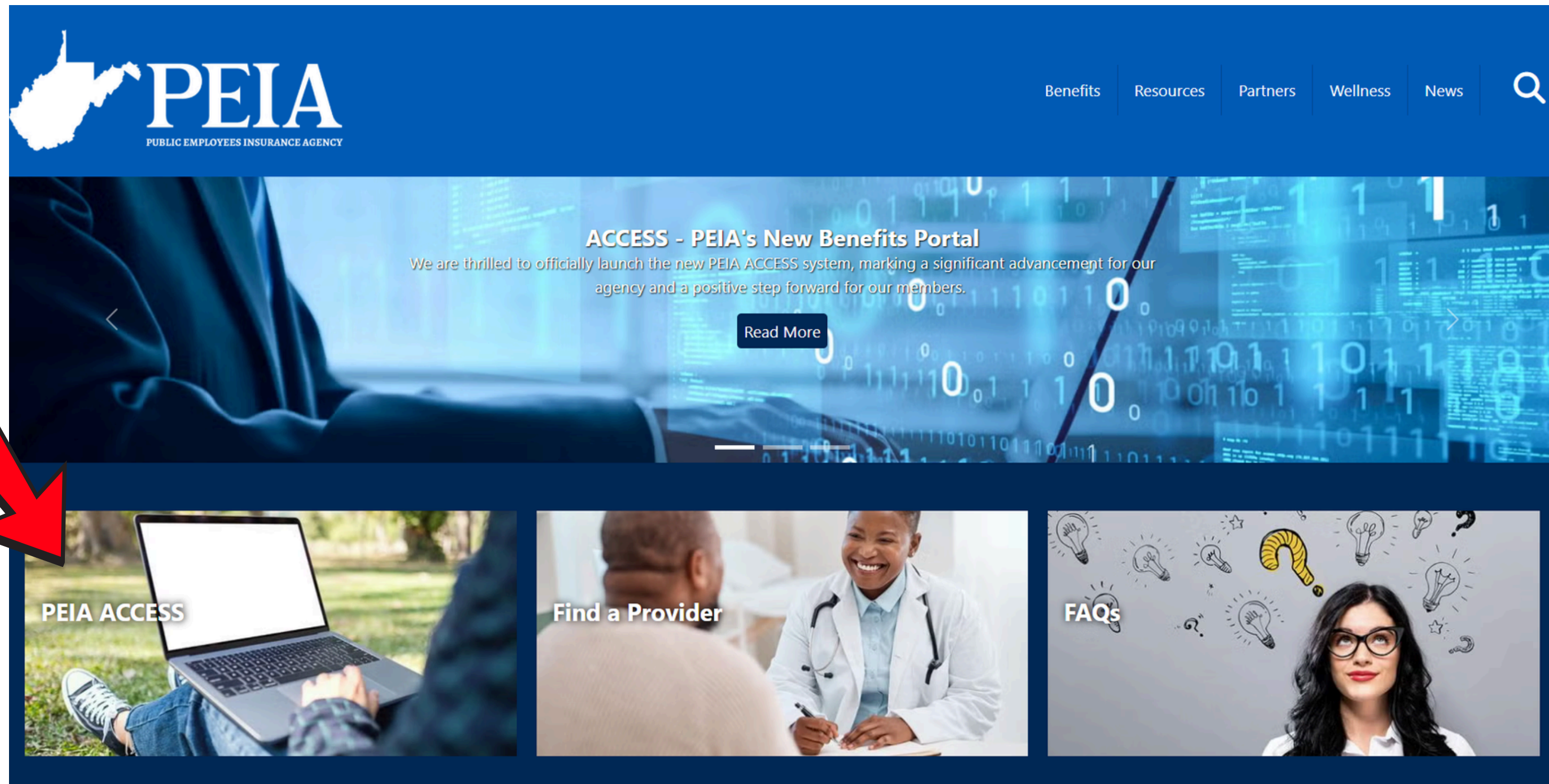
[https://peia.wv.gov/
peia.help.wv.gov](https://peia.wv.gov/peia.help.wv.gov)



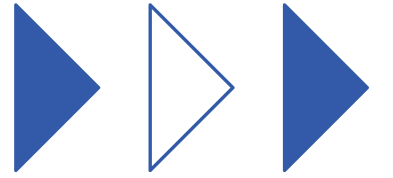
STEP 1



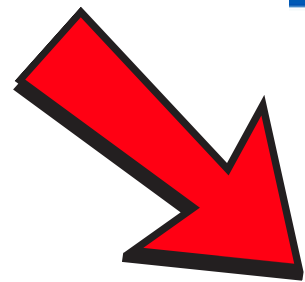
Visit the PEIA website at <https://peia.wv.gov>.
Click the **PEIA ACCESS** button on the bottom left.



STEP 2



Click on ***ACCESS Member Portal***



[Home](#)

PEIA ACCESS

Log Into Benefits, Complete Enrollment, Make Changes to Your Plan, and Other Benefit Details.

[ACCESS Member Portal](#)

[ACCESS Employer Portal](#)



Public Employees Insurance Agency

601 57th St., SE
Suite 2

PEIA ACCESS

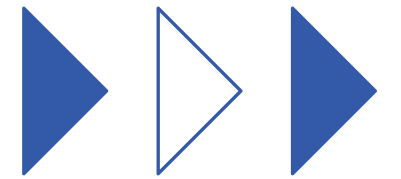
Health Plan Options

GET IN TOUCH





STEP 3



You can also navigate directly to PEIA ACCESS by clicking on this [Link](#).
New users must click ***“New User Registration”***.

The screenshot shows the PEIA ACCESS login page. At the top left is the PEIA logo. Below it, the text reads: "Welcome", "This website provides information and tools related to your employer's health, dental, life insurance, retirement and wellness programs.", "If you are logging onto the site for the first time, click on [“New User Registration.”](#)", and "If you have already registered, then please enter your PEIA Member ID Number and password to access the site." There are two input fields: "PEIA MEMBER ID NUMBER" and "PASSWORD". To the right of the first field is a link "Forgot PEIA Member ID Number". To the right of the second field is a link "Forgot Password". Below the input fields is a blue "Login" button. To the right of the "Login" button is a link "New User Registration". A large red arrow points to the "New User Registration" link. At the bottom left are links for "Terms Of Use", "Privacy Policy", and "Accessibility". At the bottom right is the copyright notice "© 2025 TELUS Health".

STEP 4

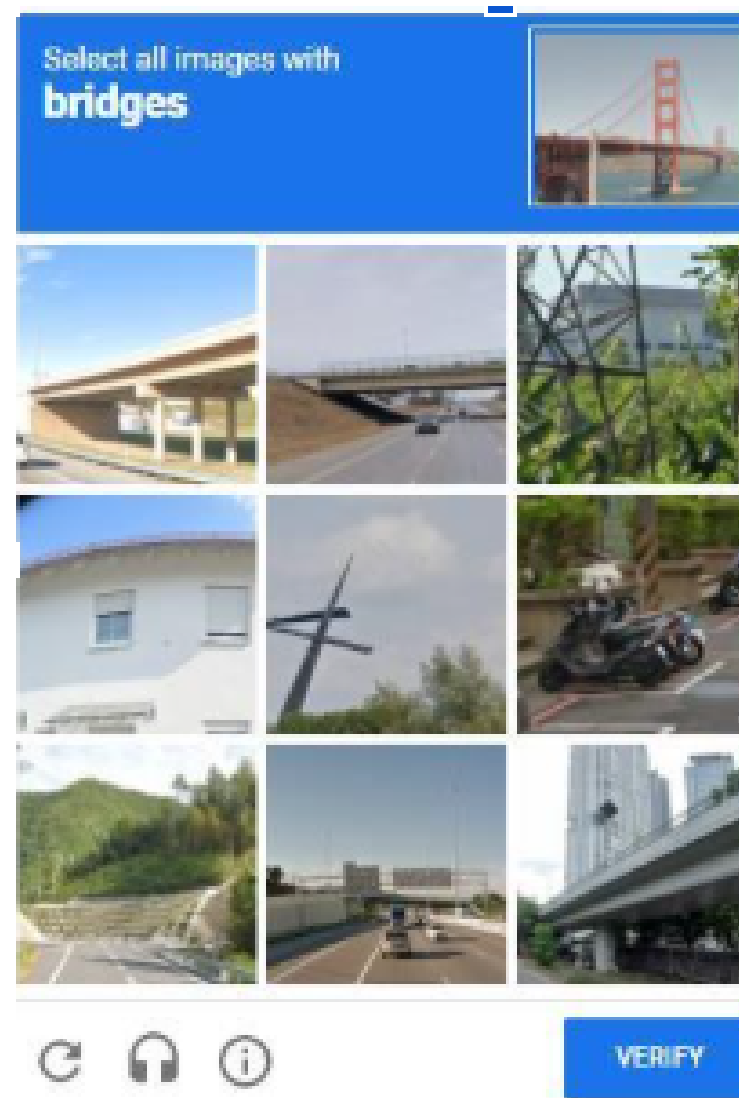


Please enter your last name, date of birth and home zip code that is on file with PEIA.
Click ***I am not a robot.***

A screenshot of the PEIA registration form overlaid on a background image of a forest with sunlight filtering through the trees. The form is white with a blue header containing the PEIA logo. Below the header, it says "Please answer the following questions to". There are three input fields on the left: "LAST NAME", "DATE OF BIRTH (FORMAT MMDDYYYY)", and "ZIP CODE". On the right, there is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the text "This site is exceeding reCAPTCHA Enterprise free quota." Below this are "Cancel" and "Continue" buttons. Three large red arrows with black outlines point to the "LAST NAME" field, the "DATE OF BIRTH" field, and the "I'm not a robot" checkbox.

STEP 5

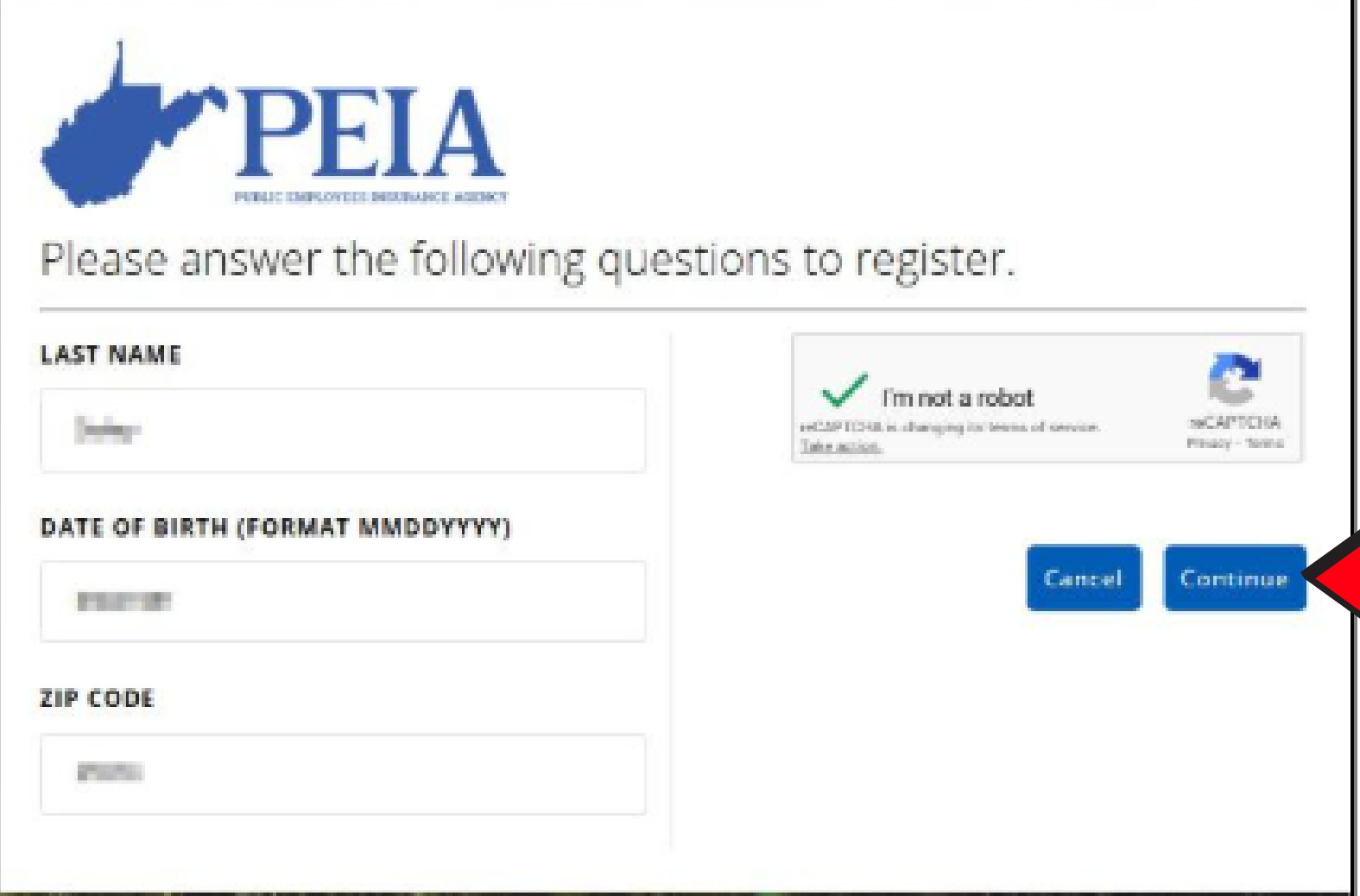
Select the appropriate images and click the **Verify** button.



STEP 6

Click the **Continue** button.

You will be prompted to create a password. You will be required to and prompted to change your password every 365 days.



PEIA
PUBLIC EMPLOYEES INSURANCE AGENCY

Please answer the following questions to register.

LAST NAME

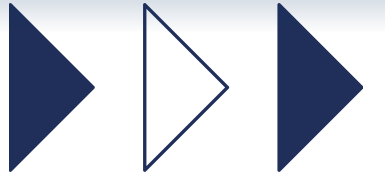
DATE OF BIRTH (FORMAT MMDDYYYY)

ZIP CODE

☒ I'm not a robot
reCAPTCHA is changing its terms of service.
[Take action.](#)

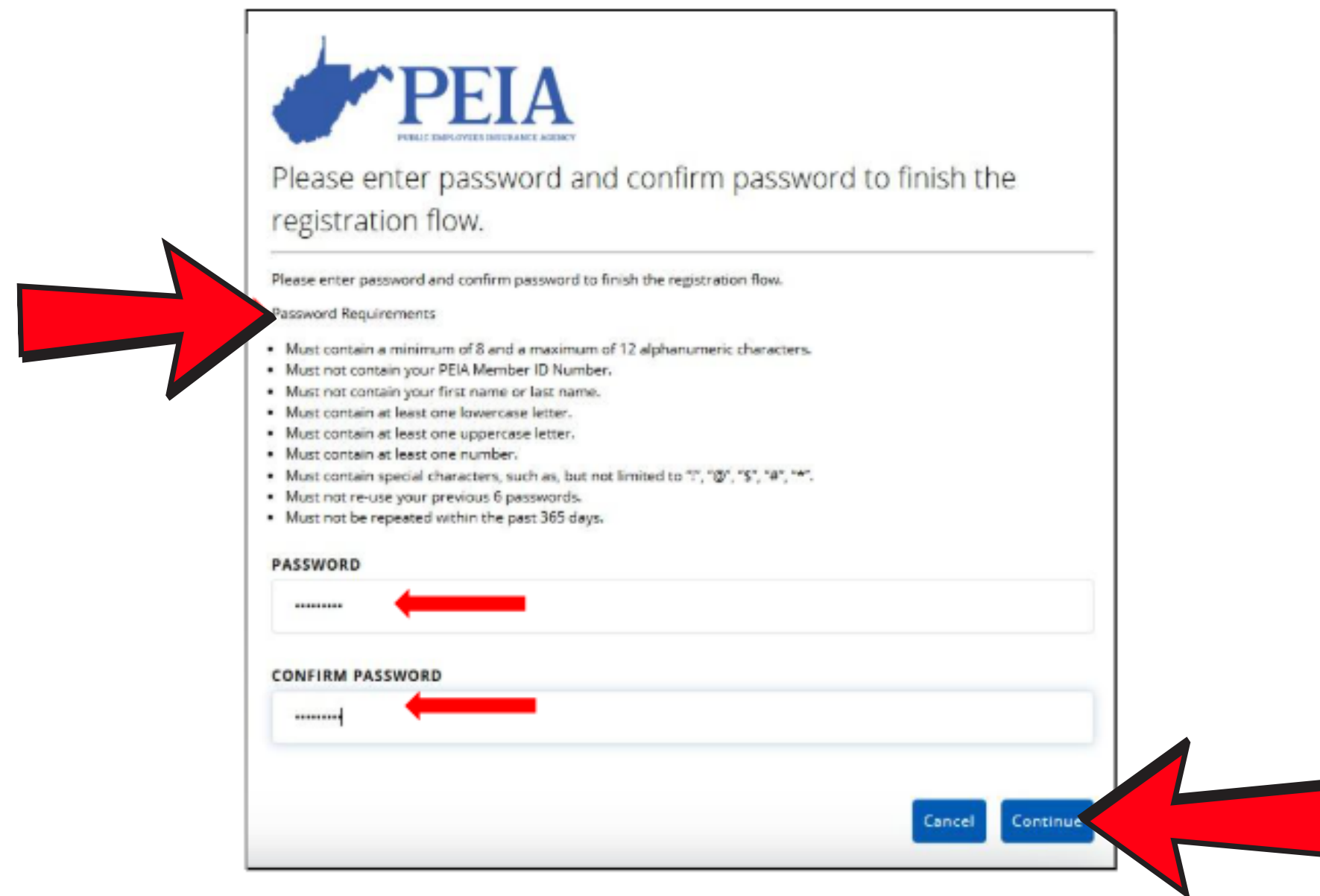
 reCAPTCHA
[Privacy](#) - [Terms](#)

STEP 7

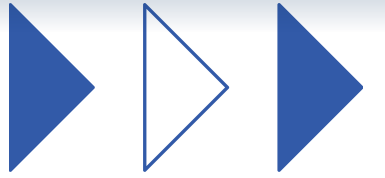


Type your password in the Password field.
Follow the Password Requirements on the screen.

Type your password again in the Confirm Password field and click the **Continue** button.
The system will confirm your successful registration.

A screenshot of the PEIA registration form. At the top is the PEIA logo. Below it is the text "Please enter password and confirm password to finish the registration flow." followed by a horizontal line. Under the line is the heading "Password Requirements" and a bulleted list of requirements: "Must contain a minimum of 8 and a maximum of 12 alphanumeric characters.", "Must not contain your PEIA Member ID Number.", "Must not contain your first name or last name.", "Must contain at least one lowercase letter.", "Must contain at least one uppercase letter.", "Must contain at least one number.", "Must contain special characters, such as, but not limited to '!', '@', '\$', '%', '&',", "Must not re-use your previous 6 passwords.", and "Must not be repeated within the past 365 days." Below the requirements are two input fields: "PASSWORD" and "CONFIRM PASSWORD", both containing masked text (dots). At the bottom right are two buttons: "Cancel" and "Continue". Three large red arrows with black outlines point to the form: one points to the "Password Requirements" list, one points to the "PASSWORD" input field, and one points to the "Continue" button.

STEP 8



Click the **Show PEIA Member ID Number** button.
The system displays your member ID number. Make a note of it.



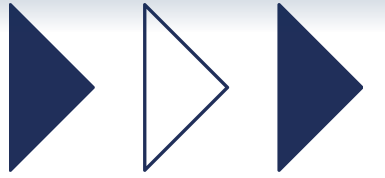
 **PEIA**
PUBLIC EMPLOYEES INSURANCE AGENCY

Registration successful

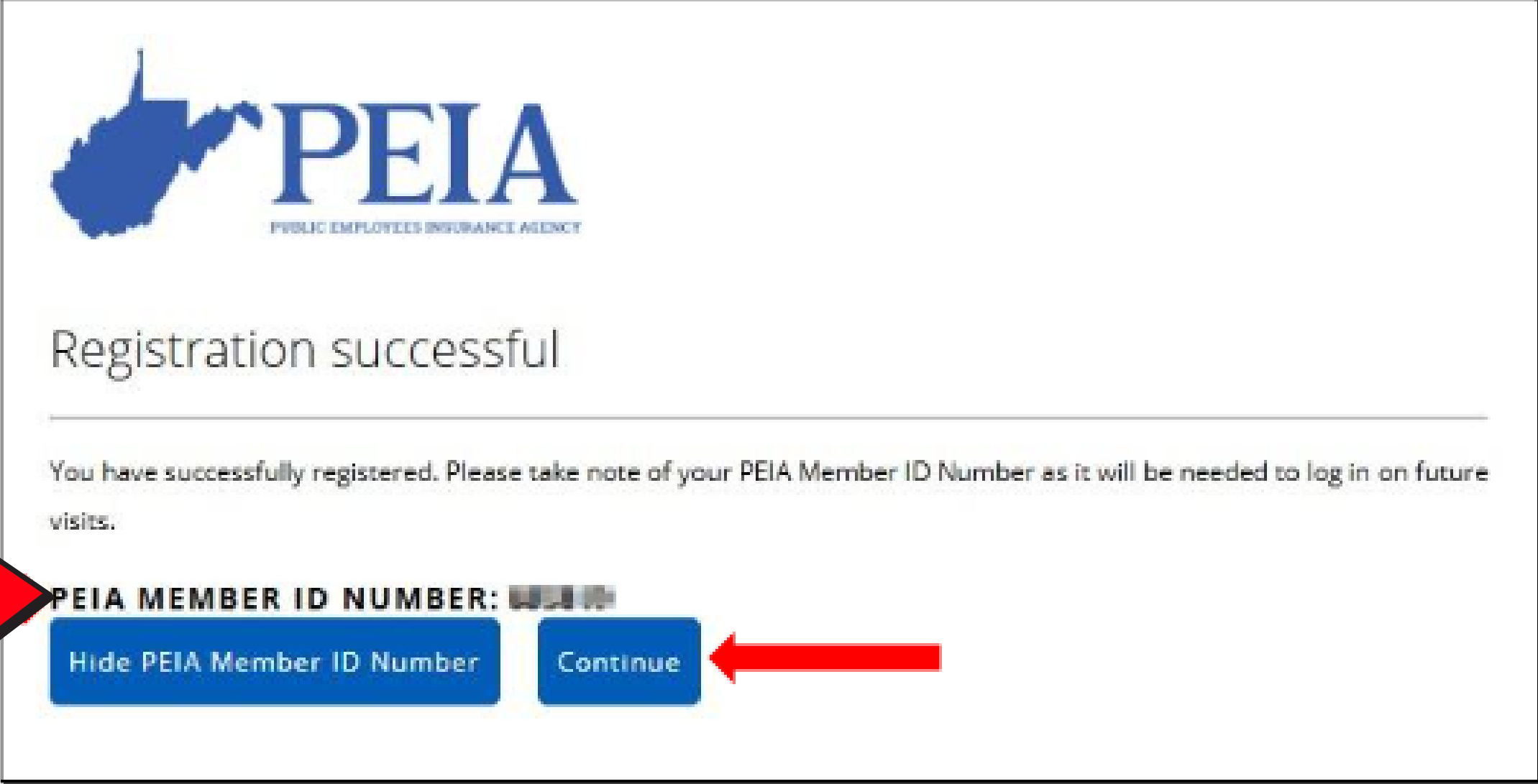
You have successfully registered. Please take note of your PEIA Member ID Number as it will be needed to log in on future visits.

[Show PEIA Member ID Number](#) [Continue](#)

STEP 9



Click the **Continue** button.
The system will then prompt for two-step verification setup.

A screenshot of the PEIA registration success screen. At the top left is the PEIA logo. Below it, the text "Registration successful" is displayed in a large, gray, sans-serif font. A horizontal line separates this from the next section, which contains the text "You have successfully registered. Please take note of your PEIA Member ID Number as it will be needed to log in on future visits." in a smaller, gray, sans-serif font. Below this text, the label "PEIA MEMBER ID NUMBER:" is followed by a masked ID number "0000000000000000". To the left of the masked ID number, a large red arrow points towards the label. Below the ID number are two blue buttons with white text: "Hide PEIA Member ID Number" and "Continue". A red arrow points from the right towards the "Continue" button.

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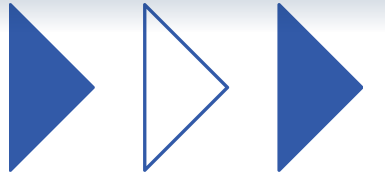
Registration successful

You have successfully registered. Please take note of your PEIA Member ID Number as it will be needed to log in on future visits.

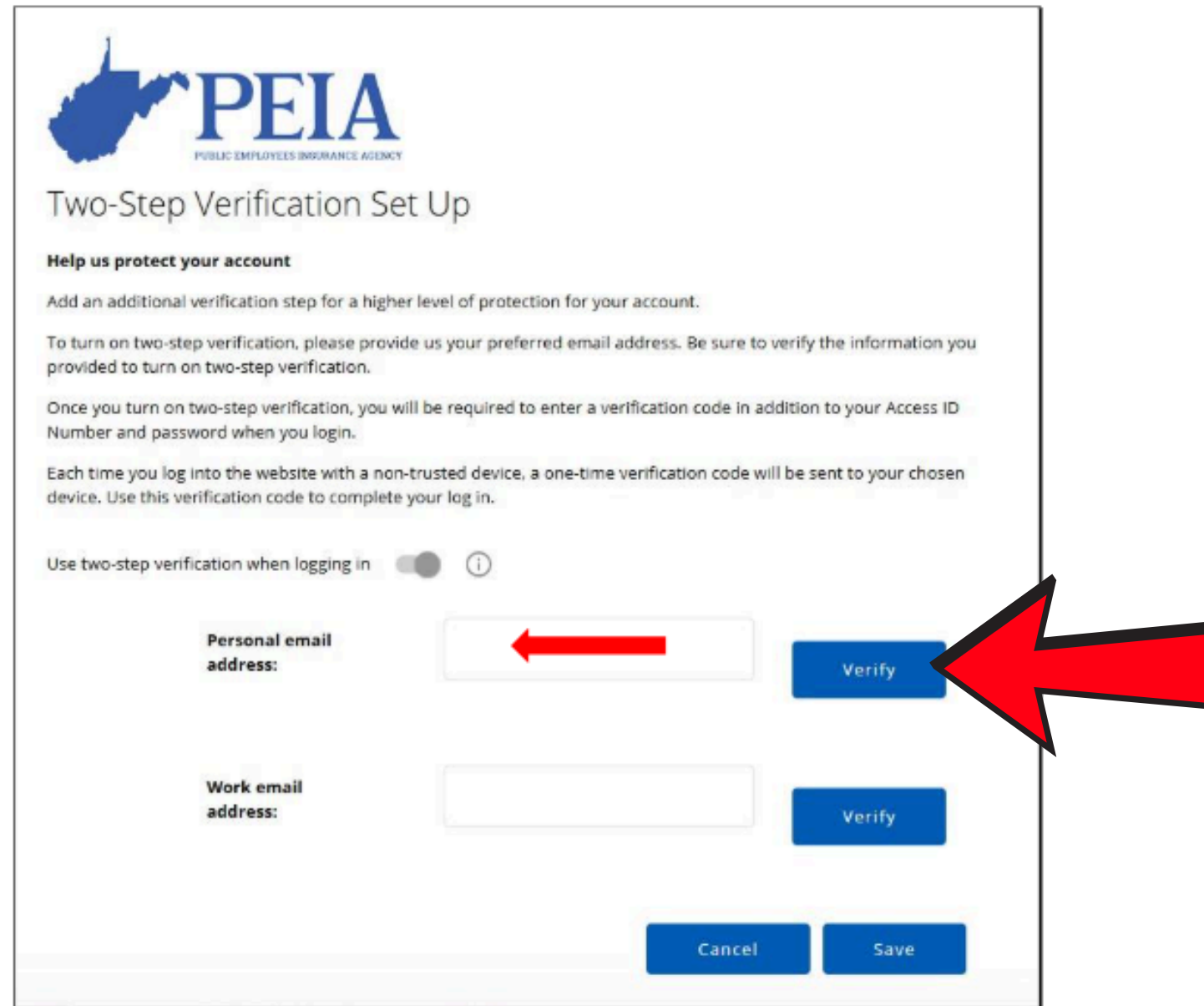
PEIA MEMBER ID NUMBER: 0000000000000000

Hide PEIA Member ID Number Continue

STEP 10



Type your email address in the ***Personal email address*** field, and click the ***Verify*** button to the right of that field.




PUBLIC EMPLOYEES INSURANCE AGENCY

Two-Step Verification Set Up

Help us protect your account

Add an additional verification step for a higher level of protection for your account.

To turn on two-step verification, please provide us your preferred email address. Be sure to verify the information you provided to turn on two-step verification.

Once you turn on two-step verification, you will be required to enter a verification code in addition to your Access ID Number and password when you login.

Each time you log into the website with a non-trusted device, a one-time verification code will be sent to your chosen device. Use this verification code to complete your log in.

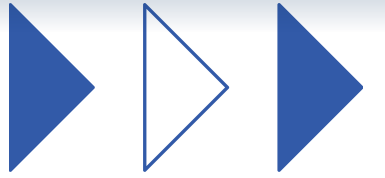
Use two-step verification when logging in ☒ 

Personal email address:  **Verify** 

Work email address: **Verify**

Cancel **Save**

STEP 11



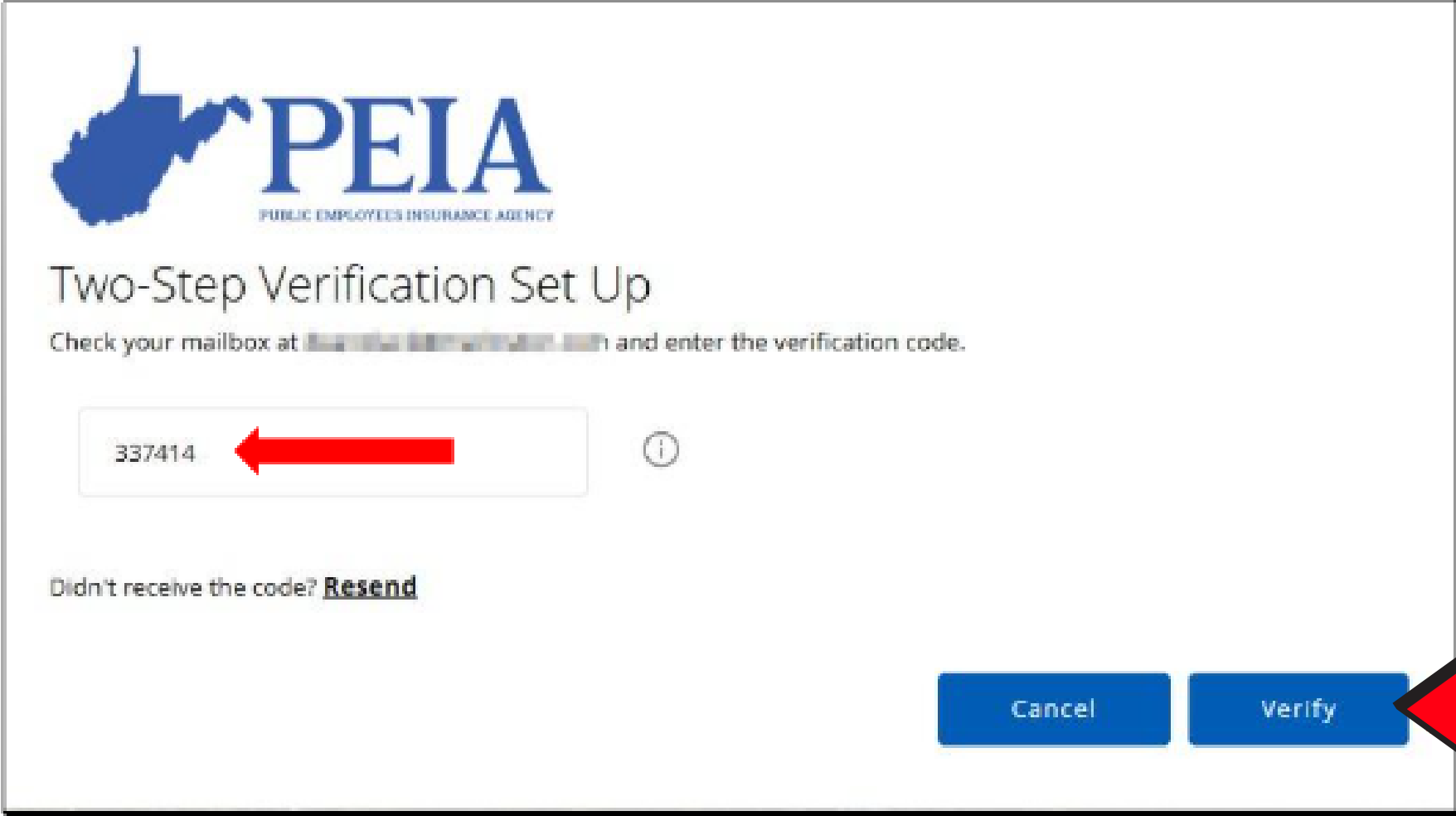
PEIA ACCESS will send an email to that address with a code.

Your address verification code is 337414.  This code to complete your 2-factor setup. This one-time use code will expire in 10 minutes.

Thank you

Disclaimer: This email is intended solely for the use of the individual to whom it is addressed to. Do not share this code with anyone.

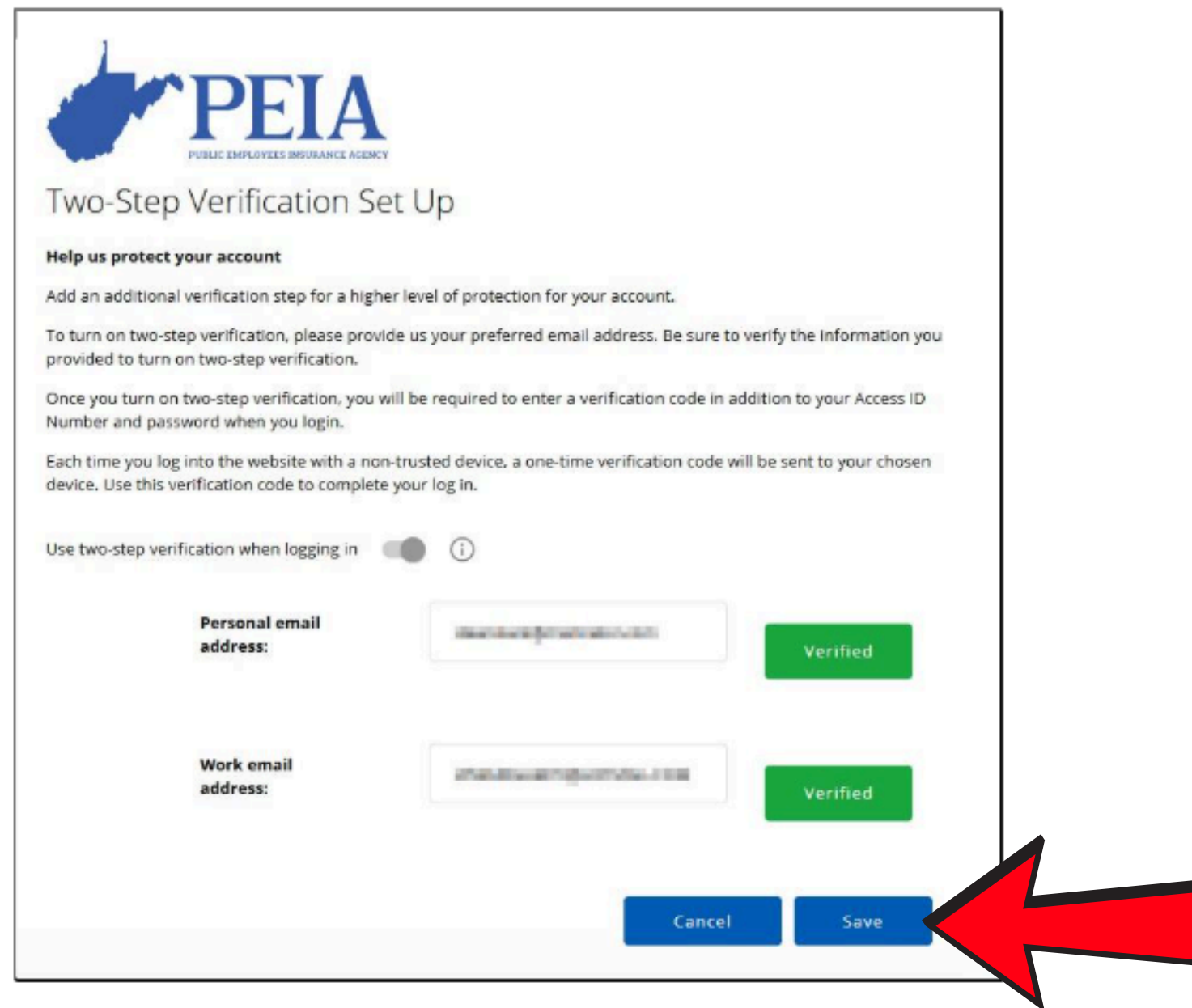
Type the received code into the **Two-Step Verification Set Up** field, and click the **Verify** button.



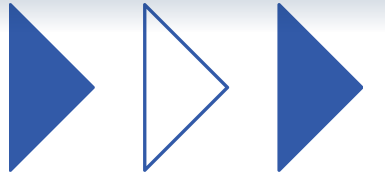
The screenshot shows the PEIA Two-Step Verification Set Up interface. At the top is the PEIA logo. Below it, the title "Two-Step Verification Set Up" is displayed, followed by the instruction "Check your mailbox at [\[redacted\]](#) and enter the verification code." A text input field contains the code "337414", with a red arrow pointing to it. To the right of the input field is an information icon (i). Below the input field, there is a link that says "Didn't receive the code? [Resend](#)". At the bottom right, there are two buttons: "Cancel" and "Verify". A large red arrow points to the "Verify" button.

STEP 12

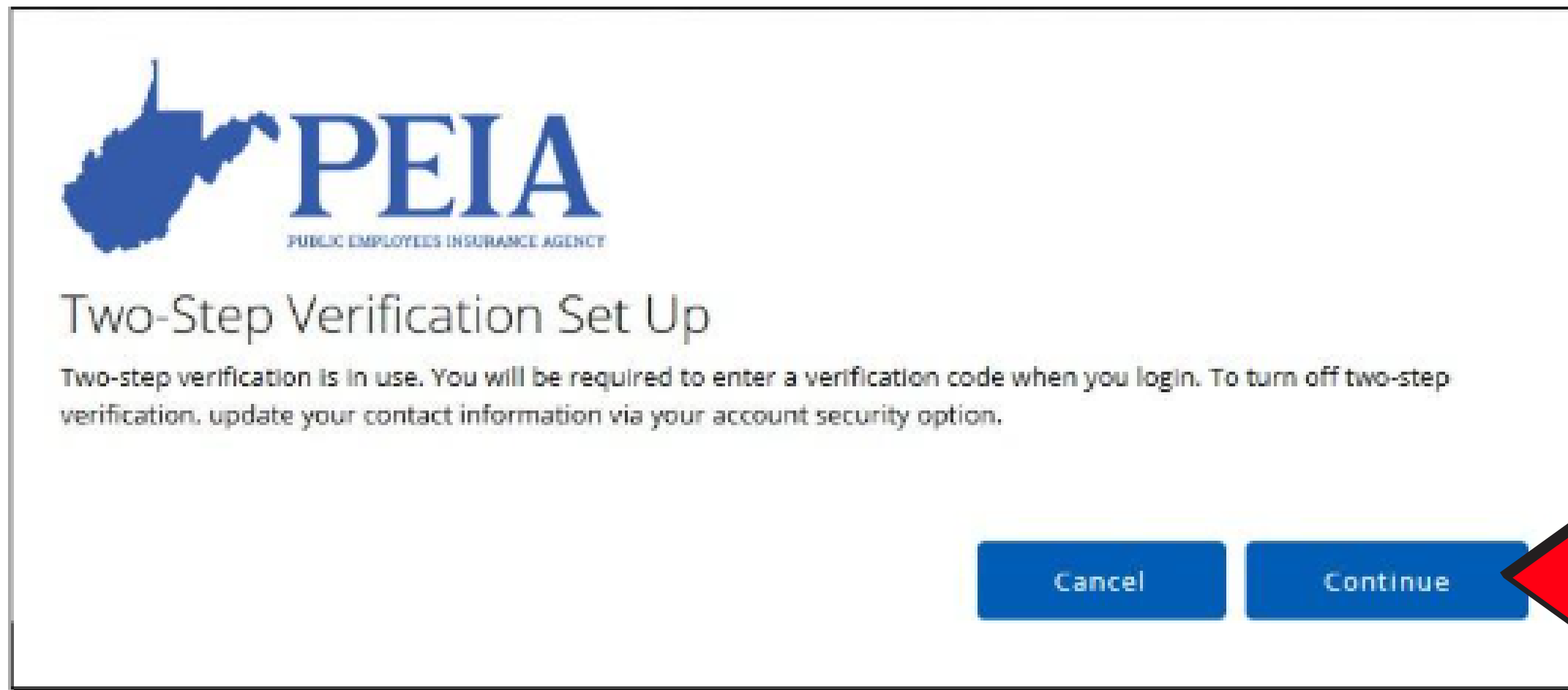
The system confirms that the email address is verified.
Repeat these steps for the **Work email address** field, and click the **Save** button.



STEP 13



PEIA ACCESS will confirm that two-step verification is in use.
Click the ***Continue*** button.



 **PEIA**
PUBLIC EMPLOYEES INSURANCE AGENCY

Two-Step Verification Set Up

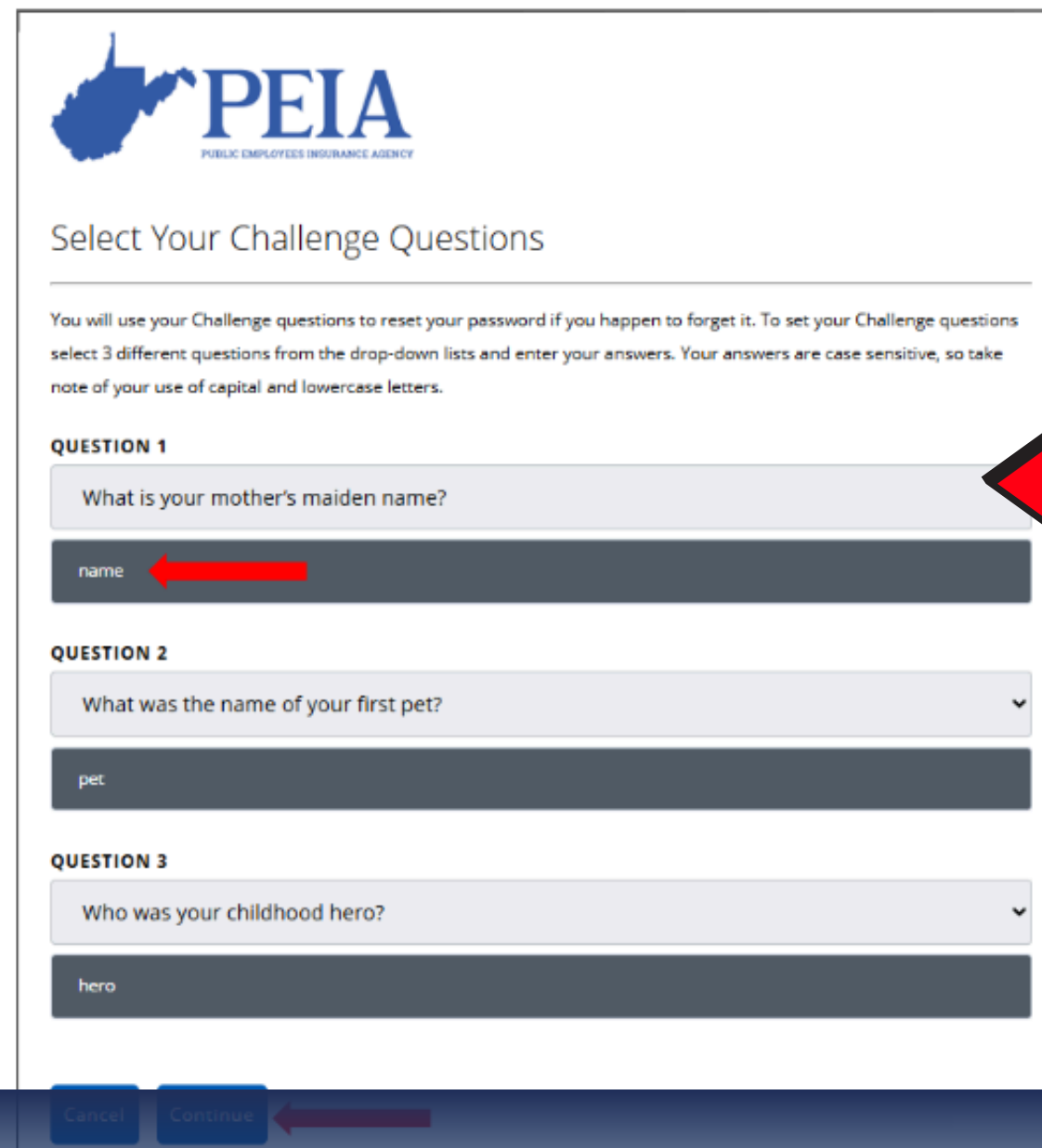
Two-step verification is in use. You will be required to enter a verification code when you login. To turn off two-step verification, update your contact information via your account security option.

[Cancel](#) [Continue](#)

STEP 14



PEIA ACCESS will prompt for you to select challenge questions.
Click the drop-down arrow in the **Question 1** field, and select a question.
Type your answer in the blank space below Question 1.
Repeat these steps for Questions 2 and 3.
Click the **Continue** button.




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Select Your Challenge Questions

You will use your Challenge questions to reset your password if you happen to forget it. To set your Challenge questions select 3 different questions from the drop-down lists and enter your answers. Your answers are case sensitive, so take note of your use of capital and lowercase letters.

QUESTION 1

What is your mother's maiden name?

name

QUESTION 2

What was the name of your first pet?

pet

QUESTION 3

Who was your childhood hero?

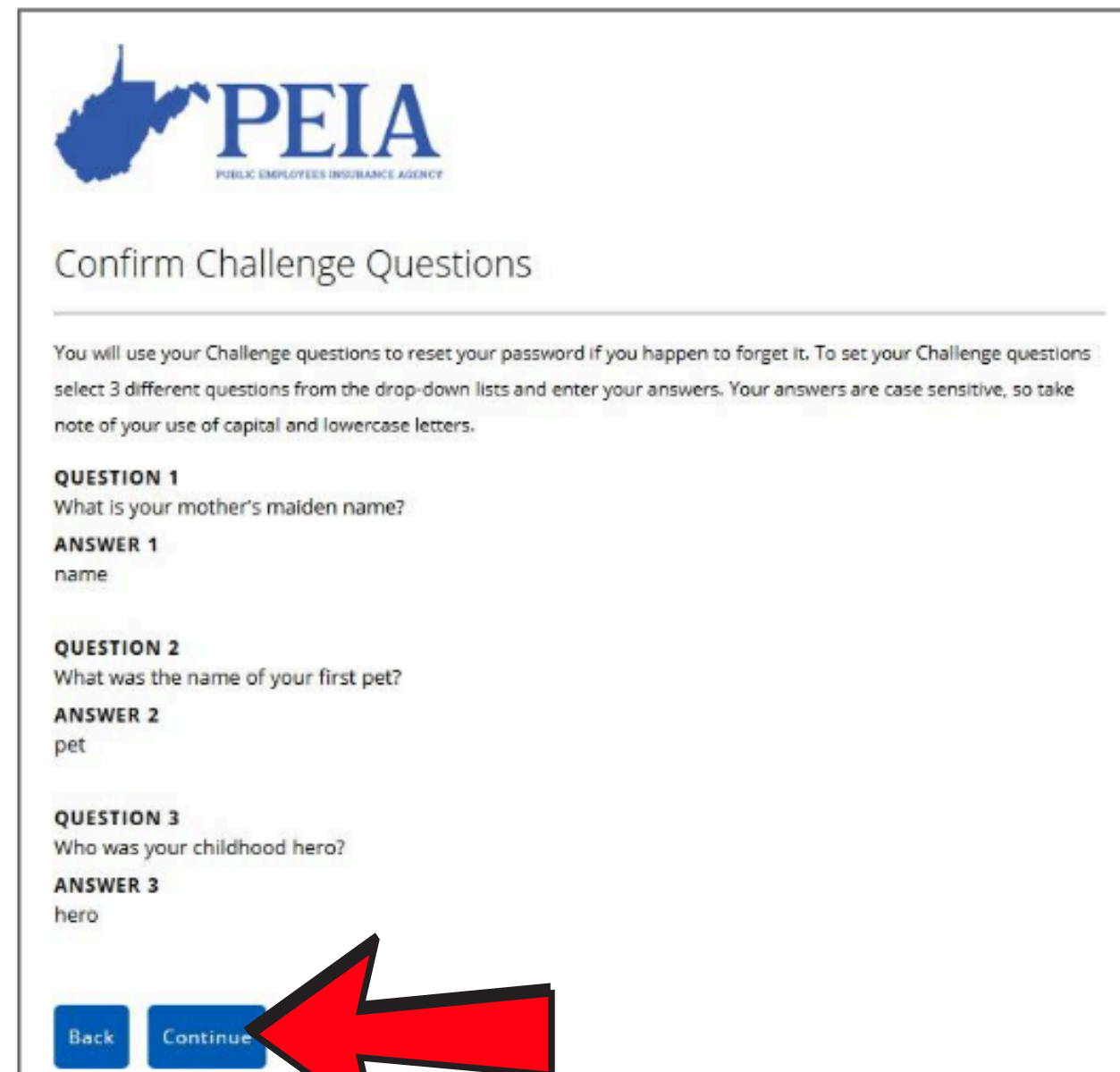
hero

Cancel Continue

STEP 15



The system confirms your challenge questions and answers.
Click the ***Continue*** button.




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Confirm Challenge Questions

You will use your Challenge questions to reset your password if you happen to forget it. To set your Challenge questions select 3 different questions from the drop-down lists and enter your answers. Your answers are case sensitive, so take note of your use of capital and lowercase letters.

QUESTION 1
What is your mother's maiden name?

ANSWER 1
name

QUESTION 2
What was the name of your first pet?

ANSWER 2
pet

QUESTION 3
Who was your childhood hero?

ANSWER 3
hero

[Back](#) [Continue](#)



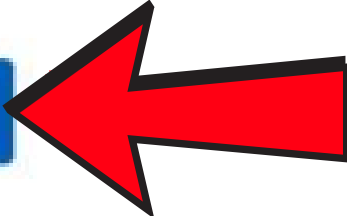
PEIA ACCESS will confirm your challenge questions have been saved.
Click ***Continue***.



Challenge questions saved.

Challenge questions saved successfully.

[Continue](#)



STEP 17



PEIA ACCESS will provide a disclaimer.

Click **I ACCEPT** and then **Continue**.

You will then be taken to the Member portal Home screen.



 **PEIA**
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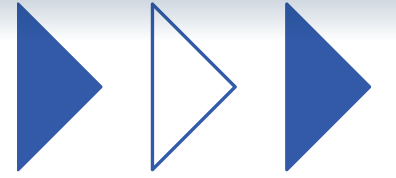
Disclaimer

TELUS Health receives your personal information directly from you or your authorized representatives, or from your employer or benefits plan sponsor ("You"). In accordance with our Privacy Policy we limit the collection, use and disclosure of personal information to information that is necessary for the purposes of providing our pension and/or benefits administration services to You, providing You with information about our services and products, enhancing our overall service delivery, creating anonymous and aggregate statistics and reports about TELUS Health's services, service standards and trends and for audit, quality control and the protection of our interests in legal proceedings.

By participating in your pension and/or benefits program you consent to the foregoing. For more information see our [Privacy Policy](#).

☒ I ACCEPT

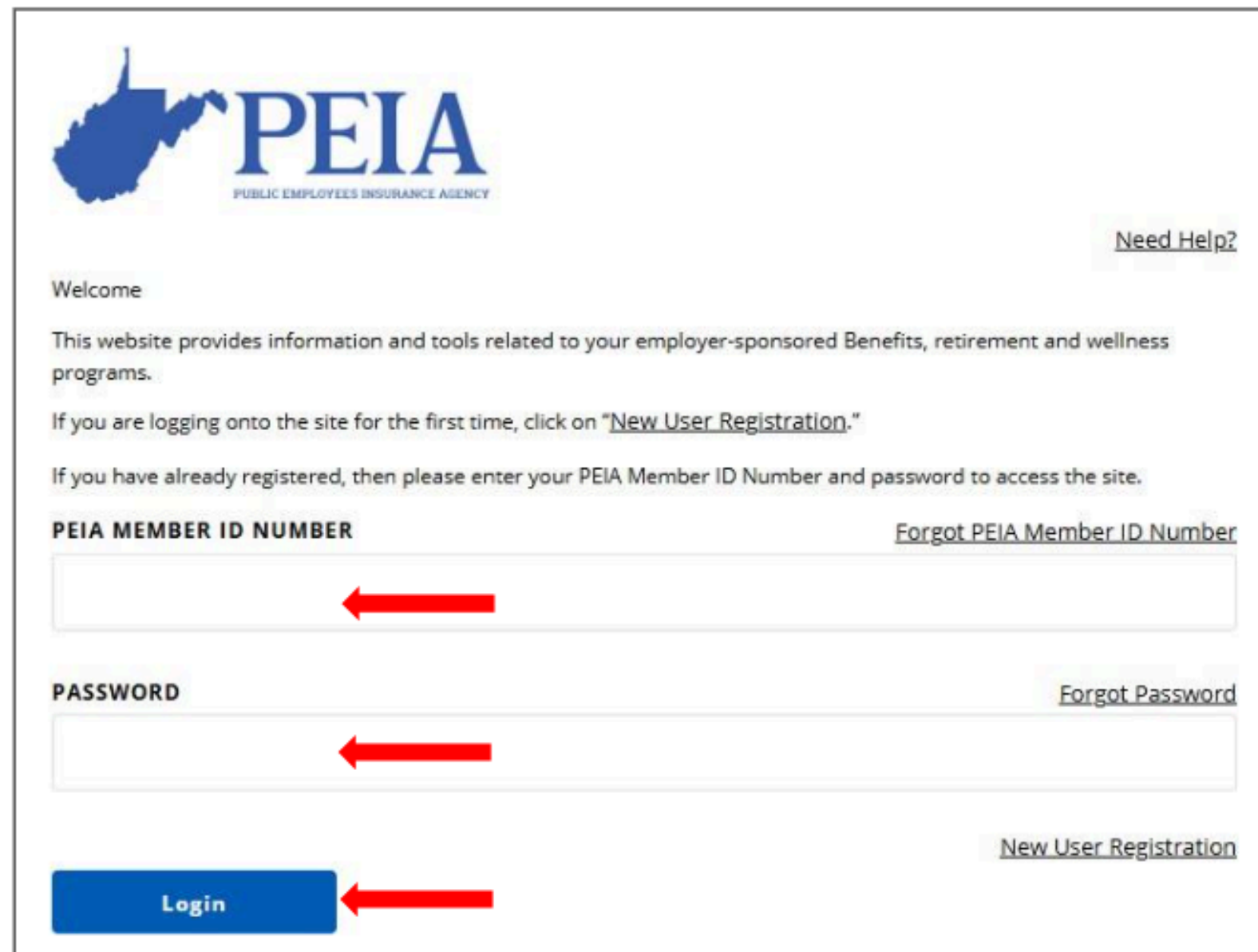
FOR FUTURE ACCESS TO THE PORTAL:



Type your User ID in the **PEIA Member ID Number** field.

Type your password in the **Password** field.

Click the **Login** button and you will be logged into the ACCESS home screen!



 **PEIA**
PUBLIC EMPLOYEES INSURANCE AGENCY

[Need Help?](#)

Welcome

This website provides information and tools related to your employer-sponsored Benefits, retirement and wellness programs.

If you are logging onto the site for the first time, click on "[New User Registration](#)."

If you have already registered, then please enter your PEIA Member ID Number and password to access the site.

PEIA MEMBER ID NUMBER [Forgot PEIA Member ID Number](#)

PASSWORD [Forgot Password](#)

[New User Registration](#)

Login