


## How to Access SulAmerica's network

When you need to look for SulAmerica approved providers in your area, please follow these easy steps.

### How to register and obtain a password

1. First you need to sign up to get a password.
2. Go to <http://portal.sulamericaseguros.com.br/home.htm>
  - a. Click 'Para Você' > 'Saúde'
  - b. You should see the following on your screen



The screenshot shows a login form titled 'Acesso ao Saúde Online'. It contains three input fields: 'Produto' (with a dropdown arrow), 'Código de identificação' (a four-digit numeric field), and 'Senha' (a password field with a question mark icon). Below the 'Código de identificação' field is a dark grey button with a white question mark. To the right of the 'Senha' field are two links: 'Esqueci minha senha' and 'Não tenho senha'. At the bottom left is an orange button labeled 'ENTRAR'.

- c. In the 'Produto' section type in 582
  - d. Under 'Código de Identificação' type in the rest of your SulAmerica Id #, starting with 00451
  - e. Click on 'Não tenho senha'
3. Another window will pop-up (make sure that you allow pop-ups from the SulAmerica site)
    - a. The system will request the following data:
      - i. **CPF** (If you don't have a CPF type in eleven ones "11111111111")
      - ii. **Data de nascimento** (Date of birth)
      - iii. **Acomodação** (This refers to the kind of insurance the mission has. Select Apartamento)
      - iv. Click 'Confirmar'
    - b. The system will then ask for an email to get your password (*senha*)
  4. Check your email and go back to the link on step 2 and type in your password in the 'senha' box
  5. You're all set! Next you will see a window with your information.

**Note:** You can either have each missionary register him/herself so they know what places are closer to their proselyting areas. The second option would be having the secretaries register once and have missionaries call them inquiring for places.

**The same registration process applies to the Mission President and his family.**

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## How to navigate the site

1. Once you are logged into the site you'll see the following options:
  - a. Meu Plano (*My Plan*)
  - b. Reembolso (*Reimbursement*)
  - c. Validação Prévia de Procedimento (*Pre-Procedure Authorization*)
  - d. Rede Referenciada (*List of Providers*)
  - e. Pagamento (*Payments*)
  - f. Saúde Ativa (*Active Health*)
2. Click on Rede Referenciada, from the options below select Pesquisa Rede Referenciada (*Search List of Providers*)
3. Next, you'll see several search boxes that need to be filled
  - a. Here you can either do a search by city or input an address. The system will show you the places that have a contract with SulAmerica that can provide medical services to missionaries. The map will show orange dots that are close to the city or address you input.
  - b. For example, let's say we want to know the providers in Rio de Janeiro.
    - i. Type on the first box Rio de Janeiro. (*Notice that while you're writing it will give you several options, make sure you select the right one*)
    - ii. Under Categoria these are the options Pronto Socorro (*Emergency Room*), Hospital e Maternidade (*Hospital and Maternity*), Médico, Clínica e Laboratório (*Doctor, Clinic and Lab*). Select the third one, Médico, Clínica e Laboratório. (*Note: that it doesn't really matter which you select because it will only show the ones under contract with SulAmerica, but make sure you select one*)
    - iii. Under Especialidade (*Specialty*) select Acupuntura then click on Buscar (*Search*)
    - iv. Every time that you do a search the site will suggest alternate name options for the area you're searching. Select your area.
    - v. Once you do that the following message will appear "*Não foi localizada opção de atendimento com os parâmetros de pesquisa escolhidos próxima ao ponto de referência informado, para ver outras opções clique aqui.*"
    - vi. Click on "clique aqui"
    - vii. Several orange dots will appear on the map pointing to the providers in that area. When clicking on each dot you will find the provider's info and services offered.
4. Congratulations! You're all set; we hope this will be an aid in finding the providers in your area. If you have any questions please don't hesitate to contact Emmanuel de la Rosa at [DelaRosaM6@aetna.com](mailto:DelaRosaM6@aetna.com) or calling the SulAmerica help line provided in the manual.