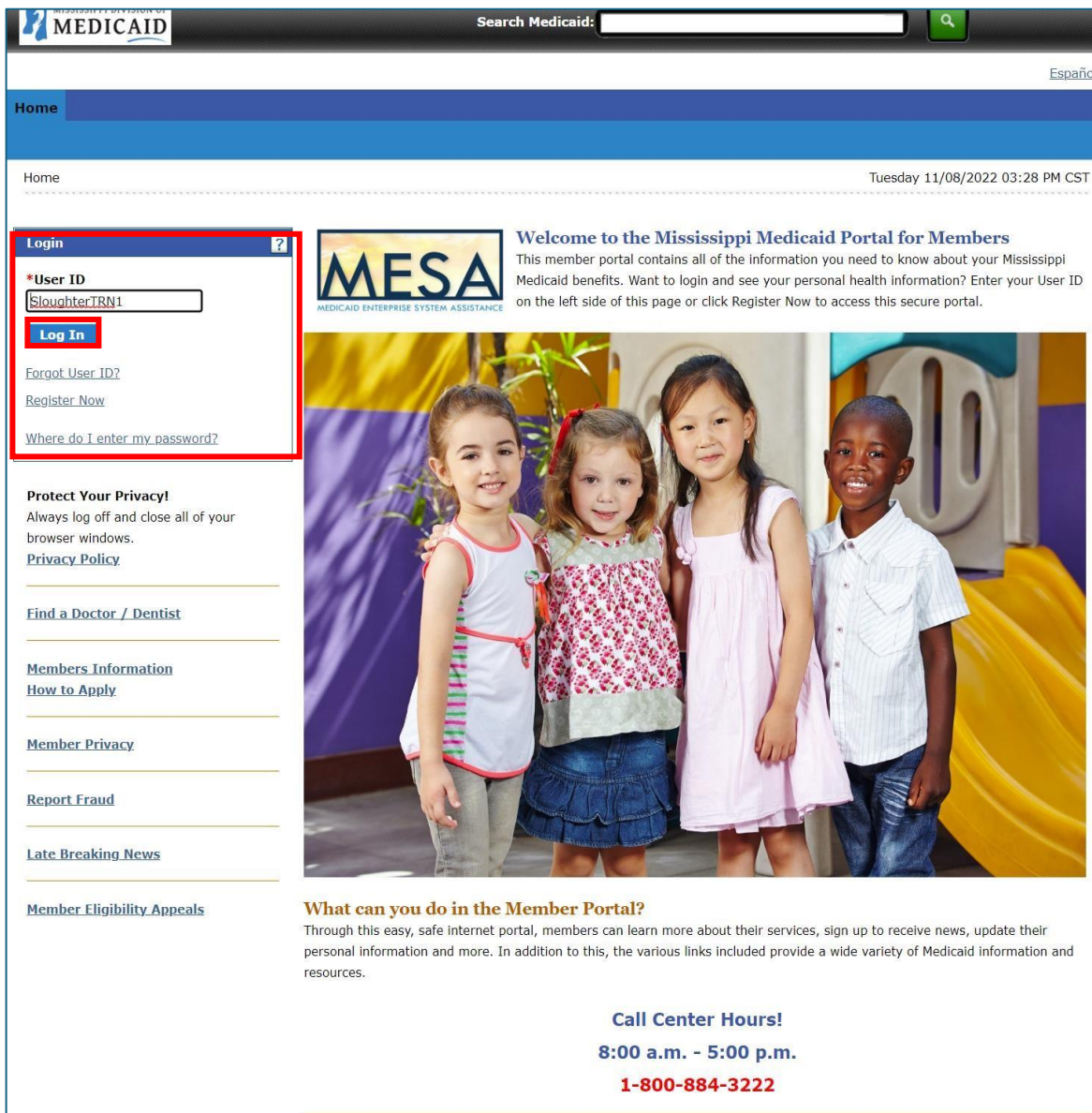


Job Aid

Request Member ID Card or Download Digital ID Card in Member Portal

This job aid lists the steps on how a member would request or download an ID card from the MESA Member Portal.

Step 1: Log into the MESA Member Portal with User ID and select **Log In**.



MISSISSIPPI DIVISION OF MEDICAID

Search Medicaid:

[Español](#)

Home

Home Tuesday 11/08/2022 03:28 PM CST

Login

*User ID

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

MESA
MEDICAID ENTERPRISE SYSTEM ASSISTANCE

Welcome to the Mississippi Medicaid Portal for Members

This member portal contains all of the information you need to know about your Mississippi Medicaid benefits. Want to login and see your personal health information? Enter your User ID on the left side of this page or click Register Now to access this secure portal.

Protect Your Privacy!
Always log off and close all of your browser windows.
[Privacy Policy](#)

[Find a Doctor / Dentist](#)

[Members Information](#)
[How to Apply](#)

[Member Privacy](#)

[Report Fraud](#)

[Late Breaking News](#)

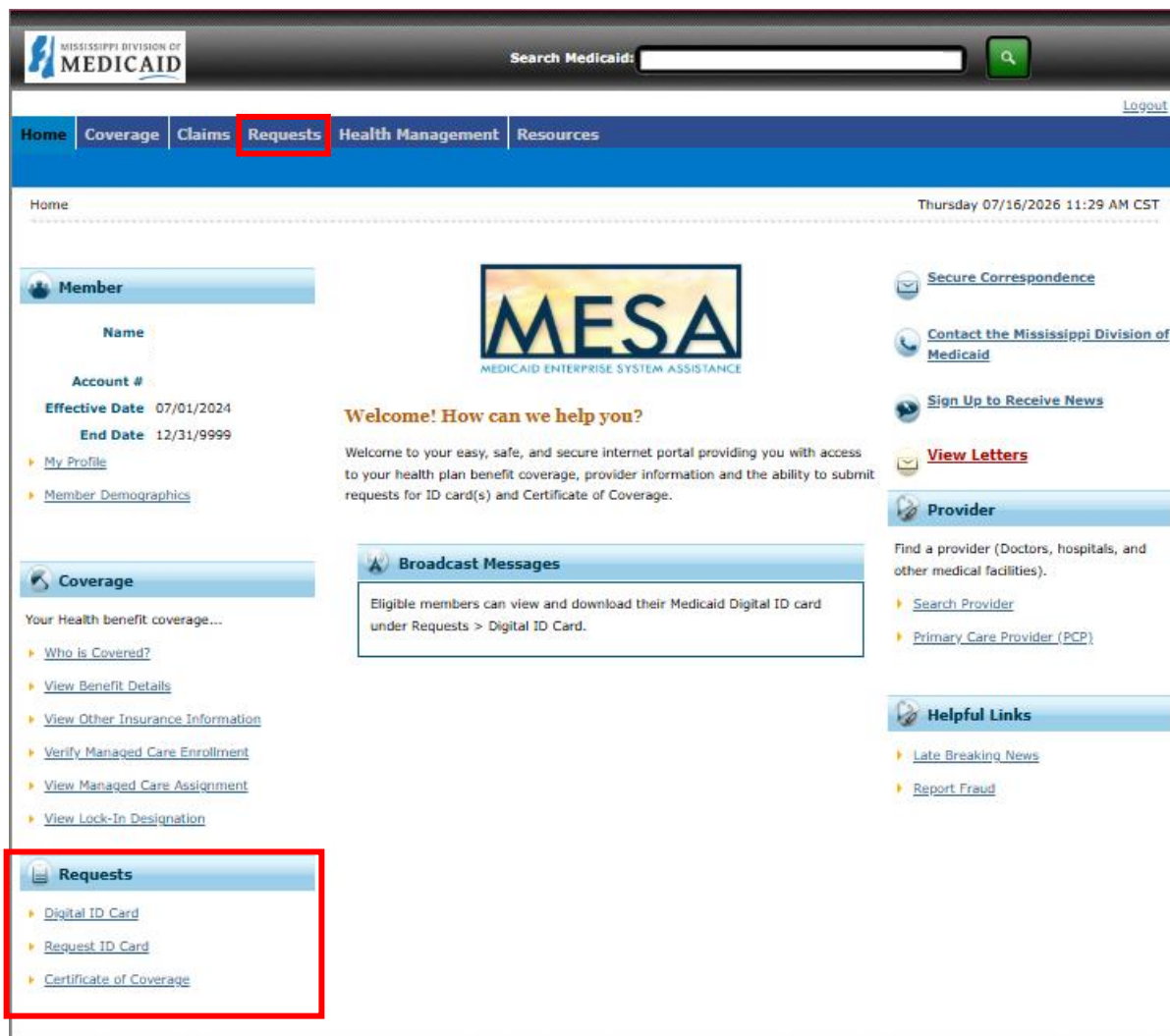
[Member Eligibility Appeals](#)

What can you do in the Member Portal?

Through this easy, safe internet portal, members can learn more about their services, sign up to receive news, update their personal information and more. In addition to this, the various links included provide a wide variety of Medicaid information and resources.

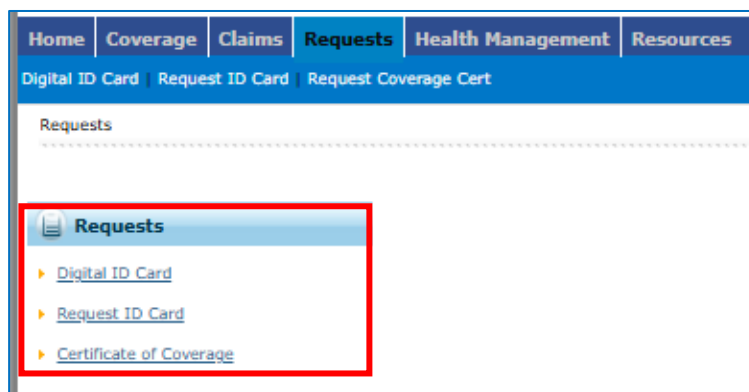
Call Center Hours!
8:00 a.m. - 5:00 p.m.
1-800-884-3222

The MESA Member Portal Home Page displays as shown below.



Step 2: Look under **Requests** at the bottom of the page and select either **Digital ID Card** or **Request ID Card**, as shown above or Select the **Requests** tab at the top of the page as shown below.

Figure 3: Requests Tab



Selecting the Digital ID Card

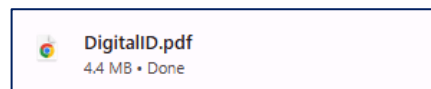
Step 3 Digital ID Card Option:

If you would like to print your Digital ID card, select the **Digital ID Card** from the **Requests** options.

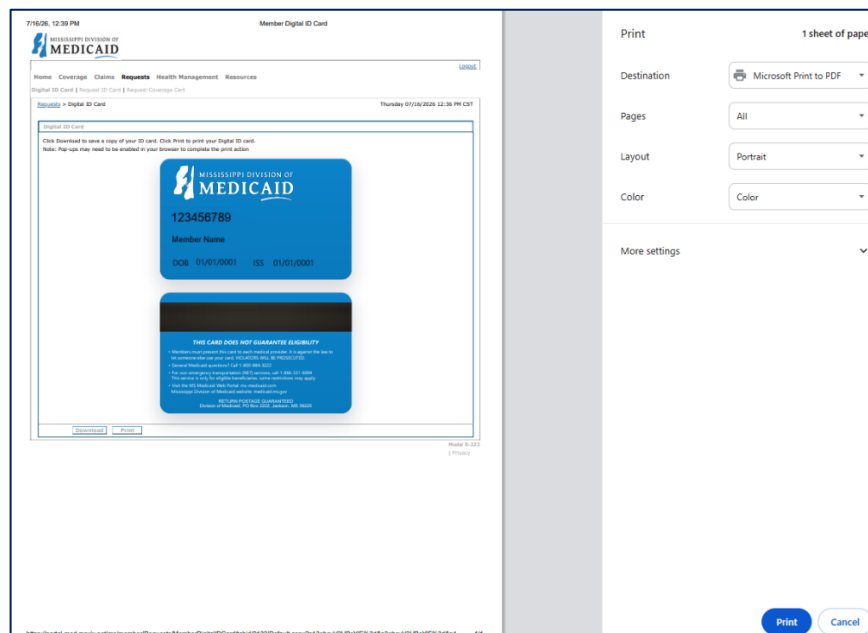
Select **Download** to download it to your files.



A message in your browser will let you know when the download is complete.



Select **Print** and the print window will open. You will have the option to select the **Destination** for the printed file and a print preview.



Selecting the Request ID Card

Step 3 Option 2: Select **Request ID Card**. The member's name and address information is prefilled in the form. Review and change if necessary.

Step 4: Select a **Reason** for the request.

Step 5: Once the **Reason** has been selected, and the information has been reviewed, select **Submit**.

MISSISSIPPI DIVISION OF
MEDICAID

Search Medicaid:

Home | Coverage | Claims | **Requests** | Health Management | Resources

Digital ID Card | Request ID Card | Request Coverage Cert

Requests > Request ID Card Thursday 07/16/2026 11:51 AM CST

Request ID Card: Select Member

Please verify the member's address before requesting the ID card. If incorrect, you can change the address via ASSIST or by calling Member Change Services. It may take 5 to 7 days for your new card to arrive by mail. Members will not display in the list while a request is being processed. Be aware that sharing ID cards is not permitted and is a federal offense.

☒ Member Name 01/01/0001

*Reason LOST

*Address Line 1 123 W Road

Address Line 2

Address Line 3

*City Anywhere

*State Mississippi

*Zip Code 3900000000

Submit

Step 6: A **Request ID Card: Confirm Details Panel** displays as shown below. Once requested information has been reviewed, select **Confirm** to request the ID card.

Request ID Card: Confirm Details

You have selected the following ID Cards. Click Confirm to submit or click Cancel to cancel the request.

☒ Member Name 01/01/0001

Reason LOST

Address Line 1 123 W Road

Address Line 2 ...

Address Line 3 ...

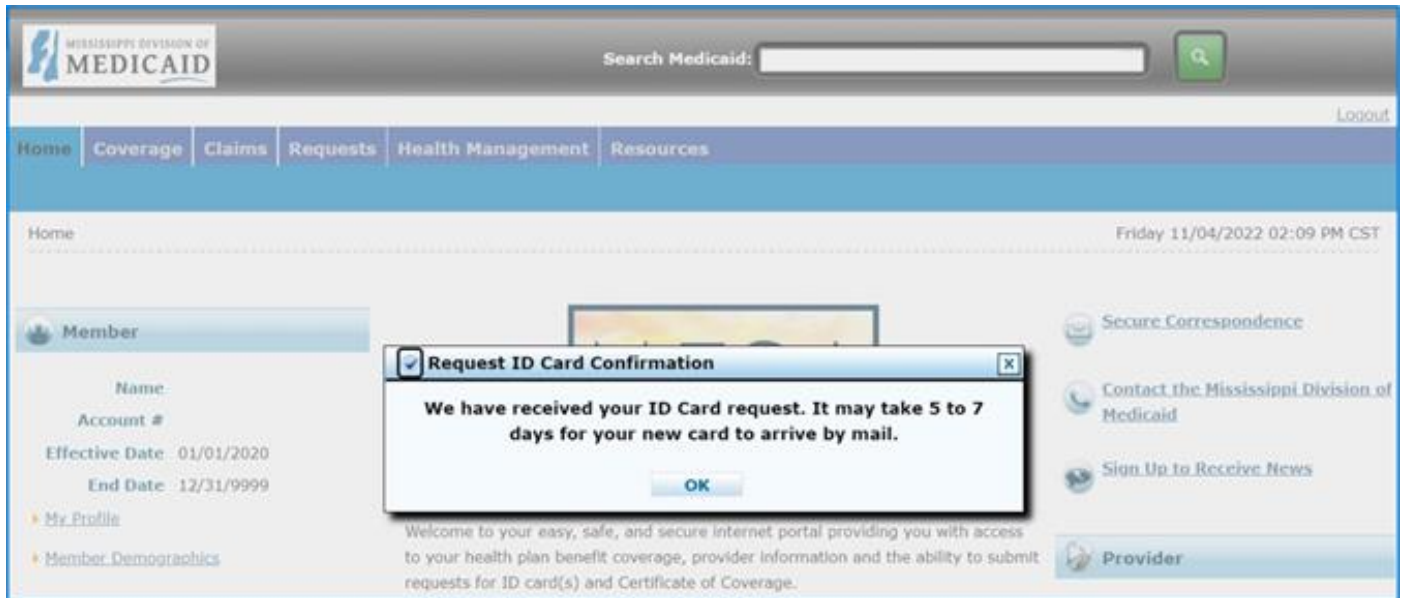
City Anywhere

State Mississippi

Zip Code 39000-0000

Confirm **Cancel**

Step 7: The Member's ID Card has now been requested. The figure below shows the **Request ID Card Confirmation** dialog box. Select **OK**. This takes you back to the Member's Home page.



Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	11/07/2022	Gainwell	Initial submission
1.1	07/16/2026	Gainwell	Updated per CR 2440