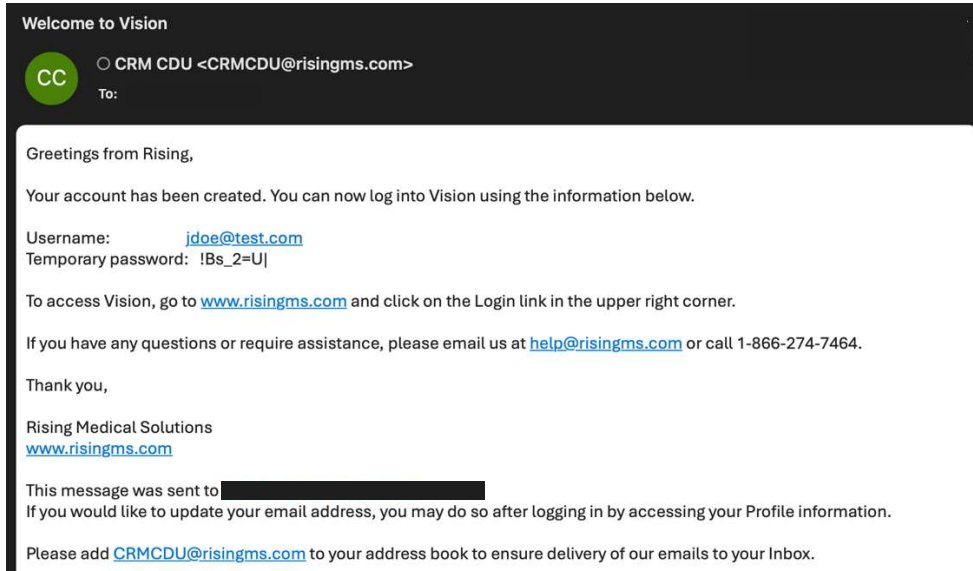




Quick Start Guide | Claimant/Member Portal

1

After receiving your welcome email from Rising, **sign into Rising's VISION™ portal** at the login link at the top right corner of Rising's website (<https://www.risingms.com>) with the username and temporary password provided in your welcome email, a sample of which is shown below.



2

When you log in with the temporary password provided in the welcome email, you will be prompted to update your password and to select a security question/answer. To change your password at any time, go to the User Profile page, select the "Manage Password" option and follow the on-screen prompts.



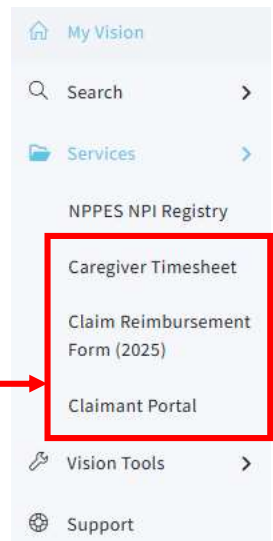
3

To view a list of payments that have been made or are pending, navigate to the "Account Ledger" tab on the "My Case" page of your claim in VISION™.

4

To submit expenses for processing by the Program, we also have provided direct access within the VISION™ portal (main menu on the left sidebar as shown here) to the following VBIF resources:

- [Caregiver Timesheet](#)
- [Claim Reimbursement Form \(2025\)](#)
- [Claimant Portal](#)



5

If you have questions about logging in, navigating the site, or how something works, please review the training videos, email ybif@risingms.com, call 888-763-2455, or click the Help button in VISION™. Help is always just a click away!

Our Privacy Promise

Rising takes proactive and stringent care to safeguard your privacy and to ensure we are utilizing the most rigorous information security standards. As a result:

- We are fully compliant with all relevant HIPAA guidelines.
- We keep your information confidential at all times.
- We maintain multiple security certifications and conduct extensive security audits.

To learn more, select "Terms of Use" at the bottom of any page within our portal.

